ICC Preferred Provider Program Frequently Asked Questions (Student Edition)

1. **Why did ICC create a Preferred Provider Program?** The building construction industry is vast, involving many fields of 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 are important to the entire construction industry and building safety community, and they should be encouraged, given due credit, and allowed to count toward renewal of ICC credentials. Since no one entity or industry, including the ICC, is able to provide relevant and effective training in all 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 Credentialing Program; and

3. **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 https://ppp.iccsafe.org/.
    - Users have access to information about products and services of Preferred Providers.
    - Utilization of Preferred Provider educational programs to gain CEUs as required for renewal of ICC credentials.
    - Confidence in courses that qualify for CEUs without having to do an extensive search of the education provider qualifications.

4. **Is there a fee for those who seek training as a result of the Preferred Provider Program?** Students pay the Preferred Provider the fees charged by that Provider. ICC does not collect any additional fees from those students accessing the Preferred Provider Network.

5. **I lost my login; how do I retrieve it?** At ppp.iccsafe.org, choose Login/Register. Choose "Forgot Password." At the next screen, input your email address and "Request Reset."

6. **How do I get my certificate of completion?** Your Preferred Provider may give you a certificate of completion at the end of your class or may email one to you. If you wish to print your certificate from the ICC website, log in to your account at ppp.iccsafe.org. Click the "Print Certificate" button at the top of your screen. For more detailed instructions, click here.

7. **What if I don't see my certificate on the ICC website?** If you do not see your certificate from a Preferred Provider course, one of two issues is most likely the cause: (1) The Preferred Provider has not uploaded a roster for your class; or (2) your login email address does not match the address you used to register for the class. Try logging in with the email used for the class or contact your instructor for a copy of your certificate.

8. **Do I need a certificate in order to report ICC Continuing Education Units (CEUs)?** You may self-report your CEUs on your custom myICC page. If you are audited at some point, you may need proof of attendance (e.g. certificate of completion, emailed confirmation from your instructor), but the certificate is not required in order to report CEUs. Detailed instructions on how to self-report CEUs is located here.