

Specification for Organisations providing the Green Deal Advice Service

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1. Introduction

1. This Specification has been developed by the Department of Energy and Climate Change (DECC), in conjunction with relevant expert bodies and interested parties, to provide requirements against which organisations intending to provide the Green Deal Advice Service (hereafter known as ‘the Service’) will be certified by the Certification Bodies.

2. This Specification has been produced exclusively in connection with the Green Deal, which is a market framework based on the key principle that the cost of some energy related changes to properties can be recovered through the resulting savings on fuel bills. The Energy Act 2011 creates a financing mechanism that will allow the installation of energy saving measures in both domestic and non-domestic properties at no upfront cost. Note that in the Energy Act 2011, the Framework Regulations and the Green Deal Code of Practice, the Organisation providing the Green Deal Advice Service is known as the Green Deal Assessor.

3. The role of a Green Deal Advisor, contracted by a certified and authorised Organisation, will be to carry out a Green Deal “qualifying assessment” (hereafter referred to as ‘the Green Deal Assessment’) and produce a Green Deal Advice Report, on behalf of the Organisation, that explains the findings and recommendations from that Green Deal Assessment. This will be a pre-requisite for any person who wishes to take out a Green Deal Plan in order to pay for the installation of energy efficiency measures at their property.

4. DECC retains ownership of this Specification, which is not to be regarded as a British Standard, European Standard or International Standard. DECC will continue to use this Specification to set the requirements for the Service, in particular the operational procedures for carrying out the Green Deal Assessment.

5. This Specification is intended for organisations of any size, including sole traders, who will apply to be certified to deliver the Service, and their Certification Bodies. Other parties e.g. Green Deal Installers and Providers may also find it useful. This Specification may be amended from time to time by DECC, or the Green Deal Oversight and Registration Body on behalf of DECC.

1.1 Contractual and Legal Considerations

6. Compliance with this Specification does not in itself confer immunity from legal obligations. Therefore, this Specification does not include, for example, requirements to observe Health and Safety regulations, with which it is assumed users of this Specification will be in compliance.

2. Scope

7. This Specification sets out the requirements for the delivery of the Service, which includes all the activities necessary for the production of an impartial qualifying assessment for the Green Deal, as defined in the Framework Regulations.

The standard for the Service includes:

- a) Eligibility criteria which the Organisation must ensure compliance with;
- b) Requirements for the management and monitoring of the Service by the Organisation, such as people management, complaints management and information management; and
- c) Operational procedures, including what shall be delivered by the Organisation prior to, during and after the visit to carry out a Green Deal Assessment and produce a Green Deal Advice Report.

8. Where necessary this Specification separates out requirements that are specific, such as the Service provided for domestic and non-domestic properties. Organisations may apply to be certified and authorised to deliver the Service for either one, or both, types of properties. The Specification covers the generic requirements common across sectors as well as the sector-specific requirements relevant to their application.

9. The requirements are applicable in England, Wales and Scotland as per the current geographical implementation of the Green Deal. Where necessary, differences in the requirements between countries are specified.

10. The requirements for the Service must be met by any entity claiming conformance with it. This Specification does not include requirements relating to the certification of compliance against it by independent third party Certification Bodies. This subject is covered by the Specification for Certification Bodies certifying the Green Deal Advice Service, developed in conjunction with this Specification and found on the DECC website (www.decc.gov.uk). DECC has appointed the United Kingdom Accreditation Service (UKAS) to accredit Certification Bodies against the requirements of this Specification and a separate Specification for Certification Bodies certifying the Green Deal Advice Service. The diagram below illustrates the main parties involved in third party assurance and Oversight and Registration of the Service. References to the 'Green Deal Scheme Standard' should be construed as including both this Specification and the associated Specification for Certification Bodies certifying the Green Deal Advice Service.

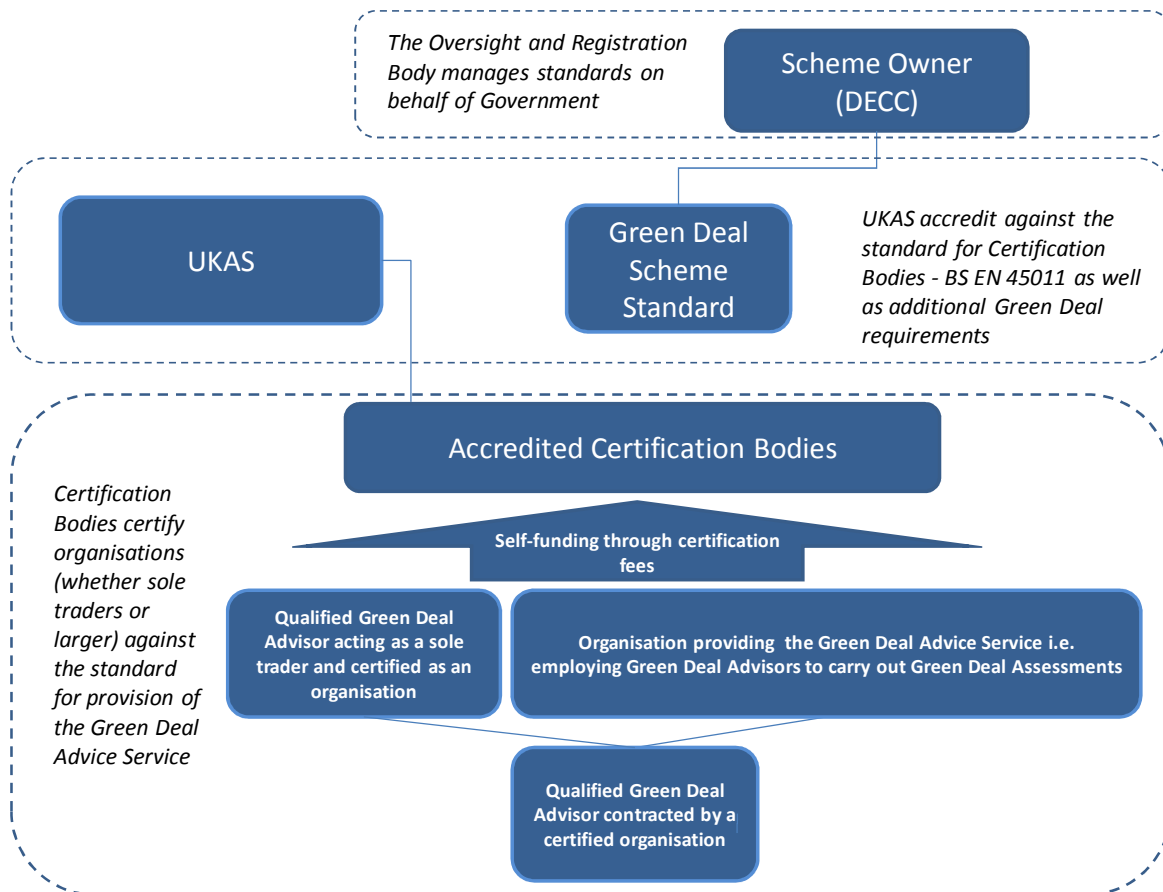


Figure 1: Parties involved in third party assurance and Oversight and Registration of the Service

2.1 Impartiality of the Assessment and Provision of Other Services at the Assessment Visit

11. The Green Deal Assessment shall provide impartial advice to customers, as prescribed by law in the Energy Act 2011, the Framework Regulations and the Green Deal Code of Practice. Organisations may be contracted by other parties (e.g. Green Deal Providers) to deliver other services within the same visit. However, provision of other services is not part of the Service, nor is it certified through this Specification. Organisations may provide other services to a customer only if the customer has given consent before the assessment visit takes place. In addition, Organisations shall make clear whether or not they are acting independently of, or are tied to, any Green Deal Provider, and that the Green Deal Advice Report is portable and can be taken to any Green Deal Provider to obtain a quote for a Green Deal Plan. The customer is under no obligation to apply for a quote from a linked Green Deal Provider.

