

# Policies Governing the Haag Certified Inspector Programs

## What is HCI?

The Haag Certified Inspector (HCI) programs for Residential Roof, Commercial Roof, and Wind Damage Inspectors were created by Haag Engineering/Haag Education to educate roofing, insurance, engineering, and other industry professionals interested in Haag's scientifically-based, research-supported methods of damage assessment to residential (steep-slope) and commercial (flat/low-slope) roofing products.

The Haag Certified Inspector – Residential Roofs (HCI-R) and Haag Certified Inspector –Commercial Roofs (HCI-C) programs were originally referred to as “Haag Certified Roof Inspector – Commercial or Residential” (HCRI-C or HCRI-R) certifications.

The HCI program is governed by policies set forth by Haag Education, LLC, as detailed in this document. Haag reserves the right to update or change any of the policies that govern the Haag Certified Inspector program at any time, without notice. Haag Certified Inspectors, by registering for any HCI program, agree to all of the policies governing the HCI program.

## Eligibility

To be eligible to attend any HCI program a registrant must certify, and provide proof/references that they have the pre-requisite experience Haag requires. (Please note that “roof inspection” implies that a registrant has inspected a roof for damage in person.)

- HCI-R (Haag Certified Inspector -Residential Roofs) attendees must have performed a minimum of 100 residential (steep-slope) roof inspections as the primary “on roof” inspector.
- HCI-C (Haag Certified Inspector - Commercial Roofs) attendees must have performed a minimum of 50 commercial (flat/low-slope) inspections as the primary “on roof” inspector, or have a minimum of 3 years of experience as a commercial line adjuster.
- HCI-WD (Haag Certified Inspector – Wind Damage) attendees must have earned the HCI–R or HCI–C Certification, or have completed 100 wind damage inspections as the primary “on roof” inspector.

In addition to inspection requirements, registrants should have experience as one of the following:

- Licensed Insurance Adjuster
- Licensed Roofing/General Contractor (business owner)
- Licensed Professional Engineer or EIT
- Licensed Home Inspector
- Roofing Industry Designations: RRC, RRO, or RWC
- Insurance Industry Designations: CPCU, CLU, or AIC
- Building Official
- Licensed Public Adjuster
- Licensed Architect

In the absence of the professional experience listed, HCI registrants must (in addition to satisfying the inspection requirements) provide reference information of someone with the above experience, who has first-hand knowledge of, and can verify the registrant's industry experience.

Haag Education reserves the right to perform random experience verification checks on all HCI registrants prior to course attendance, as well as during their tenure as a Haag Certified Inspector.

If, at any time, a registrant of any HCI program is found to have falsified their experience or work history, Haag Education will immediately cancel the registration and/or revoke certification for that individual. Any attendee who has their HCI registration canceled or their certification revoked will be subject to cancellation penalties, and will not be eligible for any whole or partial refund of any class or recertification fees. Also, that attendee will not be eligible to attend any future Haag Education sponsored certification programs.

Haag Education recommends that if a registrant has any questions about experience level qualifications for any HCI program, that registrant should contact Haag's Education Department at 800-527-0168 prior to registering.

### **Registration Fees**

Registration fees for HCI courses completed before December 31, 2013 are as follows:

**HCI-Residential Roofs - \$899 USD**

**HCI-Commercial Roofs- \$999 USD**

Registration fees for HCI courses completed after December 31, 2013 are as follows:

**HCI-Residential Roofs - \$949 USD**

**HCI-Commercial Roofs- \$949 USD**

**HCI-Wind Damage - \$949 USD**

### **Discounts**

Haag offers a complimentary registration for every 4 fully paid registrants. No special discount code is required to be eligible for the "buy 4 get one free" discount. To receive this special discount, all attendees must register under the same record and attend the same class, in the same city, on the same dates. Transfers to other cities/dates, or cancellations by one or more of the group receiving the discount will make the group and/or individuals ineligible for the discounted rates, unless the minimum of 5 registrants is maintained per class. Eligible substitutions are permitted at no cost. All cancellation policies and penalties apply to discounted registrants.

Haag offers additional special discount codes to various associations, companies, various network members, and in various industry publications (printed and electronic). Discount codes must be used at time of registration, to be eligible for these various discounts. All cancellation policies and penalties apply to all discounted registration fees.

Additional discounts and exclusive HCI sessions for 50 or more attendees are also available. Please call Haag Education at (800) 527-0168 for more details.

