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Quidos

Accreditation Scheme

Terms & Conditions v3.0

Documents to be read in conjunction with this document:

- *National Occupational Standards (NOS) for Energy Assessors (strand relevant version)*
- *Minimum Requirements for Energy Assessors (strand relevant version)*
- *Quidos Code of Conduct*

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Part One – Scheme Rules

This document, along with the Qidos Code of Conduct, sets out the terms of the Qidos Energy Assessor Accreditation Scheme (to be known as “QAS”).

1. Energy Assessor Registration

1.1. To apply to become a member of the QAS, the following information will be available from the QAS website

1.1.1. How to Apply for Membership

1.1.2. The Application Form

1.1.3. The QAS Code of Conduct

1.1.4. The QAS Terms and Conditions (this document)

1.1.5. The EAs Inspection and Reporting Requirements (located in QAS Code of Conduct)

1.1.6. The QAS Payments and Charges schedule

1.1.7. A statement by which applicants agree to seek Basic Level CRB check, upon themselves. The result of such checks being passed to the QAS.

1.2. The QAS website will collate the following data:

1.2.1. the Application Form, via an online form

1.2.2. supporting documentation (scans of which to be uploaded via a secure link)

- signed basic CRB statement
- a copy of the personal details page of their Passport (if any),
- a copy of photo-card and paper counterpart of their current driving licence (if any)
- details of their EA Diploma qualification, (copy of certificate)
- details of their required Insurance Cover (if they opt out of the QAS group cover)
- the EA Complaints Procedure

1.3. The applicant will submit the following hard copy information to the QAS by registered post:

1.3.1. two copies of the signatory page confirming the following:

1.3.1.1. the QAS Contract

1.3.1.2. The EAs Inspection and Reporting Requirements

1.3.1.3. The QAS Payments and Charges schedule

1.3.1.4. understanding of the Code of Conduct

1.3.2. Full payment arrangements

The relevant documents should be “wet” signed and returned to the QAS.

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2. Preliminary Checking of Applications Received

Upon receipt of an application, the preliminary checks detailed below will be carried out:

- 2.1. Check that all required documentation has been received, completed correctly, and all relevant agreements are signed. If not, the applicant will be contacted by telephone and/or email, highlighting the errors or omissions. The application will not proceed until full documentation has been received.
- 2.2. The application will not proceed until full payment arrangements have been received (i.e. Direct Debit details)
- 2.3. Check upon the identity of the applicant, (see Section 1.2)
- 2.4. Check the validity of the passport, and if not an EU passport, to have evidence of ability to work in the UK.
- 2.5. Check that the applicant holds a valid full EU driving licence, or has provided a statement explaining how they will work as an EA without an EU driving licence.
- 2.6. Check that the applicant holds the relevant qualification and/or is experienced enough to operate as a full QAS member, see Section 5.
- 2.7. If the "other Scheme" declaration, on the Application Form, indicates that the applicant has either been refused membership of another Accreditation Scheme, or had membership withdrawn, then that scheme will be contacted to establish the history and current status of the applicant.
- 2.8. If the applicant has opted out of the QAS Insurance Cover, check that their Professional Indemnity and Public Liability Cover are at the required level, see Section 14.

3. Checking on Applicants Suitability

- 3.1. Applicants will be rejected only if there are grounds for concluding that they are not 'fit and proper' persons to be EAs, and/or if they cannot be insured within the QAS's Indemnity Insurance policy and do not have their own cover. Should the results of Criminal Records Bureau checks show any convictions, the QAS will use the criteria at Section 8 to help to make a decision on whether or not to offer membership.
- 3.2. Any applications clearly meeting all of the QAS's requirements will be approved forthwith. If there is any ambiguity regarding an applicant's suitability, particularly with regard to Criminal Records, the application will be subject to an appropriate investigation, seeking external advice if necessary.
- 3.3. Applicants must provide a signed declaration that their EA operations will be covered by a customer complaints policy that meets the standards set out in Section 9.
- 3.4. If an application is rejected, then the applicant will receive in writing the reasons for such action.
- 3.5. Provided the registration has been successfully completed, the applicant will be sent a Membership Pack containing:
 - Certificate of membership
 - Unique Membership ID card with membership number
 - One of the copies of the Membership Scheme Contract
 - Professional Indemnity Insurance cover detail
- 3.6. Upon despatch of the Membership Pack the new member will be formally entered on the Register of EAs, and notified of this fact via email.