3. Terms and Definitions

Approved Organisation

An organisation approved by the Scottish Ministers in accordance with the Energy Performance of Building (Scotland) Regulations 2008, whose members may issue Energy Performance Certificates.

Approved Software

Any software that has been approved by DECC as compliant with applicable software specifications. The software specifications require any software to accurately and consistently produce results that are consistent with the occupancy assessment methodology for domestic properties and iSBEM methodology for non-domestic properties.

Continuing Professional Development (CPD)

The means by which people maintain their knowledge and skills related to their professional lives.

Contracted Green Deal Advisor

An individual employed or contracted by an Organisation to carry out Green Deal Assessments according to the Specification for Organisations providing the Green Deal Advice Service. The Green Deal Advisor must be accredited by an EPBD Accreditation Scheme as a Domestic/ Non-Domestic Energy Assessor (or be a member of an Approved Organisation in Scotland) and qualified under the Green Deal Advisor National Occupational Standards.

Customer

The Property owner, landlord and/or tenant of a building who requested the Service. They may be referred to as 'the client' in the non-domestic sector.

Display Energy Certificate (DEC)

Display Energy Certificates (DECs) show the actual energy usage of a public building (the Operational Rating) and allow the public to see the energy efficiency of a building. This is based on the energy consumption of the building as recorded by gas, electricity and other meters. The DEC should be displayed at all times in a prominent place clearly visible to the public. A DEC is always accompanied by an Advisory Report that lists cost effective measures to improve the energy rating of the building. DECs apply in England and Wales only.

Domestic/ Non-Domestic Energy Assessor (DEA/ NDEA)

Person accredited by an EPBD Accreditation Scheme to produce an Energy Performance Certificate in England and Wales.

Domestic Property

A building or part of a building intended to be occupied as a dwelling.

Energy Act 2011

The Bill of Parliament passed in October 2011 that set the framework for the Green Deal scheme. Further information on the Energy Act 2011 can be found at:

http://www.decc.gov.uk/en/content/cms/legislation/energy_act2011/energy_act2011.aspx.

Energy Performance Certificate (EPC)

A certificate that shows the energy performance rating of a building (domestic or non-domestic) and is required whenever a building is constructed or marketed for sale or rent or, in Scotland, for public buildings above a defined minimum floor area. It is produced using standard methods with standard assumptions about energy usage so that the energy efficiency of one building can easily be compared with another building of the same type. The certificate includes recommendations on ways to improve energy efficiency to save money. The production of EPCs is governed by the Energy Performance of Buildings Directive (EPBD), which is implemented separately in England and Wales and in Scotland.

Energy Saving Advice Service (ESAS)

A Government-funded contact centre and website launched in April 2012 providing independent advice and support to consumers, businesses and the public sector on the Green Deal, broader energy efficiency advice and other DECC priorities including Microgeneration, Feed-In Tariffs (FITs) and the Renewable Heat Incentive (RHI). It provides information on the Green Deal scheme and contact details for authorised Green Deal Assessors, Installers and Providers, information and support on what to do if things go wrong, and it acts as an entry point for those who may be eligible for extra support. The ESAS covers England and Wales. More information can be found on www.gov.uk/greendeal.

Energy Saving Scotland Advice Centre (ESSAC) Network

A Scottish Government-funded advice service providing independent advice and support to householders, SMEs and community groups on the Scottish Government programmes, Green Deal, Energy Company Obligation, broader energy efficiency advice and other sustainability issues such as renewables (including FIT and RHI), transport, water use and waste. It will provide information to consumers in Scotland on the Green Deal scheme and contact details for authorised Green Deal Assessors, Installers and Providers, information and support on what to do if things go wrong, and it will also act as an entry point for those who may be eligible for extra support.

EPBD Accreditation Scheme

An Energy Performance of Buildings Directive (EPBD) Accreditation Scheme which accredits energy assessors in England and Wales, and which is in receipt of an approval letter from the Secretary of State of the Department of Communities and Local Government.

The Framework Regulations

The Green Deal Framework (Disclosure, Acknowledgment, Redress etc.) Regulations 2012 (SI 2012/2079), referred to as the Framework Regulations in this Specification, is secondary legislation that provides more detailed requirements for the operation of the Green Deal scheme.

Green Deal Advice Report

The report produced by a Green Deal Advisor, on behalf of an Organisation providing the Service, as a consequence of a Green Deal Assessment of a property.

Green Deal Advice Service or Service

The scope of services that may be delivered by an Organisation, according to the Specification for Organisations providing the Green Deal Advice Service. The Service includes carrying out a Green Deal Assessment and recommending energy efficiency improvements.

Green Deal Adviser Tool

A software tool that allows a Green Deal Advisor or a Green Deal Provider to tailor and record the package of measures recommended by the Green Deal Advisor in the Green Deal Advice Report. This tool is available at <http://epcadviser.direct.gov.uk/epcadviser.html>.

Green Deal Assessment

A Green Deal Assessment (referred to as a qualifying assessment in the Energy Act 2011 and the Framework Regulations) will act as a gateway to the Green Deal. A Green Deal Assessment must be undertaken before a person may enter into a Green Deal Plan.

Green Deal Assessor Certification Body or Certification Body

A Certification Body assessed and accredited by the Green Deal Accreditation Body as defined in the Green Deal Code of Practice against the requirement of BS EN 45011 to provide certification within the specified scope of this Specification. Referred to as 'Certification Body' within this Specification.

Green Deal Code of Practice

Sets out the criteria that Green Deal Participants (Green Deal Assessors, Installers and Providers) and Green Deal Certification Bodies must meet and adhere to when operating within the Green Deal Framework. The Code of Practice also specifies requirements for products and systems that are used within the Green Deal.

Green Deal Installer

Installer certified and authorised to install energy efficiency measures specified under the Green Deal.

Green Deal Ombudsman

Ombudsman appointed by the DECC Secretary of State to provide customer redress for the Green Deal.

Green Deal Oversight and Registration Body

The body appointed from 2012 to act on behalf of the DECC Secretary of State in the management of the Green Deal scheme. Its functions include overseeing a register of authorised Green Deal Participants as well as managing the Green Deal Quality Mark and Code of Practice.

Green Deal Plan

The Green Deal Provider and customer will agree a 'Green Deal Plan' to set out the agreed amount and term of repayments.

Green Deal Provider

An organisation that is authorised by the Secretary of State to act as a finance provider under the Green Deal, according to the provisions of the Green Deal Framework Regulations and Code of Practice.

iSBEM

iSBEM is the standard software interface to the Simplified Building Energy Model (SBEM), used by non-domestic energy assessors to generate EPCs for level 3 and 4 buildings.

