



LEED

FOR HOMES

GREEN

RATED

LEED for Homes Green Rater Candidate Handbook updated November 2012



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Information in this Handbook represents current policies and procedures for the Green Building Certification Institute (GBCI) credentialing exam. Information in this Handbook supersedes all previously published information.



This booklet may not be brought into the examination.



Eligibility standards, exam content, exam standards, fees, and other information.

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

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The Green Building Certification Institute (GBCI) is a global, not-for-profit organization.

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THREE THINGS EVERY CANDIDATE SHOULD

1. Ensure your given name (first name) and surname (last name) in My Credentials match your given name and surname on the identification you will present at the test center. **If the name does not match, you are not allowed to test and you will forfeit the exam fee.** If you need to change your name, visit [gbci.org/contact](https://www.gbci.org/contact) > Name Changes or at 1-800-795-1746, within the US, or outside the US.
2. For USGBC members: to receive member pricing for your exam, you must register for your exam to your USGBC account ([usgbc.org](https://www.usgbc.org) > Account > Membership) prior to registration. To receive member pricing for your exam, you must have linked your member account to your exam account (by calling GBCI customer service at +1-202-828-1145) prior to registration. Member pricing will be automatically applied retroactively to exam registrations that are submitted up to 30 days before your exam date.
3. To change or cancel your exam appointment you must do so through Prometric at least 30 days before your scheduled examination. All exam appointments cancelled/changed less than 30 days before examination date are charged a \$50 fee. If you do not receive a new confirmation within 30 days of your exam date, contact them immediately to confirm that your appointment has been successfully cancelled.

APPLYING FOR YOUR EXAM

Applying for an Exam

1. Log in to [My Credentials](#). If you do not have an account, select “First Time User” to create a new account.
2. Verify that candidate name you enter in [My Credentials](#) matches the name on your identification at the test center. Contact GBCI credentialing staff at [gbci.org/contact](https://www.gbci.org/contact) > Name Changes if you need to change your name.
3. Select “Apply for a credential exam” from your Current Options. (If you are not eligible for the exam, you may not have more than one exam application. **You may not have more than one exam application.** [Contact customer service](#) if you have any questions.)
4. Follow the instructions on the screen to complete the application.
5. You will receive an email within one business day containing your Eligibility Confirmation and instructions for scheduling your exam. After you receive the e-mail, log onto [prometric.com](#) and enter your ID number to schedule your exam date and location.

Eligibility Requirements

To take the LEED AP exams, you must have previous experience, within three years, on a LEED-registered or certified project. This work experience must be in the form of a letter of attestation from a supervisor, client, or project manager. The letter must describe your involvement on the project as a consultant, public or private sector personnel,

an audit and will be notified of your eligibility within 7-10 business days.

GBCI also reserves the right to conduct an audit at any time (including prior to and after accreditation) of all current and past exam applications. Any information submitted on an account may be audited and a request for further documentation of any information submitted by a LEED Professional may be made at any time. GBCI further reserves the right to take disciplinary action (including but not limited to revocation of credential(s)) in the event that an audit of a LEED Professional account violates the LEED Professional [Disciplinary and Exam Appeals Policy](#), GBCI's

Special Testing Accommodations

If you have a documented disability that would prevent you from taking a LEED exam under standard testing conditions, you may request reasonable accommodations as required by the Americans with Disabilities Act. Accommodations are granted to ensure that every candidate has the opportunity to test on a level playing field, but not to provide any candidate with an unfair advantage over other candidates. 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), entities that administer standardized examinations must offer the exam in a format that is accessible to candidates with disabilities. This may require reasonable modifications to the way the test is administered. Prometric will provide candidates reasonable auxiliary aids and services that do not fundamentally alter the validity of the exam results. Available accommodations include: large print reader, a scribe, and extended testing time.

