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CANDIDATE HANDBOOK

UPDATED AUGUST 2019

ABOUT GREEN BUSINESS CERTIFICATION INC.

Green Business Certification Inc.™ (GBCI) is the premier organization independently recognizing excellence in green business industry performance and practice globally.

Established in 2008, GBCI exclusively administers project certifications and professional credentials and certificates within the framework of the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED®) green building rating systems as well as the PEER® standard for power systems, the WELL Building Standard™, the Excellence in Design for Greater Efficiencies (EDGE) program, the Sustainable Sites Initiative (SITES®), the City Climate Planner Urban Greenhouse Gas Inventory Specialist credential, the Investor Confidence Project Investor Ready Energy Efficiency (IREE) certificate, ParksmartSM, TRUE, and the GRESB® benchmark, which is used by institutional investors to improve the sustainability performance of the global property sector.

LEED® Green Associate™ Candidate Handbook

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Information in this Candidate Handbook represents current policies and procedures for GBCI's Credential Maintenance Program. Information in this Candidate Handbook supersedes information contained in any previously published Handbooks.

All information and guidelines are subject to change.

Please read and understand the entire Candidate Handbook including all policies, procedures, and consequences.

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REGISTERING FOR YOUR EXAM

Registration Process

1. Log in to your [Credentials](#) account using your existing USGBC® site user account or [creating a new account](#) if you do not have one.
 - a. When you register for your exam, make sure your name is entered exactly as it appears on the legal ID that you will use when you take your exam. If your account name does not match your legal ID, correct your account name during exam registration in your account settings. This may be of special concern to a candidate who uses a nickname or different names in different regions. Please note that if the name in which you register for your exam does not match the ID you will present at the test center, you must contact GBCI at least 5 days before your exam date to change your registration, or you will risk being turned away at [the test center](#) and forfeiting your exam registration fee.
 - b. If your native language utilizes non-Roman characters, be sure to enter your name in Roman characters when you register for the exam. Make sure to bring identification, such as a passport that includes your name in Roman characters, to [the test center](#).
2. Select the LEED Green Associate exam under the “Credentials” section and follow the instructions on the screen to complete the exam registration application.
3. Once you have completed the registration process, you are given a unique eligibility ID and may schedule your exam by visiting [prometric.com/gbci](#). Prometric is the exam delivery organization that delivers GBCI exams.
4. When your exam appointment is scheduled, you receive a confirmation number onscreen and also from Prometric through an email.
5. Record your confirmation number. You will need this confirmation number to confirm, cancel, or reschedule your exam appointment through the [Prometric website](#).
6. Once you have scheduled your exam, please print your confirmation notice from Prometric. Keep your confirmation notice for any communication with Prometric about your exam. You are not required to bring this information to the test center with you, though it may help should you require any assistance.

Once you register and pay for your exam, you have 12 months to schedule and take your exam session. If you fail your first attempt at taking the exam you may register and pay again in the same way as initial registration. After three unsuccessful attempts however, you must wait 90 days before submitting a new registration and payment to GBCI. Candidates must pay the exam registration fee for each exam attempt.

7. You can confirm, cancel, or reschedule an exam on the [Prometric website](#).
8. Rescheduling and cancelation policy:
 - a. You may reschedule or cancel your exam up 30 days prior to your exam without incurring a rescheduling fee.
 - b. If you reschedule or cancel your exam fewer than 30 days but more than 3 days before the scheduled date, you will be charged a \$50 fee.
 - c. You cannot reschedule your exam after midnight on the third day before the scheduled appointment. (For example, Wednesday appointments cannot be rescheduled after Sunday, 11:59 p.m.)
 - d. If you miss your exam date or fail to reschedule 3 days prior to the exam, you forfeit the entire exam registration fee. Learn more about GBCI’s [exam refund/rescheduling policy](#).
 - e. When you reschedule an exam, you will receive a new confirmation email. If you do not, please [contact Prometric](#) immediately to confirm that your exam was rescheduled.

