

Technical Bulletin: Recommended EELC Courses

Residential New Construction Program



BUILDING A SMARTER ENERGY FUTURESM

The RNC Program offers various resources to help raters and builders improve the quality of homes and ratings in the program. One of these resources is the online [Energy Efficiency Learning Center](#). The learning center courses cover topics ranging from tips for interacting with customers to specific aspects of building science. Many of the courses offer continuing education credits for BPI and RESNET. Below is a list of recommended courses for Raters and Homebuilders.

For Raters

- ***Integrated HVAC Design Principles for Comfort, Health and Efficiency*** – This course includes several great articles and videos focusing on the role HVAC systems play in the home to reduce energy use and humidity.
- ***HERS Rater Refresher*** – A rater will gain a general knowledge of the RNC Program and a refresher of the RESNET standards in this course.
- ***Insulation Characteristics and Applications*** – This course discusses the role of insulation, the various types used, and how to determine the quality of the installation.
- ***HVAC for Non-Technical Employees*** – Rater staff members engaged in non-energy modeling work will gain an understanding of HVAC system basics.
- ***Basics of Building Science*** – Useful for new staff who might not have received RESNET-required training.
- ***Zone Pressure Diagnostics*** – This course discusses various methods to identify and diagnose issues with the house using zone pressure tests.
- ***Building Science Professional (BSP) Certification*** – A rater will receive a good understanding of the salient topics in building science and energy efficiency in this course.

For Homebuilders:

- ***HVAC for Non-Technical Employees*** – Builder staff members will gain a basic understanding of typical HVAC systems.
- ***Insulation Characteristics and Applications*** – This course discusses the role of insulation, the various types used, and how to determine the quality of the installation. This is particularly useful for site supervisors who must quickly assess insulation trades' work.
- ***Selling Efficiency courses*** – The following courses offers tips and tricks for marketing energy efficiency.
 - Marketing Energy Efficiency in Today's Environment
 - Selling Energy Efficiency in Today's Environment
- ***Customer courses*** – These courses offer guidance on how to handle various types of customers and general customer service.
 - Customer Personality Types
 - Difficult Customers
 - Anxious Customers
 - Disappointed Customers
 - Master Customer Service