4. QAS Records kept on its Members

All details and documentation relating to every applicant will be entered onto the QAS management system, regardless of the final outcome. Data Protection Act – QAS is regulated under the Data Protection Act 1998 (as registered members of the Information Commissioners Office) and undertakes to process members and applicants data in accordance with the legal requirements of the Act. The data from the member or applicant will be used solely by the QAS for internal administrative purposes. All data is treated in confidence and is not

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disclosed to any third parties, other than when we are required to or permitted to by law, or when you have given consent.

The information recorded on the database will include, but is not restricted to, the following:

- 4.1. Name (and previous names)
- 4.2. Date of Birth
- 4.3. Nationality (and for Non EU members, details of Work Permit)
- 4.4. Unique Membership number
- 4.5. Contact details
- 4.6. Date of application
- 4.7. Date and Result of CRB check
- 4.8. Date of Renewal / Retirement / Cancellation / Exclusion
- 4.9. Current status of application
- 4.10. Membership Status (see Section 6.2)
- 4.11. Employer, if any
- 4.12. Scanned copies of all forms and declarations
- 4.13. Lifelong Learning records
- 4.14. Records of complaints resolved by the EA
- 4.15. Records of complaints escalated to the QAS
- 4.16. Records of appeals dealt with by the QAS
- 4.17. Disciplinary records
- 4.18. Details of all enquiries made upon the member

Additionally the QAS will maintain an online public register whose information can be viewed at anytime. This information is limited to the name, number, and status of membership of EAs. A telephone 'customer service' number will also be publicised for the public seeking to engage an EA.

The QAS will respond to any other Accreditation Scheme enquiry of a particular member or applicant; limited to the following data: the Membership Status. Further information may be provided if deemed appropriate to do so.

The QAS will allow the DCLG (or agreed nominated agents) full access, and co-operation, to all data it holds with regard to the members database. All data will be constantly backed up, and contingency plans are in place in case of emergency.

5. Energy Assessor Qualifications

The QAS will check with the relevant organisation issuing the candidates Diploma that the Diploma is valid (see Section 1.2). The qualification must satisfy the NOS and the awarding body must be approved by the Qualifications and Curriculum Authority (QCA).

The QAS will also accept applicants via the APEL route, and their suitability will be checked, and any previous accreditations checked with the relevant organisation issuing the accreditation.

6. Energy Assessor Annual Membership Renewal

6.1. Renewal

Renewal of membership takes place annually, (on the anniversary of the EA receiving membership). EAs are required to submit, with their request for renewal, a disclosure statement, within which they are required, as a condition of their membership, to disclose any change in status which could affect their eligibility.

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The QAS will take into account EA performance, as determined by its monitoring processes, together with records related to Life Long Learning, (see Section 13), before renewing membership.

6.2. Membership Status Categories

- Pending: waiting for approval to the scheme
- Declined: EA does not meet current membership requirements
- Active: the normal status for an operating EA
- Suspended: Barred from practice by the QAS
- Struck Off: the EA is permanently barred from practice by the QAS and other accrediting schemes
- Inactive: when the EA is temporarily or voluntarily inactive for up to one year
- Retired: when the EA has permanently left the QAS for any reason, but may still be eligible to rejoin if the current membership criteria are met

If an EA voluntarily becomes inactive, the QAS will require that they continue to maintain appropriate Lifelong Learning in order to remain up-to-date. Where the inactivity is due to a situation where appropriate Lifelong Learning is difficult to maintain, (such as during a prolonged illness), this should be reflected in the Personal Development Plan when the QAS is re-joined.

If an EA is declared as Inactive, Suspended or Struck Off by the QAS, then the reason for this status change must be given in writing to the member. In addition the QAS will inform other Accreditation Scheme operators of this status change. This may be caused by overdue monies owed, or illegal practices.

