



CANDIDATE HANDBOOK
WELL APTM

Updated May 2020

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

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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.

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	
What to Expect at the Virtual Check In	
Identification Requirements	
Test Center Regulations	
Grounds for Dismissal	
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	
International WELL Building Institute PBC	

REGISTERING FOR YOUR EXAM

Registration

1. Log in to [WELL account](#) 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. We do not advise candidates to use a nickname when setting up their site user account.
 - b. If your native language utilizes non-Roman characters, be sure to enter your name in Roman characters when you set-up your site user account and 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.
 - c. 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 10 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.
3. Once you have completed the registration process, you are given a unique eligibility ID and may schedule your exam with Prometric, which is the exam delivery organization for GBCI exams. There are now two ways to take your WELL AP exam. You have the option to take your exam either at a Prometric Test Center or through a remotely proctored internet-enabled (online) location of your choice using Prometric's ProProctor tool.
 - a. If you would like to schedule your exam in a physical test center, [click here](#).
 - b. If you would like to schedule a remotely proctored online exam, you will first need to ensure that your computer meets the technical specifications, (See [Pre-Exam Checklist](#) below) and that the space within which you intend to take your exam meets the testing environment requirements. Once you have verified your computer meets the minimum system requirements, you can [click here](#) to continue scheduling your remote proctored online exam.
4. On the Schedule Appointment screen, read through the instructions, and click on the green forward arrow button located on the right-hand side at the bottom of the page to proceed to the next screen. Read through the Policy Notice and answer the age and consent questions at the bottom of the page and click the green forward arrow. You will then be asked to enter your exam eligibility ID (EID) and the first four characters of your last name.
5. Once you have successfully scheduled your exam appointment you will see a confirmation number on the screen and you will also receive an automated email from Prometric with important details of your exam appointment – **please be sure to read the email in its entirety**.
6. Record your confirmation number. You will need this confirmation number to confirm, cancel, or reschedule your appointment through the [Prometric website](#).

7. 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 when you check-in for your scheduled exam, though it may help should you require any assistance.
8. 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. Candidates must pay the registration fee for each exam attempt.
9. You can confirm, cancel, or reschedule an exam on the [Prometric website](#). In addition, if you have scheduled an exam at a test center and would like to reschedule it for a remotely proctored online exam, you will first need to cancel your exam at the test center, and then follow the link to schedule a remotely proctored online exam.
10. 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 and schedule 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. For remote proctored online exams, Prometric may not be able to accommodate all requests since candidates are taking the exams in a remote location.

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. Please email the completed forms along with your testing accommodation request to accommodations@gbci.org or by faxing it to 202-545-3708. 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 the submission of your documentation. 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 status of your testing accommodations request.

Exam Registration Fees

See wellcertified.com/well-ap/pricing 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 the 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 your questions and 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:

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

If you need to take a break before completing your exam in a test center, 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.

Please note that breaks are not permitted during remote proctored online exams. It is strictly prohibited for you to be out of the webcam’s field of vision at any point while taking the exam. If you leave your seat during the exam, except when authorized to leave by the Remote Proctor at the end of the exam, your exam session and fees 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. The translation is offered solely as an aid to non-native English speakers. Please refer to the table below for a list of available languages. The use of translators or foreign-language dictionaries during the examination is not to be 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

Due to COVID-19 test center closures, the WELL exam maintenance cycle in 2020 has been paused to allow candidates sufficient time to test with the current version of the exam. The annual exam maintenance cycle will resume in 2021.

PRE-EXAM CHECKLIST

Are You Ready?

Two Months Before Your Exam (test center or Remote Proctored Online delivery)

- a. Ensure that your given name (first name) and surname (last name) in your [WELL account](#) exactly 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](https://www.prometric.com/gbci) for information about rescheduling or canceling your exam.

For Remote Proctored Online Exams: Five Days Before Exam

- a. Review the [ProProctor User Guide](#) in preparation for your exam and adjust your testing environment accordingly. ProProctor User Guide link is also available in your exam

confirmation email received after scheduling your remote proctored online exam.

- b. Perform a [system readiness check](#) and ensure that your computer meets the minimum system requirements. If the system readiness check fails, the page will alert you to the failed item and prompt you to troubleshoot the errors and complete the check again. If you have any questions, please contact Prometric [ProProctor Contact Support](#).
- Screen Resolution: 1024 x 768 is the minimum resolution required, 1920 x 1080 recommended
 - Operating System: Windows 7 or higher | MacOS 10.13 or higher
 - Web Browser: Latest Google Chrome
 - Webcam Resolution: 640 X 480 pixels External for desktops, Internal for laptops.
 - Microphone: Enabled
 - Download Speed: 500 Kbps or greater
 - Upload Speed: 384 Kbps
 - Only a laptop or desktop computer can be used to take the exam.
 - No dual-monitor configurations are permitted for testing (e.g. a desktop with two monitors or a laptop with a separate monitor).
 - Computers must be undocked and have a movable web-camera
- c. [Download and install](#) the ProProctor application

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:

- Exam questions and answers are the exclusive property of GBCI.
- 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.
- Future discussion or disclosure of the content of the exam, orally or in writing, or by any other means, is prohibited.
- Theft or attempted theft of exam questions is punishable to the fullest extent of the law.
- Failure to comply with the agreement will result in the 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 an 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 a 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](#) for approval to GBCI 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.

