

# Stroma Certification Ltd

## Candidate Information Pack All Schemes

Produced By:  
Miss Jess Hunt - Quality Assurance Advisor

Authorised By:  
Mr Mark Rollins - Quality Manager

On behalf of Stroma Certification Ltd

Issued Date: 26/06/2014  
Issue Revision: v1.20

## 1.0 Introduction

Each scheme has been detailed in a specific annex providing information to prospective candidates to any of the schemes operated by Stroma Certification for the sectors listed below:

### Domestic Energy Assessor (DEA) – Annex A

Domestic Energy Assessors (DEAs) are trained and licensed to collect data about an existing domestic property such as dimensions, construction and services, in order to generate an Energy Performance Certificate (EPC) using Government approved RdSAP software.

To become a DEA assessor you can undertake Stroma Certification's training via portfolio based assessment, which is ABBE approved. Being qualified to join the certification scheme proves you are able to carry out work competently and to a high standard.

### Non-Domestic Energy Assessor L3/4/5 (NDEA) – Annex B

Energy Performance Certificates (EPCs) are mandatory upon construction, sale or rental of any non-domestic building, whether new or existing. An assessment must be carried out by an accredited assessor and an EPC generated, which gives the building a rating of A–G, A being the most energy efficient. An EPC is also accompanied by a Recommendation Report-which outlines ways in which energy can be saved and provides recommendations that include the short, medium and long-term paybacks of various green technologies. The implementation of these recommendations would reduce the building's CO2 emissions, as well as fuel costs.

To become a Non Domestic Energy Assessor (NDEA) you can undertake Stroma Certification's training via portfolio based assessment, which is ABBE approved. Being qualified to join the certification scheme proves you are able to carry out work competently and to a high standard.

### ABBE Level 3 Certificate in Domestic On Construction Energy Assessment (QCF)

Stroma Certification provides the required training and certification to become an On Construction Domestic Energy Assessor (OCDEA) for domestic purposes. In order to become a OCDEA/DOCEA/SAP assessor you can undertake Stroma Certification's training and complete a portfolio which is ABBE approved and an exam.

**Note: The exam element is being withdrawn on 31<sup>st</sup> October 2014 (See Annex C below).**

The Standard Assessment Procedure (SAP) for energy rating of dwellings is the Government's methodology for calculating the energy performance of dwellings within the UK and is compliant with the requirements of the Energy Performance of Buildings Regulations (EPBR). In accordance with building regulations, SAP energy assessments are produced to demonstrate compliance. In addition, all new homes now require an Energy Performance Certificate (EPC) upon sale or let. Only qualified On Construction Domestic Energy Assessors can produce both SAP calculations and EPCs for newly constructed dwellings.

OCDEAs produce calculations that are based on a range of factors such as building materials, heating systems and controls, ventilation and renewables which contributes to the energy efficiency of a building using approved software (e.g. FSAP). An OCDEA will fully understand these factors within the calculation, which will enable them to consult and assist with the design of the development.

### Display Energy Certificates Assessor (DEC) & Advisory Reports (AR) – Annex D

DECs provide buildings with an operational rating, in terms of energy usage, on a scale of A – G, A being the most efficient.

DECs are based on the actual amount of metered energy used by the building over a 12-month period. A DEC and Advisory Report (AR) are required for public buildings with a useable floor area over 500m<sup>2</sup> that are occupied in whole, or in part, by public authorities and by institutions providing public services to a large number of persons, and are therefore frequently visited by members of the public. DEC's for useable floor areas between 500-1000m<sup>2</sup> are valid for 10 years.

Only qualified DEC Assessors can carry out public building assessments, i.e. producing and lodging Display Energy Certificates (DECs) and Advisory Reports (ARs). To become a DEC assessor you can undertake Stroma Certification's training via portfolio based assessment, which is ABBE approved. Being qualified to join the certification scheme proves you are able to carry out work competently and to a high standard.

---

## **Air Conditioning Energy Assessment (ACEA) – Annex E**

Air-conditioning systems can account for a large proportion of a building's energy usage. A qualified assessor can improve efficiency and reduce energy consumption, which in turn reduces capital operating costs and carbon emissions.

Building owners and managers, who operate air-conditioning systems, have statutory obligations under the Energy Performance of Buildings Regulations (EPBR) to ensure that air-conditioning inspections are conducted by qualified and accredited Air-Conditioning Energy Assessors (ACEAs).

To become an ACEA assessor you can undertake Stroma Certification's training, sit the examination plus complete a portfolio, which is ABBE approved. Being qualified to join the certification scheme proves you are able to carry out work competently and to a high standard.

## **Code for Sustainable Homes (CSH) – Annex F**

The Code for Sustainable Homes is owned by the Department for Communities and Local Government (DCLG). It is a voluntary standard awarding a 0 to 6 star rated certificate per unit, depending on various minimum standards and optional credits.

A number of Local Authorities in England, the Welsh Government and the Northern Ireland Executive have applied policies on minimum requirements to meet CSH standards in their respective area of governance for both social housing and private developments.

In order to issue Interim and/or Final CSH Certificates for a site, an assessor must be a licensed member of a Code Service Provider, such as Stroma Certification Ltd.

It must be noted that the information provided within this 'Candidate Information Pack' for the scheme(s) of interest, should be read in conjunction with the individual scheme policies and documents available upon request from Stroma Certification or via the 'Resource Centre' on the Stroma Certification website via <http://www.stroma.com/certification/resource-centre> in the specific 'Members Pack'.

