

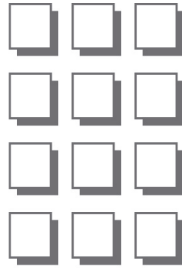


# LEED Green Associate Candidate Handbook

Valid for July 2009

## Green Building Certification Institute

2101 L Street NW, Suite 650 • Washington, DC 20037 • [www.gbci.org](http://www.gbci.org)  
1.800.795.1746 • +1.202.828.1145 • [www.gbci.org/contact](http://www.gbci.org/contact)



**GREEN BUILDING™**  
CERTIFICATION INSTITUTE

LEED® Green Associate Candidate Handbook, July 2009.

COPYRIGHT 2008 by Green Building Certification Institute

Information in this Handbook represents current policies and procedures for a LEED professional credentialing exam. Information in this Handbook supersedes information contained in any previously published information.

This booklet may not be brought into the examination.

Eligibility standards, exam content, exam standards, fees, and guidelines are subject to change.

Please read and understand the entire Handbook including all policies, procedures, and consequences.

## Table of Contents

<b>1) 5 Things Every Candidate Should Know</b>	<b>4</b>
<b>2) Study Materials</b>	<b>5</b>
Exam Information	
Exam Item Development	
Exam Format	
Exam Timing	
Determining Passing Score	
Specifications	
References	
Sample Questions	
<b>3) Applying for Your Exam</b>	<b>11</b>
Applying for an Exam	
Application Period	
Eligibility Requirements	
Student Pricing	
Special Testing Accommodations	
Registering for an Exam	
Exam Fees	
<b>4) Scheduling Your Exam</b>	<b>15</b>
Exam Scheduling	
Bulk Scheduling	
Confirm, Cancel, or Reschedule Exam Appointment	
Failing to Appear for a Scheduled Exam	
Inclement Weather or Other Emergencies	
<b>5) Pre-Exam Checklist</b>	<b>17</b>
<b>6) The Day of Your Exam</b>	<b>18</b>
Identification Requirements	
Name Requirements	
Computer-Based Testing	
Exam Scoring	
Test Security	
What to Expect at the Test Center	
Test Center Regulations	
Grounds for Dismissal from Test Center	
<b>7) After Your Exam</b>	<b>22</b>
Passing the Exam	
Failing the Exam	
Credentialing Maintenance Program	
Certificates	
Exam Content Appeals	
Candidate Confidentiality	

**1) 5 Things Every Candidate Should Know**

- 1.** Ensure that your name in My Credentials matches the identification you will present at the test center. (See page 18.)

**IF THE NAMES DO NOT MATCH, YOU WILL NOT BE ALLOWED TO TEST  
AND YOU WILL FORFEIT THE FULL EXAM FEE.**

- 2.** In order to receive member pricing for your exam, you must enter your Corporate Access ID into your USGBC account prior to registration. (To update your member status, go to [www.usgbc.org](http://www.usgbc.org) > Your Account > Membership.) The member discount is not automatically applied retroactively to exam registrations that are submitted under non-member pricing.

- 3.** To change or cancel your exam appointment you must do so through Prometric no later than midnight on the third day before your scheduled examination. All exam appointments cancelled/rescheduled 30 days or less before the examination date are charged a \$30 fee. If you do not receive a new confirmation number from Prometric, contact them immediately to confirm that your appointment has been successfully cancelled/rescheduled. (See page 15.)

**YOU WILL NEED YOUR CONFIRMATION NOTICE FOR ALL COMMUNICATION  
WITH PROMETRIC AND GBCI REGARDING YOUR EXAM APPOINTMENT.**

- 4.** The only field you cannot edit in your My Credentials account is the name. (If you need to change your name, please contact GBCI credentialing staff at [www.gbc.org/contact](http://www.gbc.org/contact) > Name Changes or at 1-800-795-1746, within the US, or at +1-202-828-1145, outside the US.) Every other field, including username, email address, password, street address, company affiliation, etc., can be changed, so there is no reason to create a new account when you change jobs, locations, or job titles.

- 5.** If you have a documented disability that would prevent you from taking a LEED Professional Credentialing exam under standard conditions, you may request a reasonable accommodation as required by the Americans with Disabilities Act (ADA). Prometric certifies that it shall comply with the provisions of the ADA. (See page 13.)

## 2) Study Materials

### Exam Information

A LEED Green Associate is an individual who has passed the exam and possesses the knowledge and skill to understand and support green design, construction, and operations.

GBCI contracts with a test development firm to develop and deliver the LEED professional credentialing exams. The development of a valid exam begins with a clear and concise definition of the knowledge, skills and abilities needed in order to successfully serve as a LEED Green Associate. Psychometricians work with experts in the green building industry to identify critical components of the roles and responsibilities of an individual supporting the LEED certification process.

All LEED professional credentialing exams are valid and reliable. Validity means that the exam is able to measure that which it is supposed to measure. Reliability is an index of how accurately the exam measures a candidate's skills. A test must be both valid and reliable to be considered a well-developed exam. The LEED Green Associate exam accurately assesses each candidate's ability to carry out the required responsibilities of a LEED Green Associate.

### Exam Item Development

Extensive test statistics are calculated in the process of determining test validity and reliability. This includes careful analysis of every item on all LEED Professional Credentialing exams. Exam questions are developed and validated by global work groups of Subject Matter Experts, are referenced to current standards and resources, are developed and monitored through psychometric analysis, and satisfy the test development specifications of a job analysis.

All LEED Professional Credentialing exams assess candidates' abilities at three hierarchical cognitive levels: Recognition, Application, and Analysis. It is not necessary to know an item's cognitive level, and an item's cognitive level may not be obvious. It is only important that candidates understand that these different cognitive levels are assessed so that candidates can demonstrate both the breadth and depth of their knowledge as it pertains to the test specifications. The following definitions do not represent strict divisions between item types but are meant to be explanatory guidelines so that candidates understand the various levels at which they may have to demonstrate knowledge.

- **Recognition Items:** These items assess a candidate's ability to recall factual material that is presented in a similar context to the exam references.
- **Application Items:** These items provide the candidate with a novel problem or scenario that the candidate can solve using familiar principles or procedures described in the exam references.
- **Analysis Items:** These items assess a candidate's ability to break the problem down into its components to create a solution. The candidate must not only recognize the different elements of the problem, but must also evaluate the relationship or interactions of these elements.