6.3. Cancellations

If a member cancels their membership with the QAS for any reason, neither the Application nor Membership fee will be refunded.

Cancellation of membership or request to downgrade their membership to a lower payment package will require a 3 month minimum notice period.

7. Energy Assessor Compliance

7.1. By signing the Membership Contract, and agreeing to comply with this QAS Code of Conduct and Terms & Conditions, the applicant has undertaken to:

- Read and understand the published Code of Conduct
- Read and understand any specific requirements defined by the QAS
- Have the appropriate internal procedures in place to ensure Customer protection
- Read and understand the '*Inspection and Reporting Requirements*'.

All the relevant literature will be available on the QAS website.

7.2. The QAS will operate a number of audits to ensure that members abide by its rules and so ensure customer protection. The QAS will undertake the following actions, based upon the CLG document *Minimum Requirements for Energy Assessors* dated 16th March 2007, which sets out an absolute quality standard that all schemes are expected to maintain amongst the EPC's issued by their Assessors:

7.3. The QAS will ensure that its members:

- Continue to maintain satisfactory complaints procedures.
- Have not been convicted of major crimes since registration.
- Have complied with the requirement for Lifelong Learning as specified by the QAS (see 'Lifelong Learning')

7.3.1. The QAS will undertake desk-top audits amounting to approximately 2% of all lodgements. These audits will compare the records of assessment (including floor plan sketch with dimensions, and site photographs) against the EPC / DEC / ACR that has been produced. There are specific data items that significantly affect the energy rating of a property, examples including the correct determination of wall construction, heating system, boiler seasonal efficiency, and heat loss perimeter. By comparing the

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inputted data items with the submitted records of assessment, it will be possible to quickly identify mistakes that could lead to potentially large variances in the energy rating. Telephone audits to the end customer may also be used to assist with this activity should further confirmation be useful.

- 7.4. Monitoring activities will be increased for a particular EA if there is any evidence of transgression of the rules or where the performance criteria have not been met. If a Customer complaint is upheld against an EA telephone surveys of customers relevant to that particular EA may be carried out. If further evidence emerges of failure to meet the QAS quality standards then the EA will be subject to disciplinary procedures.
- 7.5. The QAS will monitor EAs by carrying out 'data mining'. This will detect EAs that are reporting consistently different condition scores on particular types of property or encountering higher or lower than average instances of exceptional items.
- 7.6. The QAS will keep records of all monitoring activities so that accurate statistics can be derived from these and reported to Communities and Local Government as required.

8. Guidelines For Dealing With Criminal Convictions

It is a fundamental QAS requirement, that all applicants for the DEA accreditation status undertake a BASIC level CRB check. The results of these checks, which evidence unspent Criminal Convictions, are to be investigated by the QAS as part of the application. In cases where an applicant has Unspent Convictions for a criminal offence, the QAS will take into account the following factors when determining whether an application should be rejected, or membership revoked:

- 8.1. The relevance of the offence to the role of EA where:
 - Protection of the public is of paramount importance, and
 - Whether the offence will compromise the integrity, credibility and/or professional standing of any applicant.
- 8.2. The seriousness of that offence
 - The more serious the offence, the stronger the possible argument for rejection of the application or revocation of accreditation, bearing in mind the degree of any harm caused.
- 8.3. Whether there is any significant pattern of offending
 - Was the offence an isolated incident? If not, what other similar offences have been committed?
- 8.4. How recently the offence was committed
 - The more recent the offence, the stronger the possible argument for rejection of the application or revocation of the membership.

The QAS will make decisions based on clear and justifiable reasons, free of prejudice or discrimination, and full compliance with the Rehabilitation of Offenders Act. It will consider all the above factors, although the weight given to each factor will depend upon the offence(s) committed and the individual circumstances.

