



CANDIDATE HANDBOOK
WELL APTM

Updated August 2019

ABOUT INTERNATIONAL WELL BUILDING INSTITUTE™

The International WELL Building Institute™ (IWBI™) is leading the global movement to transform our buildings and communities in ways that help people thrive.

IWBI delivers the cutting-edge WELL Building Standard™, the leading global rating system and the first to be focused exclusively on the ways that buildings, and everything in them, can improve our comfort, drive better choices, and generally enhance, not compromise, our health and wellness.

WELL Certification and the WELL AP credentialing program are third-party administered through IWBI's collaboration with Green Business Certification Inc. (GBCI).

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, Parksmart, TRUE, and the GRESB benchmark, which is used by institutional investors to improve the sustainability performance of the global property sector.

WELL AP® Candidate Handbook

COPYRIGHT 2019 Green Business Certification Inc.

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.

REGISTERING FOR YOUR EXAM	4
Registration	
Eligibility Requirements	
Audits	
Testing Accommodations	
Exam Registration Fees	
THE EXAM	6
Exam Development	
Exam Format	
Exam Language	
Exam Maintenance	
PRE-EXAM CHECKLIST	8
Are You Ready?	
Exam Security	
What to Expect at the Test Center	
Identification Requirements	
Test Center Regulations	
Grounds for Dismissal from the Test Center	
AFTER YOUR EXAM	11
Exam Results	
Passing the Exam	
Exam-related Complaints and Exam Content Appeals	
Candidate Confidentiality	
EXAM SPECIFICATIONS	13
Specifications	
References	
Sample Questions	
CONTACT INFORMATION	21
Green Business Certification Inc.	
Prometric	

REGISTERING FOR YOUR EXAM

Registration

1. Log in to your [WELL account](#) by using your existing site user account or [creating a new account](#) if you do not have one.
2. [Register for the WELL AP exam](#) by following the instructions on the screen to complete the application.
 - 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.
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 appointment through the [Prometric website](#).
6. Once you have scheduled an 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.
7. 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 registration fee for each exam attempt.
8. You can confirm, cancel, or reschedule an exam on the [Prometric website](#).
9. 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 [IWBI'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 cancellation fee	Yes, less a \$50 cancellation 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 concepts around health and wellness in the built environment through educational courses, volunteering or work experience prior to testing. In addition, prior WELL project experience is strongly recommended. Practitioner competency and project proficiency is tested objectively within the exam.

To be eligible for the WELL AP credential, you must:

- a. Be 18 years of age or older
- b. Agree to the [Disciplinary and Exam Appeals Policy](#).

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 [WELL 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 [Disciplinary and Exam Appeals Policy](#), GBCI policy, and/or law.

Testing Accommodations

If you have a documented disability that would prevent you from taking the WELL AP 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. Once you have requested testing accommodations, you are not be 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 wellcertified.com for pricing. Your paid exam registration fee is good for only one exam attempt. You must take your exam within 12 months of registering, or you will forfeit the exam registration fee and be required to re-register and pay a new fee.

THE EXAM

Exam Development

A WELL Accredited Professional (AP) is an individual who possesses the knowledge and skills necessary to support the WELL certification process, including participating in the design and development process, supporting and encouraging integrated design, managing the application and certification process and providing advocacy and education for the adoption of WELL. The development of a valid exam begins with a clear and concise definition of the knowledge, skills and abilities needed in order to successfully perform the job of a WELL AP. The WELL AP exam is 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 exam is launched the exam questions are regularly monitored to ensure continued reliability.

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

- **Recall Questions:** These questions assess your ability to recall factual material described in the exam references.
- **Application Questions:** These questions provide you with a novel problem or scenario to solve using familiar principles or procedures described in the exam references.
- **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 WELL AP exam contains 100 multiple choice questions and is delivered in a two-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 ten (10) minute tutorial, the two (2) hour exam, and an optional ten (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 exit survey are in English.

Languages available: English, Chinese, French, Japanese, Spanish

Exam Maintenance

Each year, the WELL AP exam undergoes an annual maintenance process, in which the exam questions are evaluated based on performance and accuracy. Poorly performing questions are removed and replaced with new questions. Questions are also reviewed in light of updates to the WELL Building Standard and WELL Certification Guidebook that have occurred since the last annual maintenance process.