If you require special accommodations to sit for a LEED professional exam, you must submit a Request for Accommodation Application. To request accommodations, you and your health care provider must submit documentation to document the disability and the need for accommodation. You must submit this documentation with your application. [Download the Candidate and Provider forms](#). These two forms require 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 reviewed by GBCI credentialing staff will review this documentation within 30 days of the request. If approved, and, if approved, will alert Prometric of the necessary accommodations. Candidates requesting accommodations for a LEED exam will not be able to schedule an appointment until the request is approved and arrangements have been made with Prometric. Candidates

Application Extension

Candidates may request an extension of the one year application period for LEED Professional Certificate programs due to extenuating circumstances. GBCI will review requests for an application extension on a case-by-case basis. Candidates must submit a written request for the request and supporting third party documentation or attestation to GBCI. GBCI will only consider requests received before the application expires, but at the end of the application period. Extensions are granted only once per application period. GBCI reserves the right to decline a request for an application extension.

Exam Scheduling

1. Go to prometric.com/gbci to schedule an exam appointment.
2. Enter your Eligibility ID to proceed with selecting a test site, scheduling an exam, and providing payment information.
3. When the exam appointment is scheduled, you will receive a confirmation number from Prometric through an email.
4. Record your confirmation number. You will need this confirmation number to confirm, reschedule your appointment through the Prometric website, prometric.com/gbci, confirm, reschedule, or cancel with your Eligibility ID.
5. Once you have scheduled an exam, please print your confirmation notice.

Keep your confirmation notice for any communication with Prometric. After you receive a confirmation email from Prometric, please call Prometric customer service at 1-800-541-2536 or the Information section for your local Prometric phone number.

Exam Fees

Examination fees cover the costs of testing center coordination and staffing, exam preparation, production and scoring. Prometric accepts electronic credit or debit card payment for the LEED Professional exams. Prometric currently accept checks for payment for the LEED Professional exams. Prometric does not accept cash payment at the time of scheduling. The exam fee for the LEED for Homes Green Rater, per appointment, is \$100. Candidates cannot change the credit or debit card information for the payment method for an appointment without cancelling the appointment with Prometric first.

Veterans Administration Benefits

The LEED Professional Exams have been approved by the U.S. Department of Veterans Affairs.

another appointment using the same Eligibility ID. Candidates who are denied who miss a scheduled exam appointment are responsible for all exam fees.

All candidates seeking excused absences based on an emergency situation must report the absence within 10 days of the original examination date. Please see the Contact Information section for the Prometric phone number. Prometric will require that you fax documentation of the absence. Inclement weather is not acceptable as an excused absence unless documented (see page). If, on the day of your exam, you are unable to attend the examination, 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

Inclement Weather or Other Emergencies

Test administration will be delayed or cancelled only in emergencies. If severe weather makes the test center inaccessible or unsafe, the test administration may be cancelled. If, due to inclement weather, candidates will be contacted by Prometric to reschedule the exam without charge.

Bulk Scheduling

To schedule five or more candidates at one time, you may use Prometric's Bulk Scheduling service. All candidates should individually apply and register for the exam at [My Credentials](#) (Registering for an Exam.)

Go to prometric.com/gbci, select "Schedule Exam", select your location, and enter each candidate's Eligibility ID number and provide payment information to pay through Prometric's Bulk Registration line and provide each candidate's Eligibility ID number. For more information, see the Contact Information section for your local Prometric phone number.

THE EXAM

All LEED Professional Exams are valid and reliable. Validity means that the exam is supposed to measure. Reliability is an index of how accurately the exam must be both valid and reliable to be considered a well-developed exam. The exam accurately assesses each candidate's ability to carry out the required responsibilities of the Rater.

Exam Development

Extensive test statistics are calculated in the process of determining test validity. An analysis of every item on all LEED exams. Exam questions are developed and reviewed by Subject Matter Experts, are referenced to current standards and resources, are subjected to a psychometric analysis, and satisfy the test development specifications of a job.

All LEED exams assess candidates' abilities at three hierarchical cognitive levels:

- **Recall Items:** These items assess a candidate's ability to recall factual material in context to the exam references.
- **Application Items:** These items provide the candidate with a novel problem to 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 to create a solution. The candidate must not only recognize the different elements but also evaluate the relationship or interactions of these elements.