9. Handling Customer Complaints

- 9.1. The QAS requires, (see Section 3.3), that all members should operate an appropriate customer complaint policy, or adopt their employer's Customer complaint policy. In either event, this policy must accord with the processes set out below.
- 9.2. This policy should be based upon a process of escalation, commencing with attempts to resolve the issue at EA or EA Employer level, then escalation to the QAS. QAS will attempt to resolve the issue at this level, however the QAS will make it clear to the customer that these deliberations do not in any way prevent or obstruct their recourse to Law.
- 9.3. The total process of customer complaints handling should not impose any form of cost on the complainant. Overall complaints related costs should be borne by the EA or the EA Employer. An initial administration charge may be made by the QAS to the EA or the EA Employer.
- 9.4. The EA or the EA Employer must keep full and accurate records of all Customer complaints and queries received, and all subsequent actions taken on them. Upon receipt of a complaint the QAS should be notified

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in writing electronically, and should also be kept updated as to resolution progress, by way of copy record updates.

- 9.5. When a Customer complaint is received, and properly recorded, the EA or the EA Employer should FORMALLY notify the complainant of their rights under the customer complaints policy. The policy must make it clear that it does not in any way prevent a complainant from following their normal recourse to Law.
- 9.6. The EA or the EA Employer must take all possible actions to resolve the customer's complaint. If the process is successful, the complaint record should be updated by a suitable report, and a copy of this sent to the QAS. If settlement cannot be reached, the complainant should be informed that the matter will be escalated to the QAS.
- 9.7. Upon escalation, the QAS will review all of the facts related to the complaint. Further clarification may be requested from the various parties, and the QAS may seek the advice of technical experts. (If technical experts are to be used, the QAS will charge the EA/EA employer for their advice). The QAS will seek to resolve the complaint to the customer's satisfaction and this may involve the EA/EA employer having to agree to repeat assessment, or some sort of redress. The decision of the QAS will be final, and is binding on the EA/EA employer, but not the customer. The QAS will make it clear to the customer that these deliberations do not in any way prevent or obstruct their recourse to Law.
- 9.8. If a Customer complaint is received directly by the QAS, the relevant EA/EA Employer will be notified immediately and the complaint will be passed to them for resolution. The only exception to this process is if the complaint concerns a possible criminal offence, in which case the QAS will notify the Police.
- 9.9. In the event that the EA or the EA Employer receives a customer complaint about the QAS itself, this should be fully recorded as to the nature and circumstance, logged as per 9.4 above and then passed immediately to the QAS. In this instance, and that where the QAS is notified of the same sort of complaint, directly by the complainant, acknowledgement will be made, in writing, within 5 working days.

Senior QAS management will conduct an enquiry into the matter after agreeing a deadline-date with the complainant. In all cases a detailed complaint history file will be opened and maintained.

If the complaint cannot be resolved by the QAS, the Customer is to be referred to an independent third party panel who will assess the complaint and provide an outcome.

- 9.10. EA or EA Employer Customer complaint records will be used by the QAS as part of its quality assessment procedures and can also be used in certain circumstances in order to instigate the disciplinary procedure.

The independent third party panel will be responsible for providing an independent review and decision to any complaints and/or disciplinary procedures and any appeal made against them. Members of the independent third party panel shall be bound by their duties and terms of employ whilst undertaking any independent adjudicating.

Quidos' Independent Third Party Panel will be composed of three persons. Two members will be independent, technically qualified individuals drawn from a register kept by the QAS. The third person will be a senior executive of the QAS. The panel will have a Secretary who will record their deliberations.

10. Disciplinary Processes

10.1. Disciplinary Processes resulting from Monitoring Procedures

- 10.1.1. The QAS has monitoring procedures in place that provide checks that all registered members are carrying out their activities in accordance with defined performance criteria.
- 10.1.2. If the EA is found to be in breach of these defined performance criteria, the duties as defined by the QAS, or found to be acting outside the Inspecting and Reporting Requirements, the infringement will be reviewed by the QAS.
- 10.1.3. In instances of minor infringement, the QAS will issue a written informal warning containing clear instruction on how the codes have been breached, and what action is required to avoid future breaches. This being designed to prevent the matter developing into a serious infringement. The rights of the EA to appeal against such a warning are set out in Section 10.4.1 below).

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10.1.4. In instances of serious infringement, the QAS will inform the EA of all actions to be taken, which may include suspension of the EAs account whilst the infringement is considered further.

