

The Bacra EPC Scheme

For Applicants

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Introduction

Thanks for your query about the Bacra Energy Performance Certificate (EPC) Scheme.

This document is your guide to the applying to be a member of the Scheme – it contains all the policies relating to the Bacra EPC Scheme.

The Bacra EPC Scheme enables individuals who are properly qualified and experienced to produce EPCs for existing dwellings in Scotland.

The Scheme is approved by the Scottish Government and is audited on a regular basis. Members of the Scheme have to maintain their knowledge by completing at least 12 hours of continuing professional development (CPD) each year.

Members of the Scheme use the 'Bacsape' software to enter the Rdsap data for a dwelling, identify the property and then produce the EPC and lodge it on the national register. The software has been in use since 2009 and is regularly updated to take account of user comments and changes in specifications. Under the agreement with the Scottish Government, a proportion of EPCs also have to be audited.

Steps to Apply to be a Member of the Scheme

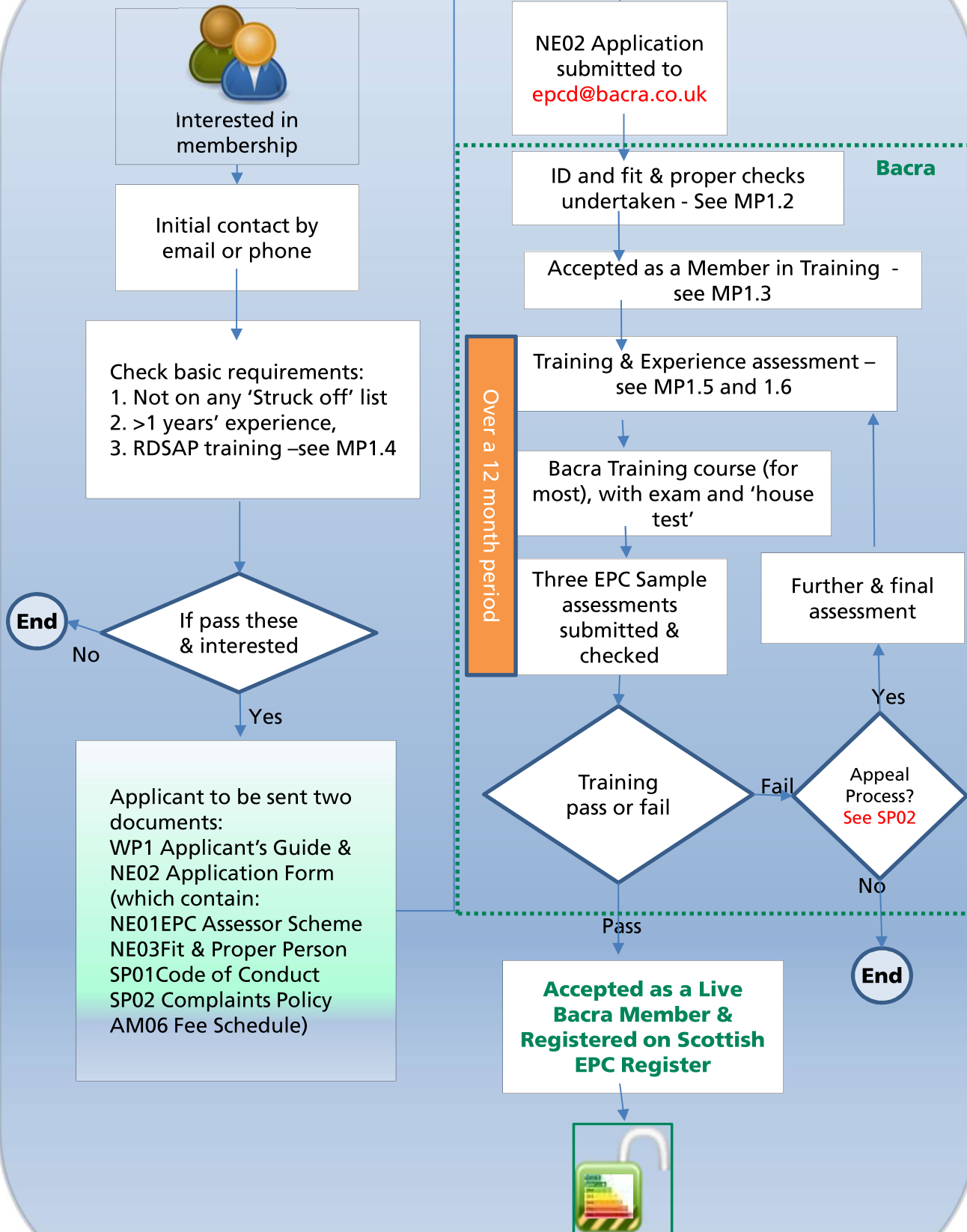
1. Read this document, which outlines how the scheme operates
2. Get in touch if you would like to discuss any aspect of it
3. Complete the Scheme Application Form NE02

Bacra will then assess your training requirement/suitability and arrange training if required.

