

CIBSE CERTIFICATION LTD

ANNUAL REPORT 2014

Foreword

During 2014 CIBSE Certification continued to certify the competence of energy professionals with 755 certified energy assessors for the purposes of the Energy Performance of Building Regulations and 1100 certified Low Carbon Consultants. In October the Environment Agency approved the operation of an ESOS Lead Assessor Register drawing from the Low Carbon Consultants Register. This will support the Energy Savings Opportunity Scheme Regulations. At the end of 2014 there were 100 assessors on this register.

In 2014 CIBSE Certification made the decision to withdraw from its role as a Green Deal Certification body having certified only one organisation under this scheme.

To support the ESOS activity, towards the end of 2014 CIBSE Certification applied to UKAS for accreditation against ISO 17021 for the provision of ISO 50001 certification

In operating an ESOS Lead Assessor Register CIBSE Certification has continued to raise the profile and reinforce the reputation of LCCs for high quality, expert services. The aim is to provide a robust resource help for clients to meet both their financial and corporate social responsibility aims by reducing their carbon footprints as well as helping with compliance. By applying to UKAS for ISO 50001 accreditation, CIBSE will also be able to work with those clients directly to certify Energy Management Systems that they operate.

The Background

The LCEA scheme grew from the activities associated with the development of the Low Carbon Consultants Register. The Low Carbon Consultants Register was started in 2006 with the aid of a Carbon Trust grant. Its objective was to produce a cadre of individuals with expertise in carbon management both in the design and operation of buildings. It also offered registration to those with expertise in building simulation. In January 2008, with the approval of CIBSE Certification's application to be an accreditation body for energy assessors, the existing low carbon expertise of this group, and new applicants, were used to create a new register – The CIBSE Low Carbon Energy Assessors.

Using CIBSE Certification, individuals can be certified competent and where appropriate registered under the following categories:

LCC Design
LCC Design (Scotland)
LCC Operation
LCC Simulation
LCC Energy Management Systems (from February 2010)
LCEA EPC (non-domestic only)
LCEA DEC
LCEA Air Conditioning Inspector
ESOS Lead Assessor

Review of 2014

CIBSE Certification continued to improve its range of services in 2014, with the introduction of the ESOS Lead Assessor Register.

CIBSE Certification has played an active role in the DCLG convention groups and Cross Scheme Moderation meetings resulting in some helpful refinements to the Scheme Operating Requirements.

CIBSE Low Carbon Energy Assessors continue to produce approaching 20% of DEC's being lodged, and represent the majority of Level 5 EPC lodgements.

Certification and Registers

CIBSE Certification certifies individuals under the Approval of Prior Experiential Learning (APEL) route for the EPB Regulations where experience as well as knowledge and understanding is assessed, typically including design and specification of energy using systems in buildings. They generally have the background and experience which would make it unnecessary to take a further vocational qualification in energy assessment to produce Energy Performance Certificates (EPCs) or Display Energy Certificates (DECs). Entry to the ESOS Lead Assessor Register for CIBSE LCCs is also subject to an assessment of relevant experience.

Low Carbon Consultants are frequently certified for more than one type of activity.

Lodgements

Lodgement evidence suggests that most CIBSE Low Carbon Energy Assessors do not expect to carry out energy assessments full time, but rather offer assessments as part of a portfolio of services, or in order to complete other work already being undertaken.

A report on lodgements and assessor numbers is contained in the confidential annex to this report.

Those who apply for energy assessor certification through CIBSE Certification Ltd take the following route:

1. Supply a CV and personal statement for pre-screening (Pre-APEL) using the online system
2. If successful at pre-screening, the applicant will:
 - 2.1. Complete the online APEL.
 - 2.2. Arrange any top-up training necessary to help them prepare to demonstrate their knowledge of the regulations and aspects of the NOS and with CIBSE's Low Carbon requirements (pass an exam).
 - 2.3. Arrange training/assessment in the use of their chosen software if required.
 - 2.4. Submit certificates of training/assessment
 - 2.5. Submit test DEC or test EPCs.
 - 2.6. Online APEL forms are then reviewed by an independent APEL assessor to determine compliance with APEL requirements.
 - 2.7. Test DEC or EPC certificates reviewed by an independent assessor to determine acceptability.
3. If all elements are to the required standard, the applicant will be certified.

For the air conditioning stream applicants take the following route:

1. Candidate supplies a CV and personal statement for pre-screening using the online Pre-APEL system
2. If successful at pre-screening, the applicant will:
 - 2.1. Complete the online APEL.
 - 2.2. Arrange top-up training if necessary.
 - 2.3. Online APEL forms reviewed by an independent APEL assessor.
3. If all aspects are satisfactory the applicant is provisionally approved.
4. The applicant submits three example air conditioning reports which will be scrutinised and if they are deemed satisfactory, certified status will be accorded to the applicant.

Great care is taken to ensure that only those with genuine competence and experience in the industry are admitted to the CIBSE Certification scheme. CIBSE Low Carbon Energy Assessors are recognised by clients as offering a high degree of experience and competence in providing solutions which will work in practice. Therefore, each application is thoroughly reviewed by independent APEL assessors drawn from the CIBSE membership, who have been assessed on the EPBD regulations and are thoroughly conversant with the APEL regime and the National Occupational Standard.

Applicants for EPC and DEC assessors holding a relevant vocational qualification can be registered with CIBSE Certification, subject to satisfying the requirements to join the appropriate LCC register as well.

