



Minimum Requirements for Energy Assessors for Public Buildings (Display Energy Certificates)

Introduction

1. This document sets out the Secretary of State's minimum requirements for Energy Assessors in respect of public buildings. The primary aim is to inform Energy Assessors about the professional approach and standards they need to adopt in order to become accredited and maintain their accreditation for the production of Display Energy Certificates and accompanying Advisory Reports.
2. The document will also be a useful basis for Accreditation Schemes Operators to inform their development of processes setting out how they expect the Energy Assessors within their schemes to meet these minimum requirements.
3. The Accreditation Scheme Operators shall ensure that at all times the Energy Assessors registered with them comply with these minimum performance requirements and monitoring of the Energy Assessors' performance is an essential part of the Accreditation Scheme.
4. The purpose of accreditation schemes is to ensure that consumers and others who rely on Display Energy Certificates can have confidence in both the certificate and the accompanying Advisory Report for cost-effective improvements; as well as in the Energy Assessors responsible for producing them.
5. In England & Wales, the Government has decided that, for public buildings, Display Energy Certificates (DECs) and accompanying Advisory Reports (ARs) must be produced by accredited Energy Assessors who will collect data and use approved software to produce them. The approved software will calculate Operational Ratings for the generation of the Display Energy Certificate.
6. The Department for Communities and Local Government reserves the right to expand Energy Assessor guidance requirements to include other sectors at a later date.

Definition and Purpose of an Energy Assessor

7. An Energy Assessor is an individual who is a member of an approved accreditation scheme by virtue of his/her technical and other personal skills and can produce and issue DEC's and ARs for public buildings in an acceptably independent manner.
8. A range of individuals may choose to become accredited as an Energy Assessor for public buildings:
 - building surveyors, heating/building services engineers, low carbon consultants, architects, energy auditors, valuers/estate agents, letting agents, surveyors employed by utility companies, and those seeking a new career.
9. The accreditation requirements which will be put in place must be sufficient to ensure that in-house staff assessing public buildings owned by their employers (or staff of contracted service providers) operate in an acceptably independent manner, and hence these individuals may be permitted to become Energy Assessors.
10. Assessors are required to be aware of and familiar with a range of key documents to enable them to fulfil their role. These include:
 - The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) Regulations 2007¹.
 - The Energy Performance of Buildings (Certificates and Inspections) (England and Wales) (Amendment) Regulations 2007².
 - The Circular³.
 - The National Occupational Standards for the production of Operational Ratings, Display Energy Certificates and Advisory Reports⁴.

and other appropriate guidance developed for Energy Assessors producing DEC's for public buildings.

11. Accredited assessors must:
 - be suitably qualified or competent to undertake energy assessments;
 - carry out energy assessments with reasonable care and skill;
 - identify and resolve any circumstance that might lead to an actual or perceived conflict of interest with the building owner or the person from whom instructions are received and, in parallel, with the Scheme Operator;

¹ SI 2007/991

² SI 2007/1669

³ <http://www.communities.gov.uk/documents/planningandbuilding/pdf/322911>

⁴ http://www.energy-assessors.org.uk/site/Portals/6/documents/EADocs/DraftNOSforORs_DECs_ARs0807AccredV.pdf

- be suitably qualified for dealing with the public and other professionals, eg developers, builders and architects, and explaining the purposes of DECAs and ARs and the information conveyed by these documents;
 - meet other non-technical requirements, such as being “fit and proper persons”;
 - comply with all the scheme’s operational procedures in respect of producing and submitting DECAs, including using the correct approved version of the software and remaining current in their knowledge through Continuing Professional Development (CPD);
 - comply with their accreditation scheme’s quality assurance procedures to ensure that the required quality standard is achieved;
 - adopt and abide by the scheme’s complaints procedure;
 - because of their access to information regarding the client or occupier of the building that may be classified as ‘Personal Data’, ensure that the relevant provisions of the Data Protection Act 1998 are understood and implemented;
 - know and comply with the requirements of the Health and Safety at Work Regulations in so far as they are applicable;
 - abide by the restrictions on disclosure described in the Regulations.
12. In this context, “suitably qualified” refers to an individual having either a qualification or approved prior experience and learning equivalent to the NOS requirements relevant to the specific occupation for which the individual seeks accreditation.
13. More details about the role of the Accreditation Scheme Operator are provided at Annex A.

Operating procedures

14. The process for obtaining a DEC is described below.

ENGAGEMENT WITH THE CLIENT

15. Energy Assessors must restrict their activities to those within their competence and should not to assess complex buildings unless accredited to do so. The number of different sectors that would be classified as complex in terms of DEC energy assessment would be relatively few. The suggested specialist sectors are:

Hospitals
 University Campuses
 Specialist, high energy use buildings

The general sector – All non-specialist buildings requiring Display Certificates

It is proposed that the accrediting bodies devise their own methodology for assessing whether they feel able to accredit DEC assessors for all or some of the sectors.

16. Where part of a non-domestic building is occupied by a public authority or by an institution providing a public service to a large number of persons, Energy Assessors should only assess those parts of the building occupied by a public authority or by an institution providing a public service for the purposes of producing a Display Energy Certificate.
17. Energy Assessors must identify and disclose any financial and/or personal relationship/s with others involved in the transaction, for example where their employer is also the person commissioning the DEC. A statement about relationships appears in the printed DEC.

Performing the Energy Assessment

18. Prior to producing a DEC, an Energy Assessor must obtain a Unique Property Reference Number (UPRN) assigned to the building address from the Commercial Register.
19. The Energy Assessor must make suitable access arrangements with the building owner or the person commissioning the DEC.
20. Energy Assessors must abide by the calculation software conventions and must complete every data field accurately.
21. Energy Assessors must make accurate and legible records of the data gathered at the premises. These records must be of sufficient detail to enable a third party to interpret the Energy Assessor's findings.
22. Energy Assessors should make and keep records of all queries, communications etc related to the particular assessment and reporting of a building.

