

UPCS Inspection Certification Training Process

Online LMS (Learning Management System) Training, Virtual Classroom Review & Field Training/Certification Testing

What to expect from Start to Certification

There are three (3) segments to the Uniform Physical Condition Standards (UPCS) Contract Inspector Physical Inspection certification process. Each segment has to be completed and passed with a passing grade before moving onto the next segment.

1. Phase Ia - Online LMS Training: Online LMS UPCS Inspector Certification Training takes approximately 40 hours to complete on the online web-based training. Online LMS training consists of Modules, Lessons, simulations, exercises, examinations, learning how to navigate through the 4.0 RAPID Software, and how to conduct an inspection within REAC protocol.
2. Phase Ib - Classroom Review/Testing: Is a one-week in-person classroom consisting of training, reviewing selected online training materials, and testing. The week will conclude on Friday morning with a written Certification Exam. The written Certification Exam (similar to an Exercise) requires and Inspector Candidate to complete a UPCS inspection from start to finish using the UPCS protocol learned during the Phase Ia - Online LMS Training & Phase Ib - Classroom Review/Testing. The written Certification Exam requires a 75% or higher to pass.
3. Phase II - Field Training/Certification Testing Class: Consist of 4-1/2 Days (Monday – Friday) in the field with a HUD QA Trainer. Monday afternoon will include a field training and instructions that cover how to successfully complete a UPCS inspection from start to finish. Tuesday morning through Thursday morning will include Field Training on mock inspections. Then, there will be Phase II Field Certification testing on Thursday afternoon & Friday morning. The Phase II Field Certification test requires an Inspector Candidate to complete a UPCS mock inspection at a property from start to finish using the UPCS protocol learned during the three (3) segments of training (Phase Ia - Online LMS Training, Phase Ib - In-Person Classroom Review/Testing & Phase II - Field Training/Certification Testing). The Phase II Field Test require a 75% or higher to pass.

(PLEASE NOTE: Phase II – Field Training/Certification Class sizes are limited. Inspector Candidates are accepted for the field training & testing on a first come first serve basis as they complete the Online LMS Inspector Certification Training, with priority going to the Contract Inspector Candidates. Once the maximum number of Inspector Candidate students have been reached, enrollment period will close for that specific field class. However, as additional Inspector Candidate students complete the online training, they will go to the top of the list for the next field training & testing. Locations of field training & testing are determined on a variety of conditions.)

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How to Apply for UPCS Certification Training

1) Online LMS Training:

A. **The Physical Assessment Subsystem (PASS) Uniform Physical Condition Standards (UPCS) Training webpage will be used for the following:**

- I. To announce upcoming dates for Phase Ia Online LMS Training, Phase Ib Classroom Review/Testing, and locations for Phase II - Field Training/Testing.
- II. To announce when classes for Phase II – Field Training/Certification Testing are full.
- III. Enrollment periods into the Online LMS Training will be allowed simultaneously as an Inspector Candidate's Inspector Qualifications are accepted for being Vetted and PIVed.

B. **Inspector Qualifications:**

- I. Two years of recent (within the last 4 years) full-time experience as a certified Combination Inspector (or similar certified position) by a national or government-recognized agency.
- II. Completed a minimum of 250 physical inspections (commercial real estate inspections, residential inspections, and ongoing construction inspections) in which the individual was solely responsible for conducting the inspections. The experience will include, but not be limited to Site inspections, Building Exterior inspection, Building Interior inspections, Building Systems inspections, and inspections inside of Resident's Units/Apartments. (This does not include FEMA inspections, termite inspections, appraisals, and site visits from property owners, managers, or real estate brokers).
- III. Provide 25 inspections you have completed on the excel spreadsheet provided below and titled "Commercial Inspection Log (.xlsx format only), with all required information. Failure to do this will delay the review of your inspector qualifications. By using the excel spreadsheet provided below, this will help reviewers to complete your review more quickly.

[Commercial Inspection Log](#) (.xlsx format only)

- IV. Possess good knowledge and understanding of all construction trades.
- V. Possess general computer skills.
- VI. High school education or equivalent.
- VII. The Training Team will notify each Inspector Candidate via email whether they met the minimum inspector qualifications required to be accepted into the Online LMS Training and start the Vetting and PIVing processes.

