



ICC Preferred Provider Program Manual

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ICC Preferred Provider Program Manual

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Introduction and Historical Perspective

The International Code Council is the leading global source of model codes and standards and building safety solutions that include product evaluation, accreditation, technology, codification, training and certification. The Code Council's codes, standards and solutions are used to ensure safe, affordable and sustainable communities and buildings worldwide. The International Code Council family of solutions includes the ICC Evaluation Service, the International Accreditation Service, General Code, S.K. Ghosh Associates, NTA Inc., ICC Community Development Solutions and the Alliance for National & Community Resilience. The Code Council is the largest international association of building safety professionals and is the trusted source of model codes and standards that establish the baseline for building safety globally and help create a level playing field for designers, builders and manufacturers.

The ICC (and its predecessor legacy organizations) has been providing quality education in support of building safety, fire prevention and code administration for several decades. The ever-increasing pace of change in technology, sciences and building construction methodology, along with the continuous introduction of innovative products, have made it impractical for any single organization or entity to provide the necessary education and training demanded by various segments of the building construction industry and fire service. ICC continues to sharpen its focus on training in its core areas of expertise and establish new partnerships with other organizations, educators and manufacturers to broaden educational opportunities in the extensive areas of construction, and codes and standards administration where quality training is needed. These partnerships are the basis of the ICC Preferred Provider Program (PPP).

1.0 General Program Information

1.1 Goals of the Preferred Provider Program

The Preferred Provider Program (PPP) focuses on training opportunities offered by various categories of ICC-approved education Providers, as identified in [Section 1.6](#), which collectively form the ICC Preferred Provider Network (PPN). The Program recognizes and promotes ICC-approved educational offerings by a variety of Providers as they relate to codes, standards and guidelines, as well as building construction materials, products and methods.

1.2 Purpose of the Preferred Provider Program

The ICC Preferred Provider Program is designed to accomplish several goals:

- 1.2.1** Create an easily accessible network of extensive training opportunities from a variety of educational resources;
- 1.2.2** Provide access to quality training on specialty topics and building products that are beyond the ICC core training programs;
- 1.2.3** Provide increased quality and support for educational renewal requirements of the ICC Certification Program;
- 1.2.4** Enhance the relationship between ICC and education Providers in support of building safety and innovation in building products and construction practices; and
- 1.2.5** Expand opportunities for maintaining a high level of professional achievement demonstrated through obtaining ICC certification.

1.3 Description of a Preferred Provider

Upon application and approval, education Providers will achieve ICC Preferred Provider (PP) status and become a part of the Preferred Provider Network (PPN). A wide range of education Providers make up the Network and include any ICC Chapter, individual, group, organization, association, jurisdiction, institution, company or corporation that provides educational opportunities through one or more methods in the areas of code administration and compliance, building design and construction, materials and methods of construction, and similar areas through on-site presentations or online programs. More information on the various categories of education Providers can be found in [Section 1.6](#).

1.4 Benefits of Becoming a Preferred Provider

There are many important reasons that ICC Preferred Provider status benefits education Providers, including:

- 1.4.1 Connecting Preferred Providers to ICC members to create a vast network of quality educational opportunities.** The International Code Council has over 65,000 members who rely on educational and informational opportunities to stay current on varied aspects of building construction and use. The Program brings education Providers together with these members, as well as over 360 ICC Chapters and over 60,000 ICC-certified individuals, to greatly expand the amount of quality training available to serve the significant needs. With a [Building Safety Journal Weekly](#) subscription base of more than 104,000 and database of over 360,000, significant exposure opportunities are possible. ICC's periodic communication with its members and customer bases regarding the PPP and links to the PP website will facilitate the connection between ICC members and customers with Preferred Providers.
- 1.4.2 Leveraging a partnership between the Provider and ICC.** The Program exposes the services and products of education Providers to ICC's broad audience through a Provider directory, listing of Provider educational offerings and links to Provider websites. In addition, the Provider can use the ICC Preferred Provider logo and brand for marketing purposes. See [Appendix G](#) for ICC Preferred Provider logo usage requirements.
- 1.4.3 Support of ICC Certification Renewal Program.** The ICC certification program issues certificates to code officials, inspectors, plan reviewers, permit technicians, special inspectors and students every year in over 40 national examination categories. Such certifications must be renewed every 3 years, with renewal based primarily on participation in education programs. Every year more than 12,000 individuals renew one or more of their certifications. To maintain a level of quality assurance for the credibility of the ICC Certification Renewal Program, the use of ICC or Preferred Provider training is now required as a condition of all certification renewals. More information is available in [Appendix C](#). A minimum of 50 percent of ICC Certification renewal credits (Continuing Education Units or CEUs) shall be from a Preferred Provider or ICC training.
- 1.4.4 Participation in ICC Chapter Education Benefit Program (CEB).** Eligible ICC Chapters are awarded chapter education benefits (CEBs) that have historically been limited to ICC-provided training. The benefit has now been expanded so that Chapters can choose to obtain educational services from a Preferred Provider as the Chapter benefit with a significant reimbursement from ICC. More information on the CEB Program can be found in [Appendix D](#).

1.4.5 Special ICC Chapter discounted prices for ICC publications. Preferred Providers that choose to offer ICC publications as an integral part of their training offerings will be able to purchase such publications from ICC at ICC Chapter seminar prices, typically 20 percent lower than ICC Member prices (actual pricing may vary based on the individual publication). A minimum number of 5 copies of each publication must be ordered for this discount to apply.

1.4.6 Wall certificate/tabletop plaque. Preferred Providers will receive a wall certificate from ICC in recognition of their initial approval as an ICC Preferred Provider. A tabletop plaque will also be provided for use at various exhibits and events.

1.5 Benefits to Users of the Preferred Provider Program

Users of the Preferred Provider Program are able to benefit in a number of ways, including:

1.5.1 Provided with a comprehensive listing of available and relevant educational programs. Expanded topics and access to educational offerings will be available, both on-site and online, and are identified through a live training schedule located on the ICC Preferred Provider website. See [Section 5.0](#) for definitions of “on-site training” and “online training.”

1.5.2 Opportunity to learn about products and services of PP. Users will have access to information about products, educational offerings and other services of Preferred Providers, and will be able to develop new relationships and networking opportunities.

1.5.3 Utilize the Provider educational programs to renew ICC certifications. ICC certificate holders are required to obtain a specified number of CEUs every 3 years in order to maintain their certifications. A minimum of 50 percent of these CEUs must be obtained through either Preferred Provider or ICC training, or a combination of both. Increased opportunities to gain the necessary CEUs are available to ICC certificate holders.

1.5.4 Guaranteed compliance of training for certification renewal. Those using the Preferred Provider Network for training are conveniently assured without any further evaluation that the training they participated in qualifies for ICC certification renewal.

1.6 Categories of Preferred Providers

Education Providers become part of the Network upon application to, and approval from, ICC. To become a Preferred Provider, applicants must apply for Provider status in one of the following categories:

1.6.1 ICC Chapters. ICC Chapters include all Chapters of the International Code Council that have obtained and maintain ICC Chapter status.

1.6.2 Governmental and Nonprofit. Governmental units include municipalities, county, state and other jurisdictional units or agencies; nonprofit Providers include associations, public education institutions and similar nonprofit organizations.

1.6.3 Educator. Private for-profit education Providers include individuals, companies and private educational institutions and are classified as one of the following:

1.6.3.1 Educator, Individual. Includes those for-profit education Providers whose number of staff dedicated to education-related activities is limited to one individual, and instruction is limited to 30 or fewer on-site and/or online live training days annually. See [Section 5.0](#) for definitions of “on-site training” and “online live training.”

1.6.3.2 Educator, General. Includes those for-profit education Providers whose number of staff or number of instruction days exceeds the limits listed in the Individual Educator category.

1.6.4 Industry. Providers from industry include building product manufacturers, suppliers, distributors and others related to the industry.

1.7 Acceptable Types of Preferred Provider Content

Education offered by a Preferred Provider can be on-site, online, or both. See [Section 5.0](#) for definitions of “on-site training” and “online training.” The terms “education” and “training” are both used throughout this manual in the context of allowable activities for inclusion in the Preferred Provider Program. Whether used alone or together, either type of activity may be considered acceptable in the program as long as the content is within the scope of this section as indicated below:

1.7.1 Building construction. Training on subjects related to construction of buildings.

1.7.2 Building products. Training on subjects related to building products.

1.7.3 Codes and standards. Training on subjects related to technical content of building construction codes and standards.