Days before original exam date	Refunds	Reschedule
30 days or more	Yes	Yes
3-29 days	Yes, less a \$50 cancelation fee	Yes, less a \$50 rescheduling fee
0-3 days	No	No

To register five or more candidates at one time, [contact GBCI customer service](#).

Eligibility Requirements

GBCI recommends that you have exposure to LEED and green building concepts through educational courses, volunteering or work experience prior to testing.

To be eligible for the LEED Green Associate credential, you must:

- a. ask your parent or guardian to complete the Parental Consent form, if you are under the age of 18.
- b. agree to the [Disciplinary and Exam Appeals Policy](#) and [credentialing maintenance requirements](#).

Audits

GBCI reserves the right to conduct an audit at any time (including prior to application submission and after credential has been granted) of all current and past exam applications. Any information contained in your [Credentials](#) account may be audited and a request for further documentation of any information or claims submitted by you may be made at any time. GBCI further reserves the right to take disciplinary or legal action—including but not limited to revocation of credential(s)—in the event that any conduct discovered during such an audit violates the LEED professional [Disciplinary and Exam Appeals Policy](#), GBCI policy, and/or law.

Testing Accommodations

If you have a documented disability that would prevent you from taking a GBCI exam under normal testing conditions, you may request accommodations. GBCI complies with the provisions of the Americans with Disabilities Act (ADA). Under the ADA, entities that administer standardized examinations must offer the examinations in a place and manner that is accessible to candidates with disabilities. This may require reasonable modifications to the manner in which the exam is administered. Prometric, the exam delivery company used by GBCI, will provide candidates reasonable auxiliary aids and services, except where it may fundamentally alter the validity of the exam results. Available accommodations include, but are not limited to, a reader, a scribe, and extended testing time.

If you require testing accommodations, you must indicate this during your registration process by checking the box that says “Yes, I need testing accommodations.” To be eligible for accommodations, you and your health care provider each need to complete one form, the [Candidate Form](#) and the [Provider Form](#), to document your disability and need for accommodation. There is no additional charge for testing accommodations. Each request is evaluated individually.

GBCI reviews this documentation and, if approved, alerts Prometric of the necessary accommodations. Please allow up to two weeks to receive a reply from GBCI following submission of your documentation. Please note that once you have requested testing accommodations, you are not able to schedule an appointment with Prometric until your request is processed. You will be contacted by email regarding the approval status of your testing accommodations request.

Exam Registration Fees

See the [exam](#) page on the USGBC website for pricing. Your paid exam registration fee is good for only one exam attempt. For USGBC members to receive member pricing for your exam, please [link your member status](#) to your USGBC account *before* registering for an exam.

GI Bill Benefits

The LEED Green Associate exam has been approved by the U.S. Department of Veterans Affairs for reimbursement. The VA, in accordance with the GI Bill, has agreed to reimburse veterans, active service members, eligible dependents, spouses and reservists for the cost, up to \$2,000, of any of the LEED professional exams administered by GBCI since December 3, 2009. [Learn more](#).

THE EXAM

Exam Development

LEED Green Associates have a documented up-to-date understanding of the most current green building principles and practices and are committed to their professional future. The development of a valid exam begins with a clear and concise definition of the knowledge, skills and abilities needed in order to successfully serve as a LEED Green Associate. All LEED exams are developed by a global network of Subject Matter Experts and meet the specifications of a job analysis. The exam specifications are subject to rigorous validation by these experts, which ensures that the exam is valid, and measures what it is intended to measure. Once the exams are launched the exam questions are regularly monitored to ensure continued reliability.

The exam assesses your abilities at three cognitive levels: Recall, Application and Analysis.

- a. Recall Questions: These questions assess your ability to recall factual material that is described in the exam references.
- b. Application Questions: These questions provide you with a novel problem or scenario to solve using familiar principles or procedures described in the exam references.
- c. Analysis Questions: These questions assess your ability to break the problem down into its components to create a solution. You must recognize the different elements of the problem, and also evaluate the relationship or interactions of these elements.

