



# NORMI MEMBER GUIDE

## Abstract

This Guide is an Overview for NORMI Members, including Charter, Active, Associate, and Affiliate Memberships. (FAQ's, Links, Instructions, and "How To" Procedures).

The NORMI Team  
Support@NORMI.org

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## Keyword Search

*In most PDF Viewers pressing “**Ctrl + F**” will open a search window allowing the viewed document to be searched by keywords. This may help if you cannot locate what you are looking for in the Table of Contents.*

## Welcome Message from the Executive Director of NORMI.



Welcome to NORMI and your place among the thousands of trained professionals who proudly wear their NORMI credentials. What makes us relevant is our mutual commitment to excellence and the desire to stay on top of the industry. We are an integral part of this growing industry with a direct impact on advancements, professionalism, and industry stability.

As Executive Director, I invite your suggestions to help us become even better, and to that end, your valuable input is welcomed. Our part will be to offer the best support in the profession and together we will make a difference. Thank you for your support and welcome to NORMI.

Douglas Hoffman  
Executive Director  
NORMI

## NORMI Code of Ethics

### THE NORMI™ CODE OF ETHICS

This CODE of ETHICS was developed by the Board of Directors on Friday, October 1, 2004 in an effort to solidify the NORMI.org commitment to integrity, honesty, and quality to the public and its membership. Each member of NORMI.org has signed this document.

#### NORMI Members Duty to the Public...

- The NORMI Member shall abide by the Code of Ethics and substantially follow all the standards of this code.
- The NORMI Member will not engage in any practices that could be damaging to the public or bring discredit to the IAQ/Mold industry.
- The NORMI Member shall be fair, honest, impartial, and act in good faith in dealing with the public.
- The NORMI Member will not discriminate in any business activities on the basis of race, color, religion, gender, national origin, familial status, or handicap and shall comply with all federal, state and local laws concerning discrimination.
- The NORMI Member shall be truthful regarding his/her services & qualifications.
- The NORMI Member will have no undisclosed conflict of interest with the client.
- The NORMI Member will not communicate any information to anyone except the client without the prior written consent of the client, except where it may affect the safety of others or violates a law or statute.
- The NORMI Member shall always act in the interest of the client, unless doing so violates a law, statute, or this Code of Ethics.
- The NORMI Member shall use a written contract that specifies the services to be performed, limitations of services, and fees.
- The NORMI Member shall comply with all government rules and licensing requirements of the jurisdiction where he/she conducts business.
- The NORMI Member will not make performance claims in regards to recommended products which violate the claims of the manufacturer. In no case will medical or health claims be made either verbally or in writing that exceed the approved printed and documented claims of the manufacturer.
- The NORMI Member shall, for all products used in the course of their profession, follow the manufacturer's instruction for use, application directions, and/or safety guidelines.
- The NORMI Member understands that the use of logos, trademarks, and/or copyrighted materials is strictly prohibited except by permission as the law prescribes.

#### NORMI Members Duty to the Profession and NORMI.org...

- The NORMI Member will strive to improve the IAQ/Mold Industry by sharing his/her lessons and/or experiences for the benefit of all. This does not preclude the Inspector from copyrighting or marketing his/her expertise to other Inspectors or the public in any manner permitted by law.

- The NORMI Member shall assist the NORMI leadership in disseminating and publicizing the benefits of NORMI membership.
- The NORMI Member will refrain from attempting to solicit potential business partners away from fellow-NORMI members. By respecting each others time and efforts in the expansion process, internal conflicts will be avoided. Any violation of this rule will result in immediate termination of NORMI membership without review.
- The NORMI Member will not engage in any act or practice that could be deemed damaging, seditious, or destructive to NORMI, fellow NORMI members, NORMI employees, leadership or directors. Member(s) accused of acting or deemed in violation of such rules shall be reviewed by the Ethics committee for possible sanctions and/or expulsion from NORMI.