Exam Format

The LEED for Homes Green Rater exam is designed to measure your skills and knowledge developed by Subject Matter Experts and to assess your knowledge and skill to design, construct, and operate. The LEED for Homes Green Rater exam is delivered as multiple choice questions and must be completed in 2 hours; total exam time for the LEED for Homes Green Rater exam will be 2 hours and 20 minutes including a tutorial and sign-in.

Exams are comprised of both scored and unscored items. All items are delivered to candidates and candidates are not informed of an item's status, so candidates should respond to all items. Unscored items are placed in an exam in order to gather performance data to be used to improve scored items on future exams.

The Exams are computer-based, but candidates do not need extensive computer skills. Exam questions and answer options are displayed on screen. The computer records your answers. You are able to change your answers, skip questions, and flag questions for later review.

convenience, inform GBCI through [gbci.org/contact](https://www.gbci.org/contact) that you have left comments. We will review them and respond to you.

Exam Language

The LEED for Homes Green Rater exam is offered in English. The use of translation dictionaries during the examination will not be permitted. Additional time is not provided (unless in accordance with ADA).

Specifications

The specifications for the LEED for Homes Green Rater exam are organized into categories corresponding to knowledge areas. This structure provides the volunteer Subject Matter Experts to guide the development of exam items to assess whether a candidate is capable of performing the services. The following outline provides a general description of exam content for the Green Rater exam:

- VI. Process and Tools
- VII. LEED for Homes Green Rater Roles and Responsibilities including project management
- VIII. Eligibility and Submarkets
- IX. Credit Interpretation Requests and Innovation & Design Process
- X. Innovation & Design Process credit category
 - 1. Requirements
 - 2. Pre-requisites
 - 3. Visual verification
 - 4. Photo-documentation
 - 5. General documentation
- XI. Location & Linkages credit category
 - 1. Requirements
 - 2. Pre-requisites
 - 3. Visual verification
 - 4. Photo-documentation
 - 5. General documentation
- XII. Sustainable Sites credit category
 - 1. Requirements
 - 2. Pre-requisites
 - 3. Visual verification
 - 4. Photo-documentation
 - 5. General documentation

- 4. Photo-documentation
- 5. General documentation
- XV. Energy & Atmosphere credit category
 - 1. Requirements
 - 2. Pre-requisites
 - 3. Visual verification
 - 4. Photo-documentation
 - 5. General documentation
- XVI. Indoor Environmental Quality credit category
 - 1. Requirements
 - 2. Pre-requisites
 - 3. Visual verification
 - 4. Photo-documentation
 - 5. General documentation
- XVII. Awareness & Education credit category
 - 1. Requirements
 - 2. Pre-requisites
 - 3. Visual verification
 - 4. Photo-documentation
 - 5. General documentation
- XVIII. Sampling Protocols
- XIX. Technical Concepts and Synergies

Reference

The source for the development of the LEED for Homes Green Rater exams is the **LEED for Homes Green Rater Manual**, USGBC, September 2009, Edition 1.

Sample Questions

Disclaimer: The items listed here were discarded in the process of creating the LEED for Homes Green Rater exam. The items are provided for your convenience to allow you to better understand 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 for Homes Green Rater exam, does not necessarily mirror the content that will appear on the actual exam. A student who correctly answers these sample items does not in any way predict or guarantee a passing score on the actual exam.

- A. LEED for Home Provider
- B. LEED for Homes Green Rater
- C. Energy Rater
- D. HVAC Contractor

Answer: D. HVAC Contractor This question aligns itself with: XI. Indoor
1. Requirements

3. Which of the following measures must be verified prior to drywall?

- A. Air Infiltration
- B. Insulation Grade
- C. Refrigerant Charge
- D. Room-by-Room Load Calculations

Answer: B. Insulation Grade. This question aligns itself with: X. Energy &
verification

4. A cementitious siding product that qualifies as an environmentally preferable product and Resources Credit, Environmentally Preferable Products contains a minimum of:

- A. 30% post-industrial recycled content.
- B. 20% post-consumer recycled content only.
- C. 20% post-consumer recycled content and 10% post-industrial recycled content.
- D. 10% post-consumer recycled content and 20% post-industrial recycled content.

