# Desk Monitoring Quiz Answer Key

# Quality Control Inspector

DISCLAIMER: This quiz is intended for use as an interim review. Distribute to students after training the associated curriculum chapter, or the next day, to refresh the lesson. Being publicly available renders this specific quiz invalid for use as a formal assessment tool for accreditation.  See Tier 2.14(b) IREC 01022 ISPQ accreditation standard.

Learning Objectives

By attending this session, participants will:

* Identify applicable DOE regulations.
* Discuss basic fiscal requirements about procurement.
* Establish a paper trail from purchase order to final inspection
* Interpret an agency’s typical file structure.
* Identify anomalies to know what to flag for on-site visits.
* Practice completing typical file review forms. (covered in classroom exercise)

Questions and Rationale

**Objective:**

* Identify applicable DOE regulations.

**Question:**

1. What is the rule authorizing the Weatherization Assistance Program (WAP) known as?
2. 10 CFR 600
3. 10 CFR 440
4. 10 CFR 800

**Rationale:**

**A** is wrong because 10 CFR 600 deals with fiscal procurement. It is still a valuable resource for WAP, but not the enabling, or authorizing, rule.

**B** is correct.

**C** is incorrect because 10 CFR 800 does not deal with WAP.

**Objective:**

* Discuss basic fiscal requirements about procurement.

**Question:**

1. Where are federal procurement guidelines listed?
2. 10 CFR 600
3. 10 CFR 440
4. 10 CFR 800

**Rationale:**

**A** is correct because 10 CFR 600 deals with fiscal procurement.

**B** is incorrect because 10 CFR 440 is the enabling legislation for WAP.

**C** is incorrect because 10 CFR 800 does not deal with WAP.

**Objective:**

* Establish a paper trail from purchase order to final inspection

**Question:**

1. Which of the following is **not** a critical component of the client file?
2. Verification of client eligibility
3. Client satisfaction and sign-off form
4. Copy of client driver’s license

**Rationale:**

**A** is incorrect because the client eligibility form **must** be in the client file.

**B** is incorrect because the client sign-off form (generally includes the client satisfaction form) **must** be in the client file.

**C** is correct. Identification may be required in the client files (this can vary by state and agency), but it is not required anywhere to have a driver’s license to be eligible for WAP.

**Objective:**

* Interpret an agency’s typical file structure.

**Question:**

1. What is the **best** approach for desk monitoring at an unfamiliar agency?
2. Jump right in and start taking notes while learning the file format on the first file.
3. Read through one entire file to learn the “style”, then begin making entries on the review form
4. Read through all files to be reviewed to note discrepancies, then reorder files and make entries on the review form

**Rationale:**

**A** is incorrect because you may misinterpret materials in the file unless you have a sense of the overall organization.

**B** is correct because reviewing the file first familiarizes you with the local style so you won’t mark things as missing when they really are located in a different part of the file than you might expect to find them.

**C** is incorrect because reviewing all of the files would be too time consuming and it should take only reviewing one or two files to become familiar with the overall organization of files at the agency.

**Objective:**

* Identify anomalies to know what to flag for on-site visits.

**Question:**

1. Which of the following are items that should be flagged to alert the person who will conduct the on-site monitoring? (Check all that apply)
2. Window replacement
3. Attic insulation
4. Skipped measures (skipped priorities)
5. Client signature in red ink
6. Toilet replacement
7. Blower door readings not recorded

**Rationale:**

**A** is correct. Window replacements rarely achieve a suitable SIR of one or greater, and should be reviewed on site to confirm the applicability of the measure.

**B** is incorrect. Attic insulation is a very common and cost-effective measure and does not typically represent unusual activity.

**C** is correct because if a measure with a high SIR is skipped and one with a lower SIR is installed, the program may not be delivering the maximum potential energy savings to the client.

**D** is incorrect because as long as the client signature is permanent (i.e., not pencil), and legible, it does not matter what color it is.

**E** is correct because toilet replacement is not an allowable measure in WAP.

**F** is correct because if readings are not recorded, we have no record that they were done. The on-site monitor should determine why they were not recorded, and seek to correct that practice in the future.