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1. Introduction

1.1 BRE Global provides ongoing, independent and third party assessment of Domestic Energy Assessors (DEAs), Non-Domestic Energy Assessors, On Construction Energy Assessors, Display Energy Certificate (DEC) Energy Assessors and Air Conditioning Inspectors. All will be referred to as 'energy assessors' throughout this document. These schemes will be operated in accordance with the standards published by the Department for Communities and Local Government (DCLG) and as members you should have knowledge of the following:

- Approval process of applicable certification scheme requirements;
- Code of Conduct for Assessors (PN210)
- DCLG Scheme Operating Requirements (SORs)
- Scheme Quality Plan

Note: The documents listed above can be located at:

<http://www.bre.co.uk/accreditation/page.jsp?id=2352>

1.2 The certification process is summarised in section 5 of this document.



1.3 BRE Global has been licensed as a scheme operator by the Department for DCLG to operate this scheme.

2. Scope

2.1 The scope of these scheme documents include the schemes listed in table 1 below. These schemes are open to anyone who wishes to become an assessor and who holds a relevant qualification satisfying the appropriate National Occupational Standards. See clause 3.2 for more details on requirements to join the scheme.

Table 1: Relevant energy assessor/inspector based qualifications

Scheme	Qualification Required
Domestic Energy Assessor	<ul style="list-style-type: none"> • Level 3 Vocationally Related Qualification (VRQ) Diploma in Domestic Energy Assessment
Non-Domestic Energy Assessor (Levels 3, 4 or 5)	<ul style="list-style-type: none"> • Level 3: Energy Performance Certificates (EPCs) on simple existing non-dwellings modeled using Simplified Building Energy Model (SBEM) but with frequently occurring characteristics; • Level 4: Energy assessments on any new or existing non-dwellings modeled using SBEM; and • Level 5: Energy assessments on any new or existing non-dwellings using approved dynamic simulation models <p>Alternative competencies for all of the above include Approved</p>
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	Prior Experience and Learning (APEL). To determine if you are qualified via this competency route please review the APEL application form (BF931).
On-Construction (SAP) Energy Assessments and Compliance reports	<p>Level 3 Diploma for on Construction Domestic Energy Assessors including Standard Assessment Procedure (SAP) and Carbon Dioxide Emission Rate calculations for Building Control Regulation 17c purposes.</p> <p>Alternative competency includes Approved Prior Experience and Learning (APEL). To determine if you are qualified via this competency route please review the APEL application form (BF931).</p>
Display Energy Certificates for public buildings	<p>Level 3 Diploma in Display Energy Assessment</p> <p>Alternative competency includes Approved Prior Experience and Learning (APEL). To determine if you are qualified via this competency route please review the APEL application form (BF931).</p>
Energy Assessors for Inspection of Air Conditioning Systems	<p>Level 3 or Level 4 Diploma in Air Conditioning Energy Rating</p> <p>Alternative competencies for Level 1 (Packaged) and Level 2 (Centralised) air conditioning systems Approved Prior Experience and Learning (APEL). To determine if you are qualified via this competency route please review the APEL application form (BF931).</p>



Note: If an applicant is transferring from another certification scheme we may accept evidence of qualification by cross-references with their listing on the applicable Landmark website (www.epcregister.com) or www.niepcregister.com.

3. Applications to join the Scheme

3.1 To apply for this scheme please complete the Application Form (BF934). If you are applying through the APEL route you will also need to complete the APEL application form (BF931).

3.2 The minimum requirements to join the scheme are:

- Qualification as detailed in table 1;
- DEAs and DEC assessors who visit establishments where there are groups of minors or vulnerable adults such as schools or care homes require a satisfactory criminal records check from Disclosure Scotland reports from www.disclosurescotland.co.uk. Criminal Record Bureau checks www.crb.homeoffice.gov.uk are also acceptable under the terms of the scheme;

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- A satisfactory route to professional indemnity insurance (see appendix 1);
- Photo ID check;
- Procedure for handling complaints (see appendix 1 and 2); and

3.3 On receipt all applications shall be checked for eligibility, completeness and declarations by the individual and any sponsoring company. Provided that all details required in the application are satisfactory and payment has been received, a letter is sent out to the applicant accepting them into the scheme.

3.4 For more information or help with your application contact BRE Global on 0845 863 0014.

3.5 All fees associated with this scheme are detailed in the fee sheet (FS035).

3.6 Applications and fees are processed by BRE on behalf of BRE Global Ltd.

4. **Assessment**

4.1 Based on satisfactory submission of information as detailed in section 3 above.

4.2 Further additional information may be requested as appropriate.



5. **Certification and listing**

5.1 Certificates are awarded to applicants who meet all of the criteria detailed in the DCLG Scheme Operating Requirements and this Scheme Document and who undertake to comply with all relevant scheme requirements.