### Exam Format

The LEED Green Associate exam is designed to measure your skills and knowledge against criteria developed by Subject Matter Experts and to assess your knowledge and skill to understand and support green design, construction, and operations. The LEED Green Associate exam is comprised of 100 randomly delivered multiple choice questions and must be completed in 2 hours; total seat time for the LEED Green Associate exam will be 2 hours and 20 minutes including a tutorial and short satisfaction survey.

## 2) Study Materials

### Exam Timing

While you are permitted up to 2 hours to complete the LEED Green Associate, be prepared to commit 2 hours and 20 minutes to the entire process. Total exam time is broken out as follows: an optional 10 minute tutorial, the 2 hour exam, and an optional 10 minute exit survey.

### Determining the Passing Score

A valid credentialing exam must have a defensible passing score. The cut score that separates candidates who have not mastered the content must be based on the minimum level of knowledge required as set forth by Subject Matter Experts. The performance of Beta testers was analyzed by professional psychometricians to gain statistics about item performance. The final cut score recommendation was then determined by a group of test development experts and volunteer Subject Matter Experts using the Angoff Method. The final cut score is approved by the GBCI Credentialing Steering Committee.

### Specifications

The specifications for each section of the LEED Green Associate exam are organized to include a list of domains and their corresponding knowledge areas. This structure provides the volunteer Subject Matter Experts with a framework to guide the development of exam items to assess whether a candidate is capable of performing specific tasks and services.

The following outline provides a general description of exam content areas for the LEED Green Associate exam:

#### **I. Synergistic Opportunities and LEED Application Process**

- A. Project Requirements (e.g., site; program; budget; schedule)
- B. Costs (e.g., hard costs; soft costs; life-cycle)
- C. Green Resources (e.g., USGBC; Environmental Building News)
- D. Standards that support LEED Credit (e.g., American Society of Heating, Refrigeration and Air-conditioning Engineers [ASHRAE]; Sheet Metal and Air Conditioning Contractors National Association [SMACNA] guidelines; Green Seal)
- E. Credit Interactions (e.g., energy and IEQ; waste management)
- F. Credit Interpretation Rulings/Requests and precedents that lead to exemplary performance credits
- G. Components of LEED Online and Project Registration
- H. Components of LEED Score Card
- I. Components of Letter Templates (e.g., project calculations; supplementary documentation)
- J. Strategies to Achieve Credit
- K. Project Boundary; LEED Boundary; Property Boundary
- L. Prerequisites and/or Minimum Program Requirements for LEED Certification
- M. Preliminary Rating (target certification level)
- N. Multiple Certifications for Same Building (e.g., Operations & Maintenance for certified building new construction; core and shell and commercial interior; certified building in neighborhood development)
- O. Occupancy Requirements (e.g., existing building--building must be fully occupied for 12 continuous months as described in minimum program requirements)
- P. USGBC Policies (e.g., trademark usage; logo usage)
- Q. Requirements to Earn LEED AP Credit

## 2) Study Materials

### II. Project Site Factors

- A. Community Connectivity
  - 1. Transportation (e.g., public transportation; bike storage; fuel efficient vehicle parking; parking capacity; car pool parking; car share membership [e.g. Zipcar™]; shuttles; carts)
  - 2. Pedestrian Access (e.g.; circulation and accessibility such as cross walks; ramps; and trails)
- B. Zoning Requirements (e.g., density components such as calculations -site area and floor area ratio; construction limits; open space; building footprint; development footprint; specific landscaping restrictions)
- C. Development
  - 1. Heat Islands (e.g., non-roof; roof; Solar Reflectance Index [SRI]; emissivity; albedo; heat island effect; green roofs)

### III. Water Management

- A. Types and Quality of Water (e.g., potable; graywater; blackwater; stormwater)
- B. Water Management (e.g., water use reduction through fixtures such as water closets; urinals; sinks; lavatory faucets; showers; harvesting; baseline water demand; calculations of Full Time Equivalent; irrigation)

### Project Systems and Energy Impacts

- A. Environmental Concerns (e.g., chlorofluorocarbon [CFC] reduction, no refrigerant option, ozone depletion, fire suppressions without halons or CFC's, phase-out plan, Hydrochlorofluorocarbons [HCFC])
- B. Green Power (e.g., off-site generated, renewable energy certificates, Green-e providers)

### V. Acquisition, Installation, and Management of Project Materials

- A. Recycled Materials (e.g., pre-consumer, post-consumer, collection requirements, commingled)
- B. Locally (regionally) Harvested and Manufactured Materials
- C. Construction Waste Management (e.g., written plan; accounted by weight or volume; reduction strategies; polychlorinated biphenyl (PCB) removal and Asbestos-containing materials (ACM) management)

### VI. Stakeholder Involvement in Innovation

- A. Integrated Project Team Criteria (architect, heating-ventilation-air-conditioning [HVAC] engineer, landscape architect, civil engineer, contractor, Facility Manager)
- B. Durability Planning and Management (e.g., material lifecycle, building re-use)
- C. Innovative and Regional Design (regional green design and construction measures as appropriate and established requirements)

### VII. Project Surroundings and Public Outreach

- A. Codes (e.g, building, plumbing, electrical, mechanical, fire protection)

## 2) Study Materials

### References

The primary sources for the development of the core references are the LEED Rating Systems. The LEED Green Associate examination is designed to test your general knowledge of green building practices and how to support other professionals working on LEED projects. LEED Reference Guides are published by the U.S. Green Building Council and are available for purchase at [www.usgbc.org/store](http://www.usgbc.org/store) > Publications.