Answer: C. 20% post-consumer recycled content and 10% post-industrial
aligns itself with: IX. Materials & Resources credit category, 1. Requirements

5. A building that consists of stacked, attached homes is classified as:

- A. production.
- B. mixed use.
- C. Multifamily.
- D. Single-family.

Answer: C. Multifamily. This question aligns itself with: I. Process and Tools

6. What is the minimum Solar Reflectance Index (SRI) value for a non-roofward Sustainable Sites Credit, Reduce Local Heat Island Effects?

- A. 29 SRI
- B. 31 SRI
- C. 60 SRI
- D. 78 SRI

Answer: A. 29 SRI This question aligns itself with: VII. Sustainable Sites credit

PRE-EXAM CHECKLIST

Are You Ready?

One Month Before Your Exam

Ensure that your given name (first name) and surname (last name) in My Credentials profile match the given name and surname on the identification you will present at the test center. (See next page for more information.) **will not be allowed to test and you will forfeit the exam fee.**

If you have a documented disability that would prevent you from taking a LEED 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 the ADA accommodations for more information.)

Review the address listed in your My Credentials profile so that, if you succeed, you will be mailed to the most current address. (See Certificates for more information.) To edit your address, click Update Profile.

One Week Before Your Exam

Confirm that the exam scheduled with Prometric is for the correct date, time, and location. Confirm your exam online at prometric.com/gbci with your confirmation number or order number. Please see the Contact Information section for your local Prometric phone number. **NOT handle scheduling. Do NOT contact GBCI to confirm, reschedule, or cancel.** Prometric requires **TWO FULL DAYS before your exam to cancel or reschedule.** (See the Exam section.) Read and understand this Candidate Handbook, including all sections and appendices.

Test Security

To ensure the integrity of the LEED Professional Exams, specific measures are in place to protect the security of your exam. Before taking the examination you will be required to accept the Test Security Policy, 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 and confidential. They may not be copied or reproduced in part or in whole by any means whatsoever.

candidate status, civil liability, criminal prosecution, or other appropriate sanctions.

What to Expect at the Test Center

It is recommended that you arrive at the test center at least 30 minutes prior to get settled, check in, and begin the tutorial. Candidates who arrive at test center after the scheduled start time will lose their reservations and be considered absent, and the policy for Failure to Appear will apply.

Your test session should begin within 30 minutes of your scheduled appointment at the test site that delay your test session more than 30 minutes after your scheduled start 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 the workstation 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 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 hardware or software technology malfunctions we recommend that you immediately notify the test center staff. This is documented in an Incident Report. Be sure to record the Incident Report number. In the event that 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 test center staff and your candidate care within 10 days of the original examination date. Please see the test center staff for your local Prometric phone number.

Identification Requirements

Candidates must provide valid, unexpired ID with a signature, a photograph, and an expiration date. Acceptable examples:

- Identification with photo and signature (to include: passport, driver's license, or credit card)

- You may not bring any personal or unauthorized items into the testing room. Small lockers for candidates to secure purses, wallets, keys, cell etc. L lockers, purses and bags.
- A calculator will be provided on-screen during the exam.
- Eating, drinking, and tobacco use are prohibited in the exam room.
- Unauthorized paper may not be brought into or removed from the exam room. Reading and writing surface will be provided by the test site staff and collected at the end of the 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.
- You must present your photo ID each time you enter the exam room.

Grounds for Dismissal from the Test Center

Any candidate who engages in misconduct or does not comply with the test center rules and regulations may be dismissed from the test site, have exam results voided, and face other appropriate sanctions. Fraud, deceit, dishonesty, or other irregular behavior during the exam is strictly prohibited. Irregular behavior includes, but is not limited to, using unauthorized aids, copying or discussing examination content, failing to work independently, possessing unauthorized materials, using a surrogate testing or other dishonest conduct, disrupting other examinees, and disclosing exam questions, answers, or other information regarding the content of the exam. 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 any means, including but not limited to computer, internet, or any other means during the course of the examination
- Use or suspected use of any prohibited aids (any device that would provide an unfair advantage during the exam) during the examination period. This includes but is not limited to unauthorized materials, 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 materials, 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

stage, the Credentialing Steering Committee will review and make a final rule

AFTER YOUR EXAM

Exam Results

All LEED Professional exams are scored between 125 and 200. **A score of 175** exam score will be displayed on screen at the end of the exam and you will receive your results from test center staff. **For the LEED AP combined exams, you must earn a 175 on the same application period to earn the credential.**