## **Attendance**

Haag Education requires that all 20 hours of classroom instruction be completed before an attendee is eligible to take the HCI examination. Attendees must be on time for the start of class each day, and must return to their seats upon completion of all breaks. There are no exceptions to this policy.

Attendance will be taken on a daily basis at the beginning and end of each session. Multiple breaks will be provided to make phone calls, text messages and email. Haag requires that all cell phones are silent while class is in session. Haag also requires that the use of laptops or the internet be limited to break times only.

A Haag representative will monitor attendance (sign-in and sign-out) of each class and will notify attendees when class will resume following a break. If the Haag representative witnesses excessive time outside of the classroom during regular instruction, the representative has the authority to warn the attendee that they may lose their eligibility to take the HCI exam, and/or make that attendee ineligible without warning, depending on the amount of time outside of the classroom. If an attendee is deemed ineligible due to their attendance, the attendee must make up the entire missed portion(s) at another scheduled HCI location, at their own expense, and will not be allowed to take the HCI examination until all course time is completed.

## **Cancellation**

If a registrant is unable to attend the HCI session for which they registered, and would like to reschedule, that registrant must inform Haag in writing. Please e-mail Veronica Butler at [vbutler@HaagGlobal.com](mailto:vbutler@HaagGlobal.com). Haag will allow registrants to reschedule to a different HCI session ONE time without penalty, with a minimum 10 day notice. Registrants who transfer to another HCI course must transfer to/complete that course within one year of their originally scheduled course, or the registration fees will be forfeited.

A registrant who does not give a 10 day notice, but would like to transfer to another class will be charged a \$100 transfer fee, per registrant, each time the reservation is changed. Written notification PRIOR to start date of the HCI program is required for this transfer option.

**A registrant who does not provide written cancellation notice to Haag at least 24 hours prior to the start time of their scheduled HCI session and/or does not show up for their registered class, will forfeit all registration fees, and may not transfer those fees to another HCI program.**

Substitutions are allowed at no charge. Haag must be notified in writing by the original registrant if requesting that a substitution attend in their place. Substitutions must meet all prerequisite requirements to attend the HCI program, and must also register to be approved as a replacement.

All HCI registrants are subject to the terms of the cancellation policy of their originally scheduled class or the effective date of the cancellation policy of their most currently scheduled session, whichever penalty is more.

### **HCI Program Cancellation Policy:**

Registration date to 31 days prior to seminar date - \$35 cancellation fee

30-10 days prior to seminar date – 50% of registration fees

9-0 days prior to seminar date – 100% of registration fees

The following actions will result in the forfeiture of your registration fee:

- Failing to appear (no-show) at the HCRI class site for any portion of a scheduled session.
- Attempting to cancel or reschedule a session 9 or fewer days before the scheduled start date of the scheduled HCI course. (Rescheduling for an alternate date will be allowed, for a fee of \$100 with minimum of 24 hour notification.)
- Misrepresenting or falsifying any prerequisite qualifications. Anyone found misrepresenting their required qualifications will also forfeit any HCI related handouts and will not be allowed to continue with the remainder of the course or take the final examination.

### **Course Materials**

One official HCI handout is given to each attendee. This handout becomes the sole responsibility of the attendee once they receive it after check-in on the first day. Haag will not accept responsibility for handouts that are left in meeting rooms overnight, forgotten, etc. The cost of replacement is \$150 per handout. Only one replacement handout can be purchased at a time, per person.

Replacement handouts are only available for those who attend or have completed the HCI course.

HCI is currently taught in English. All handouts and testing materials are also printed in English. Haag Education does provide written tests translated into Spanish as well as audio tests for those with learning disabilities. Please contact Haag Education PRIOR to your class to make arrangements. Haag does not currently have the ability to accommodate special requests for English translators, nor may attendees provide their own English translators for class or to assist with the taking of the HCI examination. No refunds will be given if a registrant cannot pass the HCI exam due to language barriers.

The official HCI handout is the only resource that may be brought into the HCI examination room. The official HCI handout (along with any notes written by the student directly in the book) may be used for reference during the “open book” HCI examination.

HCI handouts may NOT be shared with other students/attendees during the HCI exam.

### **HCI Examinations**

In order to complete the requirements for Haag Certification and to be considered a Haag Certified Inspector, each registrant must take and pass the HCI exam with a minimum of a 70% passing score.

HCI attendees will be given 4 hours in which to complete the 100 question, open book test.

Because Haag does not discriminate between high and low passing scores, no exam scores will be provided to the student. Only a pass or fail status will be provided to the student.