Level 3, 4 and 5 buildings

Classifications that indicate the degree of complexity of non-domestic buildings for the purposes of energy assessments. Descriptions of the characteristics that differentiate level 3, 4 and 5 buildings are found in the document "A guide to energy performance certificates for the construction, sale and let of non-dwellings" (2nd edition July 2008), published by DCLG. This classification system is not cited in Scotland.

National Occupational Standards (NOS)

Statements of the standards of performance individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding. NOS are developed for employers, by employers, through the relevant Sector Skills Council or standards setting organisation and apply across the UK.

Non-Domestic Property

A building, or part of a building, that is not a dwelling.

Operator of the Register of Energy Performance Certificates (England and Wales)

Operator appointed by Government in England and Wales to hold the register upon which EPCs, DECAs and Air-Conditioning Certificates are stored and retrieved.

Operator of the Register of Energy Performance Certificates (Scotland)

Operator appointed by Government in Scotland to hold the register upon which EPCs are stored and retrieved.

Organisation providing the Green Deal Advice Service or Organisation

Company of any size that is providing the Service, is authorised by the Secretary of State to act as a Green Deal Assessor, and is listed on a public register of Green Deal Assessors. This shall include sole traders unless there are specific provisions or exemptions for sole traders, as stated in this Specification in Section 5.1 Robust and Credible Management Systems, paragraph 29 (f) and (g); 5.3 Continuing Professional Development paragraph 36 (c); 5.6 Internal Audit and Corrective Action, paragraph 45; and, 5.10 Disciplinary and Appeals Procedures, paragraph 51. The Organisation is referred to as the 'Green Deal Assessor' in the Energy Act 2011, the Framework Regulations and Green Deal Code of Practice.

Other Services

Any advice or service that falls outside of the Green Deal Assessment as described in this Specification, which takes place during the same visit the Green Deal Advice Service is provided.

Reduced Data Standard Assessment Procedure (RdSAP)

Introduced in 2005 as a method of assessing the energy performance of existing dwellings. RdSAP enables an assessment to be made on the basis of a site survey, when the complete set of data would be difficult to obtain.

Standard Assessment Procedure (SAP)

The UK Government's national calculation methodology for assessing and comparing the energy and environmental performance of dwellings. Its purpose is to provide accurate and reliable assessments of dwelling energy performances that are needed to underpin energy and environmental policy initiatives.

Simplified Building Energy Model (SBEM)

The UK Government's national calculation methodology for analysing the energy consumption of non-domestic buildings. The tool helps to determine CO₂ emission rates for new buildings in compliance with Part L of the Building Regulations (England and Wales) and equivalent Regulations in Scotland, Northern Ireland, the Republic of Ireland and Jersey. It is also used to generate EPCs on construction, for sale or let.

Sole trader

For the purposes of this Specification a sole trader is an unincorporated business entity owned and run by the same person. Organisations that employ or contract additional Green Deal Advisors shall not be considered sole traders within this Specification.

4. Eligibility Criteria

4.1 General

12. Organisations shall demonstrate that they are able to meet the requirements of this Specification through the achievement of certification by a Certification Body before the Service they provide can be commissioned by a customer.

13. Organisations shall provide information as requested by the Certification Body to meet their obligations in respect of authorisation and registration with the Green Deal Oversight and Registration Body.

14. Organisations which have been suspended by one Certification Body, due to a failure to implement the requirements in this Specification, shall not be allowed to practice for any other Certification Body until that suspension has been revoked and the requirements are met.

15. Organisations shall inform their Certification Body of any significant changes to their Green Deal Advice Service post-certification. In such cases the Certification Body shall decide whether a full re-certification is required or any additional checks need to be completed. Where Organisations request to extend their certification scope, for example Organisations certified for domestic advice provision that intend to extend their scope to non-domestic advice, a full certification audit shall be required to cover this.

4.2 Recognition of Green Deal Advisors as DEAs/ NDEAs in England and Wales

16. Organisations shall ensure Green Deal Advisors are currently recognised by the Operator of the Register of Energy Performance Certificates (England and Wales) as active members of an EPBD Accreditation Scheme for either DEAs or NDEAs, according to the type and level of building for which the assessment is being provided. In doing so, Organisations shall confirm that Green Deal Advisors meet the requirements of the DEA/ NDEA National Occupational Standards. In addition, Organisations shall ensure that a Green Deal Advisor has lodged at least one EPC in the last 12 months for the type and level of building for which the assessment is being provided.

17. Any Green Deal Advisor that ceases to be an active member of an EPBD Accreditation Scheme will not be allowed to practice as a Green Deal Advisor until membership of an EPBD Accreditation Scheme is once again held.

18. Any Green Deal Advisor that is suspended from any EPBD Accreditation Scheme, for whatever reason, will not be allowed to practice as a Green Deal Advisor until that suspension is reversed.

4.3 Recognition of Green Deal Advisors to Produce EPCs in Scotland

19. Organisations shall ensure that Green Deal Advisors intending to provide assessment services for buildings in Scotland are recognised by the Operator of the Register of Energy Performance Certificates (Scotland) as members of an Approved Organisation, appointed by Scottish Ministers in the production of domestic or non-domestic EPCs, as applicable. In addition, Organisations shall ensure that a Green Deal Advisor has lodged at least one EPC in the last 12 months for the type and level of building for which the assessment is being provided.

20. Any Green Deal Advisor that ceases to hold membership of an Approved Organisation will not be allowed to practice as a Green Deal Advisor until membership of an Approved Organisation is once again held.

21. Any Green Deal Advisor that is suspended from membership of an Approved Organisation, for whatever reason, will not be allowed to practice as a Green Deal Advisor until that suspension is reversed.

4.4 Qualification and Competence of Green Deal Advisors

22. Organisations shall ensure that all contracted Green Deal Advisors have demonstrated competence against either, or both, the domestic or non-domestic Green Deal Advisor National Occupational Standards (NOS), as applicable. These can be found at: <http://www.assetskills.org/PropertyAndPlanning/EPBDGreenDealNOS.aspx>. In addition, Green Deal Advisors must demonstrate compliance against the EPBD competency requirements of each administration within which they will produce EPCs. This will be achieved through membership of an EPBD Accreditation Scheme in England or Wales, and through membership of an Approved Organisation in Scotland.

4.5 Registration of Green Deal Advisors

23. Organisations shall ensure that details of their contracted Green Deal Advisors are provided to their Certification Body for their records. Organisations shall inform their Certification Body of any change to their contracted Green Deal Advisors within seven working days.

4.6 Insurance

24. Organisations shall ensure that they have arrangements to cover liability for the entirety of the Service undertaken under the scope of this Specification. Organisations shall ensure any policy is issued by an insurer included on the Financial Services Authority (FSA) register as 'Authorised', 'EEA Authorised' or 'Appointed Representative' and provide the Certification Body with certificates of insurance at the initial certification, surveillance audit and on renewal of any insurance policy.

25. Organisations shall ensure that, for Green Deal Assessments on domestic buildings, they have professional indemnity cover of £100,000 for each claim in relation to any Green Deal Assessment, and public liability insurance of £1,000,000 per claim.