Quality Assurance – Audit Procedure and Methodology

CIBSE Certification provides a QA system that aims to assure clients that they will receive a service which is compliant with the Scheme Operating Requirements (SORs) set by DCLG, and one which additionally is truly first class in terms of engineering competence and thus will help clients achieve real reductions in their energy costs. In line with the requirements of the latest Scheme Operating Requirements from DCLG, the CIBSE QA scheme is now mainly a desktop process which includes the production of shadow certificates to DCLG criteria in order to provide a 'truth' comparator against which the certificate is judged. The exception to this is the Level 5 strand where assessors are visited at their place of work to review the QA case.

Each month, a sample of LCEAs is identified for auditing. In line with the requirements set out by DCLG, a minimum of two per cent of certificates lodged are audited, and each active assessor will be audited at least once in each six month period.

The objective of the Quality Assurance system is to provide a fair, consistent and robust audit procedure and methodology. Documents describing the audit procedure and methodology have been entered and recorded into CIBSE Certification management and document systems setting down the audit methodology, audit procedures, and the DCLG requirements. The documents used by Low Carbon Energy Assessors are available via the CIBSE Energy Centre website.

Internally, the QA system performs electronic analysis providing additional support to the quality assurance process. The system provides LCEAs with a free support resource; preliminary QA testing checking the consistency of data input (assessor and building details) revealing any errors before a lodgement is attempted.

Externally, the audit process is broken down into the key aspects of management systems and energy certificate production. A set of pre-audit documents informing the LCEAs of requirements is issued in advance of any audit. This set of documents consists of an audit itinerary, an LCEA questionnaire and checklist and feedback questionnaire to facilitate improvements to the service offered.

Code of practice: EAs are reminded of the importance of maintaining the standards of their profession. The CIBSE Certification Code of Conduct was revised in 2012 to align it with the DCLG SORs and is issued to all LCEAs and LCCs. They should make all in-house teams aware of the Code of Conduct and should also be communicated to any third parties commissioned by the LCEA to contribute to the production of energy certificates.

Ethics: LCEAs are also alerted to the need for the production of energy certificates in a truthful, honest and accurate fashion. It is recognised that LCEAs will sometimes be under pressure from clients to adopt a particular approach to their assessment and they are encouraged to use the LCEA Code of Conduct, which is available on the CIBSE Energy Centre website and can be used by LCEAs to present to clients in order to endorse their personal ethics.

Having the knowledge that the LCEA has been through a thorough and rigorous assessment process from CIBSE Certification gives confidence that they are getting a competent and professional service. The certification of individuals for the LCC register and for EPC and DEC production is also accredited by UKAS to BS EN ISO 17024 Certification of Persons. This has now been extended to the certification of Green Deal Advisors.

CIBSE Certification Support – Email Management System:

Customer response – Email enquiries / software applications

CIBSE Certification's email management system adds efficiency to the way it manages and responds to emails from assessors. All incoming messages are received by a central email server where they are assigned and routed to the appropriate person or department using rules and conditions that reflect the workflow and processes. By this means CIBSE Certification aims to:

- improve response time
- improve response quality by the use of templates, pre-set answers and seamless access to articles in our FAQ/knowledgebase which will also ensure that responses are accurate and consistent and
- use tracking tools to prevent messages from getting lost (and keep customers from getting frustrated while waiting for replies).

Designed and encoded for busy customer service organisations, CIBSE Certification's email management system routes, tracks and delivers customer correspondence quickly and efficiently.

Customer Communication Performance

Description	2014	Average Response Time
Support Requests	Total Inbox: 12501	
	Technical Helpdesk: 589	45 hours
	CASA Support: 257	9 hours
	Case cancellation: 154	16 hours
	Software Support for LCEAs: 230	43 hours

Finance

The financial report can be found within the confidential annex.

In its seventh year of operation the scheme continues to generate a surplus. However, there is some uncertainty about future performance and this relates to three major areas:

- the unpredictable economic environment which may reduce absolute numbers of EPCs required
- continuing low levels of compliance with the regulations

The relatively low level of compliance, particularly in respect of commercial EPCs and air conditioning reports, has become a matter of concern. It affected the ability of the Energy Performance in Buildings Regulations to contribute to the UK achieving its carbon targets. In 2014 CIBSE Certification worked closely with a cross-industry group, the Property and Energy Professional Association (PEPA) to raise awareness of non-compliance issues with all relevant stakeholders. Towards the end of 2014 all EPBD schemes became involved with PEPA and it is now expected to be more pro-active in tackling non-compliance.

CIBSE Certification views the presence of CIBSE LCEAs as important in raising competence across the energy certification of buildings sector and for providing a register of competent persons who can play an active role in reducing the carbon emissions of the UK. Therefore it is committed to continue to invest in the LCEA scheme, whilst extending its scope of activity into ESOS Regulations compliance.

Looking forward

CIBSE Certification will continue to work to maintain the position of its registers, continuing to raise the profile of CIBSE LCCs and LCEAs and to fully service the needs of existing LCCs and LCEAs with ongoing support and development opportunities.

As cost is likely to remain a major factor for clients within this period and will impact heavily on their procurement decisions, it is anticipated that there will be an increase in the demand for lowest possible cost DEC and EPCs meaning that CIBSE LCEAs must provide proven added value wherever possible. It is clear that LCEAs and LCCs are ready and able to make a major impact on the carbon emissions of buildings and are highly committed to doing so.

CIBSE Certification in 2014

Stewart Gilmour, Director of Finance
Andrew Geens, Head of CIBSE Certification
Pavlos Konstantinidis, Technical Manager
Ratija Chitnavis, Certification Systems Manager

Contact Details

CIBSE Certification Ltd
222 Balham High Road
London
SW12 9BS

020 8772 3649
www.cibseenergycentre.co.uk

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