10.1.5. Following consideration, the QAS will take one of the following actions, depending on the background and severity of the infringement:

10.1.5.1. In the case of a minor infringement that becomes a serious infringement, issue a formal warning containing clear instructions on how the codes have been breached.

10.1.5.2. In the case of a serious infringement, issue a formal warning containing clear instruction on how the codes have been breached and what is required to avoid future breaches of the codes. If the EA fails to comply with the instructions included in the formal warning letter, a second formal warning will be issued. If the EA still fails to comply, the EAs membership will be revoked and/or the matter will be referred to the Independent Third Party Disciplinary Panel. The rights of the EA to appeal against such a warning are set out in Section 10.4.2 below), or;

10.1.5.3. Automatically refer the case directly to the Independent Third Party Disciplinary Panel

10.2. Referral to Independent Third Party Disciplinary Panel (see Section 11 for their procedures)

10.2.1. The conduct of Independent Third Party Panels will be in accordance with published rules as outlined in this document.

10.2.2. The date of a hearing by the Independent Third Party Panel will not be more than twenty eight days from the date of referral.

10.2.3. Full details of the allegations made against the EA together with copies of all the relevant information to be presented by the QAS to the Panel will be made available in advance of the hearing.

10.2.4. The EA can elect to be represented at the hearing.

10.2.5. Decisions reached by the Panel are by way of a majority vote, and are binding on both parties, subject to the right of Appeal, which is set out in Section 10.4.3 below. In order to initiate an appeal, EAs may be required to pay a deposit that will be refunded in the event that the appeal decision is in their favour.

10.3. Disciplinary Process as a result of a Customer Complaint

In the event that the QAS itself receives a complaint from a customer the complaints process outlined in Section 9 will be employed. Where a complaint against a EA is subsequently confirmed to be a breach of the defined performance criteria, then the disciplinary processes described above will be implemented.

10.4. Appeals Procedure

10.4.1. In the instance where EAs have been warned by the QAS for minor infringements, (see Section 10.1.3), and where they do not accept the warning and wish to appeal, they should place, in writing, the full details related to the matter, including the reasons for their appeal, and send this to the QAS. The Scheme will review the matter, and either confirm or modify its warning. This review is final, but does not prevent the EA from proceeding to Law.

The QAS's Independent Third Party Panel will review the matter, and will formally advise the EA of the findings. These findings are final but do not prevent the EA from proceeding to Law.

10.4.2. In the instance where EAs have been formally warned by the QAS for serious infringements, (see Section 10.1.5.2), and where they do not accept the warning and wish to appeal, they should place, in writing, the full details related to the matter, including the reasons for their appeal, and send this to the QAS.

The QAS's Independent Third Party Panel will review the matter, and will formally advise the EA of the findings. These findings are final but do not prevent the EA from proceeding to Law.

10.4.3. In the instance where EAs wish to appeal against the decisions made by a convened Disciplinary Panel, (see Section 10.2.5 above), the External Registrar will review the matter, and will formally advise the EA of the findings. These findings are final but do not prevent the EA from proceeding to Law.

The Appeals Process is not designed to detract from the rights of an Energy Assessor under Human Rights Legislation, or other Legal Statutes.