#### Primary References\*

- [LEED for Operations & Maintenance Reference Guide-Introduction](#) (U.S. Green Building Council, 2008)
- [LEED for Operations & Maintenance Reference Guide-Glossary](#) (U.S. Green Building Council, 2008)
- [LEED for Homes Rating System](#) (U.S. Green Building Council, 2008)
- [Cost of Green Revisited](#), by Davis Langdon (2007)
- [Sustainable Building Technical Manual: Part II](#), by Anthony Bernheim and William Reed (1996)
- [The Treatment by LEED® of the Environmental Impact of HVAC Refrigerants](#) (LEED Technical and Scientific Advisory Committee, 2004)
- [Guidance on Innovation & Design \(ID\) Credits](#) (US Green Building Council, 2004)
- [Guidelines for CIR Customers](#) (US Green Building Council, 2007)

#### Ancillary References

- [Energy Performance of LEED® for New Construction Buildings: Final Report](#), by Cathy Turner and Mark Frankel (2008)
- [Foundations of the Leadership in Energy and Environmental Design Environmental Rating System: A Tool for Market Transformation](#) (LEED Steering Committee, 2006)
- [AIA Integrated Project Delivery: A Guide](#) ([www.aia.org](http://www.aia.org))
- [Review of ANSI/ASHRAE Standard 62.1-2004: Ventilation for Acceptable Indoor Air Quality](#), by Brian Kareis ([www.workplacegroup.net](http://www.workplacegroup.net))
- [Best Practices of ISO - 14021: Self-Declared Environmental Claims](#), by Kun-Mo Lee and Haruo Uehara (2003).
- [Bureau of Labor Statistics](#) ([www.bls.gov](http://www.bls.gov))
- [International Code Council](#) ([www.iccsafe.org](http://www.iccsafe.org))
- [Americans with Disabilities Act \(ADA\): Standards for Accessible Design](#) ([www.ada.gov](http://www.ada.gov))
- [GSA 2003 Facilities Standards](#) (General Services Administration, 2003)
- [Guide to Purchasing Green Power](#) (Environmental Protection Agency, 2004)
- [Green Building & LEED Core Concepts Guide](#), 1st Edition (US Green Building Council, 2009) (available for purchase at [www.usgbc.org/store](http://www.usgbc.org/store) > Publications)

You should also be familiar with the content of the U.S. Green Building Council's Website, [www.usgbc.org](http://www.usgbc.org), including but not limited to LEED Project Registration, LEED Certification content, and the purpose of LEED Online. The U.S. Green Building Council's LEED Website, [www.usgbc.org/leed](http://www.usgbc.org/leed), also has free access to LEED Rating Systems, LEED Reference guide Introductions, and Checklists beyond those listed above.

You will also find a list of abbreviations and acronyms in the *LEED for Homes Rating System* on pages 105–106 and a helpful glossary of terms on pages 107–114.



## 2) Study Materials

### Sample Questions

**Disclaimer:** The items listed here were discarded in the process of creating items for the LEED Green Associate exam. The items are provided for your convenience to allow you to better familiarize yourself with the format and general content of items on the exam.

The content of these items, while representative of the type of questions on the LEED Green Associate exam, does not necessarily mirror the content that will appear on the actual exam. Further, your ability to correctly answer these sample items does not in any way predict or guarantee your ability to successfully answer questions on the actual LEED Green Associate exam.

#### Questions:

**1: What Carpet and Rug Institute (CRI) program set standards for low-emitting carpets, adhesives, and pads?**

- A. Green Seal
- B. Green Guard
- C. Green-e Certified
- D. Green Label Plus

**2: Why should a green project be located in an existing community?**

- A. Adequate parking is available on site.
- B. The zoning approval for the project is easier.
- C. Native plantings can be used for erosion control.
- D. The connection to basic community resources is present.

**3: Graywater is most often used for:**

- A. drinking.
- B. irrigation.
- C. dishwashers.
- D. swimming pools.

**4: What refrigerant contributes the most to global warming potential (GWP)?**

- A. HFC-23
- B. CFC-12
- C. Propane
- D. HCFC-123

#### Answers:

**1: What Carpet and Rug Institute (CRI) program set standards for low-emitting carpets, adhesives, and pads?**

- D. Green Label Plus

This question aligns itself with:

- I. Synergistic Opportunities and LEED Application Process
- D. Standards that support LEED credit

**2: Why should a green project be located in an existing community?**

- D. The connection to basic community resources is present.

This question aligns itself with:

- II. Project Site Factors
  - B. Community connectivity
    - 2. Pedestrian Access

**3: Graywater is most often used for:**

- B. irrigation.

This question aligns itself with:

- III. Water Management
  - A. Types and quality of water

**4: What refrigerant contributes the most to global warming potential (GWP)?**

- A. HFC-23

This question aligns itself with:

- IV. Project Systems and Energy Impacts
  - A. Environmental concerns

## 2) Study Materials

**5: A general contractor (GC) attempts a credit in Local or Regional Materials and discovers that the specified product has only a portion of the material manufactured within the required radius. What should the GC do?**

- A. Not list the product
- B. Not use the product
- C. List the entire product
- D. List only the portion within the required radius

**6: What is the legal instrument that regulates current land use?**

- A. Zoning
- B. Licensing
- C. Abatement
- D. Commissioning

**5: A general contractor (GC) attempts a credit in Local or Regional Materials and discovers that the specified product has only a portion of the material manufactured within the required radius. What should the GC do?**

- D. List only the portion within the required radius

This question aligns itself with:

- V. Acquisition, Installation, and Management of Project Materials
  - B. Locally (regionally) harvested and manufactured materials

**6: What is the legal instrument that regulates current land use?**

- A. Zoning

This question aligns itself with:

- VII. Project Surroundings and Public Outreach
  - A. Codes

## Applying for an Exam

1. Go to [www.gbci.org](http://www.gbci.org) and click My Credentials. This will prompt you to log in to your My Credentials account. If you do not have an account, click First Time Here? to create one.
2. Select Apply for an exam from your Current Options. (If you do not see this option, it means that you have already applied for an exam or you are a LEED AP credentialed under the New Construction, Commercial Interiors, or Existing Buildings exam tracks and you haven't enrolled in the new system.)
3. Review and, if applicable, update your profile.
4. Verify that your name matches the identification you will present at the test center; if it does not, contact GBCI credentialing staff at [www.gbci.org/contact](http://www.gbci.org/contact) > Name Changes or at 1-800-795-1746, within the US, and +1-202-828-1145, outside the US, as you cannot update it yourself.
5. Select your LEED Professional Directory preferences; if you are choosing to be listed, please enter a city, state (ZZ if outside the US and Canada), and country. Press "Submit."
6. Select your credentialing route. Press "Submit."
7. Upload your documentation of eligibility. (See Eligibility Requirements on the next page for more information.) Press "Submit."
8. Select whether you would like to request student pricing. (See Student Pricing on page 13 for more information.) Press "Submit."
9. Select whether you would like special testing accommodations based on the Americans with Disabilities Act (ADA). (See Special Testing Accommodations on page 13 for more information.) Press "Submit."
10. Review your exam application. You may return to the main menu and leave your application incomplete; however, your application will not be processed until it is completed and submitted. Once you have confirmed that all information is correct and all documentation is uploaded, press "Submit."
11. Read GBCI's Terms and Conditions, Disciplinary Policy, and CMP Guidelines. Affirm that you have read and agree to all documents by electronic signature. Press "Submit."
12. Select the credit or debit card type (Visa, MasterCard, American Express, or Discover) with which you will pay the \$50 non-refundable LEED Green Associate application fee. Press "Pay fee."
13. Enter the card number, expiration date, name, and billing address of the credit or debit card with which you will pay the non-refundable application fee. Press "Process Payment." Do NOT hit the button more than once; doing so may cause multiple charges on your credit or debit card.
14. You will receive an on-screen notification that your application is complete and will be provided with your application reference number.
15. You will receive notice within seven days that your application is approved or, if more information is required, incomplete. If your application is approved, you can proceed to registration. (See Registering for an Exam on page 14.) If the application is denied or expires (see Application Period on the next page), you must wait 90 days before reapplying.

## Application Period

An approved application is valid for one year from the approval date. Candidates are allotted three registrations per one-year application period. This means that a candidate has three chances to meet the minimum competency score of 170 for any given LEED professional credentialing exam while their application is active. For the LEED Green Associate credential, this translates into three attempts at the exam during the one year application period.

After an application expires, candidates are required to wait 90 days before submitting a new application to GBCI. This means that if a candidate does not earn the credential with their allotted registrations, or if a candidate allows their application period to expire without using their registrations, they must wait 90 days to reapply. If a candidate's application period expires, they must once again demonstrate eligibility for their chosen credential route when they reapply.

## Eligibility Requirements

To take the LEED Green Associate exam, you must have experience in the form of involvement on a LEED-registered project, employment (or previous employment) in a sustainable field of work, or engagement in (or completion of) an education program that addresses green building principles. You only have to meet one of these criteria to demonstrate eligibility.

Your experience must be documented in the form of a letter of attestation from a supervisor, client, project manager, or teacher and must describe your involvement on the job or in the classroom.\*Your eligibility documentation should meet these requirements:

- The letter must be on letterhead or provide other evidence of its authenticity.
- The body of the attestation should be limited to 750 words or less.
- The letter must be dated.
- The letter must be authored and signed by a supervisor, client, project manager, teacher, or someone else qualified to evaluate the applicant's performance.
- The author's title and relationship to the applicant should be demonstrated, for example the author's business card.
- The letter must summarize and confirm the applicant's participation in one of the three qualifying experience categories (project involvement, employment, or education).
- For eligibility based on project involvement:
  - The letter must name a specific LEED-registered project
  - The letter must affirm that the applicant was involved with the project
  - The letter must provide the date(s) of the applicants involvement with the project
- For eligibility based on employment:
  - The letter must explain how the applicant's profession or company relates to environmentalism or the green building industry
  - The letter must affirm the applicant's employment and provide the applicant's job title or company
  - The letter must provide the applicant's date(s) of employment
- For eligibility based on education: \*
  - The document must provide the course's title and provider
  - The document must explain how the course relates to green building principles or LEED
  - The document must affirm that the candidate was enrolled in the course
  - The document must provide the applicant's date(s) of enrollment

\*For candidates who have attended or are attending an education program that addresses green building principles, GBCI will accept a certificate of completion or an official transcript in lieu of a letter of attestation. Any other eligibility documentation must be in the form of a letter of attestation.

Candidates must also agree to the disciplinary policy and credential maintenance requirements and submit to an application audit. Five to seven percent of all applications will be audited; you will be notified immediately if you are chosen for an audit and will be notified of your eligibility within seven days.

## Student Pricing

If you are a full-time student at an accredited institution, and you are not already a USGBC national member, you may still request member/student pricing (\$150 per exam appointment for the LEED Green Associate exam) by providing GBCI with a copy of your current student transcript, as well as a copy of a current student ID.

This documentation can be e-mailed to GBCI Credentialing Staff at [www.gbci.org/contact](http://www.gbci.org/contact) > Student Pricing or mailed to:

Green Building Certification Institute  
Attn: Student Pricing  
2101 L Street NW, Suite 650  
Washington, DC 20037

You will not be able to register for or schedule any exam appointments until your documentation is received and approved by GBCI.

If you are a full-time student but have already linked your USGBC account to a USGBC national membership, you will automatically receive the member/student rate and you do not need to request student pricing or provide documentation.

Student pricing does not extend to the LEED AP exams.

## Special Testing Accommodations

If you have a documented disability that would prevent you from taking a LEED professional exam under normal testing conditions, you may request reasonable accommodations as required by law. Reasonable accommodations are granted to ensure that every candidate has the opportunity to test on a level field with other candidates, but not to provide any candidate with an unfair advantage over other candidates. Accommodation requests are considered on a case by case basis.

Prometric certifies that it shall comply with the provisions of the Americans with Disabilities Act (ADA). Under the ADA, entities that administer standardized examinations must offer the examinations in a place and manner that is accessible to candidates with disabilities. This may require reasonable modifications to the manner in which the test is administered. Prometric will provide candidates reasonable auxiliary aids and services, except where it may fundamentally alter the validity of the exam results. Available accommodations include, but are not limited to, a reader, a scribe, and extended testing time.

If you require special accommodations to sit for a LEED professional exam, you must indicate this on your Exam Application. To request accommodations, you and your health care provider will each need to complete one form to document the disability and the need for accommodation. You must submit the Candidate and Provider Forms with your application. [Download the Candidate and Provider forms](#). These two forms require you to provide the following information:

- Diagnosis and nature of the disability
- Name of tests used to evaluate the condition
- Length of the condition
- Date you were last seen by your health care provider
- Specific suggested accommodation(s)

There is no additional charge for special accommodations. Each request will be evaluated individually. GBCI credentialing staff will review this documentation within 30 days of the submittal of your application and, if approved, will alert Prometric of the necessary accommodations. Candidates who request special testing accommodations for a LEED credentialing exam will not be able to schedule an appointment with Prometric until their request is approved and arrangements have been made with Prometric. Candidates will be contacted by email regarding the approval status of their special testing accommodations request.