5.2 Certificates contain the name and address of the applicant, a description of the scheme, a unique certificate reference number and the issue number and date.

5.3 Certificates are valid for 3 years from date of issue and are maintained and held in force subject to ongoing compliance with the requirements for maintenance of certification (see section 6), but remain the property of BRE Global. At 3 years members will need to renew their scheme membership. On renewal BRE Global will check to ensure that:

- All Continuous Professional Development (CPD) is up to date
- Scheme audits are up to date
- That there are no outstanding payments
- DEAs and applicable DEC assessors have a satisfactory and valid criminal record check

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If the above points are complete only then BRE Global will grant the renewal.

Note: There is no fee for the renewal process.

- 5.4 Details of the successful applicants will be listed on the national Landmark Register, (www.epcregister.com, or www.niepcregister.com for Northern Ireland Energy Assessors). Applicants will also be listed on the BRE Global GreenBook live at www.greenbooklive.com.

6. Maintenance of Certification

- 6.1 Certification is maintained and held in force through quality audits.

Quality audits and Checks

Auditing the quality of members' work is a key function and responsibility of the Energy Assessors Certification Schemes. A high standard of quality assurance is needed to protect the interests of all parties that are entitled to rely on the Energy Assessor's work. The procedure for quality audit is summarised below. These results of the audits will be reviewed by the Scheme Manager and will be used to inform decisions about disciplinary or other actions which might be taken against the assessor. For further detailed information on the Audit process please refer to section 4 of the scheme Quality Plan.



The audit process considers the key risk areas affecting the quality of the EPC, Display Energy Certificate (DEC) or Air Condition Report (ACR):

- level of experience of individual Energy Assessors
- professional behaviour in dealings with other parties
- professional competence in preparing EPCs, DEC, ACRs and Building Regulations compliance calculations
- compliance with laid down standards, particularly the BRE Global Scheme Code of Conduct for Energy Assessors (PN210), the 'Scheme Operating Requirements' and the BRE Global Quality Plan and Quality Assurance guide. Documents available to download in the 'Scheme Standards' section of the members area.
- potential for fraud by Energy Assessors/Inspectors or their employers

These risks are essentially tied to the behaviours of Energy Assessors and their employers and are therefore not likely to occur on a random basis. A competent, diligent and honest individual who is professional, courteous and polite in their dealings with all stakeholders will provide a service of an acceptable quality standard in the vast majority of cases. The BRE Global Energy Assessors Certification Schemes adopt a targeted, risk based approach to the auditing of its members. This makes it possible to deliver a given level of confidence that appropriate quality standards are being maintained in the most cost effective way.

The auditing requirements:

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- **Sampling rates:** A minimum of 2% of lodged EPCs, DECAs and ACRs are to be successfully audited through a process of random sampling. The 2% check excludes targeted audits for those individuals who have failed a Quality Audit (QA) check. The method of checking EPC, DECAs and ACRs is via desk based audit of EPCs/DECAs/ACRs over a calendar membership year.
- **Witnessed assessments;** A re-inspection of a property carried out by an expert assessor may be expected to give the highest confidence of uncovering mistakes and poor inspection practice. This level of audit is only invoked through the Schemes QA escalation procedures. In these cases targeted witnessed assessments are undertaken by an expert assessor who directly observes the performance of the Schemes member during the assessment. This allows the full range of competencies to be checked, including soft skills such as courtesy and cleanliness as well as the technical skills associated with producing the EPC/DEC/ACR.
- Review of any complaints received associated with this scheme and their resolution;
- Periodic checks on the status of insurance
- Review of lifelong learning undertaken.

Continuous Professional Development (CPD)

Energy Assessors are required to undertake a specified number of hours (see below) Continuous Professional Development per year to maintain and update their skills in the light of changes in the profession. The Schemes recommends from time to time that EAs undertake programmes of CPD to maintain these skills in accordance with the National Occupational Standard and checks that this has been undertaken by the EA as a continuing condition of Schemes membership. Lifelong learning can take a variety of forms including courses, reading, seminars and workshops.

The Schemes will provide recommendations for Continuous Professional Development, so that all EAs are aware of the issues that need their attention.

CPD Requirements – categories



For all schemes CPD is categorised in three separate tiers, as detailed below.

- 1) Changes in requirements (No set level – as required by software, Schemes and regulatory changes.)
- 2) Disciplinary Procedure requirements (No set level – as required following disciplinary action.)
- 3) Other Professional Development (Minimum of ten hours CPD per year – Schemes members must develop personal development plans, guidance on how to develop CPD plans is given in the “Schemes Guide to CPD requirements” available to download in the MyCPD section of the members area.)

The Scheme will provide and maintain:

- Recommendations for Continuous Professional Development, so that all assessors are aware of the issues that need their attention.