11. Third Party Appeals / Disciplinary Panel Procedure

- 11.1. The Panel will be composed of three persons. Two members will be independent, technically qualified individuals drawn from a register kept by the QAS. The third person will be a senior executive of the QAS. The Panel will have a Secretary who will record their deliberations.
- 11.2. None of those, appointed to the Panel, should have personal knowledge or previous relationships with any EA brought before them. The findings of the Disciplinary Panel are determined by a majority vote of the appointed members.
- 11.3. The Panel will have a Secretary responsible for recording the proceedings reached. The Secretary does not have a vote in reaching decisions.
- 11.4. When a Panel is convened, each member is to be notified of the time and place of the hearing, given the names of the EAs being considered, and copies of the documents comprising the allegations made by the QAS. If any member of the Panel identifies a potential conflict of interest or prior association with any of the Inspectors being considered, they must notify the QAS and withdraw from the Panel.
- 11.5. The EAs referred to a Disciplinary and/or Appeals Panel will be given formal notice of the hearing. This notice will not be more than twenty-eight days from the date of referral.
- 11.6. The formal notice will be accompanied by copies of the allegations made against the EA, the key documents upon which these allegations depend, and the names and relevance of any witnesses called. The allegations against each EA shall cite:
 - 11.6.1. the name and Membership number of the EA
 - 11.6.2. the specific performance criteria that the QAS considers have been breached
 - 11.6.3. the specific instance(s) when such breaches have occurred
 - 11.6.4. The nature of the evidence supporting the allegation.
- 11.7. EAs are requested to attend the Disciplinary and or Appeals Panel, but cannot be compelled to do so. EAs can choose to be formally represented at hearings, and may elect to call witnesses in their defence. (Provided such are pre-notified to the QAS).
- 11.8. EAs may dispute the relevance of key documents, during the course of the hearing.
- 11.9. The members of the Panel shall make such enquiries of all persons appearing before them, as they consider proper. They shall conduct the hearing in such a way, as they consider most appropriate for the clarification of the issues, and generally for the just handling of the proceedings.
- 11.10. If a party concerned with the hearing wishes to submit written representations for consideration these must be presented to the QAS not less than 7 days before the hearing. The QAS will distribute copies of such to all the parties concerned.
- 11.11. At a hearing, the Panel members, the EA and/or the EA's representative are entitled to make all relevant representations to the Panel, and to call and question witnesses, (always provided that these have been prior notified to all parties), and to examine documentary evidence.

The program and sequence of the hearing shall be determined by the Panel with due regard to the wishes of the EA. If any party required to attend the hearing fails to attend, or to be represented, at the time and place fixed for the hearing, the Panel may dismiss or dispose of the proceedings in the absence of that party, or may adjourn the hearing to a later date.
- 11.12. A hearing or part of one may be conducted in private for the purpose of gathering representations which in the opinion of the Panel is likely to consist of information:
 - 11.12.1. which has been communicated in confidence, or which has otherwise been obtained in consequence of confidence placed by another person; or
 - 11.12.2. The disclosure of which would cause substantial injury to the EA. Where a hearing, or part of one, is held in private, reasons for doing so should be given.

The Secretary will still record matters held in private.
- 11.13. Once the Panel has received all submissions it will discuss the issues raised in private, and arrive at a decision, by a process of majority voting. The decision may include any or all of the following;
 - 11.13.1. a statement on whether the Panel considers the allegations against the EA to be valid;

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- 11.13.2. the award of compensation to any Customer who has suffered as a result of the EA not complying with the performance criteria;
- 11.13.3. the award of costs which may include preparation time and any loss of earnings;
- 11.13.4. a requirement on the EA to undertake further training;
- 11.13.5. a requirement on the QAS to modify its procedures or improve staff training;
- 11.13.6. a requirement on the QAS to suspend or revoke the registration of the EA;
- 11.13.7. Recommendations to the Department of Communities and Local Government, the QAS, the EA's employer or the EA regarding changes required to improve the overall reliability and accuracy of EPCs.

Decisions that involve compensation, costs, suspension or revocation of membership should include a clear statement of the time by which such matters are to be completed.

- 11.14. If the decision is made against the EA then the relevant rights of appeal shall be clearly explained, and confirmed in writing, (see Section 10.4.3).
- 11.15. The Secretary shall compile a complete record of the proceedings and all judgements reached by the Panel. This Minute must be certified as being accurate by all of the members of the Panel and a copy sent to the EA, EA Employer, and QAS.

12. Membership Appeals

EAs have the right to appeal against disciplinary sanctions involving suspension or withdrawal of membership. In this instance the EA should follow Quidos' appeals procedure and the matter will be reviewed and dealt with as outlined in section 11. The Appeals Panel will formally advise the EA of the findings. These findings are final but do not prevent the EA from proceeding to Law.

The Appeals Process is not designed to detract from the rights of an Energy Assessor under Human Rights Legislation, or other Legal Statutes.

