



Pathway to Green Deal Registration & The Installer Register

Delivering Competence
& Consumer Confidence

EEPH Green Deal Forum
Installer Qualification &
Accreditation Sub-Group

Objectives

- Define Principles of Installer Registration
 - Core Principles
 - Carding of Operatives
- Assess Fit with Legislative framework
 - SI Legislation
 - Code of Practice
- Advise the Pathway to Installer Registration
 - Fit with current PAS2030 Measures List
 - Transition Routes
- Recommend the Role of the Oversight Body

Core Principles of Installer Registration

The Green Deal Mark

The Green Deal Mark is a mark of quality, to be trusted by property owners and identify those installers of Green Deal measures as competent professionals.

The Green Deal Mark is NOT just related to Green Deal Finance but all energy efficiency measures as defined in PAS 2030.

Installer Registration

A framework for Green Deal Installer Accreditation & Qualification that creates a pathway for an Installer Register that has the guiding principle of "Entities", being the primary entry, and "Operatives" being a second mandatory entry with "carding" of their competence.

Carding of Operatives

- Objectives of Carding
 - Identification (photographic)
 - Name of operative
 - Name of entity they work for OR represent
 - Name of card issuer & contact details
 - Demonstrated Competence
 - Measure specific and meaningful to the property owner
 - Card Carriers = Competent to carry out measure specific work(s)
 - Non-Card Carriers = Supporting card carrying operative under adequate supervision of responsible person(s)
 - Ability to Validate
 - Is competence current?
 - What does competence mean in detail?
 - Easy access to the body responsible
- Major Benefits of Carding
 - To Property Owners
 - Quality of installation
 - Less complaints or issues/
 - Traceability
 - To Installers
 - Transparency and compliance with corporate responsibility
 - Availability of quality trades people (recruitment)
 - To GD Provider/ Product Suppliers/ Manufacturer's
 - Quality installation
 - Less warranty calls
 - Lower warranty costs through reduced risk

Carding is essential in addition to qualifications as cards can be removed for poor performance whereas qualifications cannot

Fit with Legislative Framework - Requirements

- SI regulation
 1. Identification of entities with declared competence
 1. The requirement for entities to maintain and update records
 1. NB: GSR to provide established wording
- Code of Practice
 1. Competency Recording of entities & operatives
 1. Identification of nominated operatives with declared competence
 1. The nominated operative is the person(s) the entity declare as competent for a given measure
 2. Streaming of Schemes for Transition
 1. Stream 1: Qualifications of operatives for schemes who already operate a system of carding – e.g. Cavity Wall Insulation; Gas Safe Register
 2. Stream 2: Qualifications at entity level
 1. The framework transition plan for Stream 2 schemes to become Stream 1

Transition Routes

The aim is to ensure that each individual installer can demonstrate competence and achieve the Green Deal Mark in a robust manner without undue burden

Installers currently fit in to one of several categories of demonstrating proficiency by measure :

1. Formally recognised qualification
2. Alternative certification that has been mapped to the competence requirements
3. Assessment of minimum knowledge, practical skills and experience requirements in line with minimum competence requirements

Some of which will be members of existing Competent Persons Schemes.

To effect a smooth transition that fits with current industry best practice there will be two streams

1. Stream 1: Qualifications of operatives for schemes who already operate a system of carding – e.g. Cavity Wall Insulation; Gas Safe Register
2. Stream 2: Qualifications at entity level
3. The framework transition plan for Stream 2 schemes to become Stream 1

Timeline

All Green Deal Installers

Q1 2012

End Q2
2012

Q1 2013

Autumn
2015?

Competent individuals notified to CB as part of Certification process

Oversight Body role commences. Entities and operatives registered.

Review of proficiency /competence requirements and availability for delivery.

All operatives qualified and have demonstrated competent in all relevant measures