Contents

Type	Detail	Ref	Last Update
Policy	Application Process	MP1.0	Nov 2017
Policy	Bacra EPC Assessor Scheme	NE01	May 2022
Policy	Fit and Proper Person	NE03	May 2022
Policy	Fees Schedule	AM06	Feb 17
Policy	Code of Conduct	SP01	Nov 17
Policy	Complaints Policy	SP02	Oct 13

MP1.0 Member Application Overview



NE01-Bacra EPC Assessor Scheme

Criteria for Membership

Policy title	Scheme Membership and Acceptance for New Assessors
Reference	NE01
SG framework reference	3.2 – August 2012
Author	Alan Beal
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1. Purpose and aim of document

- 1.1 This document has two purposes. These are:
- a) To outline the entry criteria for the Bacra EPC Assessor Scheme ('Scheme'), *and*
 - b) To clarify the requirements for continuing Scheme membership.
- 1.2 Both 1.1 (a) and 1.1 (b) are in compliance with the *Scottish Government's Operating Framework for Approved Organisations* ('Framework'), details of which can be found on the Scottish Government website.

2. Scottish Government Operating Framework for Approved Organisations

- 2.1 Among other things the Framework requires:
- a) Approved Organisations (AO) to define criteria for membership and maintenance of Assessor competence;
 - b) Entry criteria to be based on qualifications recognised by the construction, and energy sectors, UK National Occupational Standards (NOS) and/or Accreditation of Prior Experiential Learning (APEL);
 - c) Membership criteria must ensure that those producing Energy Performance Certificates (EPCs) have sufficient skills and knowledge to:
 - certify in accordance with the requirements of the Energy Performance of Buildings (Scotland) Regulations and the Building (Scotland) Regulations as applicable;
 - carry out assessment and calculation in a consistent and accurate manner, and in accordance with the relevant National Calculation Methodology (RdSAP for existing dwellings);
 - identify appropriate energy efficiency measures appropriate to the property being assessed;
 - use calculation software approved for use in Scotland and to understand and be able to explain the correct application of such tools; and
 - carry out their role in a manner which accords with the provisions set out in the relevant UK NOS for Energy Assessors.

3. Acceptance for Membership of the Bacra Scheme

- 3.1 Assessors can be in any of the following categories:
- a) Assessors employed by and practicing on behalf of fully commercial firms;
 - b) Assessors who are employed by and produce EPCs for an employer that is either a local authority or a Registered Social Landlord (RSL) and who also produce EPCs on a commercial basis for their own private clients; or
 - c) Assessors employed by a local authority or RSL who only produce EPCs on behalf of their employer.
- 3.2 Once an assessor has been accepted onto the Scheme, they are referred to as 'members'.

4. General Criteria and Requirements for Acceptance into the Bacra Scheme

- 4.1 Bacra requires applicants to fully complete the scheme application form (Form NE02) in order to allow Bacra to undertake a rigorous assessment of the competency of the applicant before acceptance onto the Scheme.
- 4.2 All applicants must satisfy Bacra that they are a 'fit and proper person' in accordance with the Bacra 'Fit and Proper Person Policy', developed in compliance with the Scottish Government's Operating Framework. This includes verifying the identity of the applicant.
- 4.3 Applicants will only be considered for membership of the Scheme after they have provided the relevant signed undertaking, agreement or authorisation included in the application form NE02. This includes:
- a) Providing Bacra with details of all previous or existing membership of any other Approved Body.
 - b) Authorising any Approved Body with which the individual holds, or has previously held membership, to provide to Bacra any information that it may request relating to the conduct and history of that membership, including but not limited to:
 - the individual's training and qualifications records;
 - the individual's Continuing Professional Development (CPD) records;
 - results of assessments of the quality of the individual's EPC practice;
 - the details of any complaints made to that organisation relating to the individual;
 - the nature and outcome of any investigations undertaken relating to the practice and behaviour of the individual made by that organisation;
 - breaches of codes of conduct;
 - suspensions or removal from the Scottish EPC Register;
 - the payment record of the individual in relation to invoices, fees, charges etc. related to the individual's membership of that

organisation.