26. Organisations shall ensure that, for Green Deal Assessments on non-domestic buildings, they have procedures in place to ensure a minimum level of indemnity cover is in place that is proportionate to the risks associated with the provision of the Green Deal Assessment, and is in any case no less than £250,000 per Green Deal Assessment.

27. Organisations surrendering their certification under this Specification shall ensure indemnity cover of at least six years is provided for any Green Deal Assessments. This may be in the form of an ongoing indemnity policy or run off cover. Failure to comply with this requirement may result in civil action being taken against the Organisation.

5. Requirements for the Management and Monitoring of the Green Deal Advice Service

5.1 Robust and Credible Management Systems

28. Organisations shall have documented procedures in place that can implement the requirements of this Specification and shall review their procedures in response to any change to the Green Deal Assessment process or this Specification.

29. Organisations shall demonstrate that they operate robust and credible management systems. All Organisations shall have written procedures for dealing with the activities at (a) to (g) of this clause:

- a) Control of documents;
- b) Control of records;
- c) Control of non-conforming services;
- d) Corrective action;
- e) Preventative action;
- f) Internal audit; and
- g) Management review.

Sole traders shall be exempt from item (g) only. In the case of (f), sole traders shall ensure that they have a procedure for self assessment.

30. In addition, Organisations shall establish and operate procedures listed in paragraphs 31 to 52 below, and procedures to monitor the effectiveness of these.

5.2 Selection and Work Assignment

31. Organisations shall assess contracted Green Deal Advisors against the eligibility criteria, as described in Section 4 of this Specification, prior to assigning them to deliver the Service.

32. Organisations shall assign contracted Green Deal Advisors to carry out domestic and/or non-domestic Green Deal Assessments as appropriate to their qualification and accreditation for the country in which the assessment is to be carried out.

33. Organisations shall maintain a record of the contracted Green Deal Advisors assigned to each Green Deal Assessment. Details of the Green Deal Advisor who conducted the Green Deal Assessment shall be shown in the Green Deal Advice Report.

5.3 Continuing Professional Development

34. In England and Wales, Organisations shall facilitate contracted Green Deal Advisors maintenance of their competence to practice as DEAs/ NDEAs (as applicable) according to the Continuing Professional Development (CPD) requirements of their EPBD Scheme.

35. In Scotland, Organisations shall facilitate contracted Green Deal Advisors maintenance of their competence to practice as an EPC assessor in accordance with the CPD requirements of their Approved Organisations and operating requirements set by the Scottish Government.

36. Organisations shall ensure that contracted Green Deal Advisors have access to any pre-approved training and CPD required to maintain their competence to practice under the Green Deal. In particular, Organisations shall ensure that their contracted Green Deal Advisors undertake appropriate CPD in response to the triggers at (a) to (e) of this clause:

- a) Changes to the requirements set out by the Green Deal Oversight and Registration Body on behalf of the DECC Secretary of State and administered by Certification Bodies. This shall include important updates relating to:
 - i. Software for carrying out Green Deal Assessments;
 - ii. The National Occupational Standards relevant to Green Deal Advisors;
 - iii. The Green Deal Advisor Syllabus;
 - iv. Changes in Green Deal eligible measures; and
 - v. Policy/ regulatory changes, including changes or clarifications to the certification framework and to other regulations protecting the consumer as they may apply to the Green Deal.
- b) Development areas and feedback highlighted by Certification Bodies as a result of certification and surveillance audits;
- c) A performance appraisal that identifies a development need. Sole traders are exempt from this requirement;

- d) Corrective action identified through monitoring activities; and
- e) Customer feedback.

37. Organisations shall establish and maintain records of current capability, training and competence for each contracted Green Deal Advisor.

5.4 Sub-Contracting Green Deal Advice Work

38. Organisations shall ensure that arrangements to sub-contract any part of the Service to another certified and authorised Organisation include requirements that the sub-contractor comply with all requirements of this Specification that are relevant to the tasks to be undertaken.

39. Organisations shall ensure that sub-contracted Green Deal Advisors who are not certified and authorised Organisations or directly employed by the certified and authorised Organisation meet the eligibility criteria in Section 4 of this Specification and comply with all requirements of this Specification.

5.5 Green Deal Assessment Control – Documents, Record Keeping and Information Management

40. Organisations shall validate that the Green Deal Assessments undertaken conform to the operational procedures in Section 6 of this Specification.

41. Organisations shall establish and maintain records containing at least the information identified in (a) to (i) of this clause, in relation to each Green Deal Assessment undertaken:

- a) Location of the assessment;
- b) Type of assessment i.e. domestic/ non-domestic;
- c) Dates of assessment commissioning, delivery and completion;
- d) Reference number for the lodged elements of the Green Deal Advice Report;
- e) Details of any problems encountered and corrections agreed;
- f) Name of Green Deal Advisor who carried out the assessment;
- g) Customer complaints (if any);
- h) Insurance claims (if any); and
- i) Site notes, photographs and other supporting information relating to the domestic occupancy assessment for Green Deal, and the non-domestic Green Deal Assessment.

42. Organisations shall ensure that all information associated with the provision of the Service, including that specified in paragraph 41, is securely stored for a minimum of seven years. Organisations shall also make this information available to the relevant Certification Body, the Accreditation Body or the Green Deal Oversight and Registration Body when requested.

43. Organisations shall have systems to ensure data protection and register with the Public Register of Data Controllers by notifying the Information Commissioner's Office (ICO). In particular, Organisations shall ensure that information obtained by contracted Green Deal Advisors remains confidential outside of requirements to provide that information to the parties at (a) to (e) of this clause:

- a) The organisation or individual who has commissioned the work;
- b) The Green Deal Advisor for the purpose of preparing a quotation;
- c) Where required, the Certification Body;
- d) Where required, the Green Deal Oversight and Registration Body; and
- e) Lodging the elements of the Green Deal Advice Report on the appropriate registries.

44. Organisations shall agree to their current or past Certification Body sharing information with other Certification Bodies and other relevant third parties (including UKAS, insurance underwriters, the Green Deal Oversight and Registration Body, DECC and those acting on behalf of DECC) where appropriate, which allows for investigation of (but not limited to) the issues at (a) to (e) of this clause:

- a) Their compliance with the requirements of this Specification;
- b) Any ongoing or completed disciplinary actions;
- c) Complaints against the Organisation or their contracted Green Deal Advisors;
- d) Details of qualifications and CPD/ competency assessments; and
- e) The outcome of any monitoring undertaken by Certification Bodies.

5.6 Internal Audit and Corrective Action

45. Organisations shall keep a schedule of audits of Green Deal Assessments to be undertaken to check compliance with this Specification and shall keep records of such audits and any resulting actions. This shall ensure that at least five per cent (or at least one) of Green Deal assessments, both domestic and non-domestic, are internally audited within a 12 month period.

Note: Sole traders shall ensure that they have a procedure for self assessment to meet this requirement.

46. Organisations shall identify and systematically examine the cause and consequences of any issues raised during internal audits and document the findings.

47. Organisations shall carry out corrective actions including rectification of the particular occurrence(s) identified during internal audits and initiate measures to prevent recurrence.