Within 72 hours of your appointment, your exam results will be processed, updated, and, if applicable, your listing will be added to the LEED Profession

Passing the Exam

Mentorship

All candidates are strongly encouraged to make arrangements for their mentorship and LEED for Homes Green Rater training. Candidates must complete a mentorship program for LEED for Homes Green Rater exam. The requirements of this program are as follows:

1. Your mentor must be a current LEED for Homes Green Rater, overseen by a LEED for Homes Green Rater.
2. You must participate in two preliminary ratings with your mentor present.
3. You must conduct two pre-drywall and two final verification visits. For the pre-drywall visits, you must be accompanied by your mentor. The second can be overseen by phone calls. Each phone call must be a minimum of 30 minutes long and include:
 - A. Pre-verification visit phone call:
 - Prerequisites and credits to verify during visit
 - Any critical components of verification visit
 - Mentor to address any questions/concerns of Green Rater
 - Discussion of necessary preparation for site verification visit
 - B. Post-verification visit phone call:
 - Debrief on prerequisites and credits verified
 - Debrief on any critical components of verification visit
 - Mentor to address any questions/concerns of Green Rater
4. You must assemble 2 LEED for Homes Project Submittal Packages (to be submitted to GBCI before your LEED for Homes program requirements).
5. Your mentor must verify completion of the mentorship program and all documentation must be submitted to GBCI before your LEED for Homes Green Rater certificate is issued.

documentation to GBCI, your Green Rater in training status will expire. This is not authorized to serve as a Green Rater on LEED for Homes Projects. If you need to complete the mentorship requirements, you must do so before the end of the 24 month period. A written request which includes the basis for the request and supporting third party references must be submitted to GBCI at gbc.org/contact or by mail.

If you wish to pursue the Green Rater certificate after your Green Rater in training status expires, you will need to retake the training, exam and complete the required mentorship.

Certificates

Once your exam results have been processed, you can request your certificate. Certificates are available in two forms: PDF softcopy (available for download at any time for the duration of the reporting period, additional copies cost \$25 each). If your certificate arrives and you find an error, please request a free replacement at gbc.org/contact > Certificate Requests.

Inactive Status

Once you have earned the LEED for Homes Green Rater certificate, you will be an active Green Rater. Only Green Raters In-training and Certificate Holders with active status are eligible to rate projects. In order to remain active, you must participate on two LEED for Homes projects within the two year term using the two projects you have rated before the end of the two year term using the Active Status Documentation Form to remain active. If you need to request an extension, you must do this before the end of the two year term. The Active Status Documentation Form may be downloaded from the Green Rater website.

If you fail to maintain active status, your certificate will become inactive and you will not be able to rate LEED for Homes projects.

If your certificate becomes inactive, you can earn active status again by rating projects for one year following your becoming inactive under the oversight of the Mentorship Program. If you remain inactive for more than one year (which would indicate you have been inactive for more than one year), you must take the required training and pass the exam to become active again. Once you become active, your certificate remains valid in perpetuity so you will not be required to complete the mentorship requirements again.

Designating Your Certificate

LEED for Homes Green Raters in training

or on business cards. All other instances should be noted as “LEED® for Homes”

Failing the Exam

Retaking the Exam

If you fail the exam, you may retake by registering again (as long as your application is active) under the following policy. Candidates are allotted three registrations per one-year application period. You have three chances to meet the minimum competency scaled score of 170 on the LEED for Homes Green Rater exam while your application is active. For the LEED for Homes Green Rater exam, you are limited to three attempts at the exam during the one year application period. Please pay the full exam fee each time you retake the exam.

If you fail the LEED for Homes Green Rater exam three times, you cannot retake the exam (one year after your application was approved). After an application expires, you must wait 90 days before submitting a new application to GBCI. If your application period expires, you must demonstrate eligibility for their chosen certificate route when they reapply.