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## HOW TO BECOME A MEMBER

1) Take a **NORMI Class** - The best way to become a part of NORMI is to take a class. All trained professionals are designated as ASSOCIATE members until they choose to activate their membership and become ACTIVE. You will find the following designations on our NORMIPro Locator at [www.NORMIPro.com](http://www.NORMIPro.com):

**CHARTER** - ACTIVE members who began supporting NORMI prior to 01/2013 and are currently in ACTIVE status receiving all NORMI member benefits.

**ACTIVE** - NORMI Trained Professionals who are taking advantage of all NORMI member benefits and have their certifications/licenses listed if current.

**ASSOCIATE** - NORMI Trained Professionals who have not yet activated their NORMI membership and whose certifications/licenses are not listed to the public.

**AFFILIATE** - NORMI Strategic Partner often representing an affiliated industry and who support the goal and mission of NORMI by offering products or services to members.

**PENDING** - Industry professional who is awaiting training, either online, online LIVE or onsite and not yet determined their member status.

**Firm** - Company membership add-on for Active NORMI Members. Includes additional training for employees. Certified Mold Worker Program and IAQ Basics.

**NOTE:** Member status is based on the member's most current relationship with NORMI and does not necessarily represent the member's current business interest(s), insurance or licensing status.

NORMI provides solution-based training in a variety of fields including indoor air quality and mold contamination with class schedules and fees available for review at [www.BestTrainingSchool.com](http://www.BestTrainingSchool.com). Once you have taken an ONLINE, ONSITE, or OFFSITE class and become a NORMI member, you are assigned a NORMI ID number and given the opportunity to take advantage of all the ACTIVE Member benefits available for your review.

Once you have taken a class sponsored by NORMI, you may activate your membership by going to [www.Join.NORMI.org](http://www.Join.NORMI.org) where you will have the option to sign the Code of Ethics and activate your membership.

The following certifications are available once you have activated your NORMI Membership and met the specific requirements of the certification. Please note that some certifications require a proctored examination, educational/experience requirement and certification fees. All certifications are handled through the NORMI Compliance and Standards Division whom you may contact at 877.251.2296 x 801 or [support@normi.org](mailto:support@normi.org)

- **CBA**
- High School Diploma or GED
- Completes CBA Quiz (70% Passing Grade)
- Remits Certification Review Fee (\$100.00)
  
- **CMI**
- High School Diploma or GED
- Completes CMI Quiz (70% Passing Grade)
- Submits CMI Final Project (screening kit included in Review Fee)
- Remits Certification Review Fee (\$200.00)
  
- **CMA**
- High School Diploma or GED
- Submits Work Experience Resume
- Completes CMA Proctored Exam (70% Passing Grade)
- Submits Certificate of Insurance (NORMI Co-endorsed)
- Remits Certification Review Fee (\$400.00)
  
- **CMR**
- High School Diploma or GED
- Completes CMR Proctored Exam (70% Passing Grade)
- Submits Work Experience Resume
- Submits Certificate of Insurance (NORMI Co-endorsed)
- Remits Certification Review Fee (\$400.00)
  
- **CPW**
- High School Diploma or GED
- Completes CPW Proctored Exam (70% Passing Grade)
- Submits current CMI, CMA, CMR or equivalent certification
- Currently Active NORMI member in good standing
- Submits two (2) protocol reports for peer-review
- Remits Certification Fee of \$200
  
- **PSP**
- High School Diploma or GED
- Completes PSP IAQ Quiz (70% Passing Grade)
- Submits FIVE (5) IAQ Survey Brochures (your personal IAQScreening.com/xxxxx)
- Remits Certification Review Fee (\$100.00)
  
- **QST**
- High School Diploma or GED
- Completes QST Quiz (70% Passing Grade)
- Remits Certification Review Fee (\$50.00)
  
- **CFS**
- High School Diploma or GED



- Completes CFS Quiz (70% Passing Grade)
  - Remits Certification Review Fee (\$100.00)
- 