Exam Format

The LEED Green Associate exam contains 100 multiple choice questions and is delivered in a 2-hour period.

The exam has scored questions and unscored questions. All questions are placed randomly throughout the exam and candidates are not informed of a question's status, so you should respond to all questions on the exam. Unscored questions are used to gather data regarding how the question performs. This data informs the use of the question on future exams.

The exam is computer-based. Exam questions and answer options are displayed on screen. The computer records your responses and times your exam. You are able to change your answers, skip questions and flag questions for later review.

During the exam, you may submit comments on any question(s) believed to contain a technical error in content by using the comment button located in the navigation bar. In order to challenge an exam question, you must have commented on the question and provided an explanation of your concerns. After the exam, within 10 days [inform GBCI](#) that you have left comments on your exam; in your correspondence, be sure to note the email address used to sign up for the exam, as well as the date on which you took it. You must notify GBCI within 10 days of your exam date that you have left a comment within your exam.

Be prepared to commit 2 hours 20 minutes for the exam. Total exam time is broken out as follows:

- a. An optional 10-minute tutorial, the 2-hour exam, and an optional 10-minute exit survey.

If you need to take a break before completing your exam, you may do so by raising your hand for assistance. Testing time is **NOT** suspended. Be aware that if you exit the test center or end the exam session by pressing "Finish" within your exam before completing the exam, the exam cannot be restarted and the exam session and fee are forfeited.

Exam Language

The primary language for all exams is English. In the case of any discrepancies between the original English content and translated content or challenges made to the exams, the English content will be used as the basis of consideration. Translation is offered solely as an aid to non-native English speakers. Please refer to the table below for a list of available languages. Use of translators or foreign-language dictionaries during the examination is not permitted. Additional time to complete the exam will not be provided. The translated exam is presented with the English text on top and the translated text below. Please note the exam tutorial, non-disclosure agreement, and end of exam survey are in English. Languages available: English, Arabic, Brazilian Portuguese, Chinese, French, German, Japanese, Korean, Spanish.

Exam Maintenance

The LEED Green Associate exam is updated each year. Exams go through a maintenance process, in which the questions are evaluated based on performance; poorly performing questions are removed and replaced with new questions. Additionally, questions are reviewed against updates to the LEED standards (LEED addenda) that are published through January of the same year to ensure that all questions remain current and valid.

Please check the [References](#) section of this handbook for the most current list of exam references.

For a one-week period each year, exams are not offered in order to accommodate deployment of updated exams at test centers globally.

PRE-EXAM CHECKLIST

Are You Ready?

Two Months Before Your Exam

- a. Ensure that your given name (first name) and surname (last name) in your usgbc.org account matches the given name and surname on the identification you will present at the test center. (See [Identification Requirements below](#).) **If the names do not match, you will not be allowed to test and you will forfeit the exam registration fee.** If you have any questions, please [contact us](#).
- b. Confirm that the date, time and location of your exam is correct. If it is not, please visit prometric.com/gbci for information about rescheduling or canceling your exam.

Exam Security

To ensure the integrity of the LEED Green Associate exam, you (or your parent or guardian if you are under 18) are required to review and accept a nondisclosure agreement that prohibits any disclosure of exam content:

- a. Exam questions and answers are the exclusive property of GBCI
- b. Exam questions and answers are protected by copyright law. The exam may not be copied or reproduced in part or in whole, by any means whatsoever, including memorization
- c. Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited
- d. Theft or attempted theft of exam questions is punishable to the fullest extent of the law
- e. Failure to comply with the agreement will result in forfeiture of your credential

What to Expect at the Test Center

Plan to arrive at the test center at least 30 minutes prior to your scheduled exam appointment. If you arrive at the test site after your scheduled exam time, you will lose your seat and forfeit the exam registration fee.