Industry Specific Grandfather Clause Expiration

Industry Specific Transition Plans



Role of the Oversight Body

Methodology

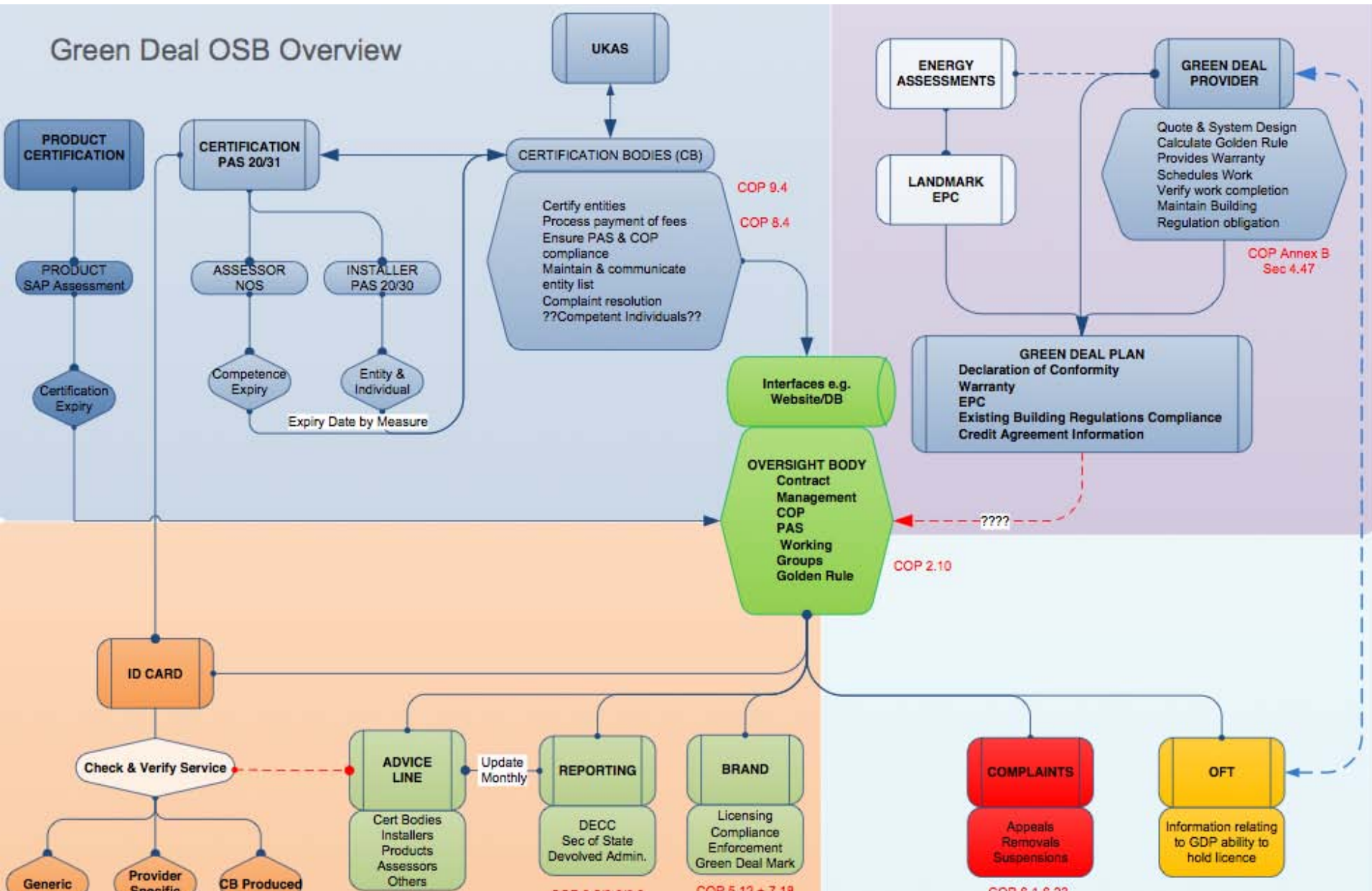
- The development of the PAS's (2030 & 2031) and the scheme standards for Green Deal Assessors have a fundamental interdependency on the Oversight Body (OSB)
- The sub-group reviewing Installer Carding principles has reviewed the OSB role as set out in the Code of Practice to advise DECC's drafting of the OJEU and Tender for the OSB on the core requirements that:
 - Ensure the role of the OSB is consistent with the requirements of the COP & PAS
 - Including mapping of the COP clauses relating to the OSB
 - Ensure that the OSB meets the needs of, and interacts efficiently with, the key delivery mechanics for Green Deal
 - Certification Bodies
 - Installers & Assessors
 - Green Deal Providers

Role of the Oversight Body

- What should the role of the Oversight Body be?
 - Managing the CoP
 - Legal Compliance
 - Performance & Effectiveness
 - Licensing the Green Deal Mark (to UKAS accredited CB's)
 - Maintaining the Registers
 - Installers
 - Assessors
 - Providers including licensing
 - Products & Systems
 - Enforcement & Monitoring
 - Brand protection
 - Complaints, Appeals & Removal of the Mark
 - Annual auditing
 - Reporting
 - As required by the Sec of State

Supporting document "The Role of the Oversight Body Summary"

Position & Remit of the OSB



Delivering Efficiency & Value

- For the OSB to fulfill its function it must operate in a way that is efficient, both for itself and for those who are dependent upon it
 - e.g. GD Providers; CB's; Installers & Assessors

AND cost effective

- For the GD Mark to be widely adopted as an industry standard for quality it must be and be seen to be "good value"
- Initial analysis suggests that schemes, such as the Gas Safe Register, with similar functionality can deliver at "sensible" costs

The Gas Safe Register Example

Functionality

- Registration including cards and website listing
- Consumer access to safety advice services
- Inspection Services including Illegal investigations (40,000 annually)
- Complaint investigations (6,000 annually)
- Brand enforcement
- Marketing and Awareness campaigns
- Monthly technical magazine
- Stakeholder engagement
- Technical helpdesk
- Contribution to industry standards consultation

Cost

- Application Fee - £190
- Registration/Renewal Fee - £155
- Additional Engineers - £53

Control of the Register Provider

- The Gas Safe Register is a services concession agreement awarded by HSE
- In recognising the unique role the register has i.e. is a legal requirement and occupies a monopoly position, a robust governance framework was put in place to ensure value for money is delivered over the terms of the award
- KPI's covering all areas of service delivery, with financial penalties for failure
- Revenues being allocated to charitable works to improve consumer awareness of gas safety
- Open book accounting
- Contractual limits on profits
- Fee setting mechanism to ensure fees set annually actually reduce in real terms
 - Reviewed annually to ensure that they reflect positive and negative cost drivers
- Clearly defined limitations on commercial activities

Next Steps

- Recommendation by the Forum to DECC that the principles proposed by the sub-group are adopted
- Continuation of the sub-group to:
 - Review and propose solutions to the considerations set on on pages 3-5 of the supporting document *"The Role of the Oversight Body Summary"*
 - Seek opinion from Forum members in both Installer Accreditation and Assessor Accreditation to gain additional considerations as above
 - Create a "straw-man" model for the OSB identifying the likely costs and services based on known industry models
 - e.g. Competent Persons Scheme Providers; Gas Safe Register; MCS