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C. Must have a HUD issued ID:

- I. If you already have a HUD issued ID (i.e., “M” - ID or “I” - ID), processed to “D.” below. Existing HUD issued IDs can be reused, even if HUD ID is currently inactive and/or terminated.
- II. If you are a new Inspector Candidate, and you do not have a HUD User ID, you must apply for an independent user ID (“I” - ID). To obtain a HUD issued ID, please click the URL below and follow the directions:

https://hudapps.hud.gov/public/wass/public/independent/indreg_page.jsp

- III. HUD issued IDs are delivered by email the day after the request. **If you do not receive your ID, check in your Junk or Spam Email box.**
- IV. If you receive your HUD issued ID in an **encrypted message**, contact TAC for assistance.

Technical Assistance Center (TAC): 1-888-245-4860

D. After receiving your HUD issue ID, and prior to being allowed access to Phase Ia – Online LMS, you must enter your profile into PASS Secure Systems.

- I. Below shows the route in PASS Secure Systems to enter your profile.

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Secure Systems

Welcome ROBERT WHITTINGTON

system administration

- Business Partners
- Maintenance
- Data Warehouse
- Password Change

Main Menu

- Financial Assessment Submission - PHA (FASPHA)
- Mark-to-Market (M2M)
- Multifamily Delinquency and Default Reporting System (MDDR)
- Public Housing Assessment System: Scores and Status (NASS)
- Physical Assessment Subsystem (PASS)** Click Here 1
- PIH Information Center (PIC)

U.S. Department of Housing and Urban Development
Physical Assessment Subsystem (PASS)

PASS Main Menu

- PASS - New System** Click Here 2
- Inspection Processing
- Contractor Management

Physical Assessment Subsystem (PASS)

Inspector Profile

Name **Required**

Inspector Id **Required**

Height ft. in. * Weight lbs. Birth Year *

Hair Color * Eye Color * Gender

Address *

City *

State * Zip+4 -

Email *

Home Phone - - *

Work Phone - - Extension

Attachments

Attach supporting documents

One record found.

Type	Description	Date	User	Delete
Insurance Certification	-			

Click Here 3

Click Here 4 Save Cancel

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- II. If you cannot enter your profile, contact TAC to change your role to in WASS Secure Systems to “Training”.

E. How to get enrolled for the Phase Ia - Online LMS UPCS Inspector Training:

- I. To begin the Online LMS UPCS Inspector Certification Training, an individual must submit the Inspector Candidate Assessment Questionnaire (form HUD-50002A for Inspector Candidates & form HUD-50002B for HFA Inspector Candidates). The individual must complete the form in accordance with the instructions on the form.
 - a. Click the link below to access the Inspector Candidate Assessment Questionnaire (form HUD-50002A or 50002B). The Assessment Questionnaire must be submitted as a PDF Document.

[Inspector Candidate Assessment Questionnaire 50002A](#) (.pdf format only)

[HFA Inspector Candidate Assessment Questionnaire 50002B](#) (.pdf format only)

- II. In addition to submitting the Inspector Candidate Assessment Questionnaire (form HUD-50002A), inspector candidates are required to submit supporting documentation that includes a minimum of 25 verifiable inspections of the 250 required inspections completed by the inspector candidate.
 - a. When submitting the 25 verifiable inspections, please include Inspection Date, Full Address, Building Count, Unit Count, Property Contact Name, Property Contact Phone, and Property Contact Email. Use the Excel Spreadsheet provided below and titled “Commercial Inspection Log (.xlsx format only) to submit your 25 inspections:

[Commercial Inspection Log](#) (.xlsx format only)

- b. **HFA Inspector Candidates only** are not required to submit a Commercial Inspector Log.

- III. Forms **Inspector Candidate Assessment Questionnaire** (form HUD-50002A) and **25 verifiable inspections (Commercial Inspection Log)** must be submitted via email to:

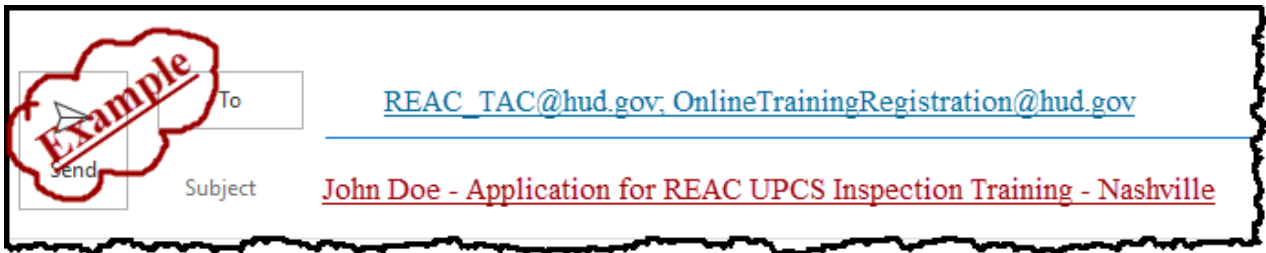
REAC_TAC@hud.gov & OnlineTrainingRegistration@hud.gov

- a. Failure to properly submit your application can result in it being rejected and returned, and/or your application not getting to the appropriate people resulting in your application being lost or misplaced with no reply back to you concerning your application status.