Upon arrival at the test center, you will be required to show acceptable form(s) of identification (see [Identification Requirements below](#)) and sign in. Next, you will be escorted to a locker to store your belongings. You will have access to your ID and your locker key for the duration of your exam. Then you will go through a security checkpoint, where you will be asked to empty your pockets; remove eyeglasses, roll down shirtsleeves, remove watches and fitness trackers/monitors, remove jewelry*, and roll up pant legs for inspection; and pass through a metal detector. Upon completion of the enhanced security check-in, you will be escorted to a workstation by test center staff.

**Religious apparel and wedding rings are exempt.*

You must remain in your seat during the exam except when authorized to leave by test center staff. Raise your hand to notify test center staff if:

- a. You experience a problem with your computer
- b. An error message appears on the computer screen (do not clear the message)
- c. You need to take a break (testing time is NOT suspended)
- d. You need the test center staff for any other reason

Accessing personal effects during the course of your exam is a security infraction and as a result, your exam session could be voided without refund. Prometric test centers are outfitted with cameras that record the check-in process and exam experience for each candidate. These recordings may be viewed by Prometric test center staff and GBCI in the case of suspected security infractions. If you have a medical condition that may necessitate access to medication (e.g., an insulin pump), you must submit a [Testing Accommodation](#) request during exam registration.

If you require a break (e.g., to use the restroom), you must abide by the aforementioned security policies, and you will be required to repeat the security check before you are permitted to reenter the exam room.

Identification Requirements

GBCI, along with Prometric, enforces a strict policy regarding acceptable identification in order to maintain the integrity and quality of the LEED exams and to ensure all candidates have access to a consistent and fair exam check-in process.

You are required to provide one form of valid identification that contains all of the following*:

- a. an expiration date that has not passed
- b. your signature
- c. a photograph that looks like you

Examples of acceptable identification include:

- a. current government-issued photo ID with signature
- b. current credit card with integrated photo ID and signature
- c. current photo ID without signature, plus 1 credit card with signature (first and last names must match on both)

Examples of acceptable forms of unexpired photo ID include:

- a. driver's license
- b. passport
- c. military ID
- d. green card, permanent residence card, or H-1B visa
- e. for India residents: India PAN card or India voter ID

**If the ID has a photograph but no signature and/or expiration date, an ID with signature with the same name and/or expiration date must also be provided. Note: the photo ID presented must contain a recent, recognizable photograph; the ID must have been laminated by the issuing authority at the time it was issued; AND one form of acceptable ID listed above is also presented.*

Unacceptable forms of ID include, but are not limited to:

- a. an expired ID
- b. ID without an expiration date
- c. photocopies of ID
- d. Social Security card
- e. for India residents: Aadhaar cards

[See Prometric's website](#) for more information.

Test Center Regulations

You must abide by the Prometric security rules while at the test center. We recommend that you review these carefully before your scheduled exam date, since you will be required to agree to them before starting your exam. See [Prometric FAQs](#) for more information.

Grounds for Dismissal from the Test Center

Any candidate who engages in misconduct or does not comply with the test proctor's warning to discontinue inappropriate behavior may be dismissed from the test site, have exam results invalidated, or be subject to other sanctions. Fraud, deceit, dishonesty, or other irregular behavior in connection with taking the exam is strictly prohibited.

If you are dismissed from the test center, [inform GBCI](#) within 10 days of your exam date and provide a reason for your behavior. GBCI reviews all instances of dismissal from a test center and makes a ruling based on the consideration of your rationale and the Prometric report of the incident. To appeal a GBCI ruling, [send an email](#) of your formal appeal to GBCI. At this stage, the Credentialing Steering Committee will review and make a final ruling on your case.

AFTER YOUR EXAM

Exam Results

The LEED Green Associate exam is scored between 125 and 200. A score of 170 or higher is required to pass. Your exam score is displayed on screen at the end of the exam and a score report is emailed to you following your exam session.