**2) NORMI Accreditation** (Reciprocity/Grandfather) If you are currently working in the mold industry and certified by a nationally recognized organization or State licensed (in a State that requires licensing for mold professionals), NORMI may reciprocate and make you a certified member as either a CMA (NORMI Certified Mold Assessor), CMR (NORMI Certified Mold Remediator) or CMW (NORMI Certified Mold Worker) based on information you provide through this application process. The process is easy and once reviewed by our Compliance Division, you will be designated by the NORMI Board of Directors as an interim member and listed on our website for the world to see. You may begin immediately marketing yourself as a certified ACTIVE NORMI Member, will be assigned a NORMI ID number and given the opportunity to take advantage of all the ACTIVE Member benefits available (see [Join.NORMI.org](http://Join.NORMI.org) for benefit details).

Because NORMI has a unique solution-based, wholistic approach IAQ/Mold issues and their resolution, it is recommended that you take a NORMI approved class on IAQ/Mold Inspection, Assessment, or Remediation as soon as possible (classes available at [www.BestTrainingSchool.com](http://www.BestTrainingSchool.com)). Accreditation requires your taking a FREE online training segment on NORMI Professional Practices (our insurable best practices document) which is available to you through the ACTIVE Member back office once you have activated your membership.

The accreditation program benefits you in the following ways:

- a. Full access to all **FREE** ACTIVE Member benefits.
- b. Up-to-date trainings in the latest technologies through LIVE ONLINE Continuing Education, available for **FREE** every week,
- c. Some trainings on Tuesday evenings qualify for **FREE** CEUs for the State of Florida licensing requirement as well as meeting the continuing education requirements for other affiliated or recognized organizations
- d. The ability to market yourself for **FREE** through the [www.NORMIPro.com](http://www.NORMIPro.com) website including a website program personally tailored to your company and,
- e. A **FREE** support system unsurpassed in the industry including LIVE Help, a toll free Support Line, and eMail support.

To become accredited, you will do the following:

1. Complete the application for whichever specific NORMI Certification your wish,
2. Active your membership at [Join.NORMI.org](http://Join.NORMI.org) (can be incorporated in the application process as shown on application),
3. eMail or FAX application with appropriate documentation.

NOTE: Fees for accreditation are processed AFTER you have been accredited which process takes approximately five (5) business days from receipt of your completed paperwork and documentation. Once accredited you may download the NORMI Logo Package from the member section and begin marketing your business as NORMI Certified. Congratulations on this savvy business decision.



[Download CMA Application](#)



[Download CMR Application](#)



[Download CMW Application](#)

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3) Become a **NORMI Affiliate** - Many of our partners have enjoyed the benefits of NORMI Membership by becoming a NORMI Affiliate. These professionals come from different industries to support themselves and our membership by offering the public expert services that are approved and, in some cases, endorsed by NORMI. Some of the categories open for this program include:

Contractor	Plumber	Electrician
Builder	Carpet Cleaner	HVAC Contractor
IAQ Specialist	Environmental Consultant	Maintenance Supervisor
Remodeler	Developer	Realtor
Real Estate Broker	Medical Field	Insurance Field

The process to become a NORMI Affiliate is easy.

**[Complete the ONLINE Application](#)**

**[Download the Application to Mail or FAX](#)**

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## Activate Your NORMI Membership



Active NORMI Membership



[Click Here to Activate your Membership](#)

ACTIVE NORMI Membership provides the following benefits. Each benefit has a detailed description as you consider the value to you and your company, the credibility you will receive and the support that only NORMI provides:

**Access to Continuing Education every week in BTS Live Online Training Room**

Each week (48 times a year) online training is provided through an interactive website. As a NORMI Member you have access to the LIVE training and may log a single hour of recertification credit toward your CEU requirement.

