

Guidance for Green Deal Advice Organisation (GDAO) Applying for Certification with Quidos

Quidos Ltd are accredited by UKAS as a Green Deal Certification Body. This allows us to grant certification to Organisations or Sole Traders to provide the Green Deal Advice Service. Your application form is [available here](#) to guide you through the complete certification process. Once Certified with Quidos, we'll be of assistance as and when you need it for the next 5 years!

Quidos are also able to offer the exclusive 'QUBE' software solution to help a GDAO manage and operate Green Deal Processes, find out more [here](#).

The guide below outlines how you can get certified. For any further questions, please call the team on **01225 326 895** or email QAS@Quidos.co.uk

Applying with Quidos to become a GDAO:

1. Complete Application

2. Submit Quality Management System

Organisation will need to supply a Quality Management System, demonstrating the Competence to provide the Green Deal Advice Service

3. Initial Certification Audit

Initial Audit undertaken to access and evaluate the Quality Management System

4. Non- Compliances

Quidos will identify any Non-compliance within the QMS and provide guidance on how these are resolved

5. Certification granted

At each stage, Quidos will be contactable by phone, email and Online Chat to assist and guide candidates.

Completing the Application Form

The application form will need to be completed by an authoritative figure within the applying Organisation, e.g. Director, signing a Declaration to abide by the rules of Quidos Certification Body.

Submit a Quality Management System (QMS)

We require all applying GDAO to provide procedures and documents to support your application, showing a Quality Management System is in place.

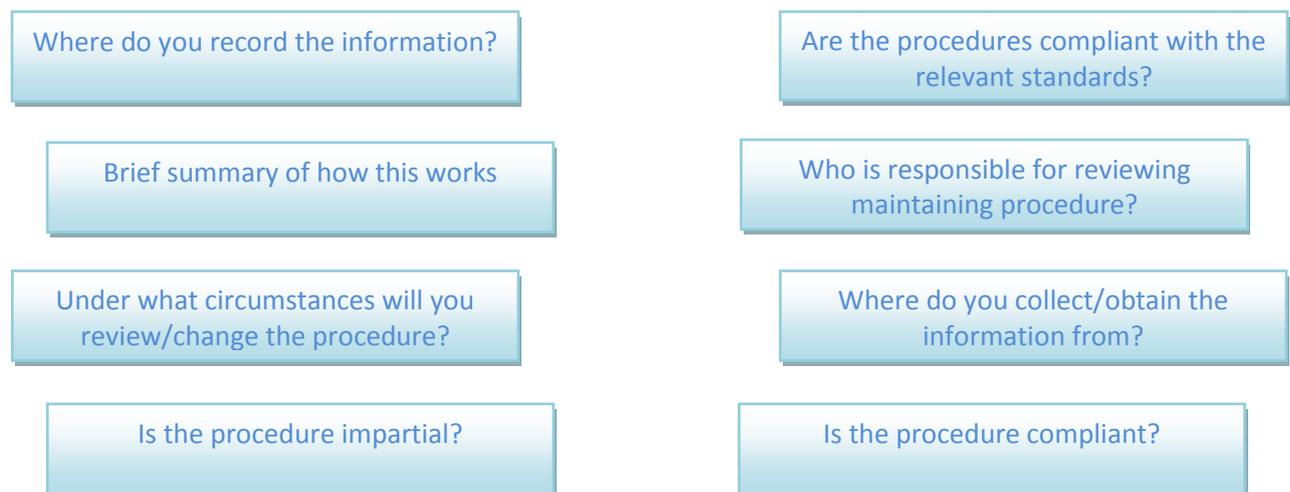
This needs to be based on the
Specification for Organisations providing Green Deal Advice Service
And the
Green Deal Code of Practice

All applicants will need to be fully aware of all aspects of this specification. During the Initial Audit, the Organisation will be assessed by comparing the Quality Management System to this specification, to make sure all parts of the Specification are addressed.
These are key documents to be used whilst providing the Green Deal Advisory Service.

Initial Certification Audit

Quidos Staff will visit your offices to check all procedures are compliant with the **Specification for Organisations providing the Green Deal Advice Service**.

When evaluating each procedure, the following elements will be considered:



Some procedures will not come into practice until the Organisation is certified (e.g. Complaints Procedure). In this case, we will check the Organisation has thought how to address those circumstances; ensuring written procedures are in place.

Non-compliances

If we feel that elements of the Quality Management System need refining, we'll give guidance on what needs amending. The amended documents will need to be resubmitted, and if everything is correct, Certification will be formally granted

Granting Certification

Once the Organisation has been certified to become a Green Deal Advice Service Organisation, Quidos will send out a certificate and instructions on how to proceed



Prices:

Certification Fee: **£595***

Certification Includes:

- Certification Audit
- Granting Certification
- Ongoing Help and Support
- Access to Green Deal Occupancy Assessment Software (Mobile & Desktop)
- Access to EPC Creation and Lodgement Software (Mobile & Desktop)
- Green Deal Management Software

What's included with the expenses

The expenses are the costs for us to undertake the Initial Certification audit, and will include items such as travelling fees.