## Registering for an Exam

1. Go to [www.gbci.org](http://www.gbci.org) and click My Credentials. This will prompt you to log in to your My Credentials account.
2. Select Register for an exam from your Current Options. (If you do not see this option, it means that you have not applied for an exam or that your application has not yet been approved, was denied, or is expired.)
3. Confirm that you understand for which exam you are registering and how to schedule an appointment.
4. Confirm that your member status is correct. **The member discount is not automatically applied retroactively to exam registrations that are submitted under non-member pricing. Please make sure that this pricing is correct BEFORE continuing and generating eligibility ID. (To update your member status, go to [www.usgbc.org](http://www.usgbc.org) > Your Account > Membership.)**
5. When your exam registration is complete, your eligibility ID will be displayed on-screen. You can use this number to schedule an exam through Prometric, available at [www.prometric.com/gbci](http://www.prometric.com/gbci); please see the Contact Information section (page 24) for your local Prometric phone number.

Candidates may register at any point during their one year application period through My Credentials at [www.gbci.org](http://www.gbci.org). There is no required waiting time between registrations during the application period; however, candidates may have only one pending registration at any given time.

Failure to appear for an appointment or denial of access to an appointment due to a failure to present proper identification will count as use of one of the three allotted registrations. Exceptions will be made only for candidates who miss an appointment due to a documented emergency. (See Failure to Appear for a Scheduled Exam on page 16.)

## Exam Fees

Examination fees cover the costs of testing center coordination and staffing, examination development, review, production and scoring. Prometric accepts electronic credit or debit card payment methods. Prometric does not currently accept checks for payment for the LEED Professional exams. Within the US, Prometric charges the exam fee when the scheduled exam appointment occurs. Outside the US, Prometric charges the exam fee at the time of scheduling. The exam fee for the LEED Green Associate, per appointment, is:

- USGBC national members/full-time students: \$150
- All others: \$200

Please note that candidates cannot change the credit or debit card information for the payment of a scheduled Prometric appointment without cancelling the appointment with Prometric first.

**NOTE TO USGBC MEMBERS:** The member discount is not automatically applied retroactively to exam registrations that are submitted under non-member pricing. Please make sure that this pricing is correct BEFORE registering. (To update your member status, go to [www.usgbc.org](http://www.usgbc.org) > Your Account > Membership.)

## 4) Scheduling Your Exam

### Exam Scheduling

1. Go to [www.prometric.com/gbci](http://www.prometric.com/gbci) to schedule an exam appointment. Enter your Eligibility ID to proceed with selecting a test site, scheduling a date and time and entering payment information.
2. When the exam appointment is scheduled, you will receive a confirmation number onscreen and from Prometric through an email. Record your confirmation number. You will need this confirmation number to confirm, cancel, or reschedule your appointment through the Prometric website, [www.prometric.com/gbci](http://www.prometric.com/gbci). You will not be able to confirm, reschedule, or cancel with your Eligibility ID. Once you have scheduled an exam, please print your confirmation notice from Prometric.

**YOU WILL NEED YOUR CONFIRMATION NOTICE FOR ALL COMMUNICATION WITH PROMETRIC AND GBCI REGARDING YOUR EXAM APPOINTMENT.**

If you do not receive a confirmation email from Prometric, please call Prometric customer service. Please see the Contact Information section (page 24) for your local Prometric phone number.

### Bulk Scheduling

To schedule five or more candidates at one time, you may use Prometric's Bulk Registration process. First, candidates should individually apply and register for the exam at [www.gbci.org](http://www.gbci.org) > My Credentials. (See Applying for an Exam on page 11 and Registering for an Exam on page 14.)

Go to [www.prometric.com/gbci](http://www.prometric.com/gbci), click Schedule Exam, select your location, and click Bulk Registration. Enter each candidate's Eligibility ID number and provide payment information to pay the exam fees in bulk. Alternatively, call Prometric's Bulk Registration line and provide each candidate's Eligibility ID number over the phone. Please see the Contact Information section (page 24) for your local Prometric phone number.

### Confirm, Cancel, or Reschedule Exam Appointment

You can confirm, cancel, or reschedule your exam appointment through one of two ways: visit [www.prometric.com/gbci](http://www.prometric.com/gbci) anytime and follow the on-screen instructions (this is the recommended method), or call Prometric customer service. Please see the Contact Information section (page 24) for your local Prometric phone number.

To change or cancel your reservation you must do so through Prometric **no later than midnight on the third day before your scheduled examination**. All exam appointments cancelled/rescheduled 30 days or less before the examination date are charged a \$30 fee. **If you do not receive a new confirmation number from Prometric, contact them immediately to confirm that your appointment has been successfully cancelled/rescheduled.**

Leaving a message on the local test center's answering machine or contacting GBCI are NOT acceptable methods of cancelling/rescheduling your appointment. You will need your confirmation to reschedule or cancel.

Exam Appointment	Reschedule/Cancel Deadline
Monday	Previous Friday, by 11:59 pm
Tuesday	Previous Saturday, by 11:59 pm
Wednesday	Previous Sunday, by 11:59 pm
Thursday	Previous Monday, by 11:59 pm
Friday	Previous Tuesday, by 11:59 pm
Saturday	Previous Wednesday, by 11:59 pm
Sunday	Previous Thursday, by 11:59 pm

Your GBCI account does not have a real-time link to Prometric. Please do not check your GBCI account or contact GBCI for Prometric appointment information. Your My Credentials account will not display your appointment information, until after your exam has been delivered and your results have been returned from Prometric. Your GBCI account will show your exam results as "Pending" until GBCI receives your test results from Prometric.



## 4) Scheduling Your Exam

### Failing to Appear for a Scheduled Exam

If you are absent from an examination that you were scheduled to attend, and you did not reschedule or cancel according to the policy, you must reregister at [www.gbci.org](http://www.gbci.org) > My Credentials and will be responsible for the all exam fees.