5.7 Interaction with Customers

48. Organisations shall instruct all Green Deal Advisors on how to act in response to an approach from customers especially, but not exclusively, in respect of the subjects at (a) to (h) of this clause:

- a) The collection of pre-visit information;

- b) Pre-notified customer requirements and expectations particularly issues of work timing and access;
- c) Organisation-stipulated customer service requirements;
- d) Customer questions or requests for information;
- e) Customer request for other services outside the scope of the Green Deal Advisor role and this Specification;
- f) Customer complaint or other customer feedback in respect of the assessment or assessment process – including how to record and who to inform;
- g) Cost of assessment; and
- h) Meeting the Green Deal Advisors general responsibility for observing the customer service principles and requirements set out in the Green Deal Code of Practice.

5.8 Claims of Conformity

49. Organisations shall provide evidence for which conformity with this Specification is claimed by the inclusion of the information at (a) to (e) of this clause in associated documentation, including any documentation issued to the customer:

- a) The name, number and date of this Specification;
- b) Identification of any aspects of this Specification that are relevant e.g. domestic;
- c) The postal address of the property for which the Green Deal Assessment was carried out;
- d) The name, trade mark and certification number of the Organisation; and
- e) The registration number of the Green Deal Advisor who carried out the assessment.

5.9 Complaints Management

50. Organisations shall have in place and operate a documented complaints procedure appropriate for the activities at (a) to (e) of this clause:

- a) Receiving, recording, acknowledging and resolving all complaints from customers. The procedure shall include the process for transferring the complaint to the relevant Green Deal Provider and/or Green Deal Installer;
- b) Receiving, recording and addressing complaints from Green Deal participants. The record shall include actions taken to resolve issues that have been the subject of a complaint and of the outcome including evidence that the Green Deal participant making the complaint is satisfied with the outcome;
- c) Informing customers what their procedures are and what further recourse is available, including informing their customers that accessing the Green Deal complaints procedures does not affect their statutory rights;
- d) Informing their Certification Body of all complaints from customers and Green Deal participants, including details of the issue(s) resolved and disclose all material correspondence and other evidence if requested; and

- e) Acknowledging a complaint within seven days and escalating the complaint if it is not resolved in line with the requirements of the Green Deal Code of Practice, including the customer's right to take the matter to the Green Deal Ombudsman or the Certification Body.

5.10 Disciplinary and Appeals Procedures

- 51. Organisations shall have in place a disciplinary procedure. Sole traders are exempt from this but are covered by their Certification Body's corrective action procedure.
- 52. Green Deal Advisors affected by disciplinary procedures shall have the right to appeal to the body disciplining them.

6. Operational Procedures

6.1 General

- 53. Organisations shall ensure that all contracted Green Deal Advisors follow the operational procedures described in this section.
- 54. Organisations shall ensure that all contracted Green Deal Advisors produce an impartial Green Deal Assessment and act impartially when carrying it out, as per the requirements of the Energy Act 2011 and the Green Deal Code of Practice, and as outlined in the paragraph 11 of this Specification.
- 55. Organisations shall ensure that contracted Green Deal Advisors are allowed sufficient time for the inspection necessary to carry out a Green Deal Assessment for a particular property, produce the Green Deal Advice Report and carry out all necessary follow up actions required by this Specification.

6.2 Preparation for the Green Deal Assessment

- 56. Organisations shall establish whether the primary use of the property for which a Green Deal Assessment is being requested is domestic or non-domestic, as well as basic information about size, building type, services and complexity. The Organisation shall use this information to assign a domestic or non-domestic Green Deal Advisor, as per Section 5.2 of this Specification.

6.3 Information Provided to All Customers Prior to a Green Deal Assessment Visit

- 57. Organisations shall ensure that the customer who has commissioned the assessment – whether domestic or non-domestic – receives the following information at (a) to (h) of this clause in a manner that is clear and accessible by the customer, prior to a Green Deal Assessment visit at the property. Organisations shall ensure that this information is provided / requested at least 24 hours in advance of the assessment visit taking place, unless specifically requested otherwise by the consumer:

- a) The background to the Green Deal Assessment and what is necessary to take out a Green Deal Plan;
- b) The basic scope and process of the Green Deal Assessment – what the customer can expect will be involved (dependent on the sector and complexity of property), including:
 - i. If the customer for the assessment is a landlord, that written confirmation will be required from the property tenant providing consent for the assessment to be carried out, including willingness to participate in/ provide the information necessary for the occupancy/ operational elements (as applicable to domestic/ non-domestic);
 - ii. If the customer for the assessment is a tenant, that written consent may need to be obtained from the property owner prior to the installation of measures as part of a Green Deal Plan, depending on the conditions of the tenancy agreement. The tenant would also need to obtain the consent of their landlord to attach the Green Deal charge to the electricity meter;
 - iii. That a check for an existing EPC/ DEC/ air-conditioning certificate, where appropriate, will be carried out against the property;
 - iv. Examples of what information will be required from the customer before and during the visit (e.g. energy bill data and occupancy/ operational information);
 - v. Examples of what information will be recorded for monitoring and compliance purposes (e.g. photographs and site notes); and
 - vi. That the output of the assessment will be a Green Deal Advice Report which is portable i.e. it may be taken to any Green Deal Provider to request a quote for installation of measures;
- c) Which Organisation the Green Deal Advisor, who carries out the assessment, would be working for, and whether they are operating independently or tied to any Green Deal Provider for the purposes of that assessment;
- d) Any charges and terms and conditions associated with the provision of the Service and how they should be paid/ met;
- e) Who will have access to the information collected as part of the Green Deal Assessment;
- f) That the Meter Point Administration Number(s) (MPAN) and electricity account number(s) for the electricity meter at the property will be needed later in order to enter into a Green Deal Plan, and how these are obtained;
- g) That Green Deal is only available for properties that have an electricity meter and are supplied by a licensed electricity supplier; and
- h) That a new EPC, replacing that provided with the Green Deal Advice Report, will be lodged after any installation of measures as part of taking out a Green Deal Plan. The Green Deal Provider will be responsible for ensuring the new EPC is produced and lodged and provided to the customer in line with the requirements of the Code of Practice. Further information can be found at paragraph 89.

58. Organisations shall provide clarity that, in cases where the customer has requested other services that fall outside of the Service described in this Specification, that these other services are not part of the Green Deal Assessment and are not subject to certification under this specification. The Organisation shall ensure that consent has been obtained from the customer for any other services to be delivered during the assessment visit, at least 24 hours in advance of that visit taking place, unless specifically requested otherwise by the consumer.

6.4 Information Provided Specifically to Domestic Customers

59. Organisations shall ensure that, in addition to the information to be provided according to paragraph 57, domestic customers also receive the information at (a) and (b) of this clause:

- a) What access to the domestic property will be required (e.g. loft access) in order to carry out the inspection; and
- b) That there are circumstances in which some customers may be entitled to a free assessment and provide information about how they can contact the ESAS in England and Wales, or the ESSAC network in Scotland to find out more.

