



Making the **Green Deal**
a great deal for you



Guide to Certification for providing the Green Deal Advice Service

Support for you and your business with the growing
opportunities that Green Deal presents.



The Green Deal has been introduced by the Department of Energy and Climate Change to help consumers and companies reduce their energy consumption through the installation of energy efficiency measures on existing buildings. The Green Deal is an exciting opportunity for companies working or looking to enter the energy assessment industry.

A Green Deal process is started by an impartial assessment of the property and its occupancy. This is known as the Green Deal Advice Service. The assessment allows customers to customise an energy savings package to their personal needs. At the end of the assessment, the customer will receive a Green Deal Advice Report (GDAR).

The final recommendations are based on the principle of the 'Golden Rule'. This requires that the payment for the energy efficient installations recommended must be covered by the energy bill savings.

For a company to undertake the Green Deal Advice Service and produce Green Deal Advice Reports it must be certified to do so.

The purpose of certification is to provide assurance to customers and industry that quality of work is high and that all assessments are correct and impartial. This is achieved by ensuring companies operate in a structured way and use properly trained and competent staff.

Who will use the Green Deal Advice Service?

The Green Deal Advice Service is a required activity in order for a Green Deal to take place. There is expected to be significant demand for this service in a number of different sectors. The social housing sector is initially expected to push forward with the general public following on. There will also be opportunities in the public and commercial sectors.

Certification of the Green Deal Advice Service

The certification of the company establishes whether the company operates processes that support the provision of the Advice Service. This activity will be based at the office of the company. Companies will be assessed against the 'Specification for Organisations Providing the Green Deal Advice Service' and the Green Deal Code of Practice. If a company is successful at the office assessment it will gain certification and pending approval from the oversight body, be able to undertake the Green Deal Advice Service.

I need an approved Green Deal Advisor to assess my home before I can commence a Green Deal plan.

Paula Evans, Consumer.



Applying

Applying to be a part of the Green Deal has never been easier. We offer a number of routes to apply.

Apply online at
www.niceic.com

Apply on the phone at
0870 013 0458

Apply by post

Download an application form at **www.niceic.com** or contact us and we'll send one out to you in the post or by e-mail.

Processing your application

Once we have received your application, we aim to process it as soon as possible. We will check to see if your application has been completed and undertake some background checks to verify the information provided. An essential step of this review is the confirmation of a current and unrestricted Energy Performance of Buildings Directive Accredited Scheme (EPBD) registration, which covers the scope of energy assessment for which your organisation has applied for Green Deal Advisor certification.

We will then schedule an office audit date as soon as possible. The length of the assessment will be dependent on the size and geographical spread of your company. It will also take into account the number of potential Green Deal Advisors indicated as working within the company.

Initial assessment

We will undertake the assessment at your office to ensure that the appropriate management system is in place and is being operated to ensure the quality of the service being offered by your business. At the end of the assessment the assessor will give you feedback on how it went. They will then make one of the following recommendations:

Certification Recommendation

Your company will be recommended for certification if your office processes meet the requirements of the 'Specification for Organisations providing the Green Deal Advice Service'.

Certification Not Recommended

If your company does not fully comply with the 'Specification for Organisations providing the Green Deal Advice Service' but is likely to do so after addressing any identified issues, a recommendation will be made to further assess the organisation. Depending on the issues identified this may be addressed through submission of evidence or an additional assessment.

As a Green Deal Advisor, I begin the Green Deal process for the consumer. It has given me fantastic opportunities to grow my business.

Phil Sanders,
Green Deal Advisor.

Technical Review and Certification Decision

An independent technical expert from the audit process will review the certification recommendation to ensure nothing has been missed. This inspector will grant certification if you have been successful.



After you are Certified

Listing Your Company

We will register your details with the Green Deal Oversight Body, Gemserv, which is where consumers, providers and other bodies can go to find Green Deal Advisors. Your company's details will be available in the central place for people to get information on the Green Deal.

Using the Green Deal Quality Mark

Subject to the conditions detailed in the Green Deal Advisor scheme rules, you will be able to display the Green Deal Quality Mark. Using the Green Deal Quality Mark is an excellent way to promote your business as a certified Green Deal Advisor organisation.