All candidates seeking excused absences based on an emergency situation must contact Prometric's candidate care within 10 days of the original examination date. Please see the Contact Information section (page 24) for your local Prometric phone number. Prometric will require that you fax documentation of the emergency in order to excuse the absence. Inclement weather is not acceptable as an excused absence unless the test center was closed (see below). If, on the day of your exam, you are unable to attend the examination for which you are scheduled, you may be excused and be allowed to retest without charge for the following reasons:

- Documented illness, either yourself or immediate family member
- Death in the immediate family
- Disabling traffic accident
- Court appearance or jury duty
- Military duty

Examples of acceptable documentation for excused absences are listed below. This list is not exhaustive.

**Illness:** Doctor's note, emergency room admittance, etc.

- Must be signed by a licensed doctor
- Must include the date of the medical visit
- Must include contact information for the licensed doctor
- Does not need to give details of the illness or emergency, but if it does not, the doctor should at least indicate that the candidate should not test.

**Death in the Family:** Death certificate or doctor's note

- Must be signed by a licensed doctor or mortician
- Must include the date
- Must include contact information for the doctor or mortician

**Traffic Accidents:** Police report, receipt from the mechanic or towing company

- Must include the date
- Must include contact information

**Court Appearance:** Court or jury summons, subpoena

- Must include the date
- Must specifically name the candidate

**Military Duty**

- Must have the date
- Must specifically name the candidate

### Inclement Weather or Other Emergencies

Test administration will be delayed or cancelled only in emergencies. If severe weather or a natural disaster makes the test center inaccessible or unsafe, the test administration may be cancelled. In the event of test center closings due to inclement weather, candidates will be contacted by Prometric to reschedule their appointment free of charge.



## 5) Pre-Exam Checklist

### Are You Ready?

#### One Month Before Your Exam

- Ensure that your name in My Credentials matches the identification you will present at the test center. (See the next page.)

**IF THE NAMES DO NOT MATCH, YOU WILL NOT BE ALLOWED TO TEST  
AND YOU WILL FORFEIT THE FULL EXAM FEE.**

- If you have a documented disability that would prevent you from taking the LEED professional credentialing exams under standard conditions, you may request a reasonable accommodation as required by the Americans with Disabilities Act (ADA). Prometric certifies that it shall comply with the provisions of the ADA. See page 13 for more information.
- Review the address listed in your My Credentials profile so that, if you successfully pass, your certificate is mailed to the most current address. (See page 24.) To edit your address you may visit [www.gbci.org](http://www.gbci.org) > My Credentials > Update Profile.

#### One Week Before Your Exam

- Confirm that the exam scheduled with Prometric is for the correct date, time, and location. If it is not, contact Prometric online at [www.prometric.com/gbci](http://www.prometric.com/gbci) with your confirmation number or call Prometric's customer service. Please see the Contact Information section (page 24) for your local Prometric phone number.

**Please note that GBCI does NOT handle scheduling. Do NOT contact GBCI to confirm, reschedule, or cancel an exam appointment. Prometric requires TWO FULL DAYS before your exam to cancel or reschedule. (See page 15.)**

- Ensure that your name in My Credentials matches the identification you will present at the test center. (See the next page.)

**IF THE NAMES DO NOT MATCH, YOU WILL NOT BE ALLOWED TO TEST  
AND YOU WILL FORFEIT THE FULL EXAM FEE.**

- Be prepared to test without anything; no papers, books, food, beverages, bags (including pocketbooks and purses), or electronic devices (including calculators) are allowed in the exam room. Small lockers are provided for candidates to secure purses, wallets, keys, cellular telephones, etc. (See page 20.)
- Read and understand this Candidate Handbook, including all policies, procedures, and consequences.

## 6) The Day of Your Exam

### Identification Requirements

Candidates must provide valid, unexpired ID with a signature and a photograph that looks like the candidate. Acceptable examples include:

Identification with photo and signature
Passport
Driver's License
Military ID
Signed Photo Check or Credit Card

OR

Identification with signature	A	Identification with photo
Signed Check Card	AND	Alien ID Card
Signed Credit Card		Employee ID Card
		Student ID

Unacceptable forms of ID include but are not limited to an expired ID, an ID without an expiration date, and a Social Security Card.

### Name Requirements

**Your name in My Credentials must match the identification you will present at the test center. If the names do not match, you will NOT BE ALLOWED TO TEST AND YOU WILL FORFEIT THE FULL EXAM FEE.** Contact GBCI at [www.gbc.org/contact](http://www.gbc.org/contact) > Name Changes or at 1-800-795-1746, within the US or +1-202-828-1145, outside the US.

If any of the following minor name discrepancies appear, the candidate WILL be allowed to test:

Middle Name or Middle Initial	John E. Smith = John Smith
Common Short Names	Michael Jones = Mike Jones James Smith = Jimmy Smith
Maiden Name and Given Middle Name	Mary Elizabeth Smith = Mary Jones Smith
Part of a Hyphenated Name is Missing	Jane Brown-Green = Jane Brown

The following examples are **NOT** considered minor discrepancies and will **NOT** be allowed to test:

Missing First Name	Sarah Catherine Black $\neq$ Catherine Black
Different First Name	Lee Chang $\neq$ John Chang
Different Last Name	Diane Cooper $\neq$ Diane Gray
Initial(s) instead of Name	D. J. Baker $\neq$ Daniel Jonathan Baker M. Jason Watson $\neq$ Mark Jason Watson
Informal Names	Skip Taylor $\neq$ Robert Taylor
Misspellings/Typos	Thomas Mikker $\neq$ Thomas Miller

## 6) The Day of Your Exam

### Computer-Based Testing

The LEED professional credentialing exams are computer-based tests, but candidates do not need extensive computer experience to take a test. Exam questions and answer options are displayed on screen. The computer records your responses and times your exam. You are able to change your answers, skip questions, and flag questions for later review.