## Annex A – Domestic Energy Assessor (DEA)

### 1.0 Training Course and Diploma Process

Training to becoming a Domestic Energy Assessor with Stroma Certification is a simple process, which can be broken down into 2 steps.

#### STEP 1: Practical Training

##### Training Day 1

- The Energy Performance of Buildings Directive (EPBD), discovering the targets and Governmental initiatives behind the EPC and existing residential property energy performance.
- How to work as a domestic energy assessor, in a safe, effective and professional manner.
- How to prepare a domestic energy assessment in order to produce an EPC.
- Property construction types and system build properties for example timber frame or in-situ concrete.
- RdSAP software RSAP overview.

##### Training Day 2

- Surveying and measuring properties – including best practice.
- Improving insulation techniques.
- Heating systems.
- Domestic hot water.
- Renewable energy technologies overview.
- Ageing properties.

##### Training Day 3

- RSAP approved RdSAP software – training.
- Portfolio requirements.
- Q&A.

For full course details, contact Stroma Certification's training department on 0845 621 11 11, email [training@stroma.com](mailto:training@stroma.com) or visit [www.stroma.com/certification/training/energy-assessment/domestic-energyassessment-dea](http://www.stroma.com/certification/training/energy-assessment/domestic-energyassessment-dea). The training events will be based in centres around the UK.

#### STEP 2: Portfolio Requirement

The second step is to produce a portfolio of evidence demonstrating the practicalities of producing an Energy Performance Certificate and associated business skills. You will be required to carry out EPCs based on specific construction and property types; details of the portfolio requirements will be provided on the course via a post course web link.

Once the portfolio has been assessed and verified, Stroma Certification will request that ABBE issues you with the certificate.

### 2.0 DEA Certification and Training Scheme Fees

Item	Fee
Annual Scheme Membership	<b>Free of Charge</b>
Technical Support including: Phone and Email Support, Technical Bulletins (via email), Software Updates, CPD Events, Registered Photo ID Card	<b>Free of Charge (Scheme Members Only)</b>
ABBE Level 3 Diploma as a DEA (3 days) <ul style="list-style-type: none"> <li>▪ Training Course Materials/Manuals (ABBE + RdSAP)</li> <li>▪ Lunch &amp; Refreshments</li> </ul>	<b>£750*</b>
ABBE Registration Fee	<b>£230</b>

## Lodgement of EPCs

Lodgement Fees of Certification	<b>£4.10*</b>
Landmark Registration Fee (England and Wales)	<b>£1.30*</b>
Scottish Register Lodgement Fee	<b>£1.15*</b>

**\*all prices are excluding VAT.**

To discuss certification in Northern Ireland please call 0845 621 11 11 or email [training@stroma.com](mailto:training@stroma.com).

### 4.0 Certification and Listing

Certificates and licences are awarded to Companies that the individual assessors represent. All certificates, reports and licences contain the name and address of the Assessor Company, their company logo, a unique reference number and the issue number and date along with all other relevant property details.

Each licensed assessor shall be presented with a membership card that details their certification details, and the licence provided to the Company will schedule each individual assessor within the assessor organisation. All licensed assessors shall be listed equally on the Stroma Certification Members Website. Stroma Certification undertakes marketing activity to represent all scheme members, such as attendance of trade shows, website advertisement etc.

### 5.0 Monitoring Policy

Having successfully joined the certification scheme you are granted the authority to undertake EPC production as appropriate, a sample of all EPCs submitted are then audited by Stroma Certification Limited to ensure consistency, with feedback provided. As part of this on-going process of quality assurance (QA) Stroma Certification shall monitor a sample of EPCs produced. The levels of monitoring are defined in the 'EA Monitoring Procedure – DEA'. As an escalation, Stroma Certification reserves the right to monitor a percentage of all submitted (site based) assessments through a scheduled accompanied site visit. All EPCs that fall outside of the minimum acceptable quality standard must be reproduced and reissued to the client.

### 6.0 Complaints & Appeals

Stroma Certification operate a transparent Complaints and Appeals procedure, which is detailed within the 'Complaints Procedure', all complaints are overseen by an independent 'Appeals Panel' that represent industry stakeholders. The 'Complaints Procedure' is freely available via the certification website <http://www.stroma.com/certification/resource-centre>. All complaints will be resolved without charge to the scheme member.

### 7.0 Insurance

Certified assessors must have adequate levels of insurance for Professional Indemnity (PI) and Public Liability (PL) as defined in the 'EA Agreement, Licence, Terms and Conditions' document. Stroma Certification can offer a 'per click' policy or you can arrange your own insurance and submit your policy schedule. At the time of certification this will be requested and please contact Stroma Certification if you have any questions.

## Annex B – Non-Domestic Energy Assessor Levels 3, 4 & 5 (NDEA)

### 1.0 Training Course and Diploma Process

Currently there are 3 levels of scheme membership that exist for Non-Domestic Energy Assessment, (check APEL situation with Dunks – we are not currently accepting applications and we have told this DCLG at the last 2 audits I believe) The 3 levels are detailed as follows in *figure 1*:

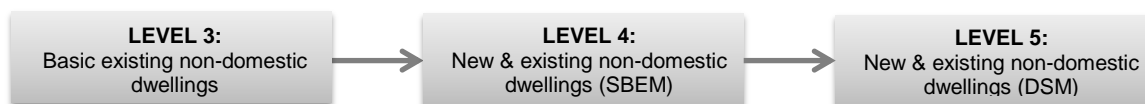


Fig 1

#### LEVEL 3:

Candidates at level 3 will be qualified to undertake EPCs on basic existing non-dwellings that have frequently occurring characteristics, which can be modelled using the Simplified Building Energy Model (SBEM). Commonly occurring characteristics include simple heating systems, natural ventilation and small (non-complex) cooling systems. Level 3 is restricted to site based energy assessment of existing properties; it does not include assessment of new-build properties from plans/ design specification.