- IV. **Subject Line for all Inspector Candidates only** when submitting your questionnaire form and 25 verifiable inspections must read as follows or could result in your application package not being reviewed:

Full Name – Application for REAC UPCS Inspection Training – Location of upcoming class you are interested in attending. (See Example below for email title.)

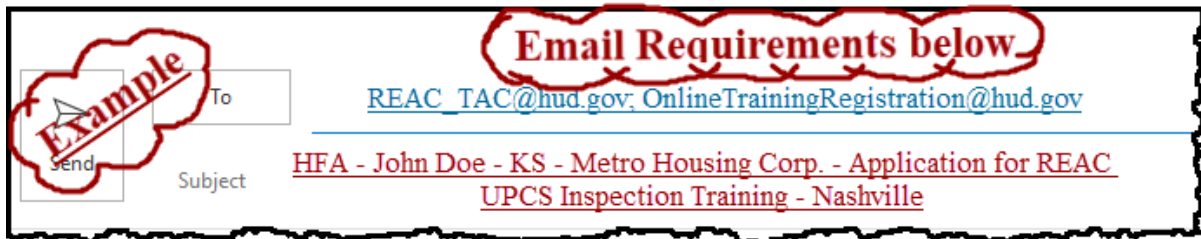
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V. HFA (Housing Finance Agencies) inspector candidates will submit your questionnaire form only to:

REAC_TAC@hud.gov & OnlineTrainingRegistration@hud.gov

- a. **Subject Line for HFA Inspector Candidates only** when submitting your questionnaire form must read as follows or could result in your application package not being reviewed or rejected. **NOTE:** HFA inspectors will not be required to submit 25 verifiable inspections.
 - i. **HFA - Full Name – State – HFA Affiliation – Application for REAC UPCS Inspection Training - Location of upcoming class you are interested in attending.** (See Example below for email title.)



VI. **Failure for Contract Inspector Candidates or HFA Inspector Candidates to follow the above instructions will result in your submitted package being returned, rejected, misplaced or lost.**

- a. It is important that the forms are completed in their entirety and the subject line includes the information outlined above.
- b. **Incomplete forms will be immediately returned via email, and you will have to submit them again**
- c. **Packages will be processed when received.**

VII. **Acceptance into Phase Ia - Online LMS UPCS Inspector Training:**

- a. Once REAC accepts the completed documents, Inspector Candidate's application will be reviewed, and you will be contacted via email and notified of your status.
- b. When an Inspector Candidate's application is accepted for Vetting & PIVing, you will be provided with further instructions for enrollment in the online LMS.

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- c. When an Inspector Candidate is not approved, you will be provided with the information in your documentation that disqualified you from the program.

F. Passing Phase Ia - Online LMS Training:

- I. Requires an inspector candidate to complete the General Knowledge Exam and score an 85% or higher.
 - a. Inspector candidates will know if they passed or failed immediately after completing the exam.
 - b. Inspector candidates are allowed multiple attempts to pass the General Knowledge Exam (and all other material within the LMS).
- II. Requires an inspector candidate to complete Module 100 Series Lessons – Protocol, and score an 85% or higher on each Lesson section within Module 100.
- III. Requires an inspector candidate to complete and pass the Protocol Exam with 85% or better.
 - a. Inspector candidates will know if they passed or failed immediately after completing the exam.
 - b. Inspector candidates are allowed multiple attempts to pass the Protocol Exam.
- IV. Requires an inspector candidate to complete Module 200 Series Lessons – Identifying UPCS Inspection Defects, and score an 85% or higher on each Lesson section within Module 200.
- V. Requires an inspector candidate to complete and pass the Compilation Bulletin Exam with 85% or better.
 - a. Inspector candidates will know if they passed or failed immediately after completing the exam.
 - b. Inspector candidates are allowed multiple attempts to pass the Compilation Bulletin (CB) Exam.
- VI. Module 300 is for future expansion.
- VII. Requires an inspector candidate to complete Module 400 Series Lessons – Inspection Software.
- VIII. Requires an inspector candidate to complete all Exercises (200, 300, 400, 500, & 600), upload the completed inspection xml files into the LMS and score an 85% or higher on each Exercise.
- IX. When an inspector candidate has successfully completed the Online LMS Training:

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- a. The student will be notified when the course has been successfully completed.
- b. The student will receive a Certificate of Completion as soon as possible via email.
- c. The student qualifies to attend the Second Segment of training, Phase Ib - Classroom Review/Testing course.

