

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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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

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

NORMI™ Member's 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.

This document is confidential and for NORMI™ Members Only

- 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™ Member's 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 follow his/her training by adhering to the most current published NORMI™ Professional Practices, never deviating from the Sampling Data Interpretation Chart thereto attached, will comply with the NORMI™ Board of Directors requirements for re-certification and, where applicable, keep all government authority licensing current.
- 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™.

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:

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 (they have provided at least 7 NORMI™ CEUs for the year and recorded them).

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.

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. Once you have taken an ONLINE-LIVE, STATIC-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 where you will agree to 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 or support@normi.org

Certifications are not automatic but based on criteria defined by the board. You will take a class and then a proctored exam before earning each certification.

CBA	NORMI™ Certified Biocide Applicator
CFS	NORMI™ Certified Formaldehyde Screener
CAIA	NORMI™ Certified Advanced IAQ Assessor
CMA	NORMI™ Certified Mold Assessor (Includes NYMA, MRSA, DCMA)
CMR	NORMI™ Certified Mold Remediator (Includes LAMR, MRSR, DCMR)
CMW	NORMI™ Certified Mold Worker (Includes NYAW, SCMW)
CPW	NORMI™ Certified Protocol Writer
CSW	NORMI™ Certified Sanitizing Worker
CMAT	NORMI™ Certified Mold Assessment Technician
NCEAA	NORMI™ Certified Environmental Allergen Assessor
NCMI	NORMI™ Certified Microbial Inspector
NCMP	NORMI™ Certified Microbial Professional
NCMS	NORMI™ Certified Microbial Screener
NCRSI	NORMI™ Certified Remediator for Sensitized Individuals
NCSP	NORMI™ Certified Sanitizing Professional
PSP-IAQ	NORMI™ Professional Screening Partner – IAQ Certification
COAS	NORMI™ Certified Odor Abatement Specialist

2) NORMI™ Accreditation (Reciprocity/Grandfather)

If you are currently working in the mold industry and certified by a nationally recognized organization or if you are 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) or CMR (NORMI™ Certified Mold Remediator) 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 and listed on www.normipro.com 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 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). 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:

1. Full access to all **FREE** ACTIVE Member benefits
2. Up-to-date trainings in the latest technologies through LIVE ONLINE Continuing Education, available for **FREE** every week
3. 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
4. The ability to market yourself for **FREE** through the www.NORMIPro.com website including a website program personally tailored to your company
5. A **FREE** support system unsurpassed in the industry including LIVE Help, a toll free Support Line, and email support

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To become accredited, you will do the following:

1. Complete the application for whichever specific NORMI™ Certification you wish
2. Active your membership at Join.NORMI.org (can be incorporated in the application process as shown on application)
3. Email your 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.

NOTE: Accreditation fees are one-time fees and will be refunded if you are denied accreditation.



[Download CMA Application](#)



[Download CMR Application](#)



[Download NCMP Application](#)

Activate Your NORMI™ Membership



[Click Here to Activate your Membership](#)

MEMBERSHIP BENEFITS

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.

FREE Downloads from a Robust NORMI™ Member Library

In [FREE Downloads Library](#) find templates, forms, logos, manuals, and MORE.

FREE Access to your BTS Online Library

Because you are now an ACTIVE member, any online courses you purchase at Best Training School are now available to you 24x7 by simply logging into the NORMI™ member section and following this path: [TRAINING>BTS Online EXTENDED ACCESS](#), you will need your BTS login information to access your library.

Discounted NextLab products/services

If you haven't done it yet, go to [MyIAQLab.com](#) and create an account. Once you've done that, you can complete your chain of custody online, track your samples and get the latest lab information.

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 maintains 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 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. The benefits of this insurance are important to establish credibility in the marketplace. Call or Email:

- **407-712-6680**: Ask for Hope
- SBUReferral@ioausa.com

FREE NORMIPro.com Website to market your services

A static marketing website is provided for all ACTIVE NORMI™ Members at www.NORMIPro.com/xxxxx (replace xxxxx with your NORMI™ ID)

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. iaqscreening.normipro.com/xxxxx (replace xxxxx with your NORMI™ ID)

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

Free listing at www.NORMIPro.com (linked at 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.

FREE Field Support Phone and Text Lines

Field support is available for NORMI™ members. Text **504-507-0454** with your question.

For questions requiring Level 2 support, call the NORMIPro Consulting Line at **877.608.7600**. The first 15 minutes are free to talk to a knowledgeable NORMI™ professional.

FIRM MEMBERSHIP

Company membership can be added with additional training for workers. Certified Mold Worker Program and IAQ Basics are included.

Quick Links

NORMI™ Member Login	www.NORMI.org
Best Training School	www.BestTrainingSchool.com www.Training.NORMI.org
Best Living Systems (BLS)	www.BestLivingSystems.com www.blsproducts.com
BLS Warranty	warranty.bestlivingsystems.com
BLS Testing Data	Click Here Password: BLSVIP*
Flood Information	www.Flood.NORMI.org
Hurricane Information	www.Hurricane.NORMI.org
NORMIPro Environmental TASC Force	www.NORMIProETF.org
NORMIPro Management™	www.NORMIProMGMT.com
NORMI™ Member Listing	www.NORMIPro.com
Continuing Education Login (Tuesday Nights)	www.impact.normi.org
Apply to Become a Trainer	Click Here
NORMI™ Certificate of Sanitization Info	Click Here
NORMI™ News	www.normi.org/blog
NORMI™ TV	www.NORMI.org/tv
NORMI™ Facebook	www.Fan.NORMI.org
BLS Facebook	www.Fan.BestLivingSystems.com
BTS Facebook	www.Fan.BestTrainingSchool.com

Specialty Websites for Members

Market Your Services	NORMIPro.com/xxxxx
Survey Potential Customers	IAQScreening.com/xxxxx

Replace xxxxx with your NORMI™ ID #

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. Call or Email:

- **407-712-6680:** Ask for Hope
- SBUReferral@ioausa.com

Discounted Lab Fees with several Popular Labs.

- www.MyIAQLab.com
- My Mold Detective
- Enthalpy (Prism Labs)

Discount on FLIR Products

NORMI™ Members receive a Discount on FLIR Products purchased from FLIR

Free CEU's for NORMI™ Certifications, and other organizations: IICRC and Licensing Boards from many other States.

NORMI™ requires 7 CEU's every year to keep NORMI™ Certification Current. These CEU can be obtained during our Free online CE Training on Tuesday Nights.

Phone Numbers

NORMI™	877-251-2296
NORMIPro Consulting	877.608.7600
NORMI™ Field Support Text Line	504-507-0454
Best Training School	888-856-4803
Best Living Systems	800-728-7206
Environmental TASC Force	877-751-3100
NORMIPro Management™	877-751-5600
Spanish Line (Se Habla Español)	855-439-3000
IOA Insurance	407-712-6680 (ask for Hope)

Other Resources

[NORMI™ Events](#)

[Online and Onsite Training Classes](#)

[NORMI™ Training](#)

[Courses](#)

[Proctored Exams](#)

[State Mold Laws](#)