#### LEVEL 4:

Level 4 assessors will be qualified to undertake assessments of newly constructed and existing non dwellings (that can be modelled on SBEM). Level 4 assessors may also be competent to oversee a team of specialist surveyors that on their behalf may undertake site surveys, (although the assessor will take responsibility for the completed energy assessment). Certification to Level 4 embraces Level 3 activity.

#### LEVEL 5:

Level 5 Assessors will be qualified to undertake assessments on any newly constructed or existing non dwellings utilising DSM (Dynamic Simulation Modelling). Level 5 assessors may also be competent to oversee a team of specialist surveyors that on their behalf may undertake site surveys, (although the assessor will take responsibility for the completed energy assessment).

### 2.0 Certification Training & Scheme Fees

Qualification Route	
Item	Fee
Level 3 Training Course (4 days)	£1450*
Level 3, 4 and NDGDA ABBE Registration Fee	£230*
Level 4 Training Course (3 days)	£975*
Level 4 Training Course (Top-up from Level 3) + DEC (Registration for DEC/OR a separate £230)(5 days)	£1450*
Level 4 ABBE Registration Fee	£410*
Annual Scheme Membership	Free of Charge
Technical Support including: Phone and Email Support, Technical Bulletins (via email), Software Updates (if applicable, i.e. not SBEM or DSM), Update to all templates & forms etc.	Free of Charge (Scheme Members Only)

\*all prices are excluding VAT.

Item	Fee
Lodgement Fee of Certification for Levels 3 & 4	<b>£24.64*</b>
Lodgement Fee of Certification for Level 5	<b>£200.00*</b>
3 <sup>rd</sup> Party Landmark Registration Fee for all Levels	<b>£9.73*</b>

\*all prices are excluding VAT.

### 3.0 Certification and Listing

Certificates and licences are awarded to Companies that the individual assessors represent. All certificates, reports and licences contain the name and address of the Assessor Company, their company logo, a unique reference number and the issue number and date along with all other relevant property details.

Each licensed assessor shall be presented with a membership card outlining their certification details, and the licence provided to the Company will schedule each individual assessor within the assessor organisation. All licensed assessors shall be listed equally on the Stroma Certification Members website. Stroma Certification undertakes marketing activities to represent all scheme members, such as attendance of trade shows, website advertisement etc.

### 4.0 Monitoring Policy

Having successfully joined the certification scheme you are granted the authority to undertake EPC production to level 3, 4 or 5 as appropriate, a sample of all EPCs submitted are then audited by Stroma Certification Limited to ensure consistency, with feedback provided.

As part of this on-going process of quality assurance (QA) Stroma Certification shall monitor a sample of ALL EPCs submitted. The levels of monitoring are defined in the 'EA Monitoring Procedure – NDEA Level L3 & L4' and 'EA Monitoring Procedure – NDEA Level L5'. Stroma Certification reserves the right to monitor a percentage of all submitted (site based) assessments through a scheduled accompanied site visit. All EPCs that fall outside of the minimum acceptable quality standard must be reproduced and reissued to the client.

The rejection criteria for the production of EPCs using an approved SBEM style (or Building Simulation Method) software for newly constructed non-dwellings or existing non-dwellings is detailed in the relevant 'Monitoring Procedure' document as listed above.

Due to the variances in the results produced between SBEM and a dynamic simulation model (DSM), we will check SBEM results using an SBEM tool and all dynamic simulation models using a dynamic simulation model tool. Check <http://www.ncm.bre.co.uk/software.jsp> for approved software available, Stroma Certification can accept EPCs produced with any authorised software.

### 5.0 Complaints & Appeals

Stroma Certification operate a transparent Complaints and Appeals procedure, which is detailed within the 'Complaints Procedure', all complaints are overseen by an independent 'Appeals Panel' that represent industry stakeholders. The 'Complaints Procedure' is freely available via the certification website <http://www.stroma.com/certification/resource-centre>. All complaints will be resolved without charge to the scheme member.

### 6.0 Insurance

Certified assessors must have adequate levels of insurance for Professional Indemnity (PI) and Public Liability (PL) as defined in the 'EA Agreement, Licence, Terms and Conditions' document. Stroma Certification can offer a 'per click' policy or you can arrange your own insurance and submit your policy schedule. At the time of certification this will be requested and please contact Stroma Certification if you have any questions.

## Annex C – On-Construction Domestic Energy Assessor (OCDEA/DOCEA)

### 1.0 Qualification Route:

Attend a training course approved to a National Occupational Standard (NOS) provided by Stroma Certification.

### 2.0 Certification Training & Scheme Fees

**Important Note:** ABBE has reviewed the way in which Candidates are assessed for this qualification and it has been decided that learner portfolios provide sufficient opportunity for explicit assessment of knowledge and understanding. Therefore, there will be a short cross-over period where the existing CertDOCEAL311 qualification with exam requirement will be finalised by 31<sup>st</sup> October 2014.