Before starting the exam, you will have the option of taking a short tutorial to familiarize yourself with the computer testing environment. You will have ten minutes to spend on this tutorial. This time will not be deducted from the time you are allotted to complete the exam. Test site proctors are available to answer questions you may have about the computer-based testing system, but they cannot answer questions about the content of the exam itself. GBCI encourages candidates to participate in the tutorial in order to familiarize themselves with the exam format. **Be aware that if a candidate exits the exam session, the exam cannot be restarted.**

In the event that a software or hardware problem occurs before or during the test, please wait to see if the test center administrator, with assistance from Prometric technical support, can resolve the problem. In the event a computer must be restarted, the computer software has been designed to suspend testing time until the computer is operating again. If your exam cannot be administered because of technical difficulties, your exam will be rescheduled at your earliest convenience.

### Exam Scoring

Raw exam scores are converted to a scaled score that ranges from a minimum of 125 to a maximum of 200 with a passing score set at 170. The scaled score is reported onscreen at the conclusion of the exam and in the score report that is received at the test site following completion of your exam. GBCI reports scaled scores so that candidates know that a passing score of 170 is required to pass on each exam. In this way, confusion about what is required to become a LEED Professional is avoided.

### Test Security

To ensure the integrity of the LEED professional credentialing program, specific measures are enforced during the administration of your exam. Before taking the examination you will be required to accept a nondisclosure agreement which prohibits any disclosure of exam content:

- Test questions and answers are the exclusive property of GBCI.
- The examination and the items (questions and answers) are protected by copyright law. The exam may not be copied or reproduced in part or in whole, by any means whatsoever, including memorization.
- Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited.
- Theft or attempted theft of exam items is punishable to the fullest extent of the law.

Failure to comply with the agreement will prevent you from testing.

You will be observed at all times while taking the exam. This may include direct observation by test center staff, as well as audio and video recording of your exam session. **Your participation in irregular behavior in or around the test center during the exam may result in invalidation of the results of your examination, termination of your candidate status, civil liability, criminal prosecution, or other appropriate sanctions.**

## 6) The Day of Your Exam

### What to Expect at the Test Center

It is recommended that you arrive at the test center at least 30 minutes prior to your scheduled exam appointment to get settled, check in, and begin the tutorial. Candidates who arrive at test site after their scheduled exam times will lose their reservations and be considered absent, and the policy for Failure to Appear for a Scheduled Exam will apply. (See page 16.)

Your test session should begin within 30 minutes of your scheduled appointment. If circumstances arise at the test site that delay your test session more than 30 minutes after your scheduled appointment time, you will be given the choice of continuing to wait or rescheduling your appointment.

You will be escorted to a workstation by test center staff. You must remain in your seat during the exam except when authorized to leave by test center staff. Raise your hand to notify test center staff if:

- You experience problems with your computer
- An error message appears on the computer screen (do not clear the message)
- You need additional scratch paper or pencil
- You need to take a break (testing time will NOT be suspended)
- You need the test center staff for any other reason

In the event that you encounter negative conditions at the test site such as HVAC failures, excessive noise, or technology malfunctions we recommend that you immediately notify the proctor and request that the issue is documented in an Incident Report. Be sure to record the Incident Report number. In unlikely cases where such conditions may occur, it does not modify or change the required passing score.

**To report a problem with your exam experience, report the incident with the proctor at the test site and call candidate care within 10 days of the original examination date.** Please see the Contact Information section (page 24) for your local Prometric phone number.

### Test Center Regulations

Nothing may be brought into the exam room with you. Small lockers are provided for candidates to secure purses, wallets, keys, cellular telephones, pagers, etc. Lockers will not accommodate briefcases, laptop computers or large purses and bags.

- No papers, books, food, beverages, bags (including pocketbooks and purses), or electronic devices (including calculators) are allowed in the exam room.
- Eating, drinking, and tobacco use are prohibited in the exam room.
- Unauthorized paper may not be brought into or removed from the exam room (scrap paper and pencils will be provided by the test site staff and collected at the conclusion of your exam).
- You may not leave the exam room during your exam without the test proctor's permission. If you leave the building during your exam, the test proctor will terminate your exam session.
- You must present your photo ID each time you enter the exam room.

## 6) The Day of Your Exam

### Grounds for Dismissal from the Test Center

Any candidate who engages in misconduct or does not comply with the test proctor's warning to discontinue inappropriate behavior may be dismissed from the test site, have exam results invalidated, or be subject to other appropriate sanctions. Fraud, deceit, dishonesty, or other irregular behavior in connection with taking the exam is strictly prohibited. Irregular behavior includes, but is not limited to, copying or allowing the copying of examination content, failing to work independently, possessing unauthorized devices or source materials, surrogate testing or other dishonest conduct, disrupting other examinees, and possessing, reproducing, or disclosing exam questions, answers, or other information regarding the content of the examination. The following behaviors are considered to be misconduct:

- Giving or receiving assistance of any kind
- Communication with other examinees or with any outside source by way of telephone, personal computer, internet, or any other means during the course of the exam is prohibited.
- Use or suspected use of any prohibited aids (any device that would provide an advantage while taking the exam) during the examination period. This includes but is not limited to LEED Reference Guides, notes, exam references, study materials, practice exams, etc.
- Attempting to take the exam for another person
- Creating a disturbance of any kind
- Removing or attempting to remove examination questions, answers, or notes about the exam, in any format, from the exam room
- Tampering with the operation of the computer
- Failure to comply with the exam regulations of the test proctor

The chief proctor is authorized to take appropriate action to investigate, stop, or correct an observed or suspected irregular behavior or misconduct, including discharging examinees from the exam site and confiscation of any prohibited devices or materials. Examinees or any other persons implicated in an irregularity will be reported to GBCI for further action.

GBCI will make a ruling based on the consideration of both the candidate's report and Prometric's report of the incident. To appeal GBCI's ruling, send an email of your formal appeal to GBCI credentialing staff at [www.gbci.org/contact](http://www.gbci.org/contact). At this stage, the Credentialing Steering Committee will review and make a final ruling on the case.

## 7) After Your Exam

### Passing the Exam

If you receive a score of 170 or higher, you earn the LEED Green Associate designation. Upon receipt of that notification, you may use “LEED Green Associate” as a professional designation on business cards and signatures. All other instances should be noted as “LEED® Green Associate.” Passing a LEED Green Associate exam also authorizes you to use the LEED Green Associate logo in accordance with the [GBCI logo guidelines](#).

You will receive an automatic email from GBCI notifying you when your results have posted. If you have elected to have your listing displayed in the LEED Professional Directory, your listing will be posted along with your results.