Using software

23. Software will be subject to an approval process. Energy Assessors must only use approved software for the production of DEC's and ARs.

Scheme conformity checks

24. Once a DEC and AR have been produced and checked by the Energy Assessor, the individual must submit the results electronically to the Scheme Operator.

25. For information: the Scheme Operator will undertake a conformity check on DEC's submitted by its Energy Assessors. If the check is passed, the Scheme Operator will allocate a Report Reference Number (RRN) and submit the DEC and AR electronically to the Commercial Register for lodgement. Only once they have been entered onto the Commercial Register, together with a registration date, are the DEC and AR valid. The Scheme Operator will then notify the Energy Assessor that the DEC and AR are valid and can be issued to the client.

Quality assurance

26. Scheme Operators will ensure that DEC's and AR's are accurately produced and that Energy Assessors operate in a professional manner. This will require the development of procedures to ensure the work of members is monitored and audited. Furthermore Energy Assessors will be expected to implement their Scheme Operator's quality assurance procedures.
27. For information: Schemes Operators will be expecting that 90 per cent of Operational Ratings on DEC's are within + or -5 per cent of the benchmark value (NB – these figures will be reviewed following publication of the calculation procedure).
28. For information: the Scheme Operators will be expected to monitor a proportion of DEC's. If a result falls outside the quality standard, the Energy Assessor must reproduce a revised DEC/AR and issue it to the client and make sure the revised edition is lodged on the Commercial Register.
29. Energy Assessors must co-operate with these monitoring procedures and make available DEC's, AR's and associated site notes to their Scheme Operators.
30. For information: All Schemes Operators will be provided with the same quality standards by Communities and Local Government.

Providing the DEC to the Client

Issuing the DEC

31. Energy Assessors must provide DEC's and AR's to clients:
- a) in time;
 - b) in the correct format; and
 - c) in a way approved by the Scheme Operator and acceptable to the client.
32. Energy Assessors must ensure that the commissioner of the DEC is made aware of the accreditation scheme that they belong to which appears on the DEC.
33. For information: the Regulations permit electronic delivery. The Regulations also set out the legal requirements limiting disclosure.

34. Energy Assessors must abide by their Scheme Operators procedures for rectifying defective DEC's and AR's.

DEC validity

35. For information: DEC's are valid for 1 year and AR's are valid for 7 years.

Complaints and Claims Procedures

36. Energy Assessors and/or their employers must have a written statement setting out in unambiguous terms and with definable milestones the procedures that will be followed in the case of a complaint.

37. The Statement must include all the internal and independent processes available to the complainant and be available on request. Energy Assessors and/or their employers must abide by the terms of the Statement and use their best endeavours to resolve complaints.

38. For information: The Scheme Operators will provide an intermediary/arbitration service. Where a complainant is dissatisfied with the results of an internal investigation, the Energy Assessor must co-operate with any independent process adopted by the Scheme Operator.

39. Each Energy Assessor must report to the Scheme Operator to which they belong, in a format prescribed by the Scheme Operator:

- the details of any complaint; and
- the outcomes of complaint resolution activities.

This will be recorded in the Complaints Register which each Scheme Operator is expected to set up and maintain.

Glossary of Terms

For the purposes of a DEC, a **building** means a roofed construction having walls, for which energy is used to condition the indoor climate, and a reference to a building includes a reference to a part of a building which has been designed or altered to be used separately.

From the perspective of the **Energy Assessor**, a client is a relevant person who commissions an energy assessment.

An **Energy Assessor** is an individual who is a member of an accreditation scheme.

An **Energy Assessment** means the preparation and issuing of a display energy certificate (DEC) and the accompanying advisory report (AR), and the carrying out of any inspections undertaken for the purposes of issuing the DEC/AR.

National Occupational Standards are standards for Energy Assessors that are approved by the United Kingdom Coordinating Group of National Occupational Standards Boards, as amended from time to time.

Operational Rating means a numeric indicator of the amount of energy consumed during the occupation of the building over a period of 12 months (unless regulation 18(4) applies) ending no earlier than three months before the nominated date, calculated according to the methodology approved by the Secretary of State for the purposes of regulation 17A of the Building Regulations 2000.

The **register** is the central databank, created and maintained by the Secretary of State's approved contractor, to lodge the energy performance certificates and recommendation reports. Each document entered onto the register must be registered under a unique reference number, and shall not be altered once registered. Any document or data entered onto the register must be kept on the register for a period of at least 20 years beginning on the date on which the document is entered onto the register.

Annex A: For information

The Role of the Scheme Operator

The Scheme Operator must demonstrate that the following requirements have been met:

1. Ensuring that members of the scheme are fit and proper persons to undertake energy assessments and that they operate within an appropriate code of conduct.
2. Ensuring that members of the scheme are qualified to undertake energy assessments.
3. Ensuring that members of the scheme have in force suitable indemnity cover.
4. Ensuring that members of the scheme use operational procedures that ensure consistency and accuracy of energy assessments.
5. Maintaining active quality assurance procedures.
6. Facilitating the resolution of complaints against members of the scheme.
7. Establishing and maintaining a register of members.
8. Ensuring financial probity, financial stability and operational resilience of the scheme.
9. Allowing the Department for Communities and Local Government to monitor the scheme periodically to ensure that it continues to comply with the terms of its approval and delivers compliance with the legislation;
10. Suitable administrative and operational systems are applied in a consistent, fair and open way that is compliant with all relevant legislation.

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