1.7.4 Administrative, legal and management. Training on subjects related to the administration of building construction codes and standards and associated legal, communication, customer service, management, leadership, soft skills and other similar support topics.

1.7.5 Design professional related. Training on subjects related to building design in all disciplines of architecture, engineering and similar professional disciplines.

- 1.7.6 Health, safety and code enforcement related.** Education or training on health, safety and code enforcement as related to building construction, occupancy, maintenance and resiliency.

1.8 Denial of Preferred Provider Courses

The International Code Council reserves the right to deny courses that do not align with the ICC mission, vision or core values.

- 1.8.1** Proposed courses may be denied if they do not meet the guidelines listed in [Section 2.6](#).

- 1.8.2** The International Code Council reserves the right to deny courses deemed detrimental to the ICC and/or its subsidiaries.

- 1.8.3** Preferred Providers whose courses have been denied may edit and resubmit.

- 1.8.4** Preferred Providers may also appeal any denied courses in accordance with [Section 4.0](#).

2.0 Provider Requirements

In order to become a Preferred Provider and maintain Preferred Provider status, each Provider must follow the criteria established in this Manual. Providers are responsible for their own industry credentials, such as accreditations or certifications, and are not covered under ICC credentials. For a brief outline of the key steps in the process, see [Appendix H](#). Designation as a Preferred Provider is at the sole discretion of the International Code Council. The International Code Council reserves the right to deny or revoke Preferred Provider status to any new or existing applicant deemed to be in conflict with the mission, vision, or core values of the ICC and/or its subsidiaries.

2.1 Registration as a Preferred Provider

Education Providers can apply as Preferred Providers on the ICC website. Applicants for PP recognition must complete and submit to ICC an application on the PP website to identify their organization, group or company, as well as the appropriate Provider category in accordance with [Section 1.6](#). The application information is required to be updated annually during renewal based on the original application date. For a summary of the Preferred Provider application and approval process, see [Appendix H](#).

In order to be approved as a Preferred Provider, applicants must identify the appropriate Provider categories as established in [Section 1.6](#), provide training in one or more categories of [Section 1.7](#), pay an annual fee in accordance with [Appendix B](#), develop and maintain a roster of participants who successfully completed each training event in accordance with [Section 2.3](#), and be in compliance with all other provisions of this Manual. Approval is issued only for the entity applying for Preferred Provider status and is not valid for subsidiaries of a primary entity.

Multiple office locations of the same entity are authorized to operate under the PP status of that entity.

Upon receipt of the application and fee, ICC staff shall review and inform the applicant within 10 working days of the result of compliance or noncompliance with this Manual. Upon approval, the Provider name will be added to the list of active ICC Preferred Providers, and a unique Provider number will be assigned. This Provider number will identify the PP throughout various portions of the submittal/presentation/recognition process, including the awarding and tracking of participant CEUs.

Once approved, Preferred Provider status is active for a 1-year period based on the date of application approval by ICC. Preferred Providers can remain on active status through an annual renewal process provided the PP remains in good standing with ICC.

2.1.1 Provider fees. An annual fee will be required to apply for and become a part of the Preferred Provider Network. Fees are based on the Provider Categories as listed in [Section 1.6](#). The fee shall be submitted at the time of application. The fee will be returned in full where the application for Preferred Provider status is denied.

Provider status is maintained through renewal of the Provider on an annual basis. The number of courses a Provider can offer is not limited, except as provided in [Sections 1.6.3.1](#) and [2.5.1](#), and there is no additional fee for course submission and approval. Annual fees are set forth in [Appendix B](#).

2.1.2 Provider designated contact. Each Provider shall identify one individual as the primary contact, responsible for communication with ICC in regard to the Program, and a secondary contact in case the primary contact is not available. Providers shall notify ICC of any change in the contact individuals or applicable contact information.

2.2 Registration of Individual Education Courses

Two types of training experiences are CEU-eligible under the Preferred Provider Program: on-site and online. “Online” and “on-site” definitions can be found in [Section 5.0](#). Verification of completion of courses for the purposes of ICC certification renewal is accomplished by attendees obtaining documentation of PP training completion in accordance with [Sections 2.3, 2.4](#) and [2.5](#).

Each distinct education course must be submitted and approved in order to be eligible for ICC certification renewal through the Preferred Provider Program. The Provider shall submit each unique program to ICC for approval and issuance of a course number designation.

Where a program is intended to be presented more than one time, there is no requirement for resubmitting the program for approval. A course listing must be added, however, for each unique course delivery/occurrence of the class, prior to class being taught to allow the system to enable the Upload Roster feature. This will enable the Print Certificate feature for attendee Certificate of Completion download once a roster has been uploaded. Course submittals shall comply with the requirements of this section and upon submittal, ICC staff shall review within 10 working days and shall inform the applicant of the result of compliance or noncompliance with this Manual. For a summary of the Preferred Provider course submittal and course approval process, see [Appendix H](#).

Submitted courses that have been approved and have received a number designation may continue to be offered provided they have not been changed substantially. A course listing must be added, however, for each unique course delivery/occurrence of the class prior to class being taught to allow the system to enable the Upload Roster feature. This will enable the Print Certificate feature for attendee Certificate of Completion download once a roster has been uploaded. When a course’s content is changed significantly or updated to a new edition of a code or standard, it will be considered a new course and shall be submitted as a new course for approval and to receive a new number designation.

2.2.1 Submittal of presentation. Each course to be approved for ICC certification renewal under the PPP shall be submitted and shall include the title and a general description of the Program. The general description must include the major topics

and detail the course purpose. Three fields for learning objectives of the course have been added in the course submittal form on the PP website such that the general course content can be easily and accurately determined.

2.2.2 Learning objectives. Each course must have clearly identified learning objectives consistent with the course title and description. Such objectives must be listed in the Objectives field on the Add Course form on the PP website.

2.2.3 Awarding CEUs. To be able to offer approved training and to qualify for ICC certification renewal, Providers must submit to ICC each course intended for the CEU purposes. Each course submittal shall identify the number of contact hours that are being offered. Course length may be as many hours as necessary to address the needs identified in the objectives, with a minimum requirement of 1 hour. CEUs will be assigned by ICC based on actual contact hours of training, with 0.1 awarded for each contact hour of education.

2.3 On-site: In-person Presentation of an On-site Preferred Provider Course

2.3.1 Live schedule. The presentation date and location of every on-site program may be entered by the PP in the designated location on the PP website in order to allow for publication in the live schedule, which is populated immediately and automatically. The PP shall provide documentation for proof of course or training completion to each attendee. Such documentation may be in the form of a certificate of completion or by other means and shall include the information contained in [Appendix A](#), “Information required on certificate of completion.” Preferred Providers are not mandated to place their training events on the live schedule of ICC’s Preferred Provider website.

2.3.2 Course presentation. On the day of the Preferred Provider on-site presentation, it is important that the Provider do everything possible to provide a positive learning experience for the attendees. In addition, the Provider shall identify and verify attendees and provide each attendee documentation of completion of course or training.

2.3.3 Class roster of attendance. The Provider shall obtain a roster of the program attendees in order to identify the individuals in attendance. The roster shall include the Preferred Provider, course or training title and identifying PPP-designated course number, date and location of the on-site course, and number of CEUs offered. Preferred Providers are able to upload a course roster in Excel format to the PP website allowing students the ability to track their training online and print their own certificates of completion that will include the Provider name and course approval number. The trainee information in the uploaded roster is confidential and secured. Roster upload on the PP website is simple, but for clarity reference can be made to

[Appendix I](#), “Roster Upload Flow Chart.” A sample roster template can be found in [Appendix A](#). The roster of attendance shall be maintained by the Provider and if not uploaded to the PP website, it shall be submitted to ICC upon request.