**Access to FREE Online Training modules through the NORMI.org website**

There are several FREE online trainings offered to the NORMI Members and accessible through the NORMI Membership section of the website. These include technology training, marketing and other areas of general interest to the membership.

**Access to FREE Re-Certification Page to keep your certifications current**

Each NORMI Member is required to maintain their certifications by adding CEU (Continuing Education Units) each year. As a NORMI Member you have access to this self-regulating program through the NORMI Membership section of the website.

**Access to DISCOUNTED General Liability Insurance through IOA**

*Insurance Office of America (IOA)* offers significant discounts on business General Liability insurance to ACTIVE NORMI Members. These rates have proven to be lower than industry averages and many states require this insurance for licensing.

**Access to DISCOUNTED E & O Professional Liability Insurance through IOA**

*Insurance Office of America (IOA)* offers significant discounts on business Professional Insurance (known as E&O Insurance) to ACTIVE NORMI Members. This benefits of this insurance are important to establish credibility in the marketplace.

**Access to DISCOUNTED Health Insurance through Benefits Now**

*Benefits Now* provides a full range of Health Insurance benefits to ACTIVE NORMI Members and will provide other insurance benefits such as disability and life.

**Access to Best Living Systems discounts/specials on products**

ACTIVE NORMI Membership provides an affiliate relationship with Best Living Systems products through dedicated access allowing for significant discounts on chemicals, testing equipment, air filtration/purification and drinking water products.

**FREE NORMIPro.com Website to market your services**

A static marketing website is provided for all ACTIVE NORMI Members and linked to the NORMIPro Locator at [www.NORMIpro.com](http://www.NORMIpro.com) for potentials clients to search their area for local professionals. [View Demo](#)

**FREE BLSPRO.com Website to market products**

A static marketing website is provided by Best Living Systems for all ACTIVE NORMI Members to provide products, but no pricing, to potential clients. [View Demo](#)

**FREE Surveys.NORMI.org Website to filter and attract leads**

A static marketing website is provided to all ACTIVE NORMI Members to capture and filter potential clients who are interested in indoor air quality, power consumption or water surveys. [View Demo](#)

**FREE 90DayFilter.com Website to market filters to potential clients**

A static marketing website is provided to all ACTIVE NORMI Members to capture potential air filtration clients. [View Demo](#)

**FREE Listing on NORMIPro Locator (higher ranking based on certifications)**

Free listing at [www.NORMIPro.com](http://www.NORMIPro.com) (linked at [www.NORMI.org](http://www.NORMI.org)) searchable by zipcode and/or location. In this listing ACTIVE NORMI Members are ranked by the number of certifications they currently hold.

**Discounted Home Advisor (formerly Service Magic) leads for your area of expertise**

ACTIVE NORMI Membership provides an affiliate relationship with *Home Advisor*, a lead-sourcing company, which waves the start-up fees for industry specific leads.

**Discounted ENTERPRISE and NATIONAL Car Rental for when you travel**

ACTIVE NORMI Membership provides an affiliate relationship with *Enterprise and National Car Rental* for discounted rental services throughout the US, Canada and some International locations.

**Firm Membership - Company membership can be added with additional training for workers. Certified Mold Worker Program and IAQ Basics**

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[Click Here To Activate your Membership](#)