If the attendee does not pass the test with a minimum of 70/100 score, they will be given a second opportunity to pass a second version of the exam. The attendee may opt to take and complete their second exam (different version) during the same 4 hour window. Or, if the HCI attendee fails their first attempt of the HCRI exam and determines they cannot complete the second attempt within the remaining time allowed, that attendee may take their second exam at another regularly scheduled HCI exam session. This re-take will be at the attendee's expense and completed within 6 months of the original class date. The attendee must notify Haag Education and receive permission to attend an alternate testing session prior to arriving at the desired testing site/date. The attendee may only attend the testing session at the alternate testing location; no additional classroom instruction is included without paying an additional registration fee. Each student will only be allowed two total attempts at passing the HCI exam after taking the HCI class.

Haag will provide all supplies needed to complete the exam (calculator, pencil, scratch paper, testing booklet). Attendees may use only their official HCRI textbooks and any notes written inside the handbook as reference for the exam. No other references are allowed in the testing room.

### **Term of Certification**

The HCI-Residential Roof, HCI-Commercial Roof, and HCI-Wind Damage Certifications are good for one year. The HCI Certification will expire on the final day of the month, one year after the completion date of your initial HCI examination. If an HCI earns multiple Certifications (passes more than one course), they must maintain each Certification individually, according to the dates of the original courses.

The full HCI course, or the on-line version of the renewal course must be taken every 5 years in order to maintain active Haag Certification. In addition, each HCI must re-qualify annually to renew their Certification, by passing a 10 question quiz online, with a minimum passing score of 70%. Each HCI will be given up to 4 opportunities to pass a different version of the requalification quiz. If the HCI does not pass the requalification quiz after 4 attempts, the HCI must take the appropriate HCI course again, at their own expense, and pass the full HCI exam before their certification is reinstated.

The cost for renewal of the annual Certification is \$99 for one Certification, and \$49 for each additional Certification (assuming another Certification is active, in good standing).

All terms of Certification, including associated testing requirements and fees, are subject to change. Haag Education will make every effort to notify each HCI (active and inactive) when and if the terms of requalification and/or Certification are amended.

Haag may, at its sole discretion, decline to renew any Certification.

### **HCI Designation and Logo Use Guidelines**

After successfully completing all 20 hours of instruction and passing the HCI examination, attendees may use the designation "Haag Certified Inspector – Residential Roofs," "Haag Certified Inspector – Commercial Roofs", or "Haag Certified Inspector – Wind Damage" depending on which course(s) they have successfully completed.

All HCI designations, which include post-nominal letters and HCI logos, are trademarks of Haag Engineering Co. and Haag Education, LLC. These designations and logos may only be used by active Haag Certified professional

individuals on a business card, letterhead, website, or other professional marketing materials, when following all rules governing their use.

Haag Certification is an individual certification. At no time may any company promote itself as “Haag Certified”, even if all of the company’s employees happen to be actively Haag Certified Inspectors.

Haag Certified Inspectors agree to abide by all of the terms in the ***HCI Designation, Name and Logo Usage Guidelines*** document, which is always available to Haag Certified Inspectors through the Inspector Access portal on our website.

Failure to comply with Haag’s Designation and Logo Use Guidelines may result in the revocation of and all HCI statuses, and may prevent an individual from receiving future Haag Certifications.

### **Complaints**

Differences of opinion on the cause and extent of damage to a roof are common. The HCI program is intended to be an industry resource to teach professionals Haag’s engineering principles and practices when it comes to identifying damage.

Haag will not arbitrate differences of opinion, or provide a Haag Engineering opinion/report on damage without being on-site to perform an inspection. Haag Engineering’s hourly rates will apply to any assignment where a Haag Engineer is asked to perform an inspection and present their findings.

Complaints about any HCI can be made by sending a written, detailed complaint to [education@HaagGlobal.com](mailto:education@HaagGlobal.com). Someone will follow up with you if additional information is needed.

After a complaint is made regarding a Haag Certified Inspector, Haag has the sole authority to initiate or not initiate disciplinary actions against the HCI. Haag will act on any complaints verified to be egregious violations of the rules and regulations that govern HCI. Any actions taken by Haag will be handled confidentially between Haag Education and the HCI who is the subject of the complaint. The complainant will not be made aware of any actions Haag decides to take, or not take, against the Haag Certified Inspector.

Haag Education reserves the right to refuse entrance into the HCI program, revoke any HCI Certification at any time, for any reason, or refuse renewal of HCI Certification at any time, for any reason.