The amended version of the qualification CertDOCEAL314 will be solely available for new applicant candidates from 1<sup>st</sup> June 2014. Any Candidates who have started the existing CertDOCEAL311 qualification on or after 1<sup>st</sup> January 2014 who wish to transfer to the amended CertDOCEAL314 may do so provided an examination has not been booked or taken and no certificates for units have been claimed. Transfers may only be requested up to 31<sup>st</sup> October 2014.

<b>Qualification Route 1 ( existing candidates up to 21.10.2014)</b>	
<b>Item</b>	<b>Fee</b>
Level 3 Training Course (4 days)	<b>£1250*</b>
Level 3 ABBE Exam Fee	<b>£290* + (1 free re-sit)</b>
Annual Scheme Membership	<b>Free of Charge</b>
Technical Support including: Phone Support, Technical Bulletins (via email), Software Updates, Update to all templates & forms etc.	<b>Free of Charge (Scheme Members Only)</b>

<b>Qualification Route 2 (new candidates from 01.06.2014)</b>	
<b>Item</b>	<b>Fee</b>
Level 3 Training Course (4 days)	<b>£1250*</b>
Portfolio submission and competence review	<b>£230*</b>
Annual Scheme Membership	<b>Free of Charge</b>
Technical Support including: Phone Support, Technical Bulletins (via email), Software Updates, Update to all templates & forms etc.	<b>Free of Charge (Scheme Members Only)</b>

<b>Lodgement of EPCs</b>	
<b>Item</b>	<b>Fee</b>
Lodgement Fees	<b>£5.00*</b>
Landmark Registration Fee for all levels	<b>£1.30*</b>

**\*all prices are excluding VAT. ABBE is an awarding body that provides nationally recognised qualifications that reside in the Built Environment industry sector. The minimum age limit is 18 years to be registered with ABBE for the examination.**



### **3.0 Certification and Listing**

Certificates and licences are awarded to Companies that the individual assessors represent. All certificates, reports and licences contain the name and address of the Assessor Company, their company logo, a unique reference number and the issue number and date along with all other relevant property details.

Each licensed assessor shall be presented with a membership card outlining their certification details, and the licence provided to the Company will schedule each individual assessor within the assessor organisation. All licensed assessors shall be listed equally on the Stroma Certification Members website. Stroma Certification undertakes marketing activities to represent all scheme members, such as attendance of trade shows, website advertisement etc.

### **4.0 Monitoring Policy**

Having successfully joined the certification scheme you are granted the authority to undertake EPC production as appropriate, a sample of all EPCs submitted are then audited by Stroma Accreditation Limited to ensure consistency, with feedback provided.

As part of this on-going process of quality assurance (QA) Stroma Certification shall monitor a sample of ALL EPCs submitted. Stroma Certification reserves the right to monitor a percentage of all submitted (site based) assessments through a scheduled accompanied site visit. All EPCs that fall outside of the minimum acceptable quality standard must be reproduced and reissued to the client.

The rejection criteria for the production of EPCs is defined in the 'EA Monitoring Procedure – OCDEA' which is freely available in the 'Resource Centre' accessed via Stroma Certification's website:

<http://www.stroma.com/certification/resource-centre>.

### **5.0 Complaints & Appeals**

Stroma Certification operate a transparent Complaints and Appeals procedure, which is detailed within the 'Complaints Procedure', all complaints are overseen by an independent 'Appeals Panel' that represent industry stakeholders. The 'Complaints Procedure' is freely available via the certification website <http://www.stroma.com/certification/resource-centre>. All complaints will be resolved without charge to the scheme member.

### **6.0 Insurance**

Certified assessors must have adequate levels of insurance for Professional Indemnity (PI) and Public Liability (PL) as defined in the 'EA Agreement, Licence, Terms and Conditions' document. Stroma Certification can offer a 'per click' policy or you can arrange your own insurance and submit your policy schedule. At the time of certification this will be requested and please contact Stroma Certification if you have any questions.

## Annex D – Display Energy Certificate (DEC) & Advisory Reports (AR)

### 1.0 Qualification Route to Certification

Complete Stroma Certification DEC Diploma

### 2.0 Training & Certification Scheme Fees

Qualification Route		
Item	Requirements	Fee
Complete Stroma Certification Level 3 DEC Diploma	2 Day DEC Course & Produce 3 DEC's	<b>£975*</b>
Level 3 Registration Fee		<b>£230*</b>
Annual Scheme Membership		<b>Free of Charge</b>
Technical Support including: Phone Support, Technical Bulletins (via email), Software Updates (if applicable) Update to all templates & forms etc.		<b>Free of Charge (Scheme Members Only)</b>

\*all prices are excluding VAT. The minimum age requirement to be registered for an exam is 18 years of age.

Lodgement of DEC's	
Item	Fee
Lodgement Fees	<b>£10.00*</b>
Landmark Registration Fee for all Levels	<b>£9.73*</b>

\*all prices are excluding VAT.

### 3.0 Certification and Listing

Certificates and licences are awarded to Companies that the individual assessors represent. All certificates, reports and licences contain the name and address of the Assessor Company, their company logo, a unique reference number and the issue number and date along with all other relevant property details.

Each licensed assessor shall be presented with a membership card outlining their certification details, and the licence provided to the Company will schedule each individual assessor within the assessor organisation. All licensed assessors shall be listed equally on the Stroma Certification Members website. Stroma Certification undertakes marketing activities to represent all scheme members, such as attendance of trade shows, website advertisement etc.