Updates to the WELL Building Standard and WELL Certification Guidebook are published on a quarterly basis. The annual maintenance process ensures that exam questions are current and valid based on updates made to the WELL Building Standard and WELL Certification Guidebook through Q1 of that year.

Updates to the exam as a result of the annual maintenance process are released in August of each year. Ahead of the updates being made to the exam, all exam registrants are contacted to ensure they know which version of the WELL Building Standard and WELL Certification Guidebook to study.

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

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 [WELL 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 WELL AP exam, you 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 testing room.

Identification Requirements

GBCI, along with Prometric, enforces a strict policy regarding acceptable identification in order to maintain the integrity and quality of the WELL AP exam 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 center, 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 WELL AP 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 [WELL Online account](#) is updated, and, if applicable, your credential is updated in the [WELL Online People directory](#).

Passing the Exam

Designating Your Credential

As soon as you have passed the WELL AP exam, you can use the title “WELL® AP” and/or the logo. Please review the WELL AP section of the [WELL Branding Guidelines](#) for additional guidance.

Certificates

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

Credential Maintenance Program

You must fulfill the requirements in order to maintain your credential. [Learn more about WELL AP credential maintenance](#).

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, 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. 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 WELL AP 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 [WELL 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 WELL AP 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 WELL AP exam. Knowledge Domains reflect the WELL Building Standard's Concepts and certification process.

The WELL AP exam tests your demonstrated and advanced knowledge in human health and wellness in the built environment.

► Knowledge Domains

1. Air (13 questions)

A. Human Health

- i. Impacts of air quality on human health and wellness
- ii. Sources, vectors and routes of human exposure to airborne contaminants throughout the lifecycle of the buildings and products
- iii. Risk levels associated with airborne contaminants
- iv. Risk and protective factors around acute and chronic conditions related to airborne contaminants

B. Strategies

- i. Strategies to prevent issues and improve indoor air quality at the design, construction and operations stages
- ii. Strategies for evaluating outside air quality (regional differences)
- iii. Strategies for evaluating and maintaining indoor air quality over time (regional differences)
- iv. How to apply the principles of risk assessment to minimize human exposure to airborne contaminants
- v. Material lifecycle, material specifications and material ingredient labeling conventions, including how to read a specifications sheet

C. Operations

- i. Difference between source control and pollution elimination methods
- ii. How to manage key classes of pollutants and how they arise from building features (e.g., microbiologicals, gases, particulates)
- iii. Causes and effects of building envelope leaks, floods and condensation issues
- iv. Improvement and maintenance of IAQ techniques and technology

2. Water (8 questions)

A. Human Health

- i. Global burden of disease related to water quality and accessibility
- ii. Risk factors associated with health outcomes caused by source water contaminants

B. Treatment and Management

- i. How to differentiate between source water, delivery water and consideration of use onsite (e.g., drinking water, utility water)
- ii. Risk factors in the distribution network
- iii. How to assess routes of exposure (e.g., infection, chemical exposure)
- iv. Methods of drinkable water access
- v. Water quality mitigation options
- vi. Hazards and risks related to water (e.g., mold, legionella)
- vii. How to identify which fixtures are subject to which Feature(s)

3. Nourishment (8 questions)

A. Human Health

- i. Global burden of disease related to nourishment (e.g., obesity, cardiovascular disease, diabetes)
- ii. Body mass index, nutritional information, serving sizes
- iii. Health implications of consuming processed foods, certain fats, artificial ingredients, sugar and sugar-sweetened beverages

B. Strategies

- i. Strategies for food production (e.g., gardening)
- ii. Strategies for encouraging healthy eating behaviors (e.g., culture, education, break room spaces, dinnerware sizes, transparency about food ingredients)
- iii. Strategies for applying Features based on the project situation (e.g., cafeteria vs. no cafeteria, kitchen facilities, creating lease language in food court/concessions, individual restaurants, creating mindful eating spaces)
- iv. Strategies for promoting healthy foods (e.g., circulation, ease of access, location)

C. Design, Operations and Management

- i. Food safety basics (e.g., sources of food contamination, preparation, responsible handling, storage)

- ii. Implementation and operational requirements associated with control points (e.g., cold storage)
- iii. Managing alternate paths (e.g., community supported agriculture, non-cafeteria vendors)