Exam Content Appeals

Following completion of the exam candidates may submit, in writing and in accordance with the [Exam Appeals Policy](#), comments on any question(s) they believe to contain test errors. Correspondence include your contact information, test date, the specific content of the question, and an indication of any comments left on the question during the exam. You are required to submit your appeal before leaving the test center and are not expected to recreate the entire question. GBCI will review the question and you will be notified of the findings. Because of the security of the exam, GBCI does not release exam questions or answers to candidates. GBCI does not respond to exam appeals more than 14 days after the test date and does not respond to complaints sent after the test date.

GBCI provides this process for candidates who believe an exam question contained an error. The exam challenge process is not made available for complaints about fail scores.

GBCI does not modify exam scores under any conditions. In the event of a successful appeal, you will be given the opportunity to retake the exam; your score(s) will not be changed. The goal of the appeal process is to earn a 170 on the required exam(s).

anonymity. In addition, GBCI does not release any account details to any third party without your written permission.

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

Failing the Exam

Retaking the Exam

You have three chances per application to pass each part of the exam. After each attempt, you must wait 90 days before applying again. If you have exam attempts remaining, you can reapply by registering again in My Credentials and using your new Eligibility ID to schedule a new exam at the required time and apply again. **If you only passed one part of the exam at the time of your application, that part will not carry over to the next.** You are responsible for the full exam fee for each attempt.

Exam Content Appeals

Following completion of the exam candidates may submit, in writing and in accordance with the [Exam Appeals Policy](#), comments on any question(s) they believe to contain test errors. Correspondence include your contact information, test date, the specific content of the question, and an indication of any comments left on the question during the exam. You are responsible for submitting your appeal before leaving the test center and are not expected to recreate the entire question. GBCI will review the question and you will be notified of the findings. Because of the confidentiality of the exam, GBCI does not release exam questions or answers to candidates. GBCI does not respond to appeals more than 14 days after the test date and does not respond to complaints sent after the test date.

GBCI provides this process for candidates who believe an exam question contained an error. The exam challenge process is not made available for complaints about fail scores.

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

Candidate Confidentiality

GBCI recognizes your rights to control personal information. GBCI policy is to protect your information from unauthorized disclosure. You can change your preference to be contacted by GBCI in your My Credentials profile: gbc.org > My Credentials > Update Profile.

CONTACT

Prometric

1501 South Clinton Street, Canton Crossing Tower, 14th Floor, Baltimore, MD
prometric.com/gbci

Prometric's website is available for scheduling, rescheduling, cancelling, and hours per day. To schedule an exam, you will need to have first applied and register. To cancel, or confirm an exam appointment, you will need your Prometric issued

Prometric Call Centers

North America
Customer service: To schedule, reschedule, cancel and confirm appointments or for general information (Monday to Friday, 8:00 to 20:00 PM ET [GMT -5])
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])
Bulk Registration (five or more candidates)
Special Conditions (Candidates with disabilities)
Fax
Latin America
To schedule, reschedule, cancel and confirm appointments or for general testing information
Asia/Pacific
China (Monday - Friday, 8:30 to 19:00 GMT +10:00)
India (Monday - Friday, 9:00 to 17:30 GMT +05:30)
Japan (Monday - Friday, 8:30 to 19:00 GMT +10:00)
Korea (Monday - Friday, 8:30 to 19:00 GMT +10:00)
Australia, Hong Kong, Indonesia, Malaysia, New Zealand, Philippines, Singapore, Taiwan, Thailand, and other Asia/Pacific countries (Monday - Friday, 8:00 to 20:00 GMT +08:00)
Europe, Middle East, Africa:
Europe
Middle East (Sunday to Thursday)
North Africa (Sunday to Thursday)
Sub-Sahara Africa

Professional Exams.

Exam Department: gbc.org/contact

GBCI staff are available for questions, comments, and concerns regarding certification records, USGBC or CaGBC member pricing refunds, exam content appeals, exam format, and all other LEED Professional Exam policies and procedures.