Within 72 hours of your appointment, your exam results are processed, your [Credentials](#) account is updated, and, if applicable, your credential is updated in the [USGBC directory](#).

Passing the Exam

Designating Your Credential

As soon as you have passed the LEED Green Associate exam, you can use the title “LEED® Green Associate™” and/or the logo. “LEED GA” is not an approved abbreviation for the LEED Green Associate credential and should not be used under any circumstances.

Please review the LEED professional credentials section of the [USGBC Trademark Policy and Branding Guidelines](#) for additional guidance.

Certificates

Once your exam results have been processed, you can download a copy of your certificate through your [usgbc.org account](#).

Credential Maintenance Program

You must fulfill the requirements in order to maintain your credential. For information regarding how to maintain your credential, see the [CMP Guide](#).

Exam-related Complaints and Exam Content Appeals

Because of the need for exam security, GBCI does not release exam questions or answers to candidates. GBCI does not respond to complaints or appeals received more than 10 days after an individual’s exam date and does not respond to complaints or appeals sent to any organizations other than GBCI.

If you experience any problems at the Prometric test center, you must inform test center personnel before leaving the test center. Prometric will draft an Incident Report and make it available to GBCI.

If you wish to submit an exam content appeal, you must submit comments during the exam on any question(s) believed to contain a technical error in content. You can use the comment button located on the navigation bar. In order to challenge an exam question, you must comment on the question and provide a brief explanation of your concerns during the exam. After the exam, [inform GBCI](#) that you have left comments on your exam; in your correspondence, be sure to note the email address used to sign up for the exam, as well as the date on which you took it. GBCI reviews your concerns and notifies you of the findings.

GBCI does not modify exam scores under any conditions. In the event of a successful exam content appeal, you will be given the opportunity to retest; your original exam score will not be changed.

The only way to earn the LEED Green Associate credential is to earn a score of at least 170 or higher on the exam.

Candidate Confidentiality

GBCI recognizes your right to control personal information. GBCI policy is designed to safeguard this information from unauthorized disclosure. You can change your preference to be contacted by updating your personal preferences in your [usgbc.org account](#).

To protect your right to control score distribution, your exam score is released only to you, the exam taker, and authorized GBCI staff. GBCI does not release exam scores except for use in research studies that preserve your anonymity. Candidate exam scores always remain confidential unless released with written consent of a candidate.

Official statistics regarding the LEED Green Associate exam, including all question performance data, individual data and demographic data, are considered confidential; however, GBCI may publish aggregate, non-identifying information based on such data.

EXAM SPECIFICATIONS

Exam Specifications

The following outline provides a general description of exam content areas for the LEED Green Associate exam.

Knowledge Domains reflect the rating systems' credit categories and what one needs to know as a LEED Green Associate.

The LEED Green Associate exam tests your general knowledge of green building practices for both commercial and residential spaces and both new construction and existing buildings as well as how to support other professionals working on LEED projects.

Knowledge Domains

1. LEED Process (16 Questions)

- A. Organization fundamentals (e.g., mission/vision; non-profit; role of USGBC/GBCI)
- B. Structure of LEED rating systems (e.g., credit categories; prerequisites; credits and/ or Minimum Program Requirements for LEED certification)
- C. Scope of each LEED rating system (e.g., rating system selection; rating system families [BD+C, ID+C, O+M, ND, Homes])
- D. LEED development process (e.g., consensus-based; stakeholder and volunteer involvement; rating system updates/evolution)
- E. Credit categories (e.g., goals and objectives of each [LT, SS, WE, EA, MR, EQ, IN, RP]; synergies)
- F. Impact categories (e.g., what should a LEED project accomplish?)
- G. LEED certification process (e.g., certification levels [Certified, Silver, Gold, Platinum]; LEED Scorecard; third party verification; role of documentation submission; LEED Interpretations; Addenda; awareness of different system versions [e.g., LEED Online]; components of LEED Online and Project Registration)
- H. Other rating systems (e.g., in general, what other rating systems are out there?)