4. Light (11 questions)

A. Human Health

- i. Link between melanopic lux and circadian functioning
- ii. Difference between light for circadian functioning, psychological well-being and vision
- iii. Daylight as an energy effective way of delivering circadian and other well-being benefits
- iv. Positive and negative impacts of light exposure
- v. Mechanisms associated with disruption to the circadian system

B. Metrics and Technical

- i. How to use virtual models or other methodologies to evaluate lighting quality (e.g., contrast models, individual controls, adjustments strategies, glare control)
- ii. How to identify features of lighting quality (e.g., illumination, luminance balance, glare control, color quality, flicker, light adaptation, non-visual intensity)

C. Strategies

- i. Validation methods for different daylighting features, including testing and performance
- ii. Lighting tools (including traditional light meters vs. other measuring tools) and design software
- iii. Design and validation strategies related to daylight and electric light

5. Fitness (8 questions)

A. Human Health

- i. Global burden of disease caused by lack of physical activity
- ii. Benefits of fitness, physical activity and active lifestyle
- iii. Deleterious effects of sedentariness and lack of physical activity in daily routine

B. Strategies

- i. Strategies for engaging behavioral change with design features (e.g., adjustable desk, adjustable chair, office circulation/movement)

- ii. Strategies for improving fitness through Feature optimization in each typology – tenant improvements, whole building, core and shell
- iii. Strategies for encouraging occupants to be active in and out of the workplace

6. Comfort (10 questions)

A. Acoustic

- i. Relationships between physical/environmental stress (including interruptions) and impact on acoustic comfort
- ii. Metrics relevant for acoustic comfort (e.g., NRC, NC, STC, reverberation time)
- iii. Design strategies appropriate to diverse spaces and activities to maximize acoustic comfort and minimize noise complaints

B. Thermal

- i. Positive and negative impacts of the built environment on thermal comfort
- ii. Measurement of thermal parameters, thermal comfort and interpretation of psychrometric chart
- iii. Strategies to enhance thermal comfort (e.g., occupant control at workspace, behavioral/move where occupant desires, apply adaptive thermal comfort model)

C. Ergonomics

- i. Differences among interventions to improve occupant comfort
- ii. Global burden of disease of musculoskeletal diseases related to poor ergonomics (e.g., seating, desk, standing)

7. Mind (9 questions)

A. Human Health

- i. Global burden of disease related to mental health (e.g., stress, depression, anxiety, decreased productivity)
- ii. Importance of psychological and social well-being to human health

B. Stress Reduction

- i. Stress reduction strategies (e.g., self-monitoring, family support, sleep policy, job support) to increase peace of mind
- ii. How to develop policies aimed at promoting well-being (e.g., health benefits programs, family care policies)
- iii. Sources and management of environmental stress and psychosocial stress (e.g., empowering with knowledge/education, awareness, materials and organizational transparency)

C. Transparency

- i. Evaluating organization's transparency (social equity practices) to comply with ILFI's JUST program and/or GRI's Sustainability Reporting Framework
- ii. Selecting appropriate interior finishes, systems furniture and seating, including leveraging third party disclosure (e.g., Declare Label, HPD) and making this information readily available to employees

D. Beauty and Biophilia

- i. The Beauty and Spirit Imperative of the Living Building Challenge (human delight, celebration of culture, celebration of spirit, celebration of place and meaningful integration of public art)
- ii. Concepts of biophilia and developing a biophilia plan to incorporate nature through environmental elements, lighting and space layout, incorporating nature's patterns throughout the design and opportunities for human-nature interactions within the building and external spaces
- iii. Writing narratives that describe how a particular plan incorporates beauty

E. Adaptable Spaces: Design and Policy

- i. Design principles to reduce distracting stimuli and encourage privacy (e.g., designated zones, spacing, lighting, noise criteria)
- ii. How to integrate space and furniture options to provide workplace rest support
- iii. How to evaluate and/or recommend a healthy sleep policy that limits business obligations during reasonable sleep hours and subsidizes devices/software to monitor sleep-related behaviors