### 4.0 Monitoring Policy

Having successfully joined the certification scheme you are granted the authority to undertake DEC production, a sample of all DEC's submitted are then audited by Stroma Certification Limited to ensure consistency, with feedback provided.

As part of this on-going process of quality assurance (QA) Stroma Certification monitor a sample of ALL DEC's submitted. The levels of monitoring are defined in the 'EA Monitoring Procedure – DEC & AR'. Stroma Certification reserves the right to monitor a percentage of all submitted (site based) assessments through a scheduled accompanied site visit. All DEC's that fall outside of the minimum acceptable quality standard must be reproduced and reissued to the client. The rejection criteria for DEC's is detailed in the 'EA Monitoring Procedure – DEC & AR'.

## **5.0 Complaints & Appeals**

Stroma Certification operate a transparent Complaints and Appeals procedure, which is detailed within the 'Complaints Procedure', all complaints are overseen by an independent 'Appeals Panel' that represent industry stakeholders. The 'Complaints Procedure' is freely available via the certification website <http://www.stroma.com/certification/resource-centre>. All complaints will be resolved without charge to the scheme member.

## **6.0 Insurance**

Certified assessors must have adequate levels of insurance for Professional Indemnity (PI) and Public Liability (PL) as defined in the 'EA Agreement, Licence, Terms and Conditions' document. Stroma Certification can offer a 'per click' policy or you can arrange your own insurance and submit your policy schedule. At the time of certification this will be requested and please contact Stroma Certification if you have any questions.

## Annex E – Air Conditioning Energy Assessment Levels 3 & 4

### 1.0 Qualification Route to Certification

Qualification requires the candidate to undertake an ABBE awarded Diploma course. Stroma Certification offer training for both Levels 3 and 4. The candidate will then be asked to attend and pass an ABBE examination and produce a portfolio of evidence to demonstrate overall competence in Air Conditioning Inspection.

### 2.0 Certification Training & Scheme Fees

Qualification Route	
Item	Fee
Level 3 Course (3 days)	£1750*
Level 3 Exam Fee	£290* + (1 free re-sit)
Level 4 top-up from ACEA Level 3	£995*
Level 4 Exam Fee	£290* + (1 free re-sit)
Level 3 & 4 Combined Course**	£1995*
Exam Fee	£290* + (1 free re-sit)
Annual Scheme Membership	Free of Charge
Technical Support including: Phone Support, Technical Bulletins (via email), Software Updates (if applicable) Update to all templates & forms etc.	Free of Charge (Scheme Members Only)

ABBE is an awarding body that provides nationally recognised qualifications that reside in the Built Environment industry sector. The minimum age limit is 18 years to be registered with ABBE for the examination.

\* all prices are excluding VAT

\*\* the combined Level 3 and 4 air conditioning course requires the candidate to complete the examination and portfolio requirements for both the Level 3 and 4 Diplomas

\* all prices are excluding VAT

Lodgement of ACIs	
Item	Fee
Lodgement Fee	£24.64*
Landmark Registration Fee for all Levels	£9.73*

\* all prices are excluding VAT

### 3.0 Certification and Listing

Certificates and licences are awarded to Companies that the individual assessors represent. All certificates, reports and licences contain the name and address of the Assessor Company, their company logo, a unique reference number and the issue number and date along with all other relevant property details.

Each licensed assessor shall be presented with a membership card outlining their certification details, and the licence provided to the Company will schedule each individual assessor within the assessor organisation. All licensed assessors shall be listed equally on the Stroma Certification Members website. Stroma Certification undertakes marketing activities to represent all scheme members, such as attendance of trade shows, website advertisement etc.

#### **4.0 Monitoring Policy**

Having successfully joined the certification scheme you are granted the authority to undertake Air Conditioning Inspections Level 3 or 4 as appropriate, a sample of all ACIs submitted are then audited by Stroma Certification Limited to ensure consistency, with feedback provided.

The levels of monitoring are defined in the 'EA Monitoring Procedure – ACI' which is freely available via the 'Resource Centre' on the Stroma Certification website; <http://www.stroma.com/certification/resource-centre>.

#### **5.0 Complaints & Appeals**

Stroma Certification operate a transparent Complaints and Appeals procedure, which is detailed within the 'Complaints Procedure', all complaints are overseen by an independent 'Appeals Panel' that represent industry stakeholders. The 'Complaints Procedure' is freely available via the certification website <http://www.stroma.com/certification/resource-centre>. All complaints will be resolved without charge to the scheme member.

#### **6.0 Insurance**

Certified assessors must have adequate levels of insurance for Professional Indemnity (PI) and Public Liability (PL) as defined in the 'EA Agreement, Licence, Terms and Conditions' document. Stroma Certification can offer a 'per click' policy or you can arrange your own insurance and submit your policy schedule. At the time of certification this will be requested and please contact Stroma Certification if you have any questions.

## Annex F – Code for Sustainable Homes (CSH)

### 1.0 Application & Maintenance Procedure

To become a licensed CSH assessor and maintain certification, all applicants must undertake three steps as defined in *figure 5*:



Fig. 5

Applicants who only undertake an approved CSH training course, and do not sit and pass an approved CSH examination will not be granted certification, and will not be considered competent to undertake CSH assessment and issued CSH dwelling certificates.

