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1. Introduction

1.1 This certification scheme provides ongoing, independent, third party assessment of Energy Assessors for newly constructed dwellings. This scheme will be operated in accordance with the standards published by the Department for Communities, and Local Government (CLG). Members will be required to have knowledge of the following standards:

- Approval of Energy Assessors Certification Schemes for newly constructed dwellings;
- Minimum Requirements for Energy Assessors for newly constructed dwellings; and
- Code of Conduct for Energy Assessors

1.2 The certification process is summarised on page 4.

1.3 BRE Global has been approved as a scheme operator by the Department for Communities & Local Government (CLG) to operate this scheme.

2. Scope

2.1 The scope of this scheme includes Energy Assessors for the following:

- Energy Performance Certificates for on-construction dwellings
- SAP and Carbon Dioxide Emission Rate calculations for Building Control Regulation 17c purposes,

2.2 This scheme is open to anyone who wishes to become an Energy 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. The relevant qualification which currently meets the above requirement is:




- level 3 Diploma for on Construction Domestic Energy Assessors; and
- alternative competency assessment for very experienced practitioners is also offered by the scheme (APEL).

3. Applications to join the Scheme

3.1 To apply for this scheme please complete the Application Form(s) (BF 934 and BF 931 where applicable)

3.2 The minimum requirements to join the scheme are:

- evidence to show that applicants are fit and proper persons to undertake energy assessments and that they operate within an appropriate code of conduct;

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- that applicants are qualified to undertake energy assessments (as above);
- that applicants have in force suitable indemnity cover (see appendix 1);
- procedure for handling complaints (see appendix 1 and 2); and
- photo ID check and 2 photos for the Scheme Identity card

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 All fees associated with this scheme are detailed in the fee sheet (FS041).

3.5 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 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 CLG Standards 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 from the date of issue and are maintained and held in force subject to ongoing compliance with the requirements for maintenance of certification (see item 6), but remain the property of BRE Global.

5.4 Details of the successful applicants may be listed in our Green Book(s) and on the BRE Global website at www.bre.co.uk/global .

6. Maintenance of Certification

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

Quality audits and Checks

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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.




The audit process considers the key risk areas affecting the quality of the Energy Performance Certificate (EPC):

- level of experience of individual EAs
- professional behaviour in dealings with other parties
- professional competence in preparing EPCs, DEC's and Building Regulations compliance calculations
- compliance with laid down standards, particularly the [BRE Global Scheme Code of Conduct for Energy Assessors](#) and the 'Minimum Requirements for Energy Assessors'
- potential for fraud by EAs 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 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:

- **Customer follow up review:** with at least 1% of clients to confirm proper process was followed, EA conduct and behaviour were in line with expected standards and to identify trigger points that would indicate the need for a review of the completed EPC
- **Call in of EAs records:** for at least 1% of EPCs for review by an expert assessor to judge the quality of the completed EPC
- **Targeted witnessed assessments:** of EAs in their offices or on site as appropriate by an expert assessor to give a direct measure of the quality of the EPC. These would be on a risk basis, but on average would represent a further 0.5% of EPCs
- Review of any complaints received associated with this scheme and their resolution;
- Periodic checks on the status of insurance
- Review of lifelong learning undertaken.

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Lifelong learning and Continuous Professional Development

Energy Assessors are required to undertake a minimum of 10 hours CPD per year Continuous Professional Development per year to maintain and update their skills in the light of changes in the profession. The scheme 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 Scheme membership. Lifelong learning can take a variety of forms including courses, reading, seminars and workshops.

The Scheme will provide and maintain:

- Recommendations for Continuous Professional Development, so that all EAs are aware of the issues that need their attention.
 - A review of each Energy Assessor's Continuous Professional Development record (as entered onto the scheme web interface) before renewing membership.
 - an undertaking to submit regular performance information to CLG
- 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 the BRE Certification mark as directed in the publication PN103 'Use of the BRE Certification Marks'. The mark that can be used for this scheme is as follows:



Energy Assessor BRE3000XX

Where 'XXX' is the certificate number.

8. Complaints & Appeals

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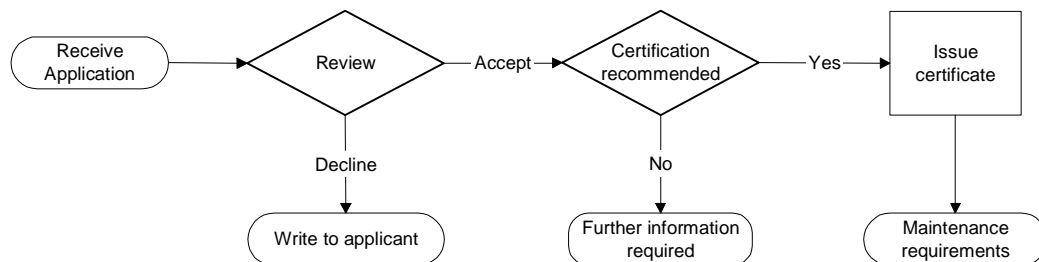
BRE Global operates procedures for complaints and appeals. Further details are available on request.

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 certificate holder must have professional indemnity insurance complying with the requirements of the Scheme standards
Complaints system	<p>The certificate holder must maintain a system to log and investigate any complaints associated with work under this scheme.</p> <p>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.</p>

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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 PN209 'Complaints Procedure'.
- Appeals will be managed by BRE Global in accordance with PN206 'Appeals procedure'.

Decisions are binding on the Energy Assessor, 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

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