2. Integrative Strategies (8 Questions)

- A. Integrative process (e.g., early analysis of the interrelationships among systems; systems thinking; charrettes)
- B. Integrative project team members (e.g., architect; engineer; landscape architect; civil engineer; contractor; facility manager, etc.)
- C. Standards that support LEED (e.g., breadth not depth of American Society of Heating, Refrigeration and Air-conditioning Engineers [ASHRAE]; Sheet Metal and Air Conditioning Contractors National Association [SMACNA] guidelines; Green Seal; ENERGY STAR®; HERs; Reference Standards listed in ACPs, etc.)

3. Location and Transportation (7 Questions)

- A. Site selection (e.g., targeting sites in previously developed and brownfields/high- priority designation area; avoiding sensitive habitat; located in areas with existing infrastructure and nearby uses; reduction in parking footprint)
- B. Alternative transportation (e.g., type, access and quality; infrastructure and design)

4. Sustainable Sites (7 Questions)

- A. Site assessment (e.g., environmental assessment; human impact)
- B. Site design and development (e.g., construction activity pollution prevention; habitat conservation and restoration; exterior open space; rainwater management; exterior lighting; heat island reduction)

5. Water Efficiency (9 Questions)

- A. Outdoor water use (e.g., use of graywater/rainwater in irrigation; use of native and adaptive species)
- B. Indoor water use (e.g., concepts of low flow/waterless fixtures; water-efficient appliances; types and quality)
- C. Water performance management (e.g., measurement and monitoring)

6. Energy and Atmosphere (10 Questions)

- A. Building loads (e.g., building components; space usage [private office, individual space, shared multi-occupant spaces])
- B. Energy efficiency (e.g., basic concepts of design; operational energy efficiency; commissioning; energy auditing)
- C. Alternative and renewable energy practices (e.g., demand response; renewable energy; green power; carbon offsets)
- D. Energy performance management (e.g., energy use measurement and monitoring; building automation controls/advanced energy metering; operations and management; benchmarking; ENERGY STAR)
- E. Environmental concerns (e.g., sources and energy resources; greenhouse gases; global warming potential; resource depletion; ozone depletion)

7. Materials and Resources (9 Questions)

- A. Reuse (e.g., building reuse; material reuse; interior reuse; furniture reuse)
- B. Life-cycle impacts (e.g., concept of life-cycle assessment; material attributes; human and ecological health impacts; design for flexibility)
- C. Waste (e.g., construction and demolition; maintenance and renovation; operations and ongoing; waste management plan)
- D. Purchasing and declarations (e.g., purchasing policies and plans; environmental preferable purchasing (EPP); building product disclosure and optimization [i.e., raw materials sourcing, material ingredients, environmental product disclosure])

8. Indoor Environmental Quality (8 Questions)

- A. Indoor air quality (e.g., ventilation levels; tobacco smoke control; management of and improvements to indoor air quality; low-emitting materials; green cleaning)
- B. Lighting (e.g., electric lighting quality; daylight)
- C. Sound (e.g., acoustics)
- D. Occupant comfort, health, and satisfaction (e.g., controllability of systems; thermal comfort design; quality of views; assessment/survey)

9. Project Surroundings and Public Outreach (11 Questions)

- A. Environmental impacts of the built environment (e.g., energy and resource use in conventional buildings; necessity of green buildings; environmental externalities; triple bottom line)
- B. Codes (e.g., relationship between LEED and codes [building, plumbing, electrical, mechanical, fire protection]; green building codes)
- C. Values of sustainable design (e.g., energy savings over time; healthier occupants; money-saving incentives; costs [hard costs, soft costs]; life cycle)
- D. Regional design (e.g., regional green design and construction measures as appropriate; regional emphasis should be placed in Sustainable Sites and Materials & Resources)

References

The primary sources for the development of the LEED Green Associate exam are the *Green Building and LEED Core Concepts Guide, 3rd Edition* and the Introductory and Overview sections of the *LEED Building Design and Construction Reference Guide, v4 Edition*, in addition to the LEED rating systems. The following list of references is not meant to be comprehensive. When combined with the exam specifications, the candidate has the material from which the exam is based.