### 2.0 STROMA Certification Course Options

Stroma Certification can offer training and the examination services to prospective candidates, details of which are as follows:

#### Training:

Stroma Certification Ltd offers a DCGL-approved CSH training course (Training is not a UKAS accredited ISO 17024:2012 activity).

This is a 2 day event and covers the requirements of the CSH in detail, exploring each section of the Technical Guide and the evidence requirements including any relevant calculation procedures.

The training programme is designed to:

- Give a candidate a good overview of the CSH Guide, and familiarise them with the workings of this document
- Advise on the level of details required to achieve compliance with the evidence requirements
- Familiarise the attendee with the calculation processes in place, through workshops and discussion
- Detail the role and scope of a licensed CSH assessor

NOTE: Completing an approved CSH training course does not guarantee a candidate who undertakes the examination will achieve a pass mark.

#### Examination:

The event provides a candidate with the opportunity to take the examination required to be awarded with the UKAS accredited ISO 17024:2012 competent person certificate issued by Stroma Certification for CSH.

This is a 1 day event and is a 4 hours CSH examination.

This is a pre-requisite to apply and join a Code Service Provider scheme to undertake CSH Assessment work.

#### Course Packages:

Stroma Certification offers three package options:

##### Package 1:

Assessor Training Course - A 3 day event including the 2 day Training and 1 day Examination. Completion of this option will allow the candidate to apply for CSH certification (provided a pass is archived in the examination).

The steps for completion of the assessor training course are tabulated below:

Package 1 – Assessor Training Course	
Step 1	<p>Complete the training and examination sections of the application form.</p> <p>On receipt of payment the applicant will receive booking confirmation and a link to the pre-course material which will include:</p> <ul style="list-style-type: none"> <li>• Access to the CORE software, including the full suite of calculator tools.</li> <li>• Access to information for the Green Guide Online</li> <li>• The latest edition of the CSH Technical Guide and any applicable supporting documents.</li> </ul> <p>It is vital that all attendees read the CSH Technical Guide prior to attending the training course.</p>
Step 2	<p>Attend a 2 day training session.</p> <p>Days 1 and 2 include theory and practical workshops on the CSH Technical Guide. You will be awarded with a certificate of attendance for this time.</p>
Step 3	Attend a 1 day CPD event on the CORE software, and attend the examination for CSH.
Step 4	Applicants who achieve a 70% pass or greater will be awarded a Certification Certificate confirming their competence to join an approved CSH Certification Scheme and operate as a licensed assessor.

### Package 2:

Designer Awareness Course - A 2 day event only including the Training course. Completion of this option will provide a candidate with knowledge of the CSH. A candidate will not be able to apply for a license to practise as a CSH assessor with this alone.

The steps for completion of the designer awareness course are tabulated below:

Package 2 – Designer Awareness Course	
Step 1	<p>Complete the training section of the application form.</p> <p>On receipt of payment the applicant will receive booking confirmation and a link to the pre-course material which will include:</p> <ul style="list-style-type: none"> <li>• Access to the CORE software, including the full suite of calculator tools.</li> <li>• Access to information for the Green Guide</li> <li>• The latest edition of the CSH Technical Guide and any applicable supporting documents</li> </ul> <p>It is vital that all attendees read the CSH Technical Guide prior to attending the training course.</p>
Step 2	<p>Attend a 2 day training session.</p> <p>Days 1 and 2 include theory and practical workshops on the CSH Technical Guide. You will be awarded with a certificate of attendance for this time.</p>

### Package 3:

CSH Examination - A 1 day event only including the 4 hour Examination. Completion of this option will provide a candidate with knowledge of the CSH. A candidate will not be able to apply for a license to practise as a CSH assessor with this alone.

Completion of this option provides the candidate with the opportunity to sit the examination. Individuals who pass the examination will be awarded with the UKAS accredited ISO 17024:2012 competent person certificate issued by STROMA Certification for CSH.

This is a pre-requisite to apply and join a Code Service Provider scheme to undertake CSH Assessment work

The steps for completion of the examination are tabulated below:

Package 3 – CSH Examination	
Step 1	Complete the examination section of the application form.
Step 2	Attend a 1 day CPD event on the CORE software, and attend the examination for CSH.
Step 3	Applicants who achieve a 70% pass or greater will be awarded a Certification Certificate confirming their competence to join an approved CSH Certification Scheme and operate as a licensed assessor.

### 3.0 Examination & Certification Granting

Stroma Certification Ltd provides a CSH examination that has been approved by DCLG, and a Competent Persons Certificate that is accredited by UKAS under the standard ISO17024:2012.

The examination issued by Stroma Certification is a 4 hour multiple choice paper. This covers all aspects of the current CSH Technical Guide, including calculations and theory. It is important that applicants are familiar with the **latest edition** of the CSH Technical Guide before attempting this paper.

To be awarded a pass, candidates must achieve a mark of 70% or greater.

Where a candidate achieves a pass they will be issued with a Certificate of Certification. This certificate confirms that the individual is competent to undertake CSH work. This certificate is valid for a period of 1 year from the issue date.

In order for the individual to issue CSH assessment and achieve Interim and/or Final Certificates for dwellings, s/he must become a licensed member of a DCLG approved Code Service Provider scheme. In order to do this, the individual must have a valid CSH Certificate of Certification.

To retain Certification a licensed assessor must undergo certification maintenance, as detailed in section 3.3.