6.5 Information Requested From Domestic Customers Prior to the Green Deal Assessment Visit

60. Organisations or their contracted Green Deal Advisors shall request from the customer and record the information at (a) to (n) in this clause prior to carrying out the Green Deal Assessment visit. Organisations shall ensure that this information is requested at least 24 hours in advance of the assessment visit taking place, unless specifically requested otherwise by the consumer:

- a) The name of the customer or their appointed representative who will be present at the property during the visit;
- b) Address of the property;
- c) Whether the property already has a domestic EPC;
- d) Whether there is already a Green Deal Plan or plans in place for the property and, if so, what measures were installed under it/them;
- e) The form of tenure e.g. owner occupied, private rented sector or social rented;
- f) If rented, and the customer who requested the assessment is the landlord, written confirmation from the property tenant providing consent for the all aspects of the assessment to be carried out;
- g) g) Approximate age and type of property e.g. pre-1900 Victorian;
- h) Whether the building is known to be listed, in a conservation area, or has other known constraints associated with planning;
- i) Accessibility of loft, and any other access issues – if the customer declares any accessibility problems the Organisation will request that, where possible, these are rectified ahead of the visit and set out efforts that have been taken to resolve the issues;
- j) Primary method of heating the property;
- k) Secondary method of heating the property, if any;

- l) Whether the property is on/ off gas grid;
- m) Whether they know of any existing energy saving measures already installed at the property (e.g. loft/ cavity wall insulation); and
- n) Whether they will have energy bill information available – these should be available by the time of the visit by the Green Deal Advisor.

6.6 Information Exchange Prior to a Non-Domestic Green Deal Assessment Visit

61. Organisations shall ensure that, in addition to the information provided in paragraph 57, they also request and record the information at (a) to (r) in this clause with non-domestic customers prior to carrying out the Green Deal Assessment visit. Organisations shall ensure that this information is provided at least 24 hours in advance of the assessment visit taking place, unless specifically requested otherwise by the consumer:

- a) The name of the customer or their appointed representative who will be present at the property during the visit;
- b) Address of the property;
- c) What type of business is conducted in the property and any implications for the visit such as timing, health and safety, the skills of the assessor, referral to a specialist assessor;
- d) Approximate size and complexity of property, or the part of the property, that is for assessment;
- e) Approximate age and type of property e.g. purpose-built office block, warehouse, converted residential property;
- f) Whether the building is listed, is in a conservation area, or has other known constraints associated with planning;
- g) What access is available to each part of the building to carry out a visual inspection, what access is necessary in order to carry out the inspection and how any accessibility issues should be resolved prior to the Green Deal Assessment visit;
- h) The form of tenure e.g. owner occupied or rented;
- i) If rented, and the customer who requested the assessment is the landlord, written confirmation that consent for all aspects of the assessment to be carried out has been obtained from the property tenant;
- j) Whether the property already has a non-domestic EPC, Display Energy Certificate (DEC), air-conditioning inspection and Advisory reports and/or any other recent energy audit reports;
- k) Whether there is already a Green Deal Plan or plans in place for the property and, if so, what measures have been installed under it/them;
- l) Primary method of heating the property;
- m) Any other method used to heat the property, if any;
- n) Whether the property is on/ off gas grid;
- o) The energy bill information that will be required to be available by the time of the visit by the Green Deal Advisor;
- p) Whether an air conditioning system is in place and type;
- q) Whether there is a building log book; and

- r) Whether there is an active Building Management System (BMS) and whether there is a Building Energy Manager.

6.7 Deciding Whether to Apply RdSAP or Full SAP to Domestic Properties

62. Organisations shall follow the RdSAP conventions relating to circumstances in which a full SAP assessment should be carried out instead of an RdSAP assessment. For further information regarding the RdSAP conventions please see Annex A. In cases where a full SAP assessment is required, the Organisation shall ensure that the Green Deal Advisor who carries out the assessment is qualified as a non-DEA (in England and Wales) or is deemed competent under EPBD requirements (in Scotland) and applies full SAP software.

Note: Full SAP is being updated to be compatible with the Green Deal. Prior to this update RdSAP should be used.

63. Organisations shall ensure that the decision to decline a Green Deal Assessment – for example on the basis that a full SAP assessment or further specialist input is required and the Organisation cannot contract an appropriately qualified person – is communicated to the customer verbally and in writing, explaining the reasons why.

6.8 Further Activities Necessary Prior to Carrying Out an Assessment Visit

64. Organisations shall, following the exchange of information associated with paragraphs 56 to 61 above, carry out a final appraisal of whether the Green Deal Advisor originally assigned to the job has the right qualifications and/or competencies (e.g. for domestic or non-domestic) to carry out the assessment, and if not, the Organisation shall either assign/ sub-contract a suitable Green Deal Advisor or, if no suitable Green Deal Advisor can be assigned/ sub-contracted, decline the job.

65. Organisations shall ensure that, following the exchange of information and the acceptance of a job with a customer, they or the Green Deal Advisor assigned to the job carry out the activities at (a) and (b) in this clause:

- a) Checking whether an EPC/ DEC/ air-conditioning certificate (as appropriate) exists for the property (whether the current occupant was aware of existence or not), and if so whether it is valid and suitable for the Green Deal (as outlined in paragraphs 66 and 67) and that the relevant certificates are available; and
- b) Reviewing local factors such as planning constraints and accessibility.

6.9 Checking EPC Validity and Suitability for Green Deal Assessment

66. An EPC shall be considered suitable for Green Deal purposes if it fulfils the conditions at (a) to (c) in this clause:

- a) It has been lodged and is valid as per the requirements for EPBD in the relevant country;
- b) It has been lodged after 1 April 2012 (in England and Wales) or after 1 October 2012 (in Scotland); and
- c) The Green Deal Advisor is satisfied that there have been no changes to the property since it was lodged that would materially affect the outcome of the EPC.

67. The Green Deal Advisor shall validate the EPC based on information collected prior to and during the Green Deal Assessment visit:

- a) The information collected from the customer prior to the Green Deal Assessment visit (Section 6.5 and 6.6 of this Specification) corresponds to the information on the EPC, in particular (but not limited to):
 - i. The property type;
 - ii. The primary and secondary heating types;
 - iii. Whether the property is on/ off the gas network;
 - iv. Energy efficiency improvements already made; and
 - v. 'Assumed' elements on the EPC are appropriate for customer's estimate of property age;
- b) The summary of the home's energy performance related features on the EPC provides an accurate description of the property; and
- c) The wall description and loft insulation description provide an accurate description of the property and if accessible, during the Green Deal Assessment visit, shall be verified by the Green Deal Advisor.

68. In the case that any inaccuracies have been identified the Green Deal Advisor shall produce and lodge a new EPC, and notify the relevant EPBD scheme.

6.10 During the Green Deal Assessment

6.10.1 Preliminaries

69. The Green Deal Advisor assigned to the job by the Organisation shall ensure that the customer (or their appointed representative) is present at the property before entering the property, and shall show identification. For empty / void properties, a landlord can issue a prior authorisation to an Organisation stating that the Green Deal Advisor carry out the Green Deal Assessment without the customer or appointed representative needing to be present.

70. The Green Deal Advisor shall confirm the physical scope of the assessment (e.g. whole/ part of building and if non-domestic, level of the building) with the customer. In the event that the actual circumstances of the property and assessment required are not as envisaged following the exchange of information as described in paragraphs 56 to 61 (as applicable to the sector), the Green Deal

Advisor shall notify the Organisation immediately and agree how to proceed. The assessment shall not commence until a solution has been agreed that meets the requirements of this Specification.