2.4 Online Live Presentation

2.4.1 Live schedule. The date of every presentation shall be entered by the PP in the designated location on the PP website in order to allow for publication in the live schedule, which is populated immediately and automatically. The PP shall provide documentation for proof of course or training completion to each attendee. Such documentation may be in the form of a certificate of completion or by other means and shall include the information contained in [Appendix A](#), “Information required on certificate of completion.” Preferred Providers are not mandated to place their online live courses on the live schedule of ICC’s website.

2.4.2 Presentation. On the day of the Preferred Provider online presentation, the Provider must ensure a positive experience for attendees. In addition, the Provider shall identify and verify attendees and provide each attendee with documentation of completion of course or training.

2.5 Online On-demand: Presentation of a Preferred Provider Online On-demand Course

2.5.1 Schedule. The presentation type of on-demand shall be entered by the PP in the designated location on the PP website in order to allow for publication in the schedule, which is populated immediately and automatically. The PP shall provide documentation for proof of course or training completion to each attendee. Such documentation may be in the form of a certificate of completion or by other means and shall include the information contained in [Appendix A](#), “Information required on certificate of completion.” Preferred Providers are not mandated to place their training events on the live schedule of ICC’s website. On-demand courses are limited to a maximum of 50 courses per Provider on the on-demand approved course list at any one time.

2.5.2 Course presentation. The Provider must ensure a positive experience, shall identify and verify attendees and shall provide each attendee documentation of completion of course or training.

2.5.3 Reporting where certificate is not available. In those situations where a certificate is not offered or otherwise available from the Provider for their on-demand course, the student shall submit a self-reporting form as provided in [Appendix A](#). This form or the link to its download location from the ICC PP website shall be given to the attendees by the PP.

2.6 Presentation Guidelines

- 2.6.1 Training quality.** Training delivery must be high quality, based on the submitted description, and must accomplish the learning objectives. Providers and their course instructors must present and follow the course as approved by ICC. Course presentation materials must include the course title, description and learning objectives and must deliver the course to support the learning objectives. Some method of evaluation, such as completion of an evaluation form, quiz(zes), automated online feedback, or other similarly effective procedure, shall be performed by the PP in order to gain feedback from the attendees on key aspects of the training experience.
- 2.6.2 Endorsement of products and systems.** The promotion and/or discussion of products and other proprietary information for the primary purpose of endorsement, marketing and sales are prohibited as part of the educational offering. Any presentation time devoted to such information shall not be applied toward the number of contact hours submitted for the course. Training on various technical aspects of products and systems is not prohibited provided it is in compliance with [Section 1.7](#).
- 2.6.3 Biased or inaccurate information.** The International Code Council's mission includes providing information our stakeholders rely on. Therefore, course descriptions, learning objectives presentations that are biased, inaccurate or misleading and/or attempt to promote a product, method, material or system as superior to that of a competitor will be prohibited.
- 2.6.4 Use of logos.** Logos, including the Preferred Provider Program logo and proprietary logos, are allowed only on the introductory slide and the last slide of the PowerPoint program, course workbook and other instructional materials. See [Appendix G](#) for ICC Preferred Provider Logo License.
- 2.6.5 Copyright ownership of materials.** Providers must use their own developed training content unless they have obtained formal approval for the use of others' copyrighted materials. Proper recognition and credit must be given to those whose copyrighted material is used or licensed to be used. Distribution of industry technical manuals and supporting technical information is not prohibited.
- 2.6.6 Speaker and developer qualifications.** Provider speakers and course developers must be qualified individuals with knowledge and expertise in the subject matter being taught. Related license or certification in the areas being taught is preferred but not required.

2.7 Additional Provider Requirements

- 2.7.1 Historic recordkeeping.** Providers must maintain records related to their PPP status and all other records related to the program and their courses to be able to submit as requested for audit or other purposes. Participant roster of attendees and related records must be maintained for at least 5 years from the date the course was offered.
- 2.7.2 Marketing and use of logo and statements of compliance.** By becoming part of the Network, Providers are automatically issued a limited-use license by ICC for the use of the ICC Preferred Provider logo in connection with their approved educational offerings, with use permitted on the Provider's website, in marketing materials, on any course-related materials and certificates of completion in compliance with Section 2.6.3, use of logos, and in relation to approved educational offerings. See [Appendix G](#) for ICC Preferred Provider Logo License. The use of the PP logo or the phrase "ICC Preferred Provider" on any materials related to approved courses, marketing, PowerPoint files, etc., is highly recommended. The use of the PP logo or the phrase "ICC Preferred Provider" on PP course certificates of completion is required in accordance with [Appendix A](#). Providers may promote their education programs as qualifying for ICC certification renewal provided their status is active. (The term "ICC CEU" shall not be used by Preferred Providers; the term "CEU," however, is generally considered to be generic and may be used.) Advertising courses and events as "Approval Pending" is not allowed and such courses will not be considered PP-approved courses. Provider websites, marketing materials, course completion certificates and other materials may contain the ICC Preferred Provider Logo, and partnership with ICC in the Preferred Provider Program may be promoted as such. See [Appendix G](#) for ICC Preferred Provider Logo License.

3.0 Responsibilities of the International Code Council

3.1 Application and Course Review

All applications for Preferred Provider approval shall be reviewed by ICC staff in a timely manner. Details regarding application to become a Preferred Provider are set forth in [Section 2.1](#). The approval process for individual training courses submitted by Preferred Providers is established in [Section 2.2](#).

3.2 Directory of Providers

A directory of Providers will be maintained on the ICC website. Each directory entry includes a link to the Provider website or email address as submitted by the Provider. The directory may be in the form of a filtering tool on the live training schedule.

3.3 Schedule of Courses

A live schedule of Preferred Provider on-site and online training courses will be maintained on the ICC PP website to identify upcoming Provider training opportunities. The schedule will identify the education Provider, training title and description, date and location when applicable, and number of CEUs approved.

3.4 Provider Information Site

ICC will have a Preferred Provider Network page on its website to keep the updated information related to Providers and to provide the needed resources for Providers.

3.5 Program Monitoring

Following the implementation of the Program, there will be continuous monitoring by ICC staff to make any needed adjustments and improvements. The ICC Professional Development Council (PDC) will also review and monitor the program implementation and progress, and will instruct staff to make adjustments and improvements as needed. The purpose of any changes or adjustments will be to make the Program more effective, user friendly and beneficial to all users.

Members of the Preferred Provider Network are also encouraged to provide continuous feedback regarding the Program's effectiveness. All such feedback will be reviewed by staff to make any needed adjustments or improvements.

In accordance with the feedback process described above, the Program might be subject to periodic changes and adjustments. The purpose of all such changes is the improvement and strengthening of the Program without causing confusion or disruption.

3.6 PP Wall Certificate and Tabletop Plaque

ICC will provide a one-time wall certificate to each approved PP, which will recognize participation in the PPP. A tabletop plaque will also be provided for use in exhibits and at events.

4.0 Audits and Appeals

4.1 Audits of Training and Providers

ICC is authorized to perform periodic and random audits of Provider training events, instructors, course materials, marketing activities, compliance with this manual and other related information. ICC auditors are authorized to attend Provider training programs, and they should be allowed to attend for audit purposes without a fee. ICC is also authorized to communicate with Provider training participants to receive evaluation of Provider education programs.

4.2 Results of Audits

ICC shall send the results of audits to the Provider. ICC is authorized to disqualify and terminate the approved and active status of Providers based on the results of the audit if such results are poor, including: incorrect or misleading information is disseminated by the Provider; the Provider is in violation of any clause of this Manual; or the Provider does not cooperate with ICC's audit process and efforts. In cases where the audit results favor disqualification of PP status, ICC staff shall first communicate with, and seek clarifications and explanations from, the PP before making a final decision of qualification or disqualification.

4.3 Allowance to Appeal

Providers may appeal a disqualification decision or other actions or decisions of the ICC staff in relation to their Provider course status. The ICC Education Committee is the body vested with the authority to hear and decide all Provider appeals. The decision of the Education Committee related to the Provider appeal is final.

4.4 Appeal Process

Providers appealing to the Education Committee are required to complete an appeals application, which is included in [Appendix A](#), and are encouraged to provide supplementary materials to be reviewed by the Committee. Appeals to the Education Committee are heard at the next regularly scheduled Committee meeting but not later than 60 days from the date the appeal application is filed. The meetings of the Education Committee for hearing the appeals will be in person, online or by conference calls. The appellant is allowed to participate and present their position at the meeting. The status of the Provider course will remain inactive while the appeal is being processed and until the final decision of the Education Committee.