G. Retaking the Phase Ia - Online LMS Training Course

- I. Inspector candidates failing to complete Online LMS Training within thirty (30) days will not be allowed to continue without requesting a thirty (30) extension.
- II. After completing and passing the Phase Ia – Online LMS, the Inspector Candidate will have sixty (60) days to take Phase II – Field Training/Certification Testing.
 - a. After sixty (60) days, Inspector Candidates will be required to go back to and start over with Phase Ia – Online LMS.
 - i. Reason for this: Experience has taught REAC UPCS Training Team that Inspector Candidates that do not take the Phase II within 60 days after completing Phase Ia (and 30 days after passing Phase Ib), there is almost a 100% fail rate at Phase IIs.
- III. Inspector candidates will be granted additional opportunities to retake, complete, and pass the Online LMS Training.
- IV. REAC UPCS Training Team reserves the right to deny Inspector Candidates access to Phase Ia, Ib and/or II after multiple failures.
 - a. Reason: there are a limited number of available slots for Phase Ia training in the LMS.

H. In order to advance beyond the Phase Ia - Online LMS Training to the Second Segment, Phase Ib – Virtual Classroom Reviewing, all inspector candidates will be required to:

- I. Complete and pass all Phase Ia - Online LMS Training with a passing grade of 85% or higher before being allowed to move onto the Phase Ib - Classroom Review/Testing.

II. Phase I b – In Person Classroom Review/Testing:

A. Prior to attending the 5-day in-person classroom training and testing session, the Inspector Candidate is required to:

- I. Completed all phases of Phase Ia and scored an 85% or higher.
 - a. Failure to do this will result in Inspector Candidate not being able to attend Phase Ib – Classroom Review/Testing.

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II. Download and install the RAPID 4.0 software on the computer you will be bringing to the training. The instructions are on the DCD 4.0 Web Page.

[RAPID 4.0 software](#)

- a. To increase your chances of passing, it is highly recommended that each inspector candidate uses the same laptop in all three (3) segments of training if possible (Online LMS Training, Classroom Review/Testing & Field Training/Certification Testing).

III. Download or save a copy of the REAC Compilation Bulletin to your desktop.

[REAC Compilation Bulletin](#)

IV. Inspector candidate must have a wireless internet HUB device (wireless hotspot) that will enable them to connect their laptop to the internet.

- a. It is recommended that each inspector candidate practice downloading and uploading exercises using their hotspot. Get use to using it and get comfortable using it.

B. What to expect during the 5-Day Classroom Training/Testing:

5-Day Classroom Agenda

C. Classroom Requirements:

I. **Attendance:** Attendance throughout the entire training session is mandatory. Training Sessions are Monday through Friday. Training Sessions on Monday through Thursday will start at 9:00 AM and go no later than 5:00 PM each day. Training Session on Friday will start at 8:00 am and end by 1:00 pm. Daily start times and end times may vary with instructor's discretion and in the best interest of the Inspector Candidate students.

II. An Inspector Candidate will:

- a. Receive one verbal warning for being tardy, early departure, or any other absence.
- b. Be dismissed from training for a second instance of tardiness, early departure, or other absence.
- c. Will also receive notice of dismissal via email.
- d. An Inspector Candidate who is dismissed from Phase Ib - Classroom training may request to retake the entire training starting with the Online LMS Training after dismissal.

III. Passing Classroom Review/Testing:

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- a. Passing the Protocol Exam with a 75% or better. This is a one-hour exam given during the afternoon on the first day.
- b. Passing the REAC Compilation Bulletin (CB) Exam with a 75% or better. This is a one-hour exam given during the afternoon on the first day.
 - i. The Protocol Exam and REAC Compilation Bulletin Exam may be taken up to three (3) times. Make up exams are only administered either before class, during lunch breaks, or after class.
 - ii. If an inspector candidate does not pass either exam after three (3) attempts, the individual will be dismissed from class.
 - iii. Reference C. below for directions on retaking the Classroom Review/Testing course.
- c. Passing the Certification Exam with a 75% or better on Friday. This exam is given on Friday morning.
 - i. The certification exam will be similar to Exercises 200, 300, 400, 500 and 600 that were completed during the Online LMS Training.