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- A review of each energy assessor's Continuous Professional Development record (as entered in the MyCPD section of the member's area before renewing membership).
- an undertaking to submit regular performance information to DCLG

6.2 The certificate holder will be expected to bear the costs of investigating complaints where appropriate. If the review of the sample of reports or the nature of complaints indicates failure to carry out the work correctly then additional audits or retraining may be required in order to maintain certification. This will usually be dealt with through suspension of certification which can lead to withdrawal of certification and the corresponding listings.

7. Certification Mark

7.1 The certificate holder may use a BRE Certification Mark as directed in the publication PN103 'Use of the BRE Certification Marks'. The Mark that can be used for Domestic Energy Assessors, Non-Domestic Energy Assessors, Display Energy Certificate Assessors and On Construction Assessors is as follows:



Energy Assessors Certification Scheme
Certificate Number BRECXXXXXX



Where 'XXXXXX' is the certificate number.

7.2 The mark that can be used for Energy Inspectors for Inspection of Air Conditioning Systems is as follows:



Energy Inspector Certification Scheme
Certificate Number BRECXXXXXX

Where 'XXXXXX' is the certificate number.

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8. Complaints & Appeals

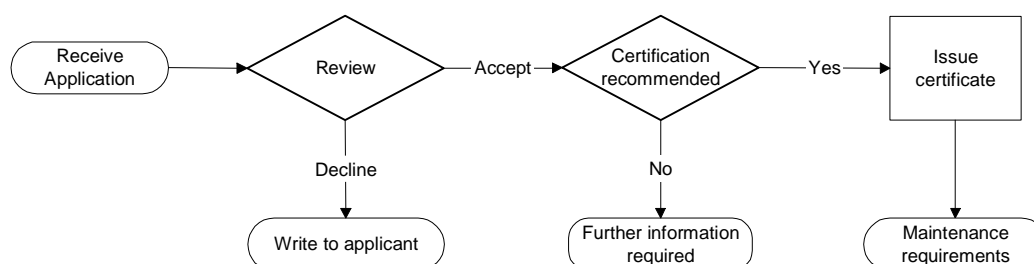
BRE Global operates procedures for complaints and appeals. Further details are available on request.

9 Change of details

9.1 The certificate holder shall give notice in writing to BRE Global of a change in legal constitution, trading or title, address, changes to the named individuals on the certificate, or other significant particulars and declarations upon which the current certificate was granted. Such notice shall be given to BRE Global within thirty days of any change becoming effective.



9.2 Where the changes are such that the conditions under which certification was granted are significantly affected, the certificate holder will be advised of the actions, and any associated fees, that will be required to be completed to maintain certification.

10. The certification process



Appendix 1. Additional requirements

Professional Indemnity Insurance	The scheme provides Professional Indemnity Insurance for all energy assessors however the assessor must ensure the cover provided is adequate to cover each assessment for which they are providing assessment services.
Complaints system	The certificate holder must maintain a system to log and investigate any complaints associated with work under this scheme. Certificate holders are required to keep the Certification Scheme database up to date with regard to any complaints received and any actions taken to resolve them.

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Appendix 2. Scheme Complaint Procedure

All applicants are required to complete the complaints procedure as detailed below:

You must enter your own contact details in the appropriate spaces below and remove all guidance notes in **red**. Please note, it is intended that you must have a copy available to your clients, therefore, the complaints process can under no circumstances be completed by hand:

ENERGY ASSESSORS COMPLAINTS PROCESS

We would seek to address and resolve any initial complaint by telephone, email or in person. If you are unhappy with this we would ask you to put the complaint in writing. We will then acknowledge your complaint in writing within 7 days, and we will offer a resolution within 21 days.

If you are dissatisfied with our offer to resolve the matter, the complaint will be escalated to the Certification Scheme. Please be aware that you can escalate your complaint to the scheme at any time and you are at no time deprived of your legal rights. Complaints that are escalated to the Scheme are logged by the Scheme and dealt with in accordance with the complaints procedure set out in the Scheme Document and the Scheme Complaints Procedure.

We will notify the Certification Scheme of all complaints we receive with full details. We will also keep a history of each complaint which will be made available to the scheme on request.

- Unresolved complaints will be managed by BRE Global in accordance with PN214 'Complaints Procedure'.
- Appeals will be managed by BRE Global in accordance with PN206 'Appeals procedure'.

Decisions are binding on the Energy Assessor/Inspector, but not to the complainant, who is still entitled to their legal rights.

These procedures shall be *accessible and available at no cost at the point of access to customers and, where appropriate, we will provide effective redress.*

Contact Details:- (**ENTER NAME, ADDRESS & CONTACT DETAILS HERE**)

Address of my Certification body:-

BRE Global Certification Scheme
BRE Global, Bucknalls Lane, Garston, Hertfordshire WD25 9XX Tel 0845 8630014

Date: 'Insert Issue date'

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