5.0 Definitions and Acronyms

Definitions:

Contact hours: The actual number of hours dedicated to the educational presentation or activity.

Course number designation: A number assigned to a course upon approval that is unique to the Preferred Provider and the specific course approved.

Online training: Training that is conducted through the internet in the form of online courses, eLearning or webinars. Online training can be live (synchronous) or on-demand (asynchronous).

Online live training: Training that is conducted through the internet on a specific day and time, and a moderator or presenter interacts with the audience (synchronous).

Online on-demand training: Training that is housed on a server to be available 24/7 for anyone to sign up and continue to use as needed (asynchronous).

On-site training: Training that takes place face-to-face classroom style, as well as in other forms such as site visits and tours that are led by one or more instructors or presenters.

Preferred Provider: Applicants to the ICC Preferred Provider Program that have been granted PP Status in accordance with the rules and requirements of this Manual.

Acronyms:

CEB: Chapter Education Benefit
CEU: Continuing Education Units
EC: Education Committee
ICC: International Code Council
LC: ICC Learning Center (Previously Training and Education or T&E)
NICET: National Institute for Certification in Engineering Technologies

PDC: Professional Development Council
PP: Preferred Provider
PPN: Preferred Provider Network
PPP: Preferred Provider Program
SDO: Standards Developing Organization

Appendix A

Preferred Provider Resources

Information required on certificate of completion

Preferred Providers shall provide a certificate of completion or otherwise proof of course or training completion to each attendee. Such certificate of completion or proof of course or training completion shall include the information below, as a minimum:

1. Preferred Provider
2. ICC-issued PP course number
3. Education event title, date and location (date for webinar and on-site only, and location for on-site only)
4. ICC PP logo or the phrase: International Code Council Preferred Provider
5. Attendee name
6. Total course CEU as assigned by ICC PPP

Roster of attendance template

Preferred Providers may use a Roster of Attendance of their own to include the following minimum information:

1. Preferred Provider
2. ICC-issued PP course number
3. Education event title, date and location
4. Attendee name
5. Total course CEU as assigned by ICC PPP

And for each attendee:

Attendee Name

Affiliation

Sign-in

Sign-out

The sample roster shown on the following page may be used, however Preferred Providers are encouraged to upload their roster of attendees on their ICC PP web page following the completion of training sessions. This is a tool to support the PPs as well as the PP training attendees.

Roster of Attendance

[Note: After signing into the PP account, rosters can be uploaded to the PP website in an Excel spreadsheet format that identifies attendee name and email address only]

Preferred Provider: _____

ICC-issued PP course number: _____

Education event title, date and location: _____

Total course CEU as assigned by ICC: _____

[illegible]

Appeals Application

In cases where ICC staff does not approve a PP course submittal, the PP Manual [Section 4.0](#) allows for appeal of the decision. Appeals shall be filed by the applicant, and such appeal shall be heard by the ICC Education Committee (EC) no later than 60 days after the appeals application was filed.

Appeals applications must be filed with the ICC Preferred Provider Administrator by emailing below application to: PPP@iccsafe.org

Type of Appeal:

☐ Course Submittal

Basis and Details of the Appeal:

Date appeal application submitted to ICC: _____

Preferred Provider: _____

Preferred Provider Representative: _____

Explain the basis of the appeal, reasons, explanations and the related sections of the PP Manual:

Include any additional information such as photos, graphics, computer screen shots, emails or other supporting data and documentation.

Documentation of the ICC Education Committee Decision:

Date appeal was heard by ICC EC: _____

Decision of the EC:

- ☐ Uphold staff decision for disapproval; or
☐ Reject staff decision for disapproval and approve.

Reasons, explanations and supporting materials for the decision: _____

Date Appellant was informed of the EC decision: _____

Training Attendee Self-Reporting Form (For online on-demand training events without certificate of completion)

For those online on-demand training events where the Preferred Provider does not provide a certificate of completion, the attendee shall complete the self-reporting form below and email to ICC for review and approval at PPP@iccsafe.org.

Online On-demand Form for Attendance Verification	
Required Field	Detailed Information
First and last name	
Email address	
Name of the online on-demand training event completed	
Preferred Provider	
Date of completion	
Total number of contact hours	
List the training event objectives (minimum of 3)	1. 2. 3.
Write a paragraph about the importance of the training topic and its relationship to building safety (minimum of 200 words)	
Identify three critical topics covered in the training event	1. 2. 3.
Attendee signature attesting to participation and completion of the online on-demand training event	

Calculating CEUs

CEUs (Continuing Education Units) are given to a participant upon successful completion of a course.

What are CEUs?

One (1) Continuing Education Unit (CEU) equals ten (10) contact hours of learner interaction with the content of the learning activity, which includes on-site and online education events.

What is a contact hour?

A *contact hour* is one hour of *interaction* between a learner and instructor, or between a learner and materials, which have been prepared to cause learning. Contact implies a connection between a learner and a learning source. For purposes of the CEU, that connection is two-way; that is, the instructor or learning source must monitor the learner's progress and/or provide some form of feedback to the learner. This definition applies for on-site interaction as well as online learning programs.

How to Calculate CEUs

1. Identify the total number of contact hours. If it's not a whole number of hours, round down to a full hour.
2. Divide total contact hours by 10 to obtain the number of CEUs.
3. This will result in CEUs being expressed in tenths of a CEU.

Examples

- 12 contact hours equal 1.2 CEUs;
- 1 contact hour equals 0.1 CEU;
- A typical day of ICC training lasts 6 contact hours, which equal 0.6 CEU.

ICC Preferred Provider Account Application

It is quick and easy to apply for Preferred Provider status and establish a user account. By providing the information requested online at <https://ppp.iccsafe.org/> and submitting the applicable annual fee, an education provider will be reviewed in a timely manner for approval as a Preferred Provider. For the definition of “Provider Category” refer to [Appendix B](#), “Annual Fee Schedule.”

Appendix B

Annual Fee Schedule

The fees set forth in the table are both the initial application fee as well as the annual renewal fee.

Provider Annual Fee

Provider Category	On-Site Only	Online Only	On-Site and Online
ICC Chapter	\$280	\$280	\$450
Government and Nonprofit	\$610	\$610	\$980
Educator Individual	\$550	\$550	\$880
Educator General	\$1210	\$1210	\$1940
Industry	\$1760	\$1760	\$2820

Note:

1. Provider Category descriptions, listed below, are also set forth in [Section 1.6 of the Preferred Provider Manual](#).

ICC Chapters: ICC Chapters include all Chapters of the International Code Council that have obtained and maintain ICC Chapter eligibility.

Governmental and Nonprofit: Governmental units include municipalities, county, state and other jurisdictional units or agencies; nonprofit Providers include associations, public education institutions and similar nonprofit organizations.

Educator: Private for-profit education Providers include individuals, companies and private educational institutions and are classified as one of the following:

Educator, Individual: Includes those for-profit education Providers whose number of staff dedicated to education-related activities is limited to one individual, and instruction is limited to 30 or fewer on-site and/or online live training days annually. See Section 5.0 for definitions of “on-site training” and “online live training.”

Educator, General: Includes those for-profit education Providers whose number of staff or number of instruction days exceeds the limits listed in the Individual Educator category.

Industry: Providers from industry include building product manufacturers, suppliers, distributors and others related to the industry.

Appendix C

Overview of ICC Certification Renewal Program

[Note: For the most current information, please refer to the [Certification section](#) on the ICC website]

The ICC National Certification Program (NCP) is the largest construction code-related credentialing program in the United States with several decades of history and experience. Certification Exams are developed in the highest secure process by Exam Development Committees (EDC) and are maintained with the highest quality standards. Government jurisdictions, third-party code administrators and other professional organizations have used the ICC voluntary certifications as an effective tool to evaluate job knowledge, code knowledge and as criteria for employment. Individuals with ICC certifications have enjoyed personal and professional growth and achievement with enhanced professional stature.