The LEED Green Associate exam is designed to test the general knowledge of green building practices and how to support other professionals working on LEED projects.

References

- U.S. Green Building Council. [*Green Building and LEED Core Concepts Guide*](#). 3rd Edition. U.S. Green Building Council, 2011. Print and Digital versions available.
- U.S. Green Building Council. Introductory and Overview Sections. [*LEED Building Design + Construction Reference Guide*](#). V4 Edition. U.S. Green Building Council, 2013 ¹.
- U.S. Green Building Council. [*LEED v4 Impact Category and Point Allocation Process Overview*](#). U.S. Green Building Council, 2013.
- U.S. Green Building Council. [*LEED v4 User Guide*](#). U.S. Green Building Council, 2013.
- U.S. Green Building Council. [*Guide to LEED Certification: Commercial*](#). U.S. Green Building Council, 2014.
- "[LEED Certification Fees](#)." U.S. Green Building Council, 2014.
- "[Rating System Selection Guidance](#)." U.S. Green Building Council, 2014.
- "[Addenda Database](#)." U.S. Green Building Council.

¹ Introductory and overview sections are available to download separately from purchasing the full reference guide.

Sample Questions

Disclaimer: The exam questions listed here were discarded in the process of creating questions for new exams. The questions are provided for your convenience to allow you to better familiarize yourself with the format and general content of questions on exams.

The content of these questions, while representative of the type of questions you can expect, does not necessarily mirror the content that will appear on the actual exams.

Furthermore, your ability to correctly answer these sample questions does not in any way predict or guarantee your ability to successfully answer questions on the actual exams.

LEED Green Associate Sample Questions

1. When applying for innovation credits, a project team
 - A. Cannot submit any previously awarded innovation credit.
 - B. May receive credit for performance that doubles a credit requirement threshold.**
 - C. May submit a product or strategy that is being used in an existing LEED credit.
 - D. May receive a credit for each LEED AP who is on the project team.

This question represents Knowledge Domain 1E: LEED Process, credit categories.

2. A developer wants to make a profit by building a new office that maximizes daylighting and views. What actions might the developer take to fulfill all parts of the triple bottom line?
 - A. Restore habitat onsite
 - B. Purchase ergonomic furniture
 - C. Pursue local grants and incentives
 - D. Provide lighting controllability for occupants**

This question represents Knowledge Domain 9A: Project Surroundings and Public Outreach, environmental aspects of the built environment.

CONTACT

Green Business Certification Inc.

2101 L Street NW, Suite 500, Washington, DC 20037 | gbci.org

[USGBC's website](#) is available 24 hours per day for exam application and registration, information regarding LEED professional exams and access to your account.

Call Center: 1-800-795-1746 (within the US) or +1-202-742-3792 (outside the US)

GBCI's call center is available Monday through Friday from 9:00 to 17:30 ET for questions regarding exam registration, [USGBC or CaGBC member pricing](#), your [Credentials](#) account, the [LEED Professional Directory](#) and [LEED professional exams](#). For any other questions, please review the [FAQ section](#).

[GBCI staff](#) are available for questions, comments, and concerns regarding certificates, LEED professional exam records, USGBC or CaGBC member pricing refunds, exam content appeals, exam development, exam scoring, exam format and all other LEED professional exam policies and procedures.

Prometric

1501 South Clinton Street, Canton Crossing Tower, 14th Floor, Baltimore, MD 21224 | prometric.com/gbci

[Prometric's website](#) is available for scheduling, rescheduling, canceling and confirming exam appointments 24 hours per day. Please see [Registration](#) on page 4 for more information.

View the list of [Prometric Call Centers](#) for regional numbers to schedule, reschedule, or cancel your exam, or for general information.