What to Expect at the Virtual Check In

Plan to log on to the [Prometric site](#) 30 minutes prior to your scheduled exam appointment. If you arrive at your virtual check-in after your scheduled exam time, you will forfeit your exam and exam registration fee.

Upon logging into the Prometric site, you will be prompted to capture a facial image from your webcam, followed by an image of your government-issued ID. If you experience any technical issues please [contact Prometric ProProctor Contact Support](#).

Once these steps are completed, you will proceed to meet with a remote Readiness Agent who will guide you through all the security checks before launching your exam.

The security checks will include verifying acceptable form(s) of identification (see [Identification Requirements](#) below); followed by a comprehensive 360-degree webcam scan of the room and work surface area. Similar to being at a test center, the Readiness Agent will then ask you to raise your pants legs above the ankles, empty and turn all pockets inside-out and raise shirt sleeves above the wrists. If you are wearing eyeglasses, you will be required to remove them for visual inspection to

ensure they don't contain a recording device. Large jewelry items must be removed due to concerns over concealed recording devices. If you have long hair that covers your ears, you will be asked to pull your hair back to ensure nothing is attached to your ear (such as a Bluetooth earpiece). Upon completion of the virtual security check-in, you may proceed to launch the remote proctored online exam and meet the Remote Proctor who will be proctoring the exam for its entire duration.

It is strictly prohibited for you to be out of the webcam's field of vision at any point while taking the exam. You must remain in your seat during the exam except when authorized to leave by the Remote Proctor. Contact the Remote Proctor via chat or audio 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 the Remote Proctor 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. Audio, video, and chat messages are recorded throughout the entire duration of the exam. These recordings may be viewed by Prometric proctoring staff and GBCI in the case of suspected security infractions.

Identification Requirements

GBCI, along with Prometric, enforces a strict policy regarding acceptable identification 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. All IDs must be plasticized or laminated by the issuing authority at the time of issue. Your ID must be in the original form it was issued; duplicates or photocopies will not be accepted.

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

- a. Your name, which must **exactly** match the name that you used to register for the exam.

*Please note: The identification that you present to the test center must include your name printed in Roman characters and must **exactly** match the name that you used to register for the exam. IDs with names printed solely in non-Roman characters are not acceptable. If you legally only have one name, you must contact GBCI and notify them of the discrepancy between the name you used to register for your exam and the name printed on your government issued ID at least 10 business days prior to your testing date.*

- b. A recent, recognizable photograph that looks like you
- c. Your signature
- d. Be unexpired and includes an issue and expiration date

Examples of identification that typically comply with requirements include:

- a. Passport
- b. Driver's license with a printed signature, including date issues and date of expiration

- c. Current government-issued photo ID with signature, including date issued and date of expiration
- d. Green card, permanent residence card, or H-1B visa
- e. Military ID that includes date issued and date of expiration

If your identification does not include all four required elements, you must provide a secondary identification (with the same first and last name) that includes the outstanding required elements. Remember, at the time your secondary identification was issued, the issuing authority must have laminated it.

- a. For example, India residents presenting an India PAN card or India voter ID that does not include a date issued and/or an expiration date must also present a second form of identification (with the same first and last name and signature) which does include an expiration date. A secondary form of ID could be an unexpired credit card with printed signature.

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

- a. ID without an expiration date or date of issue
- b. ID with the first and last name printed solely in non-Roman characters
- c. Photocopies or duplicates
- d. Social Security card
- e. Library card
- f. Fr India residents: Aadhaar cards

Prometric Regulations

You must abide by the Prometric [security rules](#) while at the test center or remote proctored environment. 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

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 testing environment (test center or online), 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 testing environment, [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 account](#) is updated, and, if applicable, your credential is updated in the [WELL 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 Guide](#), as well as the [Marketing and PR Guidelines](#) for the WELL AP credential for guidance on logo use and WELL AP promotion.

Certificates

Once your exam results have been processed, you can download a copy of your certificate through your [WELL 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 or during the remote proctored online exam, you must inform test center personnel before leaving the test center or the Remote Proctor prior to ending your remote proctored online exam session. Prometric will write 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 the 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](#); in your correspondence, be sure to note your questions and 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 and IWBI recognize your right to control personal information. Our policies are 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, 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

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