Certification renewal: Certifications must be kept up to date through a 3-year renewal program. The fast pace of change in science, technology, innovation and social trends are factors that make the certification renewal requirement important. For the same reasons, ICC's International Codes (I-Codes) and many other referenced standards published by Standards Developing Organizations (SDOs) are published on a 3-year cycle. Certificate holders must therefore keep their certifications fresh and up to date by renewing every 3 years. Many options are available to obtain credits to renew so that enhancement of knowledge and keeping fresh with new codes and standards is easy and flexible. Certification renewal is accomplished through obtaining Continuing Education Units (CEUs).

CEUs required: The number of CEUs required for certification renewal depends on the type of certification and the number of certifications being renewed. As a general rule, the CEUs required in a 3-year period for many certification categories is 1.5 units, which is equivalent to 15 contact hours (each contact hour equals 0.1 CEU). To transition the Preferred Provider training to qualify for CEUs for certification renewal, beginning January 2015, 20 percent of total required CEUs were required to be from ICC training or Preferred Provider Network training. This percentage gradually increased to 50 percent by July 2016 and thereafter. For detailed information on the current total number of CEUs required for various certification categories and portions that will be required to be from ICC training or Preferred Provider Network training, refer to [Table C1](#), "Certification Renewal CEU Requirements."

Certifications are valid for 3 years. Certificates must be renewed on or before the expiration date (when they become inactive) to be current. Individuals with certifications expired less than 6 years may file an application and renew when all of the requirements are met. The standard renewal program is staying the same; however, the Code Council has expanded the opportunity to reinstate (bring current) those certifications that are more than 6 years past the initial expiration date. Individuals with certifications expired more than 6 years can also reinstate their certifications without the need to retest. Expired certifications for more than 6 years that were initially issued by

ICC or the legacy organizations (ICBO, BOCA, SBCCI, and CABO) are eligible for reinstatement. For details visit www.iccsafe.org/renewals.

CEU Options: Other options are available to obtain CEUs for certification renewal. This is intended to provide flexibility for certified individuals, make it as easy as possible to access relevant information and increase the credibility of the certifications and certified individuals. As indicated above, at least 50 percent of the CEUs must be obtained through ICC or PPN training either on-site or online. For various certification renewal options and CEUs, refer to [Table C2](#), “Certification Renewal Options.”

Table C1: Certification Renewal CEU Requirements

Number of Certificates Being Renewed	Total Number of CEUs Required	Minimum Number of CEUs Required through ICC or PPN Training*
1	1.5	0.8
2 through 5	3.0	1.5
6 through 10	4.5	2.3
11 or more	6.0	3.0
Master Code Professional	6.0	3.0
Certified Building Official or Certified Fire Marshal	6.0	3.0

*CEU rounded up to nearest 0.1.

Table C2: Certification Renewal Options

Part 1: ICC and/or Preferred Provider 50% of CEUs are required to be Part 1; may be used for up to 100% of CEUs		
Option	Activity	CEUs
1	<ul style="list-style-type: none"> • Participation as a student in an on-site seminar or technical session • Instructor in an on-site seminar or technical session • Successful completion of an e-Learning program (online, virtual, or other approved electronic-based training) <p>NOTE:</p> <ul style="list-style-type: none"> • Each seminar session/course can only be counted during a three-year period. • Program must be related to code, building design/construction and support activities. 	0.1 per clock hour
2	<p>Participation or attendance at ICC Code Development hearings; can acquire up to a maximum of 10 clock hours per year</p> <p>NOTE: Total credit for participation in code hearings not to exceed 3.0 CEUs in a three-year period.</p>	0.1 per clock hour
3	<p>Participation or attendance at ICC Code development hearings through cdpACCESS log-in; can acquire up to a maximum of 30 clock hours per year</p> <p>NOTE: Total credit for participation in code hearings not to exceed 3.0 CEUs in a three-year period.</p>	0.1 per 3 clock hours

continued on next page

Part 2: Alternative Opportunities
Options that qualify for the remaining percentage of CEUs

Option	Activity	CEUs
4	<ul style="list-style-type: none"> • Participation as a student in an on-site seminar or technical session • Instructor in an on-site seminar or technical session • Successful completion of an e-Learning program through an approved electronic-based training <p>NOTE:</p> <ul style="list-style-type: none"> • Each seminar session/course can only be counted during a three-year period. • Program must be related to code, building design/construction and support activities. 	0.1 per clock hour
5	<p>Obtaining a new ICC Certification by taking and passing a certification exam. NOTE: Applies only to full certification exams, not module exams.</p> <ul style="list-style-type: none"> • Special Inspectors may receive credit for passing certifications within three years that are sponsored by ACI, ASNT, AWS, or NICET. • IFC Special Inspectors will receive credit for initially passing the Firestop Special Inspection exam. 	0.5 per certification
6	<ul style="list-style-type: none"> • Participation as a student in a code-related or building design/construction-related course for an academic institution* • Instruction of a code-related or building design/construction-related course for an accredited academic institution* <p>NOTE: Course Instruction(s) can be counted twice in a three-year period.</p>	1.0 per academic credit hour
7	Participation in a formally documented in-house training program during employment as a code official, plans examiner, permit technician, or inspector. **	1.0 per three-year period
8	Service on the ICC Board of Directors.	1.0 per year
9	<p>Service on an ICC Committee, ICC Subsidiary Board of Directors, or as an ICC Chapter officer.</p> <p>NOTE: Not to exceed 1.0 CEUs annually</p>	0.5 per committee
10	Publication of a code-related or building design/construction paper, book or technical article for an academic institution, professional trade journal, or ICC publication.	1.0 per publication type
11	Completion of evaluation in a role as an IAS Building Department Evaluator.	1.0 per three-year period

*An accredited institution is a high school, community college, junior college, university, technical or vocational school, or any private education agency accredited by the International Association of Continuing Education and Training (IACET).

**Documentation, up to and including certificates of completion, may be required to authenticate listed activities.

Appendix D
ICC Chapter Education Benefit (CEB) Program
[For the most current information, please refer to ICC Chapter section of
Membership on ICC website]

General:

1. Chapter Education Benefit (CEB) provides an education voucher (Voucher) to offer additional flexibility and options to ICC Chapters (Chapter) for training opportunities.
2. Chapters can use their Voucher to obtain training in one of two ways:
 - 2.1 Obtain a 1-day training through an ICC Preferred Provider or
 - 2.2 Obtain 1 day of ICC training.
3. Available ICC training will include an increased number of topics and options.
4. Chapters may donate their Voucher to another Chapter; however, no more than three Vouchers may be combined for a single training event.
5. The Voucher is valid for 1 calendar year. It cannot be accumulated or carried over from 1 year to the next, and it expires December 31 of each year.
6. The Voucher will be provided to Chapter upon verification of eligibility by ICC Member Services Department (MS).

Preferred Provider Training:

1. The value of the Voucher for 1 day of Preferred Provider training will be up to \$1,200.
2. A reimbursement form is provided to be completed by Chapters and submitted to ICC Learning Center (LC) along with the Voucher and training invoice.
3. Chapters will hire and pay the PP directly and submit to LC for reimbursement.

ICC Training:

1. Chapters will submit their Voucher to LC to request an ICC training day.
2. ICC training is good for a single day of any ICC seminar(s). These include most seminars in the STANDARD or PREMIUM category. (See the bottom of the last page of this Appendix for descriptions of STANDARD and PREMIUM.) See Item 5 on the following page for special cases.
3. Due to popular demand, the PowerPoint program will be included in PDF format free of charge to be distributed by each Chapter to attendees. The STANDARD category does not have workbooks. In the PREMIUM category, premium seminar workbooks are required and must be purchased. Chapters are eligible for substantial discounts when they purchase seminar workbooks.
4. Two half-day seminars may be scheduled on the same day in place of one full-day seminar. The topics of the two half-day seminars, however, must be related to one code so that only one ICC instructor needs to be scheduled.
5. Certain seminars are beyond the scope of this policy and cannot be used, such as those that are contracted through other associations or where special circumstances exist (e.g.,

- Electrical and Legal seminars or where ICC contractual limitations exist).
6. ICC training days will use ICC staff instructors assigned by LC. If ICC staff instructors are not available, ICC contract instructors will be assigned by LC. Assignment of instructors is at the discretion and the responsibility of LC depending on instructor availability. Requests for specific instructors will be considered based upon these criteria, but these requests cannot be guaranteed.
 7. ICC training days must be requested for scheduling at least 30 days in advance of seminar delivery date.

