1. **Why did ICC create a Preferred Provider Program?** The building construction industry is vast, involving many fields of science, technology, construction materials, building components, methods of construction, legal, management, finance, codes, standards, guidelines, best practices, and more. Relevant training in these and other building construction-related topics are important to the entire construction industry and building safety community, and they should be encouraged, given due credit, and allowed to count toward renewal of ICC credentials. Since no one entity or industry, including the ICC, is able to provide relevant and effective training in all the building construction and code administration fields, ICC created partnerships with other reputable training Providers to facilitate the availability of diverse training. These partnerships are organized in the form of the Preferred Provider Program.

2. **What are the main goals of the Preferred Provider Program?** The ICC Preferred Provider Program is intended to accomplish several goals:
   - Create an easily accessible network of extensive training opportunities from a variety of educational resources;
   - Provide access to quality training on specialty topics and building products that are beyond the ICC core training programs;
   - Provide increased quality and support for educational renewal requirements of the ICC Credentialing Program; and
   - Enhance the relationship between ICC and educational Providers in support of building safety and innovation in building products and construction practices.

3. **Is this a mandatory program for all trainers?** No. The Preferred Provider Program is not mandatory for anyone. Those who desire to provide training that qualifies for renewal of ICC credentials and receive the benefits of the program may sign up and become a Preferred Provider.

4. **What is the benefit of the program for Preferred Providers?** There are many benefits to Providers, including:
   - Connecting Preferred Providers to ICC members and constituencies to create a vast network of educational opportunities. ICC has a membership base of over 58,000 and a constituency database of over 450,000. ICC outreach to our members and constituencies on the Preferred Provider Program will create an improved connection between Preferred Providers and ICC members and constituencies.
   - Leveraging a partnership between the Provider and ICC, the Program exposes the services and products of education Providers to ICC’s broad audience through a Provider directory, listing of Provider educational offerings, and links to Provider websites.
   - Support of ICC Credentialing Renewal Program.
5. **What is the benefit of the program to those seeking training?** There are many benefits to those seeking training, including:

- A comprehensive listing of relevant educational programs and expanded access to educational offerings is available. These include available training, both on-site and online, and are identified through a live training schedule on the ICC Preferred Provider website at [https://ppp.iccsafe.org/](https://ppp.iccsafe.org/).
- Users have access to information about products and services of Preferred Providers.
- Utilization of Preferred Provider educational programs to gain CEUs as required for renewal of ICC credentials.
- Confidence in courses that qualify for CEUs without having to do an extensive search of the education provider qualifications.

6. **Can ICC Chapters become Preferred Providers?** Yes. ICC Chapters have been and will continue to be an important partner and major player in educational offerings to ICC members and others in the building construction and building safety industry.

7. **Who else can become a Preferred Provider and what are the associated fees to become a Preferred Provider?** Preferred Providers will pay one fixed annual fee, and there are no other fees associated with the number of courses a provider presents or the number of students that participate. Categories of Preferred Providers and related fees are available [here](https).

8. **What is the process for becoming a Preferred Provider?** A Preferred Provider website is available to facilitate a user-friendly process for Preferred Providers to sign up and list their courses for approval. Once approved by ICC, the courses will automatically populate into a live calendar.

9. **Is there a fee for becoming a Preferred Provider?** There is only the annual fee described above. There are no per-course or other fees. The fee is very reasonable, slightly different for each Provider category, and very nominal for ICC Chapters.
10. **Is there a fee for those who seek training through the of Preferred Provider Program?** Students pay the Preferred Provider the fees charged by that Provider. ICC does not collect any additional fees from those students accessing the Preferred Provider Network.

11. **What is the ICC review turnaround time for Preferred Provider approval and course approval?** ICC will review Preferred Provider applications within 10 business days. Likewise, courses submitted for approval will be reviewed within 10 business days after submission.

12. **Will instructors for each Preferred Provider need to be approved?** No. ICC is approving courses but will not approve instructors. The program requires Providers to use qualified trainers for the relevant subject matter. An instructor is considered as a representative of the Preferred Provider. Upon audit, if a Preferred Provider instructor is found to be unqualified or otherwise does not reflect the expectations of the Preferred Provider Program, the Preferred Provider or the individual course could be disapproved and disqualified by ICC staff.

13. **Will all training courses from Preferred Providers need to be included in the live schedule?** No. If a Preferred Provider does not want a particular training event to be on the live calendar, whether it’s for a private group training contract or some other reason, the course does not need to appear in the live calendar.

14. **Are Preferred Providers limited in the type of topics on which they can provide training?** Topics must be relevant and in areas of building construction, building products, codes and standards, administrative, legal and management, and design professional related. For details refer to Section 1.7 of the ICC Preferred Provider Manual.

15. **How do courses qualify for approval and what materials and information do Preferred Providers need to submit to ICC for their courses to be approved?** Courses must be related to building construction and building/occupant safety and other supportive subjects. The Preferred Provider Manual identifies five main areas of content: building construction; building products; codes and standards; administrative, legal, and management; and design professional related. In order to qualify, each course must have a title, description, learning objectives, and quality content in the areas mentioned. The course title and description are the items that need to be submitted to ICC for review. The course description should include the learning objectives. Types of courses that will not be granted approval include those addressing subject matter outside the scope permitted by the Program, those whose primary goal is emphasis on a specific product or proprietary method, or those that teach to pass a certification examination.

16. **How do I upload courses/classes to my account?** Login to ppp.iccsafe.org. At the next screen, choose the “Manage Courses” tab. Click the green “+Add Course” button near the top of the screen. Complete the pop-up form and click the “Submit Course for Approval” button. You’ll receive an email as soon as the course has been reviewed.
After the course has been reviewed and approved, you may add individual classes with the date and location of each. Simply log in to the “Manage Courses” tab and click on the course name. Then choose “Add Course Listing to Live Schedule” and follow the prompts. If you have multiple classes to add to a course, use the “Bulk Import Listings” to upload a spreadsheet with all the listings.

17. I lost my login; how do I retrieve it? At ppp.iccsafe.org, choose Login/Register. Choose “Forgot Password.” At the next screen, input your email address and follow the prompts to “Request Reset.”

18. How do I change the contact information for our Preferred Provider Account? After logging in to the Preferred Provider site at ppp.iccsafe.org, Providers can reach their “Edit Profile” button from several places. A “Profile” button is at the top of the screen, next to the “Logout” command. There is also a “Profile” tab listed with the other commands near the top of the screen.

19. Can I provide feedback to ICC regarding the Preferred Provider Program? Of course! Just email PPP@iccsafe.org. Comments and recommendations are welcome.