8. WELL Certification (10 questions)

A. Planning and Preparation

- i. Structure of WELL Building Standard (e.g., Concepts, Preconditions, Features, levels of WELL Certification and scoring)
- ii. Codes and other rating systems (e.g., relationship between WELL and green building/other building codes, other rating systems)
- iii. Applicability of the WELL Building Standard to building sectors and project typologies
- iv. How to identify Preconditions and Features for different projects by typology and market
- v. Alternate Adherence Paths
- vi. Value of performance verification in the certification process
- vii. Tenant vs. building owner responsibilities

B. Execution for WELL Certification

- i. Expertise a WELL project team would be comprised of and how to coordinate project team activities
- ii. How to hold a stakeholder charrette to identify strategic project goals, discussing needs of the occupants, developing a plan to implement targeted WELL concepts and preparing operations and maintenance plans related to wellness
- iii. How to identify resources needed to complete the submittal process (e.g., WELL assessors, architects, interior designers, safety/environmental compliance officers, wellness coordinators, MEP engineers, acoustical consultants, indoor air quality testing labs, water testing labs)
- iv. Calculating variables to meet WELL Features Standards (e.g., total vs. available optimizations, units of measure, spec sheets, metrics)
- v. How to identify Features that are subject to performance verification
- vi. How to identify Features that require measurable performance indicators beyond design (e.g., policies, education, behavior)
- vii. How to navigate the bid process to ensure WELL Features remain included
- viii. How to identify gaps between standard buildings and WELL buildings
- ix. How to respond to non-passing performance verification results and identifying appropriate steps for curative measures
- x. Requirements to maintain building certification

C. Advocacy and Promotion for WELL

- i. The value of healthy built environments (e.g., project quality, consistency, building performance, staff retention, improved user outcomes, enhanced health and wellness of occupants, marketing/branding opportunities) and the strategies involved to communicate them to stakeholders
- ii. Basic categories of incentive-types for clients to implement healthy building practices
- iii. How to use financial analyses to support WELL and green buildings (e.g., return on investment, triple bottom line, increased productivity, value proposition for implementing strategies)

9. Synergies (8 questions)

A. Conflicts and Tradeoffs

- i. Synergies between all concepts addressed in the WELL Building Standard (e.g., materials and air quality; comfort, energy and light; fitness and mindful eating)

B. Application and Education

- i. The roles and responsibilities of the project team for individual WELL Building Standard Features
- ii. How to educate owners, project team, users and other key stakeholders about the importance of WELL Features

References

The source documents for the WELL AP exam are as follows:

- [WELL Building Standard, v1 with Q1 2019 addenda](#), International WELL Building Institute (IWBI), 2019.
- [WELL Certification Guidebook, v1 with Q1 2019 addenda](#), International WELL Building Institute (IWBI), 2019.

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.

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 exam. 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 exam.

WELL AP Exam Sample Questions

1. Which of the following is a Precondition that applies to all Core and Shell, New and Existing Interiors and New and Existing Building projects?

- (A) Feature 01, Air Quality Standards**
- (B) Feature 09, Cleaning Protocol
- (C) Feature 12, Moisture Management
- (D) Feature 14, Air Infiltration Management

This question represents Knowledge Domain 8Ai: WELL Certification, Planning and Preparation, structure of WELL building standard (e.g., Concepts, Preconditions, Features, level of WELL Certification, scoring).

2. A project has implemented permanent entryway walk-off systems and entryway air seals in a project. How will these requirements be evaluated for compliance with Feature 08, Healthy Entrance?

- (A) The designer must submit annotated architectural drawings.
- (B) The architect must submit a letter of assurance.

(C) The WELL Performance Testing Agent will perform a visual inspection.

(D) The WELL AP will perform a spot check.

This question represents Knowledge Domain 9Bi: Synergies, Application and Education, the roles and responsibilities of the project team for individual WELL Building Standard Features.

CONTACT

Green Business Certification Inc.

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

You can learn more about and register for the WELL AP exam from your [WELL account](#) 24-hour per day.

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 and other WELL AP exam-related inquiries. For any other questions, please review the [FAQ section](#).

[GBCI staff](#) are available for questions, comments and concerns regarding certificates, WELL AP exam records, exam content appeals, exam development, exam scoring, exam format and all other exam policies and procedures.

Prometric

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

Prometric's website is available for scheduling, rescheduling, cancelling and confirming exam appointments 24 hours per day. Please see [Registration](#) on page 1 for more information.

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