Contact Information:

ICC Main Phone Number: 1-888-422-7233

Member Services: Ron Piester at extension 5209;
Email: rpiester@iccsafe.org

Learning Center:
1-888-422-7233 ext. 33821
Email: learn@iccsafe.org

Hire ICC to Teach Seminar Categories:

STANDARD:

Includes a PDF of the PowerPoint presentation that can be distributed to attendees—no workbook exists.

PREMIUM:

Premium seminar workbooks are part of the program and must be purchased (available to Chapters at chapter-discounted prices). A PDF of the PowerPoint presentation is also included, which can be distributed to attendees.

Appendix E

Preferred Provider Program Contact Information

Program Website: <https://ppp.iccsafe.org/>

Program Administrator

PPP@iccsafe.org

888-ICC-SAFE (422-7233), extension 33821

Lizette Chagolla, Director, Training & Education

888-ICC-SAFE (422-7233), extension 4525

lchagolla@iccsafe.org

Hamid Naderi, SVP of Product Development

888-ICC-SAFE (422-7233), extension 7716

hnaderi@iccsafe.org

Tracy Lendi, VP, Instructional Design and Delivery

888-ICC-SAFE (422-7233), extension 4302

tlendi@iccsafe.org

Appendix F

Frequently Asked Questions

1. **Why did ICC create a Preferred Provider Program?** The building construction industry is vast, involving many fields, including science, technology, construction materials, building components, methods of construction, legal, management, finance, codes, standards, guidelines, best practices and more. Relevant training in these and other building construction-related topics is important to the entire construction industry and building safety community, and such training should be encouraged, given due credit and allowed to count toward renewal of ICC certifications. Since no one entity or industry, including the ICC, is able to provide relevant and effective training in all of the building construction and code administration fields, ICC created partnerships with other reputable training Providers to facilitate the availability of diverse training. These partnerships are organized in the form of the Preferred Provider Program.
2. **What are the main goals of the Preferred Provider Program?** The ICC Preferred Provider Program is intended to accomplish several goals:
 - Create an easily accessible network of extensive training opportunities from a variety of educational resources;
 - Provide access to quality training on specialty topics and building products that are beyond the ICC core training programs;
 - Provide increased quality and support for educational renewal requirements of the ICC Certification Program;
 - Enhance the relationship between ICC and education Providers in support of building safety and innovation in building products and construction practices; and
 - Facilitate the automatic documentation of CEUs for certification renewal as much as possible.
3. **Is this a mandatory program for all trainers?** No. The Preferred Provider Program is not mandatory for anyone. Those who desire to provide training that qualifies for renewal of ICC certifications and receive the benefits of the program may sign up and become a Preferred Provider.
4. **What is the benefit of the program for Preferred Providers?** There are many benefits to Providers, including:
 - Connecting Preferred Providers to ICC members and constituencies to create a vast network of educational opportunities. ICC has a membership base of over 65,000 and a constituency database of over 360,000. ICC outreach to our members and constituencies on the Preferred Provider Program will create an improved connection between Preferred Providers and ICC members and constituencies.

- Leveraging a partnership between the Provider and ICC, the Program exposes the services and products of education Providers to ICC's broad audience through a Provider directory, listing of Provider educational offerings and links to Provider websites.
- Support of ICC Certification Renewal Program. A minimum of 50 percent of certification renewal credits need to be obtained from PP or ICC training.
- Participation in ICC Chapter Education Benefit Program. Eligible ICC Chapters are awarded education benefits that have historically been limited to ICC-provided training, but the benefit has now been expanded so that Chapters can choose to use educational services from a Preferred Provider as the Chapter benefit with reimbursement from ICC.
- Capability of providing training on various products and methods of construction or installation to count toward renewal of ICC certification. Many in the industry have such training currently available and offered for free or a nominal fee.
- Authorized to purchase ICC publications for training events at Chapter-discounted prices. Chapter prices are up to 20 percent lower than ICC member prices.
- Use of the ICC Preferred Education Provider Logo to signify the Provider and ICC partnership in education.

5. **What is the benefit of the program to those seeking training?** There are many benefits to those seeking training, including:

- A comprehensive listing of relevant educational programs and expanded access to educational offerings is available. These include available training, both on-site and online, and are identified through a live training schedule on the ICC Preferred Provider website at www.iccsafe.org/PPP or <https://ppp.iccsafe.org/>
- Users have access to information about products and services of Preferred Providers.
- Increased opportunity to create a relationship and network with ICC Chapters, industry and other Preferred Providers.
- Utilization of Preferred Provider educational programs to gain CEUs as required for renewal of ICC Certifications.
- Access to a vast training network on-site or online that might be available for free or a nominal fee and counts toward certification renewal.
- Confidence in courses that qualify for 100 percent of CEUs toward renewal of ICC certifications without having to do an extensive search of the education provider qualifications.
- Automatic documentation of CEUs for ICC training through ICC website at your My ICC, and the same, as much as possible, for Preferred Provider training where Preferred Providers upload their rosters to the PP website.

6. **Can ICC Chapters become Preferred Providers?** Yes. ICC Chapters have been, and will continue to be, an important partner and major player in educational offerings to ICC members and others in the building construction and building safety industry.

7. **Who else can become a Preferred Provider and what are the associated fees to become a Preferred Provider?** Categories of Preferred Providers available and related fees are shown in [Appendix B](#). Preferred Providers will pay one fixed annual fee, and there are no other fees associated with the number of courses a provider presents or the number of students that participate.
8. **What is the process for becoming a Preferred Provider?** The Preferred Provider website at www.iccsafe.org/PPP is available to facilitate an easy and user-friendly process for Preferred Providers to sign up and list their courses for approval. Once approved by ICC, the courses will automatically populate into a live calendar or schedule.
9. **Is there a fee for becoming a Preferred Provider?** There will be a fee to fund the process, staffing, support, website hosting, management and maintenance. There will not be any per-course or other fees, only a fixed annual fee. The fee is very reasonable, slightly different for each Provider category and nominal for ICC Chapters. See Question 7 for fee details.
10. **Is there a fee for those who seek training as a result of Preferred Provider Program?** The Preferred Provider program has no fees for those seeking training. Students will only pay the fee that the Preferred Provider charges for their class, which is similar to any other training event.
11. **Was there any input by ICC Chapters or others in the development of this program?** Yes. There was communication with, and feedback from, ICC Chapters. ICC Chapters had great comments, questions and suggestions. The feedback from Chapters was mostly positive and supportive. A stakeholder group was also formed from across the country from potential Preferred Providers in different categories of ICC Chapters, government, associations, for-profit educators and industry. The stakeholder group reviewed the program details, addressed major issues, evaluated the feedback from ICC Chapters and helped ICC formulate a final draft of the program. The ICC Professional Development Council that consists of the Education Committee and the Certification Committee reviewed, discussed and provided feedback. The program was approved by the ICC Board of Directors at their September 2014 meeting in Fort Lauderdale, Florida at the ICC Annual Conference.
12. **What was the effective date for the Preferred Provider program?** The program debuted in the fall of 2014.
13. **What is the ICC review turnaround time for Preferred Provider approval and course approval?** ICC will review Preferred Provider applications within 10 business days. Likewise, courses submitted for approval will be reviewed within 10 business days after submission.