71. While on site and before beginning the assessment, the Green Deal Advisor shall ensure that the customer is informed or reminded of (a) – (j) in this clause:

- a) What the Green Deal Assessment is for and how it can be used to obtain a quote for Green Deal Plan;
- b) How long the visit is likely to take and, if it requires more than one Green Deal Advisor or more than one visit, who each Green Deal Advisor is and what they will be responsible for;
- c) What Organisation the Green Deal Advisor (s) who carry out the assessment are working for and whether they are operating independently or tied to any Green Deal Provider for the purposes of that assessment;
- d) Any charges associated with the assessment and on what basis they are being charged;
- e) Clarify that, in cases where the customer has requested any other services that fall outside of the Service described in this Specification, that these other services are not part of the Green Deal Assessment, may not be impartial and are not subject to certification under this Specification;
- f) If, where appropriate, an existing EPC/ DEC/ air-conditioning certificate has been identified and whether the EPC is valid and suitable as outlined in paragraphs 66 and 67 or a new EPC will be produced;
- g) The scope of the assessment and the visual inspection/ access that it requires, including information recorded for monitoring and compliance purposes (such as photographs and site notes);
- h) What information will be required from the customer (e.g. historic energy use information to allow the occupancy assessment to be undertaken), what it will be used for and who will have access to the information recorded;
- i) What the outputs of the assessment will be e.g. provision of the Green Deal Advice Report and the expected timing of those outputs; and
- j) Whether there are any potential subsidies available (subject to meeting any eligibility criteria), and how they can contact the ESAS in England and Wales or the ESSAC network in Scotland to find out about subsidies and obtain any further relevant advice.

72. The Green Deal Advisor shall take questions from the customer, and record any which are material to the provision of Green Deal advice.

6.11 Information Collection

6.11.1 Domestic Green Deal Assessment

73. The Green Deal Advisor shall check that a valid domestic EPC lodged prior to the Green Deal Assessment visit still reflects the property on the day of the Green Deal Assessment visit as per the requirements in paragraphs 66 and 67.

74. In cases where an existing valid domestic EPC is deemed to be inaccurate, or not wholly applicable, to the property on the day of the Green Deal Assessment visit, or in cases where no valid domestic EPC exists for the property, or where it is not possible to retrieve the valid domestic EPC data from the Registry, the Green Deal Advisor shall use the RdSAP assessment procedure to produce and lodge a new domestic EPC for the property, using approved software as mandated by the scheme operating requirements for the EPBD in England and Wales and the operating framework for Approved Organisations in Scotland. The exception will be cases where full SAP is being applied following the considerations given in paragraph 62 above. The new EPC must be lodged before the results of the Green Deal Assessment can be activated; however, the assessment can still take place before EPC lodgement.

75. The Green Deal Advisor shall use Approved Software to carry out the occupancy assessment. In particular, they shall carry out the activities at (a) to (m) in this clause:

- a) Explain to the customer the purpose and scope of the occupancy assessment and associated advice if the customer requests more information than has already been provided;
- b) Ask the occupier the questions mandated in the Approved Software and enter data as required;
- c) Identify the actual energy use for the household as reflected in existing energy bills;
- d) Make an assessment of whether the standard predictions in the EPC for the property reflect actual use by the current householder, or whether they are higher or lower than typical use;
- e) Explain the results of the occupancy assessment, in particular the Green Deal Advisor must explain the household factors that make a difference e.g. number of occupants, hours at home each day, thermostat setting and annual energy bill;
- f) Make an assessment of the likely suitability of Green Deal package to the current householder and communicate this;
- g) Discuss possible packages of measures appropriate to the customer and potential energy savings;
- h) Explain to the householder any ways to save today and other ways to avoid waste in the home suggested on the occupancy assessment;
- i) Provide behavioural advice on any other free and low cost ways to reduce energy use, which are relevant to the customer;
- j) Explain what the Green Deal Adviser tool does and the package of measures chosen in the Green Deal Advice Report can be adjusted later by a Green Deal Provider or Green Deal Advisor without needing to re-do the assessment;
- k) Explain what possible subsidies may be available to domestic customers at the current time;
- l) Explain the availability of relevant incentives, and where they can find out more about them; and
- m) Signpost the customer to further sources of advice (usually the ESAS in England and Wales or the ESSAC network in Scotland) if he/she is unable to answer a particular question.

6.11.2 Non-Domestic Green Deal Assessment

76. The Green Deal Advisor shall check that a valid non-domestic EPC lodged prior to the Green Deal Assessment visit still reflects the property on the day of the Green Deal Assessment visit as per the requirements in paragraphs 66 and 67.

77. In cases where an existing valid non-domestic EPC is deemed to be inaccurate, or not wholly applicable, to the property on the day of the Green Deal Assessment visit, or where no valid non-domestic EPC exists for the building; or in cases where it is not possible to retrieve the valid non-domestic EPC data from the Registry, the Green Deal Advisor shall use the SBEM assessment procedure to produce and lodge a new non-domestic EPC for the property, using approved software as mandated by the scheme operating requirements for the EPBD in England and Wales and the operating framework for Approved Organisations in Scotland. The new EPC must be lodged before the results of the Green Deal Assessment can be activated; however, the assessment can still take place before EPC lodgement.

78. Using Approved Software that is appropriate for the level of the building, the Green Deal Advisor shall:

- a) Create a tailored base-line fabric assessment:
 - i. Enter the data relevant to a standard EPC assessment and assign activities to each zone as usual;
 - ii. Where appropriate, tailor the default EPC values to best reflect the nature of the building; and,
 - iii. When tailoring default values and activities, keep a record of the rationale for doing so, together with relevant evidence (or default values);
- b) Assess the current energy management of the building:
 - i. Assess the quality of building energy management by completing the multiple-choice questions embedded throughout the tool, using a combination of observations made during the visit and interviews with the customer; and
 - ii. Choose answers to the building management questions that best reflect the current management of the building;
- c) Input actual operational energy use data and fuel tariff information:
 - i. where information is available on the fuel price(s) paid by the customer, enter the marginal unit price of each fuel used in the building or accept default values to bring the calculations of running costs up to date with current market conditions;
 - ii. Where available, enter latest available complete annual historical energy consumption data, either using raw data from energy bill records or uploading data from an existing DEC;
 - iii. Make an assessment of the reliability of the data and input this as a percentage figure (e.g. data from a DEC might be judged 100% reliable);

- iv. Ensure records of sources of information for energy tariffs and consumption data are kept for evidence; and
 - v. Run the calculation to generate the tailored baseline scenario from which energy savings can be calculated (this will reveal the savings that could be achieved through recommended energy management improvements);
- d) Develop a portfolio of scenarios for asset improvements:
- i. Using the tool's "Stage of analysis scenarios" mode, identify a combination of measures that may be suitable for the building and input them into a new scenario;
 - ii. Identify any measures for which specialist input is required to establish energy savings and seek that input from suitably qualified experts;
 - iii. Ensure detailed notes are input to explain the rationale for each asset improvement in the scenario and including the use free-text boxes to make notes about why measures were chosen / not chosen and information on specialists. These notes would only be seen by the certification schemes;
 - iv. Re-run the calculation to see how the asset improvements in the scenario affect the energy performance of the building compared to the baseline;
 - v. Create further scenarios as needed, repeating steps k) to n) for each;
 - vi. Present the scenarios to the customer and explain the pros and cons of each; and
 - vii. Once the customers preferred scenario has been identified, use the tool to generate the draft Green Deal Advice Report.