Once certified, the only additional costs are as follows:

EPC Lodgements – range between £2 - £3.50 (depending on the volume lodged)

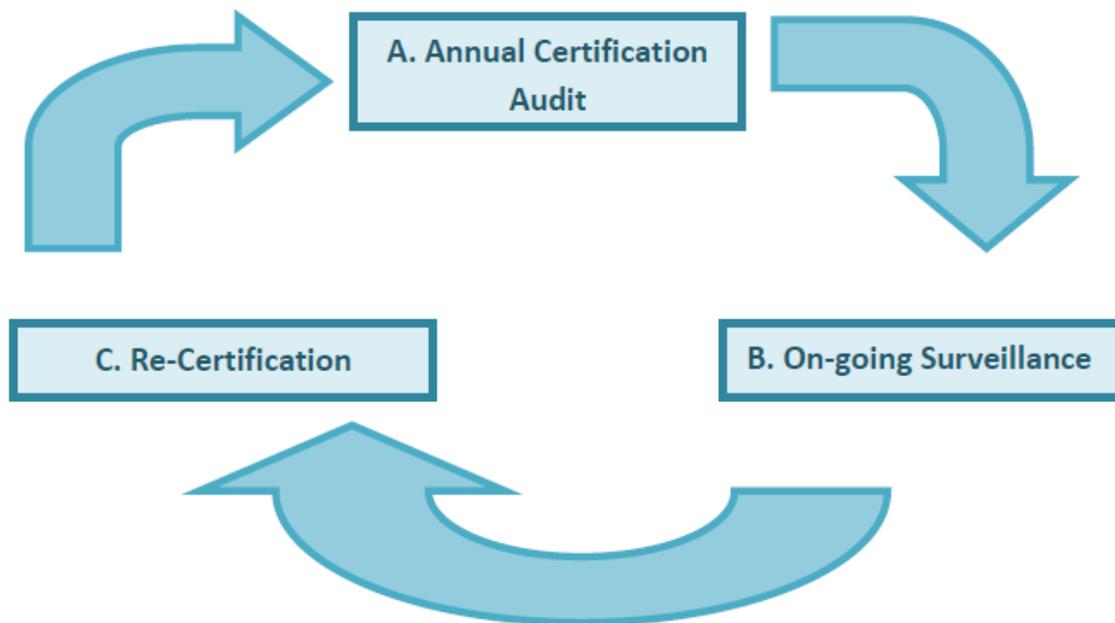
Occupancy Assessment Lodgement - £3

Annual witnessed assessment fee = £150 per audited GDA (Discounts available for simultaneous assessments)

*All Prices on this page exc. any Landmark lodgement fees and VAT. *does not include reasonable travelling expenses to site

Being Certification with Quidos

Once you are certified, the GDAO and associated GDA will be subject to surveillance measures in three different methods,



A. Annual Audit

This is an annual review of the GDAO. The Quality Management System will be investigated to ensure the procedures are being followed, information is correctly recorded and actions are taken when necessary. In particular the following will be reviewed:

- Internal Audit Records
- Complaints records
- Internal Auditing
- Records on GDAs: (Training Records, CPD Records, Appraisal Records)

B. On-Going Surveillance in the form of:

- Desk Based Audits of 2% of lodged GDARs
- Witnessed Assessments – the number dependent on the number of GDAs contracted:

Number of GDAs in Organisations	Witnessed assessments
1	1
2	2
5	3
10	4
20	5
30	6
50	8
100	10
150	13
200	14
250	15

C. Re-Certification Every 5 Years

The Certification period last 5 years, after this the GDAO will undertake a similar process to the initial Application process.

Contracting new GDAs

When GDAO is contracting or Sub-contracting new GDA, the GDAO must undertake checks on those assessors to verify they are recognised by the Register of EPCs (England & Wales) as active members of an EPBD Accreditation Scheme, or recognised by the Scottish Government as a registered assessor.

Once appointed, the Organisation will need to inform Quidos of the New GDA as soon as possible in order to get access to the software; this must be done within 7 days. Also if an assessor ceases to work with the GDAO, Quidos will need to be informed no later than 7 days after.

Other Changes of Details

If there are any changes to the GDAO details and/or associated GDA, It is the responsibility of the GDAO to inform Quidos as soon as possible in writing within 7 days. The following changes are included:

- Name
- Address
- Contact details
- Employer



- Trading Status
- Company Ownership
- New PI or PL insurance
- Financial status
- Any other information which may affect the Certification

Complaints

As part of your application for certification, you will need to have a complaints process in place, detailing how you will respond, record and resolve complaints.

For all complaints received, the details must be supplied to Quidos. All GDAO must do this within 5 working days of receiving the complaint.

Use of the Certificate and Certification Mark

Once a GDAO is certified with Quidos, guidance will be provided on how to use Logos and Marks to show the full Certified Status. It is important these marks are used in accordance with the limitations instructed by Quidos and UKAS. The limitations instructed by UKAS can be found at **UKAS Publications**.

Insurance

All Organisations needs to have insurance to undertake the Green Deal Service. The minimum levels of insurance are:

Domestic:

Professional Indemnity - £100,000

Public Liability - £1,000,000

Non-Domestic

Professional Indemnity - £250,000

Public Liability - £1,000,000

In addition to this, your GDAs will need to have insurance. If your GDAs become accredited with the DCLG approved Quidos Accreditation Scheme, their insurance is included with their accreditation membership.



Offering Advice outside of the Green Deal

When dealing with customers, if they request other services that fall outside of the Green Deal Service (please refer to **Specification for Organisations providing the Green Deal Advice Service**) the GDAO or GDA must make it clear that those other services are not part of the Green Deal assessment they are certified for.

The Organisation will need consent from the customer in writing at least 24 hours prior to the assessment for any other services that will be undertaken during the assessment.

Support

There is a lot of information to get your head round when considering the Green Deal, so please contact us if you have any questions on anything within this guide or any other information.

Either by:

- Phone – 01225 326 895
- Email – Qas@Quidos.co.uk
- Online Support – Support.Quidos.co.uk