14. **Will instructors for each Preferred Provider need to be approved?** No. ICC is approving courses but will not approve instructors. The program requires Providers to use qualified trainers for the relevant subject matter. An instructor is considered as a representative of the Preferred Provider. Upon audit, if a Preferred Provider instructor is found to be unqualified or otherwise does not reflect the expectations of the Preferred Provider Program, the Preferred Provider or the individual course could be disapproved and disqualified by ICC staff.
15. **Will all training courses from Preferred Providers need to be included in the live schedule?** No. If a Preferred Provider does not want a particular training event to be on the live calendar, whether it's for a private group training contract or some other reason, the course does not need to appear in the live calendar. The Provider will choose the option to include or not include the course on the live schedule in "manage courses" when they are logged into their account.
16. **Will training events prior to implementation of the PPP be recognized for CEUs obtained from a PP?**
The program is now a relatively mature program, and applicants must be approved and their courses submitted and approved prior to qualifying for CEUs.
17. **Are Preferred Providers limited in the type of topics on which they can provide training?** There is no limitation in the type of topics Preferred Providers can teach, except that the topics must be relevant and must be in areas of building construction; building products; codes and standards; administrative, legal and management; leadership; and design professional related. For details, refer to Section 1.7 of the ICC Preferred Provider Manual.
18. **How do courses qualify for approval and what materials and information do Preferred Providers need to submit to ICC for their courses to be approved?** Courses must be related to building construction and building/occupant safety and other supportive subjects. The Preferred Provider Manual identifies five main areas of content: building construction; building products; codes and standards; administrative, legal and management; and design professional related. In order to qualify, each course must have a title, description, learning objectives and quality content in the areas mentioned. The course title and description are the items that need to be submitted to ICC for review. The course description should include the learning objectives. Types of courses that will not be granted approval include those addressing subject matter outside the scope permitted by the Program, those whose primary goal is emphasis on a specific product or proprietary method, or those that teach to pass a certification examination (see Sections 1.7 and 2.6).
19. **Will the Preferred Provider Program be subject to any changes or revisions in the future?** The Program will be monitored by ICC staff, the Education Committee and the Professional Development Council on a continual basis with the goal of improving and making the program more effective and user friendly.

20. **Will there be any opportunities for interested parties to provide feedback to ICC regarding the Preferred Provider Program?** Any interested individual or entity can provide feedback to ICC by emailing PPP@iccsafe.org. Comments and recommendations for improvement will be discussed by the appropriate committees.
21. **What is the difference between online and on-demand training?** On-demand is also online training, with the difference that it is not live and can be accessed at any time. Typically, “online” training is considered live, such as webinars where participants must sign up for a specific date and time and log in to participate. Typically, “on-demand” is training that is hosted on a site, such as ICC Learning Center online training, where individuals can sign up, register and get the training at their convenience at any time.
22. **Are online and/or on-demand courses required to get a PP course number too?** Any training to qualify for CEUs must be submitted to the PP website under the PP account and receive a PP course number. This is very important as the course number is what will tie the training events to individual’s certification renewal credits.
23. **Can you briefly explain the application process to become a PP?** To sign up and become a PP is very easy. The steps are:
- Go to the PP website at www.iccsafe.org/ppp or <https://ppp.iccsafe.org/>
 - Click “For Providers” and then click “Apply Here.”
 - Complete the online application and submit.
 - You will receive an automatic email from the PP website acknowledging receipt of the application and providing instructions for payment. Follow the payment link in the email to make payment.
 - Once payment is processed, you will receive an automatic email from the PP website that acknowledges your approval and provides you with your unique PP number.
 - You are now an approved ICC Preferred Education Provider and will be able to submit courses for approval (see question below for the course submittal process).
 - Refer to [Appendix H](#) for a step-by-step process and guiding flow charts.
24. **Can you briefly explain the process of adding courses for approval and posting to the live schedule?**
- Go to the PP website at www.iccsafe.org/ppp or <https://ppp.iccsafe.org/>
 - Click “For Providers” and at the top right, click on “Login” and log into your account using the email and password you used to create your account.
 - Once in your account, click on the “Manage Courses” tab and then click “Add Course.”
 - Complete the simple course application form and click submit.
 - You will receive an automatic email from the PP website confirming the submission of your course.

- Course review process takes 7–10 business days. You will receive an email from the PP website once your course is approved/denied. If your course is approved, you will receive a course approval number. If your course is denied, we will provide a reason for the denial and you are able to edit your course submission, and you can resubmit for another review.
- Now that your course is approved, you are able to list it on the live schedule by clicking the link under your approved course.
- Complete the simple form, assign date and location if applicable (on-site training events are location, date and time specific, and online live training events have a specific date and time).
- Submit (the course will automatically compile into the live schedule if you so choose and have selected that option).
- Refer to [Appendix H](#) for a step-by-step process and guiding flow charts.

Appendix G

ICC Preferred Provider Logo License

As the world's leading authority on building safety and resiliency, the ICC® logo signifies our long-standing commitment to ensure the safety and resiliency of buildings where we live, work and play in communities around the world. ICC Preferred Providers may use the ICC Preferred Provider logo to signify their agreement/commitment to building safety through education excellence approved for use in the Preferred Provider Program of the ICC. Use of the logo requires your acceptance of both the legal and graphic guidelines pertaining to its use. Use of the ICC PP logo applies to those PP training classes that have been submitted to ICC PP website and have been approved by ICC.

ICC Logo Style Guide. Please consult the ICC Logo Style Guide (www.iccsafe.org/logoguide) when referencing the ICC logo in your materials.

Licensing Agreement

PLEASE READ THE FOLLOWING AGREEMENT TERMS CAREFULLY BEFORE USING THE ICC PREFERRED PROVIDER LOGO. USE OF THIS LOGO IS EXPRESSLY SUBJECT TO, AND CONDITIONED ON, YOUR AGREEMENT TO THESE TERMS. IF YOU DO NOT AGREE TO ABIDE BY THESE TERMS, DO NOT ACQUIRE OR USE THE ICC PREFERRED PROVIDER LOGO.

THE ICC PREFERRED PROVIDER LOGO IS PROTECTED UNDER UNITED STATES AND INTERNATIONAL TRADEMARK LAW. USE OF THIS MARK, OTHER THAN IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THIS AGREEMENT, OR AS OTHERWISE AUTHORIZED BY LAW, IS STRICTLY PROHIBITED, MAY CONSTITUTE INFRINGEMENT OF ICC'S PROPRIETARY RIGHTS AND MAY BE ACTIONABLE UNDER RELEVANT CIVIL AND/OR CRIMINAL LAWS.

License Grant

ICC hereby grants a nonexclusive, nontransferable license to use the ICC Preferred Provider logo in accordance with the following ICC Corporate Identification Guidelines:

1. Preferred Providers—ICC Preferred Providers may use the logo on brochures, advertisements, websites, business collateral and exhibit displays for the purpose of signifying their approved participation in the Preferred Provider Program for education to ICC Members, customer and certification holders.
2. Users agree not to revise or alter the logo in any way.
3. Use of the ICC Preferred Provider logo does not imply approval or endorsement of any products or services other than compliance of Preferred Provider training courses that have been approved by ICC under the Preferred Provider Program Manual.
4. ICC is and remains the sole owner of the ICC Preferred Provider logo and trademark(s). By entering into this nonexclusive license, the user does not attain any interest in the logo.

5. ICC reserves the right to alter or amend these guidelines at any time and without notice to the user.
6. Users agree not to use the ICC Preferred Provider logo in any manner likely to confuse, mislead, or deceive the public or to be adverse to the best interests of the ICC.
7. Users agree not to use the ICC Preferred Provider logo in any offensive manner, including but not limited to, its use on pornographic and/or slanderous websites.
8. Users further agree not to register or file applications to register the ICC Preferred Provider logo or name substantially similar thereto.
9. Users agree that the ICC Preferred Provider logo is proprietary to the ICC and that the ICC maintains all rights, title and interest thereto including, without limitation, all intellectual property and other proprietary rights.

Termination of License

ICC may terminate this License Agreement at any time for any reason, at its sole discretion, including but not limited to if users are in breach of any of the terms and conditions of this agreement or for if users violate ICC's Corporate Identification Guidelines. Upon receipt of written notice of termination from ICC, users will immediately cease any and all further use of the ICC Preferred Provider logo.

Disclaimer

ICC licenses its logo for use "as is" and makes no warranties, representations or statements, express or implied, with respect to the ICC Preferred Provider logo. ICC will not be responsible for any loss or damages of any kind whatsoever sustained by any party, howsoever caused, as regards to use of the ICC Preferred Provider logo. This disclaimer shall survive the termination or expiration of this License Agreement.