Two to three months after you pass the exam, you will receive formal notification from GBCI, including a congratulatory letter and a certificate recognizing you as a LEED Green Associate.

### Failing the Exam

If you receive a score of 169 or lower you will be denied the LEED Green Associate credential. You will receive a print out of your exam results which will indicate your performance on each section. You will receive an automatic email from GBCI notifying you when your results have posted.

### Credentialing Maintenance Program

Candidates who successfully pass the LEED Green Associate exam must complete 15 Continuing Education (CE) hours biennially. For more information about GBCI’s Credentialing Maintenance Program (CMP) please visit our website, [www.gbci.org](http://www.gbci.org), where you can get answers to Frequently Asked Questions (FAQs) and more.

### Certificates

Certificates will be mailed directly from GBCI headquarters two to three months after the test date. In the event that a certificate arrives damaged, with an incorrect name or spelling or, after a reasonable period of time (three weeks after mailing), does not arrive at all, the certificate will be replaced free of charge. These requests should be made in writing to GBCI credentialing staff at [www.gbci.org/contact](http://www.gbci.org/contact) > Certificate Requests.

In the event a LEED Professional loses the certificate, needs a replacement, wants the name on the certificate to be changed, or would like a duplicate certificate, the LEED Professional should forward this request in writing to GBCI credentialing staff at [www.gbci.org/contact](http://www.gbci.org/contact) > Certificate Requests. A twenty-five dollar (\$25) fee will be charged for processing the new certificate. Replacement certificates are processed on a monthly schedule.

## 7) After Your Exam

### Exam Content Appeals

Following completion of the exam candidates may submit, in writing, comments on any question(s) they believe to contain technical errors in content. In your correspondence include your contact information, test date, the specific concerns about the question, as well as an indication of any comments left on the question during the exam. You are not allowed to copy the question before leaving the test center and are not expected to recreate the entire question in your correspondence. GBCI will review the question and you will be notified of the findings. Because of the need for test security, GBCI will not release exam questions or answers to candidates. GBCI does not respond to complaints or challenges received more than 10 days after the test date and does not respond to complaints sent to organizations other than GBCI.

**GBCI provides this process for candidates who believe an exam question contains technical errors in content. The exam challenge process is not made available for complaints about fail scores or exam difficulty.**

**GBCI does not modify exam scores under any conditions. In the event of a successful exam content appeal, you will be given the opportunity to retest; your score will not be changed. The only way to earn a LEED Professional credential is to earn a 170 on the required exam(s).**

### Candidate Confidentiality

GBCI recognizes your rights to control personal information. GBCI policy is designed to safeguard this information from unauthorized disclosure. You can change your preference to be contacted by third parties through your My Credentials profile: [www.gbci.org](http://www.gbci.org) > My Credentials > Update Profile.

To protect your rights to control score distribution, exam scores are released only to you, the test taker and authorized GBCI staff. GBCI does not release test scores except for use in research studies that preserve your anonymity. In addition, GBCI does not release any account details to any third parties without the candidate's written permission.

Official statistics regarding the LEED Professional exams, including all item performance data, individual data, and demographic data, will be considered confidential unless officially released by GBCI. Candidates' scores will always remain confidential unless released with written consent of a candidate.

## Contact Information

### Prometric

1501 South Clinton Street  
Canton Crossing Tower, 14th Floor  
Baltimore, MD 21224

**Website:** [www.prometric.com/gbci](http://www.prometric.com/gbci)

Prometric's website is available for scheduling, rescheduling, cancelling, and confirming exam appointments 24 hours per day. To schedule an exam, you will need to have first applied and registered with GBCI. To reschedule, cancel, or confirm an exam appointment, you will need your Prometric issued 16-digit confirmation number.

#### Prometric Call Centers:

<b>North America:</b>	
Customer service: To schedule, reschedule, cancel and confirm appointments or for general testing information (Monday to Friday, 8:00 to 20:00 PM ET [GMT -5])	888 215 4154
Candidate care: For any problems encountered during your experience with Prometric (Monday to Friday, 8:00 to 21:00 ET; Saturday, 9:00 to 17:00 PM ET [GMT -5])	800 853 6769
Bulk Registration (five or more candidates)	800 774 1292
Special Conditions (Candidates with disabilities)	800 967 1139
<b>Latin America:</b>	
To schedule, reschedule, cancel and confirm appointments or for general testing information	443 751 4995
<b>Asia Pacific:</b>	
Australia and New Zealand (Monday to Friday, 8:30 to 17:00 [GMT +10:00])	612 96405899
China	8610 62799911
India (Monday to Friday, 9:00 to 17:30 [GMT +05:30])	+91 124 4147700
PMI Testing (Monday to Friday, 9:00 to 17:30 [GMT +5:30])	+91 124 4517140
Japan	81 3 5541 4800
Korea	82 2 2116 8331 or 1566-0990
South East Asia (Monday to Friday, 8:00 to 20:00 [GMT +08:00])	60 3 7628 3333
<b>Europe, Middle East, Africa:</b>	
Europe	31 320 239 540
Middle East (Sunday to Thursday)	31 320 239 530
North Africa (Sunday to Thursday)	31 320 239 530
Sub-Saharan Africa	31 320 239 593



## Green Building Certification Institute

2101 L Street NW, Suite 650  
Washington, DC 20037

**Website:** [www.gbci.org](http://www.gbci.org)

GBCI's website is available 24 hours per day for exam application and registration, information regarding the LEED professional credentialing program, and access to your My Credentials account.

**Call Center:** Within the US, 800-795-1746; outside the US, +1-202-828-1145 (Monday, Thursday, and Friday, 9:00 to 17:30 ET; Tuesday and Wednesday, 9:00 to 19:00 ET)

GBCI's call center is available for questions regarding exam registration, USGBC Membership pricing, My Credentials, the LEED Professional Directory, and the LEED professional credentialing program.

**Credentialing Department:** [www.gbci.org/contact](http://www.gbci.org/contact)

GBCI's credentialing staff are available for questions, comments, and concerns regarding certificates, LEED professional exam records, USGBC membership pricing refunds, exam content appeals, exam development, exam scoring, exam format, and all other LEED professional exam program policies and procedures.