

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

Last Updated – October 2026



Table of Contents

Welcome Message from the Executive Director of NORMI™	4
NORMI™ Code of Ethics	5
NORMI™ Member's Duty to the Public.....	5
NORMI™ Member's Duty to the Profession and NORMI.org... ..	6
HOW TO BECOME AN ACTIVE MEMBER	7
1) Become a NORMI™ Member.....	7
2) Take a NORMI™ Class	7
3) Obtain a NORMI™ Certification	7
MEMBERSHIP BENEFITS	8
Access to Continuing Education every week in BTS Live Online Training Room	8
FREE Downloads from a Robust NORMI™ Member Library	8
FREE Download of Doug Hoffman's Mold Free Construction 2.0	8
Discounted NextLab products/services	8
Access to FREE Online Training modules through the NORMI.org website.....	9
Access to FREE Re-Certification Page to keep your certifications current	9
FREE Surveys.NORMIPro.com Website to filter and attract leads	9
FREE Listing on NORMI™ Professional Locator (higher ranking based on certifications) ..	9
FREE Field Support Phone and Text Lines	10
Quick Links	11
Specialty Websites for Members	11
Active Member Programs	12
CAP Program	12

ISSA Membership Included 12

Discounts 13

 Discounted Insurance programs 13

 Discounted Lab Fees..... 13

 Discount on FLIR Products 13

 Free CEU’s 13

Phone Numbers..... 14

Other Resources 14

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 or her training by adhering to the most current published NORMI™ Professional Practices, never deviating from the attached Sampling Data Interpretation Chart.
- The NORMI™ Member will comply with the NORMI™ Board of Directors' requirements for recertification by 1) accurately reporting annual continuing education credits and 2) maintaining an active membership subscription.
- Where applicable, the NORMI™ Member will maintain all required government-issued licenses.
- 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 AN ACTIVE MEMBER

1) Become a NORMI™ Member

[Click Here to Join NORMI](#)

2) Take a NORMI™ Class

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 have passed a certification exam, you can then take advantage of all the ACTIVE NORMI™ Member benefits.

Every Active NORMI™ Member must agree to and sign the NORMI™ Code of Ethics (see above).

3) Obtain a NORMI™ Certification

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

This document is confidential and for NORMI™ Members Only

CSW	NORMI™ Certified Sanitizing Worker
CMAT	NORMI™ Certified Mold Assessment Technician
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

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 Download of Doug Hoffman's Mold Free Construction 2.0

Find the [FREE eBook](#) in the members' downloads section.

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 Surveys.NORMIPRO.com 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.

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

FREE Listing on NORMI™ Professional Locator (higher ranking based on certifications)

Free listing at www.NORMIPRO.com (linked at www.NORMI.org) is searchable by zip code and/or location. In this listing ACTIVE NORMI™ Members are ranked by the number of certifications they currently hold.

This document is confidential and for NORMI™ Members Only

FREE Field Support Phone and Text Lines

Field support is available for NORMI™ members. Text **(985) 837-2584** with your question.

For questions requiring Level 2 support, call the NORMI™ Professional Consulting Line at **877.608.7600**. Active NORMI Members can get answers on HVAC, Building Science, Sensitized Individuals or Carpet Cleaning. 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.

Sign into normi.org and go to your “MY ACCOUNT” page to purchase the FIRM membership.

Quick Links

NORMI™ Member Login	www.NORMI.org
Best Training School	www.BestTrainingSchool.com 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)	impact.normi.org
Apply to Become a Trainer	Click Here
NORMI™ Certificate of Sanitization Info	Click Here
NORMI™ News	www.normi.org/blog
NORMI™ Facebook	Fan.NORMI.org
BLS Facebook	Fan.BestLivingSystems.com
BTS Facebook	Fan.BestTrainingSchool.com

Specialty Websites for Members

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

Replace xxxxx with your NORMI™ ID #

Active 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)

ISSA Membership Included

Every NORMI membership includes an ISSA membership. After becoming a NORMI member, you will receive a separate email from ISSA with a unique username and password login to the www.ISSA.com website. The many benefits of ISSA are listed at <https://www.issa.com/membership/benefits/>.

If you have questions concerning your ISSA membership, onboarding, etc., you can contact Danica directly at danicaa@issa.com.

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.MylAQLab.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
NORMI™ Professional Consulting	877-608-7600
NORMI™ Field Support Text Line	985-837-2584
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

[Online and Onsite Training Classes](#)

[NORMI™ Training Courses](#)

[Proctored Exams](#)

[State Mold Laws](#)