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## Quick Links

NORMI Member Login	<a href="http://www.NORMI.org">www.NORMI.org</a>
Best Training School	<a href="http://www.BestTrainingSchool.com">www.BestTrainingSchool.com</a>
Best Living Systems	<a href="http://www.BestLivingSystems.com">www.BestLivingSystems.com</a>
Best Living Systems Warranty	<a href="http://www.BLSWarranty.com">www.BLSWarranty.com</a>
Best Living Systems (VIP)	<a href="#">Click Here</a> Password Needed
Flood Information	<a href="http://www.Flood.NORMI.org">www.Flood.NORMI.org</a>
Hurricane Information	<a href="http://www.Hurricane.NORMI.org">www.Hurricane.NORMI.org</a>
NORMIPro Environmental TASC Force	<a href="http://www.NORMIProETF.org">www.NORMIProETF.org</a>
NORMIPro Management	<a href="http://www.NORMIProMGMT.com">www.NORMIProMGMT.com</a>
Information Webpage	<a href="http://www.Info.NORMI.org">www.Info.NORMI.org</a>
NORMI Member Listing	<a href="http://www.NORMIPro.com">www.NORMIPro.com</a>
Continuing Education Login Tues Nights	<a href="https://zoom.us/j/669779859">https://zoom.us/j/669779859</a>
Apply to become a Trainer	<a href="http://www.besttrainingschool.com/trainer-apply.php">http://www.besttrainingschool.com/trainer-apply.php</a>
NORMI Letter of Clearance (Online)	<a href="#">Click Here</a>
NORMI Certificate of Sanitization Info	<a href="#">Click Here</a>
NORMI Blog	<a href="http://www.normi.org/blog">www.normi.org/blog</a>
NORMI TV	<a href="http://www.NORMI.org/tv">www.NORMI.org/tv</a>
Social Media Fan Pages	
• NORMI	<a href="http://www.Fan.NORMI.org">www.Fan.NORMI.org</a>
• Best Living Systems	<a href="http://www.Fan.BestLivingSystems.com">www.Fan.BestLivingSystems.com</a>

- The Clean Air Kiosk [www.Fan.CleanAirKiosk.com](http://www.Fan.CleanAirKiosk.com)
- Best Training School [www.Fan.BestTrainingSchool.com](http://www.Fan.BestTrainingSchool.com)

#### Specialty Websites for Members

- NORMIPro.com/xxxxx
- 90DayFilter.com/xxxxx
- IAQScreening.com/xxxxx
- Surveys.NORMI.org
  - Then add ID number

Replace xxxxx with your NORMI ID #.

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# Active and Charter Member Programs

There are many NORMI Programs specifically designed for Active NORMI Members. The following list is a few of the most popular:

## CAP Program

The Community Awareness Program is designed for Active and Charter Members that are trained in the area of Indoor Air Quality and want to “Give Back” to their community. The CAP program allows NORMI Members to provide education and services to their community. Some specific programs are for First Responders, (Police, Fire, EMS workers). Additional programs are for Realtors and Architects.

[Click Here for the CAP Program.](#) (Active Members Only)

## Discounts

NORMI’s goal is to help our members succeed in growing their businesses. One way we do this is by finding and negotiating special benefits and discounts for our members. Here are a few:

[Discounted Insurance programs](#) from IOA, (Insurance Office of America) They provide E&O, GL, and Pollution insurance just to name a few.

[Discounted Lab Fees](#) with several Popular Labs.

- Enviroscreening
- My Mold Detective
- Prism Labs

## Discount on FLIR Products

NORMI Members receive a Discount on FLIR Products purchased from FLIR

## HomeAdvisor

NORMI Members also have an account rep with HomeAdvisor Lead sourcing.

[Free CEU’s](#) for NORMI Certifications, and other organizations: IICRC, ACAC, and Licensing Boards from many other States.

NORMI requires 14 CEU’s every year to keep NORMI Certification Current. These CEU can be obtained during our Free online CE Training on Tuesday Nights.

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## Phone Numbers

NORMI	877-251-2296
Best Training School	888-856-4803
Best Living Systems	800-728-7206
Enviroscreening	888-445-8005
Environmental TASC Force	877-751-3100
NORMIPro Management	877-751-5600
Spanish Line (Se Habla Español)	855-439-3000

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# Other Resources

[Online and Onsite Training Classes](#)

[Proctored Exams](#)

[Texas Mold Laws](#)

[Louisiana Mold Laws](#)

[Florida Mold Laws](#)

[New York Mold Laws](#) [Washington](#)

[D.C. Mold Laws](#)

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