6.12 Providing Initial Feedback to the Customer During the Assessment Visit

79. At the end of the Green Deal Assessment, the Green Deal Advisor shall present the indicative findings and recommendations generated by Approved Software to the customer, including the impact of the specific occupancy patterns and use will have on energy savings and the recommendations arising from the EPC. For complex and non-domestic assessments it may not be possible to present findings during the assessment visit. In such cases the Organisation shall ensure follow up advice is provided with the Green Deal Advice Report.

80. The Green Deal Advisor shall carry out the activities at (a) and (b) in this clause before concluding the assessment visit:

- a) Ask the customer if they have any questions or feedback regarding the Green Deal Assessment visit and the recommendations discussed; and
- b) Inform the customer who they can contact if they have any follow up questions once they receive the final Green Deal Advice Report.

6.13 Follow Up Post Green Deal Assessment Visit

81. Following the Green Deal Assessment the Organisation shall carry out the activities at (a) to (c) in this clause:

- a) Ensure that site notes, photographs and any other supporting evidence relating to the occupancy assessment are stored for records as per Section 5.5 of this Specification;
- b) Ensure that the customer has received the final Green Deal Advice Report according to any requirements in the Framework Regulations or Green Deal Code of Practice; and
- c) Ensure that the customer has been given the opportunity to discuss the Green Deal Advice Report with the Green Deal Advisor who produced it, or if in exceptional circumstance that is not possible, with another Green Deal Advisor who is competent to interpret the Green Deal Advice Report for that customer.

6.14 Lodgement of the Green Deal Advice Report in England and Wales

82. The compilation of the Green Deal Advice Report shall be in the format outputted by Approved Software. Further information is available at Annex A.

83. In England and Wales, the Green Deal Advisor who conducted the assessment shall provide the data for the Green Deal Advice Report for lodgement.

6.14.1 For domestic properties in England and Wales:

84. For domestic properties, within two weeks of assessment:

- a) The EPC shall be lodged through the Green Deal Advisor's existing EPBD accreditation scheme in the Landmark Register;
- b) The Green Deal Advisor must ensure that any improvement measures included in a Green Deal Advice Report are ones that s/he recommends as appropriate for the property; and
- c) The occupancy assessment shall be lodged through the Certification Body in the Landmark Register, under its own unique reference number, which will include a reference to the EPC used.

Note: Until third party software(s) are validated, the Green Deal Advice Reports may be lodged by the Green Deal Advisors directly into the Landmark Register.

6.14.2 For non-domestic properties in England and Wales:

85. For non-domestic properties within two weeks of assessment:

- a) The EPC shall be lodged through the Green Deal Advisor's existing EPBD accreditation scheme in the Landmark Register;
- b) The Green Deal Advisor must ensure that any improvement measures included in a Green Deal Advice Report are ones that s/he recommends as appropriate for the property; and
- c) The Green Deal Advice Report containing operational data and details of chosen Green Deal Plan shall be lodged through the Certification Body in the Landmark Register, under its own unique reference number, which will include a reference to the EPC used.

Note: Until third party software(s) are validated, the Green Deal Advice Reports may be lodged by the Green Deal Advisors directly into the Landmark Register.

6.15 Lodgement of the Green Deal Advice Report in Scotland

86. In Scotland, the Green Deal Advisor who conducted the assessment shall provide the data for the components of the Green Deal Advice Report for lodgement.

6.15.1 For domestic properties in Scotland:

87. For domestic properties within two weeks of the assessment:

- a) The EPC shall be created by lodgement of EPC assessment data by the Green Deal Advisor into the Scottish EPC Register;
- b) The Green Deal Advisor must ensure that any improvement measures included in a Green Deal Advice Report are ones that s/he recommends as appropriate for the property; and
- c) The occupancy assessment shall be lodged through their Certification Body into the Scottish EPC Register, under its own unique reference number, which will include a reference to the EPC used.

Note: Until third party software(s) are validated, the Green Deal Advice Reports may be lodged by the Green Deal Advisors directly into the Landmark Register.

6.15.2 For non-domestic properties in Scotland

88. For non-domestic properties within two weeks of the assessment:

- a) The EPC shall be created by lodgement of EPC assessment data by the Green Deal Advisor into the Scottish EPC Register;
- b) The Green Deal Advisor must ensure that any improvement measures included in a Green Deal Advice Report are ones that s/he recommends as appropriate for the property, and
- c) The Green Deal Advice Report containing operational data and details of chosen Green Deal Plan shall be lodged through their Certification Body into the Scottish EPC Register, under its own unique reference number, which will include a reference to the EPC used.

Note: Until third party software(s) are validated, the Green Deal Advice Reports may be lodged by the Green Deal Advisors directly into the Landmark Register.

6.16 Production of a New EPC Following Installation of Green Deal Measures

89. If the Organisation is commissioned by a Green Deal Provider to provide a new EPC following the installation of measures as part of a Green Deal Plan, they shall ensure that the Green Deal Advisor assigned to this task follows the procedures as specified in the operating requirements of EPBD Accreditation Schemes (in England and Wales) or Approved Organisations (in Scotland) as applicable.

Annex A – Reference Documents and Tools

Reference document or tool	Description
Green Deal Occupancy Assessment Software and Conventions/ Guidance	This is any software approved by DECC to accurately and consistently produce results that are consistent with the Green Deal Occupancy Assessment methodology. A list of currently approved software is available at www.bre.co.uk/sap2009/page.jsp?id=1642
iSBEM (Green Deal module)	This is any software approved by DECC to accurately and consistently produce results that are consistent with the non-domestic Green Deal assessment methodology. A list of currently approved software is available at www.gdtool.bre.co.uk .
Green Deal Code of Practice	The Code of Practice has been developed following the Green Deal consultation and is currently before Parliament. The Code of Practice is available from www.greendealorb.co.uk/code-of-practice .
Green Deal Quality Mark Guidelines	The Green Deal Quality Mark was launched in August 2012 and allows businesses to demonstrate that they are authorised to operate under the Green Deal. The Green Deal Quality Mark Guidelines are available from www.greendealorb.co.uk/green-deal-branding-guidelines .
National Occupational Standards for Green Deal Advisors	The current National Occupational Standards for Green Deal Advisors are available from Asset Skills : http://www.assetskills.org/PropertyAndPlanning/EPBDGreenDealNOS.aspx .
RdSAP Conventions for use of full SAP	New RdSAP Conventions are available on www.bre.co.uk/filelibrary/accreditation/sap_conventions/v4/120912_SAP_Conventions_Issue_v4.0.pdf .
ESAS (in England and Wales) and ESSAC (in Scotland)	The Energy Saving Advice Service (for England and Wales) was launched in April 2012. In Scotland, the ESSAC network is an existing service and began offering Green Deal and ECO advice in summer 2012.