#### 3.1 Maintenance of Certification & Renewal.

In order to retain Certification, a process of maintenance must be undertaken. This is achieved through one of the two options below:

##### OPTION 1:

Undertake a process confirming competence by:

- a) Re-sitting the CSH examination and achieve a 70% pass mark (or greater) and be awarded the UKAS accredited ISO 17024:2012 Certificate of Certification for CSH.

##### OPTION 2:

Join an approved CSH Certification Scheme, and undergo quality auditing of work submitted.

- a) At least one report must be checked and approved within the 2 year time frame from the Certification Certificate issue date.

**Please note OPTION 2 is only available to licensed assessors.**

The full details of this process can be read in the documents “Assessor Application/Renewal Process: CSH” and “Assessor Monitoring Procedure: CSH” available in the “Member’s Pack” under the “Resource Centre” via Stroma Certification website; <http://www.stroma.com/certification/resource-centre>.

#### 3.2 Certificate of Attendance

On completion of the training course the candidate will be issued with a Certificate confirming attendance of the event.



### **3.3 Certificate of Certification**

On successful completion of the examination the candidate will be issued with a hard copy UKAS accredited ISO 17024:2012 competent person certificate. This certificate is valid for 1 year from the date of the examination.

To become a licensed assessor, the applicant must apply to a certification scheme with a valid Certification Certificate.

To retain certification a candidate must undertake Certification maintenance, as detailed in *Section 3.1*.

### **4.0 Applications to the Stroma CSH Certification Scheme**

Applicants who have successfully been awarded a CSH Certification Certificate (and which is still in date) can apply to a Certification Scheme such as Stroma Certification Ltd to become a Licensed CSH assessor. A CSH assessor must be licensed to submit CSH reports and have code dwelling certificates issued.

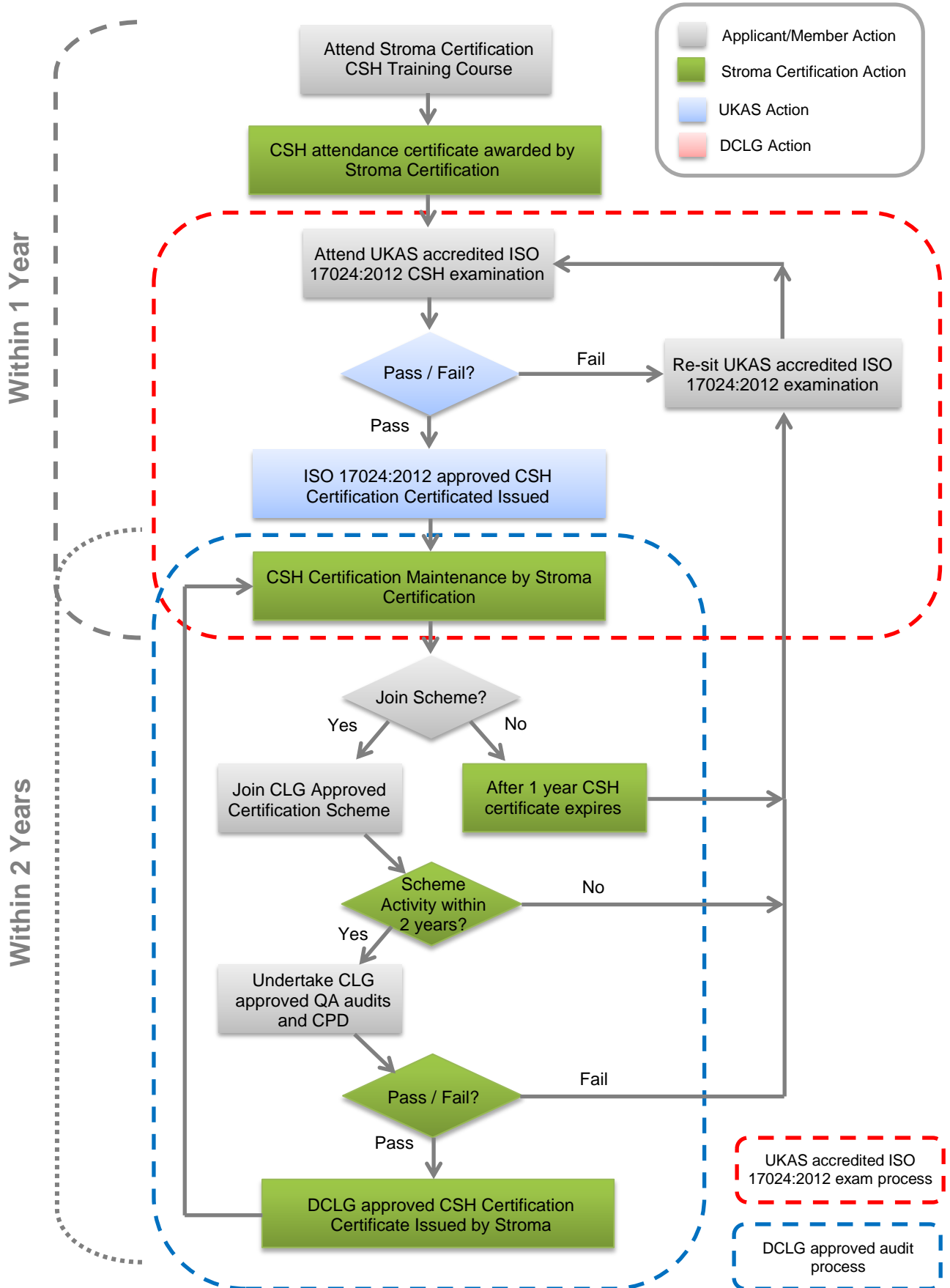
*Section 3.1* details the maintenance requirements that a licensed CSH assessor will be subject too.