13. Lifelong Learning

- 13.1. The Membership Contract requires that the EA undertakes sufficient Lifelong Learning (or Continuous Professional Development) to remain competent and up to date with skills, and able to meet the performance criteria in Element 1.3 of the National Occupational Standards.
- 13.2. Members will have to provide evidence on a yearly basis that they have taken the necessary learning in order to remain competent in their chosen strand of Energy Assessment.
- 13.3. In addition, EA members are also required to remain up-to-date with critical updates to EPC/DEC/ACR recommendations, conventions and software methodology and updates. The QAS will make members aware of the requirements.

14. Insurance for Energy Assessors

QAS members will be offered appropriate Professional Indemnity Insurance (PI) and Public Liability Insurance (PL) and other insurance cover (if necessary) under a "scheme umbrella" policy, details of which have provisionally been agreed with a major underwriter: however, in order to retain freedom of choice such a scheme adoption will not be conditioned on QAS members and those preferring alternative cover plans will simply be required to provide to QAS satisfactory evidence of such alternative cover.

All successful applicants (excluding ACEAs) will be offered insurance cover under the QAS group policy. Details will be provided on request, but the main details are as follows:

- Cover for the PI is £250,000 (commercial) £50,000 (domestic) each and every claim
- Cover for PL is £2,000,000 (commercial) £1,000,000 (Domestic)
- Excess is £250 in the event of any successful claim
- The policy is in QAS' name, so there are no run-off issues – members (or ex-members) do not need to keep up their policy for 10 years if they retire from the scheme.

15. Energy Performance Certificate

- 15.1. The QAS software options comprise of web-based and desktop based systems. The processing of EPCs, DECs and ACRs, including carrying out and organising monitoring checks, will be carried out by the QAS.
- 15.2. The software and associated backup data will be stored on a fully managed and dedicated remote server; this will be fully resilient, and guaranteed against data loss.
- 15.3. The software at present is limited to four domestic EPC report generators, three commercial EPC report Generators, two DEC report and one ACR report Generators. This will change as the ability of other report writers are incorporated into the software. Each member will be able to nominate which software package they wish to use, at no detriment to performance, accuracy, or speed.
- 15.4. The EA can save versions of the Report and make changes until satisfied that it is complete. At that point the EA will then submit to Landmark.
- 15.5. When the EA submits an EPC / DEC / ACR for lodgement:
 - 15.5.1. The submission will be made electronically using the relevant QAS EPC / DEC / ACR software
 - 15.5.2. The assessor must retain associated records of inspections and the raw data from which the EPC has been generated.
- 15.6. The QAS software includes government approved calculation engines for producing EPCs, DECs and ACRs.
- 15.7. If the checks are satisfactory, the Report is assigned a unique Report Reference Number (RRN) and the PDF containing the report is created. At this point the Report has a "provisional" status. The PDF is submitted to the Central Register and once received and lodged there; the reports status is changed to "final".
- 15.8. At this stage the RRN is provided to the EA. From this they can then view the associated completed report, via the Central Register.
- 15.9. Reports will be monitored using the procedures described in Section 7 that relates to EA Compliance.
- 15.10. The samples will be selected and acted upon within 5 working days of the end of each calendar month. Reports resulting from revisits are stored alongside the original, enabling automated comparisons of the two, highlighting differences that would need manual checking.
- 15.11. In addition to EA specific monitoring, database searches and queries will be defined to scan the database for exceptions to the norm, flagging such exceptions for further analysis and checking. This can include tracking the average application of condition ratings and flagging consistently abnormal application by an individual EA.

16. Governance

The QAS follows governance standards to ensure that it registers EAs in accordance with relevant legislation, and without any conflict of interest with any EA panel it may run, or with any subsidiaries or associated joint ventures.

QAS will co-operate with any authorised officer of an enforcement authority making enquiries of the scheme for the purposes of carrying out the authority's duties under the legislation.

17. QAS Performance Reporting

The QAS evaluates and reports on its operating performance in a manner approved by the DCLG. The QAS will attend regular meetings with the CLG to ensure compliance with all current legislation, and to present reports on customer service and performance targets.

The QAS will publish, within 6 months of the end of each financial year, an annual report and accounts in respect of that year, including a report on the achievement (or otherwise) of customer service and performance standards and targets relating to the scheme.