Continued Certification

The Green Deal Advisor scheme requires that on-going compliance is confirmed by the certification body through surveillance.

Ongoing monitoring

Once a company is successfully certified it will be subject to ongoing monitoring. This process is designed to ensure that companies continue to operate in accordance to the specification.

Ongoing monitoring is undertaken in three ways:

Annual Assessment – On a yearly basis the organisation will be assessed against the specification to ensure that it is continuing to operate the processes that it originally implemented to pass the initial certification.

Witnessed Assessments – A proportion of the Green Deal Advisors that the company employs or is subcontracting to will be accompanied on a visit to a customer. This is to allow an assessment of the Green Deal Advisor as he or she undertakes the Green Deal Advice Service.

Remote Assessment – A sample of reports will be remotely assessed to ensure that they are being completed accurately and advice provided to consumers is correct and so does not undermine the whole Green Deal process.

NICEIC is a mark that consumers trust. We offer training and support to help you through the certification process.

Steve Davies,
NICEIC Environmental
Schemes Manager.



Requirements for Green Deal Advice Service Certification

The requirements for Green Deal Advisor are held within the 'Specification for Organisations Providing the Green Deal Advice Service'. This details the management system and process requirements, for the company as well as the requirements placed on individual Green Deal Advisors.

1.

The company must ensure the following:

Details of all contracted Green Deal Advisors are provided to the certification body.

All Green Deal Advisors are active members of an EPBD Accreditation Scheme or an Approved Organisation in Scotland. Their membership should reflect the type of work they are undertaking. E.g. a Domestic Energy Assessor undertakes domestic energy assessment work.

All Green Deal Advisors hold either a Domestic or Non-Domestic Green Deal Advisor qualification mapped to the National Occupational Standard. This must be mirrored in the Green Deal Advisor's EPBD/ Approved Organisation membership.

- Ensure all Green Deal Advisors, including those that are subcontracted, have insurance arrangements to cover the entire Green Deal Advice Service.
- Verify that all Green Deal Advisors fulfil the competence criteria relevant to the service they are nominated to deliver.
- Maintain records inclusive of all information provided prior and during the Green Deal Advice visit.



The majority of these requirements will already or partially be satisfied if the company operates ISO 9001 or is in the Microgeneration Certification Scheme. The company should ensure that its existing processes address any specific Green Deal requirements, such as impartiality.

2. ➔ 3.

The company needs a management system that addresses the following:

- Documented procedures that demonstrate the requirements of the specification have been met. These procedures shall cover the fundamentals of a management system and control the activities of the business.
- Ensure that only eligible Green Deal Advisors undertake work and record which Advisor is deployed for each assessment and have a system for this selection that can be audited.
- Have an internal audit system and corrective action process, a minimum of 5% of Green Deal Advisors should be internally audited.
- That all procedures apply to sub-contractors and must also include details of an encompassing complaint management system.
- Outline the requirements of customer interaction.

The company shall also support the Continuing Professional Development (CPD) of its Green Deal Advisors. This involves facilitating and supporting the maintenance of the competence as the requirements of the Green Deal change.



Qualifications available to become a Green Deal Advisor

NICEIC offer the following courses to enable you to become a Green Deal Advisor. Candidates must complete the Level 3 Certificate in Domestic Energy Assessment before commencing the Level 3 Diploma in Green Deal Domestic Advice.

Level 3 Certificate in Domestic Energy Assessment

This qualification enables you to become a Domestic Energy Assessor.

Duration: 3 days training
1 day assessment

Costs:

Qualification Components	NICEIC Cost
Training, portfolio and test cases	£945.00 + VAT
C&G registration/exam fee	£200.00 no VAT
Total	£1145.00 + VAT

Level 3 Diploma in Green Deal Domestic Advice

This qualification enables you to become a Green Deal Advisor. The candidate must have completed the Level 3 Certificate in Domestic Energy Assessment before commencing this course.

Duration: 3 days training
1 day assessment

Costs:

Qualification Components	NICEIC Cost
Training, portfolio and test cases	£855.00 + VAT
C&G registration/exam fee	£100.00 no VAT
Total	£955.00 + VAT

Complete both courses for **£2000+ VAT**

Contact us

For more information or to apply today click or call:

0870 013 0458

www.niceic.com greendeal@niceic.com

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