D. What happens if you fail Phase Ib Certification Exam on Friday:

- I. An inspector Candidate will be allowed to advance onto Phase II – Field Training/Certification Testing and participate in the field training and mock inspections.
 - a. On Thursday afternoon during the week of Phase II, from 1:00 pm till 5:00 pm, the Inspector Candidate will have to retake the Phase Ib written Certification Exam.
- II. If the Inspector Candidate passes the Phase Ib written Certification Exam, the Inspector Candidate will be allowed to advance to Friday, Phase II – Field Certification Testing.
 - a. The second attempt to pass Classroom Review/Testing has to be within thirty (30) days or less after the first unsuccessful attempt.
- III. If the inspector candidate fails the second attempt to pass Phase Ib - Classroom written Certification Testing, the individual will have to start over with Phase Ia.
 - a. The inspector candidate will be required to start from the Initial Segment – Phase Ia - Online LMS Training.

III. Phase II - Field Training/Certification Testing:

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- A. Click on the link below to get the details concerning Phase II - Field Training/Certification Testing for the Uniform Physical Condition Standards (UPCS) Contract Inspector Physical Inspection certification process:

[4-1/2 Day Field Training & Certification Testing Protocol](#)

- I. Download, sign and bring to class a copy of 4-1/2 Day Field Training & Certification Testing.

- B. **Download and become very familiar with IA (Inspector Administration) Business Rules – Inspector Performance Monitoring prior to attending the Phase II – Field Training/Certification Testing:**

[IA Business Rules – Inspector Notice No. 2016-02¹](#)

- C. **To become Phase II Fully Certified, and Inspector Candidate will be required to:**

- I. To complete and pass all 3 phases of training (Phase Ia, Phase Ib & Phase II).
- II. Provide IA (Inspector Administration) all necessary documentations.
- III. Pass an in-depth background investigation that is incorporated into the Personal Identity Verification (PIV) process.
- a. Please review the Inspector Administration’s Inspector Notice titled “Revised – Personal Identity Verification (PIV) Requirements” at:

https://www.hud.gov/sites/documents/INSPECT_NOTICE2014-1REV.PDF

(NOTE: Vetting, PIVing and most IA requirements do not apply to Housing Finance Agencies (HFA) candidates.)

IV. General Information:

- A. REAC provides the following phone numbers to all Inspector Candidates in case of any questions:

Learning Management System (LMS): 904-265-9428 ext 474

Technical Assistance Center (TAC): 1-888-245-4860

- B. Changes in Class Schedule:

- I. Cancellations: A scheduled Phase II – Field Training/Certification Testing course may be cancelled by HUD if the minimum number of students registered is not met. The minimum number is 10.
- II. In the event the Federal Government in the designated city for Phase II – Field Training/Certification Testing course is given an official “delayed arrival” or “early

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dismissal” on a day of training (Example: for severe weather or other circumstances), the training will begin or be dismissed accordingly.

- a. Delayed arrivals and/or early dismissals are announced by OPM through the media.
- b. A liberal leave announcement is NOT an official delayed arrival or official early dismissals.

III. Early dismissal will be announced to the Inspector Candidates after the training staff learns of the official OPM or HUD decision.

IV. Closings: If the Federal Government in the designated city of training is officially closed, the training session for that day may be canceled.

V. In case of a Federal Government shut down or furlough there will be no Online LMS Training, Classroom Reviewing or Phase II Field Training/Certification Testing.

VI. Impact on completion of Phase II Field Training/Certification Testing. In the event of an emergency or other situation beyond the control of HUD on any day of the Phase II Field Training/Certification Testing, every attempt will be made to complete the training and testing. This decision is made on a situation-by-situation basis considering:

- a. When the delay/cancellation occurs (Example: what time of day, what day of the week, duration of delay, etc.)
- b. How much time was lost (the number of hours and/or days).
- c. How much time is needed to complete the training and testing, and how much time remains.
- d. How the time allotted on the agenda can be modified, including travel times and lunch time.
- e. The Inspector Candidates willingness and availability to change the start and end time of the training and testing each day.