ICC Marketing Contact

ICC Marketing Department
3060 Saturn Street, Suite 100
Brea, CA 92821

icclgo@iccsafe.org

Phone: 1-888-ICC-SAFE (422-7233), extension 3409

Fax: (562) 699-9721

Acceptance Agreement

Your use of the ICC Preferred Provider Logo shall be deemed as your acceptance of the terms and conditions of this logo license agreement.

Current Logo



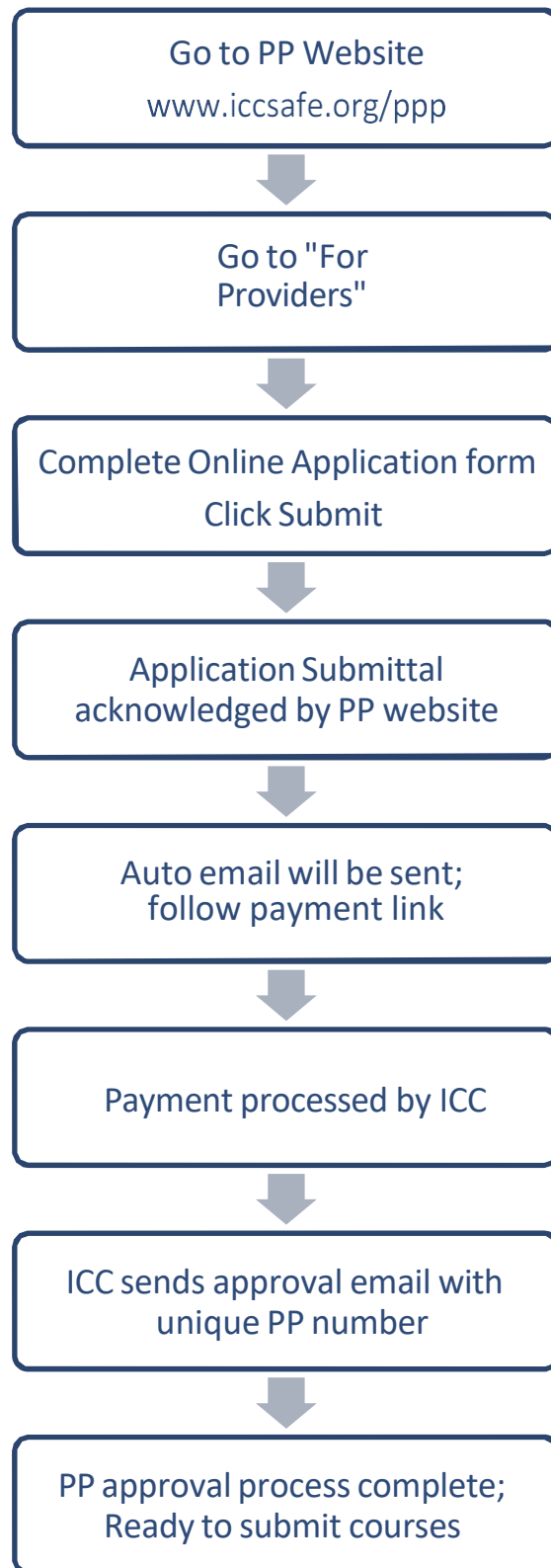
Appendix H

Preferred Provider Application and Approval Process and Flow

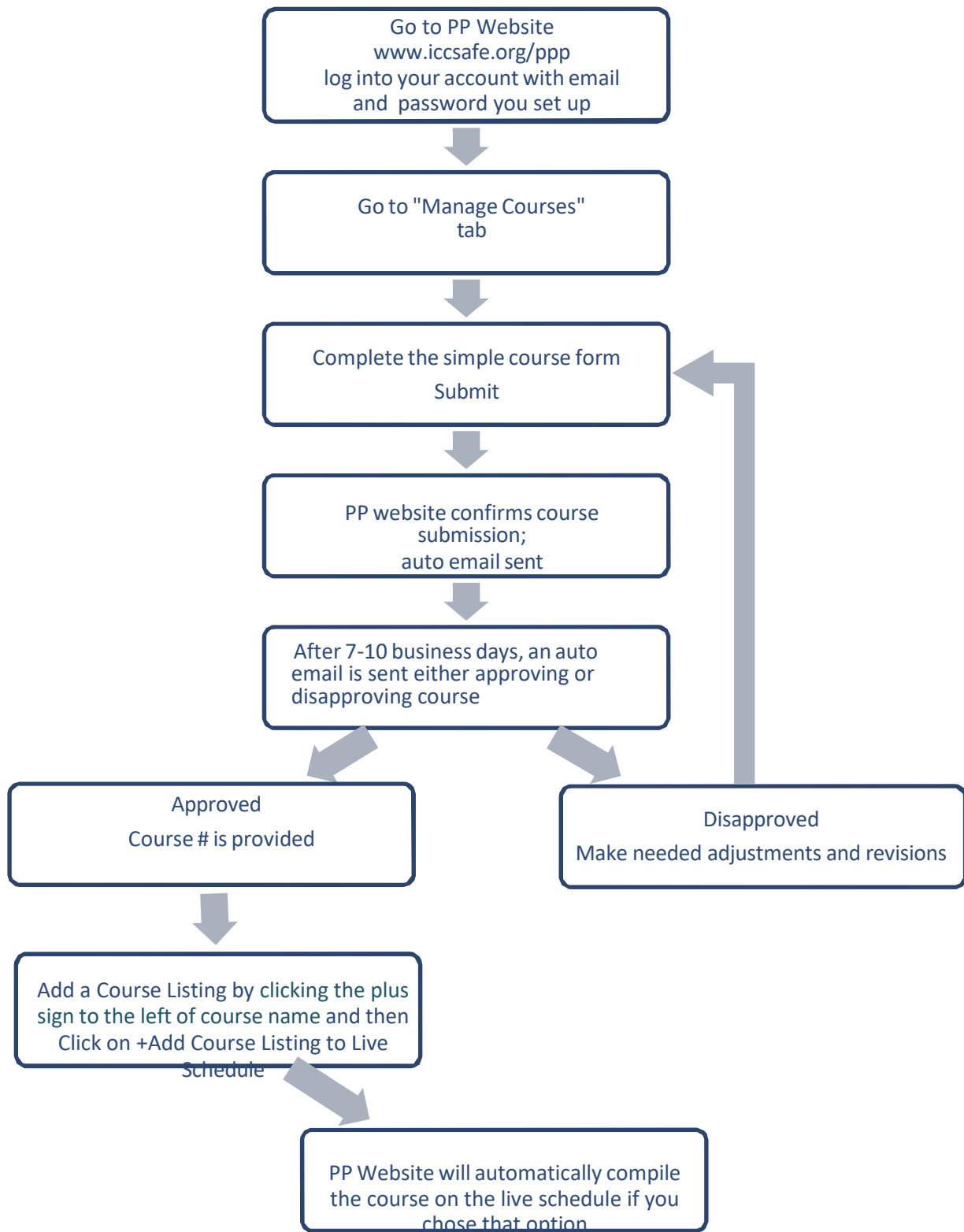
This appendix provides a summary of the Preferred Provider Program process.

1. Registration as a Preferred Provider (Application Submittal) through the PP website:
 - 1.1 Provide identity
 - 1.2 Provide category
 - 1.3 Provide Preferred Provider content training
 - 1.4 Designate a primary and secondary contact
 - 1.5 Pay fee
2. ICC to review application
3. Approval
 - 3.1 Active for 1 year from date of application approval
 - 3.2 Provider added to list of Preferred Providers
 - 3.3 Unique Preferred Provider number is assigned
4. Post Approval
 - 4.1 Provider to register individual education courses after login into their PP page:
 - 4.1.1 Submit course/training for approval
 - 4.1.2 Provide title and description of the Program
 - 4.1.3 Identify learning objectives
 - 4.1.4 Identify contact hours
 - 4.2 Provider will receive course number designation from ICC after ICC approval of the course
 - 4.3 Provider to maintain good standing with ICC
 - 4.4 Provider to pay annual renewal fee
 - 4.5 Provider to maintain Roster of Participants
 - 4.6 Provider to update primary and secondary contact information

Preferred Provider Approval Process



Preferred Provider Course Submittal and Approval Process



Appendix I

Roster Upload Flow Chart

[Note: Courses must be added to the Course Listing before training takes place in order for this feature to work properly.]