### **5.0 Suspending or Withdrawing Certification**

Certification can be suspended or withdrawn where a member has failed to undertake the maintenance requirements for certification as detailed in *Section 3.1*. The Escalation Policy details out the process that will be followed should the appropriate maintenance not be achieved. A copy of this document is available in the "Member's Pack" under the "Resource Centre" via Stroma Certification website;

<http://www.stroma.com/certification/resource-centre>.

6.0 CSH Process Chart



## 7.0 Training Fees

Course Package	Fee	Duration
Assessor Package (Exam Inc.)	<b>£995</b>	<b>3 days</b>
Designer Awareness Package	<b>£695</b>	<b>2 days</b>
Examination Package	<b>£300</b>	<b>1 day</b>

## 7.1 Examination Fees

Item	Fee	Duration
Re-sit Examination (1 <sup>st</sup> )	<b>Free</b>	<b>1 day</b>
Re-sit Examination (All others)	<b>£195*</b>	<b>1 day</b>

\* Assuming the examination is held at a scheduled examination date.

## 7.2 Maintenance Quality Audit Fees

Item	Fee
Annual Scheme Membership	£345
Technical Support including: <ul style="list-style-type: none"> <li>▪ Software updates</li> <li>▪ Template documents</li> <li>▪ Phone/email support</li> </ul>	Free of charge to scheme members
Certificate Issue & Lodgement	£35 per unit (min fee per site £145) *1
For site containing 300 or more units	£30 per unit
Certificate correction (Due to assessor error)	£1 per units (min fee per re-issue £30)

\*1 Only one DS report can be made per site registration. Where the site registration is for a PC submission with no DS, only one PC report per site registration is allowed.

## 7.3 Other Fees

Item	Fee
Re-Issue Certificate of Attendance (Electronic)	Free
Re-Issue Certificate of Attendance (Hard Copy)	£20

## 8.0 Licensing, CSH Dwelling Certificates, & Listing

The license to undertake CSH assessments is held by the individual. All CSH dwelling certificates will contain the name of the licensed assessor, name of the company they work for, a unique reference number, date of issue, and the property address. Each licensed assessor shall be presented with a membership card, which details their certification. Licensed assessors shall (if requested by the assessor) be listed equally at [www.stroma.com/registered](http://www.stroma.com/registered). Stroma Certification undertakes marketing activity to represent all scheme members, such as attendance of trade shows, website advertisement etc.

## 9.0 Software

Stroma Certification will provide the required software tools to produce the reports and supporting calculations. A summary of CORE is listed below:

### 1. Pre-Assessment Assessment Report Writer

- a. The assessor has the option to select the target specification: 0 to 6 rating.
- b. The assessor has the option to input commitments for credit allocation for each section of the code.
- c. The user may publish this pre-assessment report free of charge.

### 2. Design Assessment Report Writer

- a. The assessor can produce an approved report document that ensures CSH levels awarded are issued only where appropriate credits have been selected.

### 3. Post Construction Assessment Report Writer

- a. The assessor can produce an approved report document that ensures CSH levels awarded are issued only where appropriate credits have been selected.

### 4. A Suite of Calculator Tools (required to undertake the assessments).

- a. The calculation tools available to assist with the assessment, are as follows:
  - i. Energy:
    - Heat loss parameter calculator (Code version dependant)
    - Fee calculator (Code version dependant)
    - A DER/TER percentage improvement calculator.
  - ii. Water:
    - Internal potable water consumption calculator.
    - A grey water/rainwater recycled calculator.
  - iii. Materials:
    - Environmental impact calculator.
    - Basic building elements calculator.
    - Finishing elements calculator.
  - iv. Pollution:
    - NOx averaging calculator.
  - v. Health and well Being:
    - Daylight calculator.
  - vi. Ecology:
    - Ecological value of site calculator.

## 10.0 Complaints

Stroma Certification operate a transparent Complaints and Appeals procedure, which is detailed within the 'Complaints Procedure', all complaints are overseen by an independent 'Appeals Panel' that represent industry stakeholders. The 'Complaints Procedure' is freely available via the certification website <http://www.stroma.com/certification/resource-centre>. All complaints will be resolved without charge to the scheme member.

### **11.0 Insurance**

Certified assessors must have adequate levels of insurance for Professional Indemnity (PI) and Public Liability (PL) as defined in the 'EA Agreement, Licence, Terms and Conditions' document. Stroma Certification can offer a 'per click' policy or you can arrange your own insurance and submit your policy schedule. At the time of certification this will be requested and please contact Stroma Certification if you have any questions.

Note: Members of the CSH Scheme are not required to have PI and PL. Stroma Certification do strongly recommend that members of the CSH Scheme do however obtain PI and PL. The levels of insurance should be discussed with the appropriate insurance company. Stroma Certification cannot provide advice on levels, or officer the "per click" arrangement listed above for the CSH Scheme.

### **12.0 Further Information**

Should you require more details please contact:

Customer Services Department  
Stroma Certification Ltd  
Pioneer Way, Castleford  
West Yorkshire  
WF10 5QU

T: 0845 621 11 11

F: 0845 621 11 12

E: [training@stroma.com](mailto:training@stroma.com)

W: [www.stroma.com](http://www.stroma.com)