- c) Provide or authorise Bacra to obtain from any relevant party, evidence considered by Bacra to be sufficient and satisfactory for it to be satisfied that the applicant has the necessary knowledge, experience and understanding to be admitted to membership of the Scheme and practice competently as a member of the Scheme within the Scottish context. This will include, for example: evidence of qualifications obtained, CPD records, current and previous job roles and responsibilities, etc.
 - d) Confirm that personal details on the application form are complete and correct.
- 4.4 Where appropriate, and prior to being placed on the Scottish EPC Register by the Scheme, an applicant must provide satisfactory evidence and details that they have in place Professional Indemnity Insurance (PII) cover of no less than £50,000 for each claim in relation to any particular EPC produced in respect of a dwelling. From time to time, Bacra may review the level of cover applicants are required to have in place. Bacra may also accept forms of insurance cover other than PII offered by applicants directly employed by a Registered Social Landlord in Scotland or a Scottish local authority and where the applicant has signed an undertaking to produce EPCs only on behalf of that employer. In such cases Bacra will need to be satisfied that the employing organisation has in place appropriate insurance arrangements that cover the practice of the applicant in respect of his or her EPC production.
- 4.5 Bacra will refuse membership to the Scheme on the basis of any evidence (outlined above or otherwise) that it has received which would make it inappropriate to accept the applicant. This might include, for example, evidence of a serious breach of a Code of Conduct as a member of another AO scheme.
- 4.6 Applicants agree to use only the Bacsape software, as approved by the Scottish Government, to lodge EPCs through the Scheme.
- 4.7 To enable Bacra to comply with Scottish Government requirements placed on AOs, acceptance onto the Scheme is dependent on applicants providing Bacra with consent to provide the Scottish Government, other Approved Organisations, or an enforcement authority acting to meet their duty under legislation, with information relating to their membership of the Scheme. This information may include details on suspensions or withdrawals from the Scottish EPC Register or membership of the Bacra Scheme, together with the reason for suspension or withdrawal.

- 4.8 Applicants will need to provide a current Basic Disclosure that is less than three years old. It is recommended that applicants apply for this as soon as is practicable. If accepted onto the Scheme, Disclosure needs to be renewed every three years.

5. Fees

- 5.1 All applicants must pay the application fee. If accepted onto the Scheme, to continue as a member after the first year, members must also pay the full annual membership fee. These fees are outlined in the Fee Schedule (AM06).

6. Criteria for Membership – Training & Registration of Previously Unregistered Assessors

- 6.1 Section 6 of this document applies to all applicants who have not been previously registered under any such scheme, either by an AO in Scotland or an Approved Body in any other part of the UK.
- 6.2 Applicants falling within this group must satisfy the general criteria as set out in Section 4 of this policy.
- 6.3 All Members of the Scheme are required to be “*qualified by their education, training and experience to carry out the preparation and issuing of Energy Performance Certificates*”, as required by the Scottish Framework.
- 6.4 Before acceptance to the programme Bacra needs to be satisfied that an applicant, by virtue of their past or present job role or otherwise, already possesses an appropriate level of awareness and appreciation of house construction, house types, heating systems appropriate to dwellings and legislation concerned with works relating to dwellings in Scotland. Where Bacra is not satisfied in this respect the applicant will not be accepted on to the training and assessment programme
- 6.5 To be accepted on to the Scheme Training and Assessment Programme to produce EPCs, applicants will need to satisfy Bacra that, at the time they apply, they are likely to be able meet the demands of the training programme and likely to be competent to practice on successful completion of that programme. To be considered for membership the application must have:
- a) Attended and completed all parts of the Bacra training programme (If required by Bacra);
 - b) Achieved the required level in the associated assessments; and
 - c) Submitted acceptable sample assessments (the number of these will be determined by Bacra following the training and assessment).
- 6.6 Where the applicant has satisfied the requirements of Sections 6.2-6.5, the applicant will normally be accepted as a member of the Scheme, be authorised to issue EPCs and be covered by the requirements imposed on

existing assessors by the Scheme, statute and regulation at that time and as may be set in the future.

6. 7 Applicants covered under this section will normally be notified by Bacra of their admission to the Bacra Scheme within 14 days of Bacra completing the assessment of the competent sample of work.

7. Criteria for Membership – Transfers from Other Schemes

- 7.1 Section 7 of this policy applies to all applicants who have been previously registered under a scheme operated by an AO in Scotland or any other Approved Body scheme that registers individuals to produce EPCs in any other part of the UK.
- 7.2 Applicants for membership falling within this group must satisfy the general criteria for acceptance onto the Bacra Scheme as set out at Section 4 of this policy and as detailed in the relevant NOS.
- 7.3 All Members of the scheme are required to be “*qualified by their education, training and experience to carry out the preparation and issuing of energy performance certificates*”.
- 7.4 Applicants who apply to transfer to the Bacra Scheme or who left the Bacra Scheme but wish to reactivate their membership of the Scheme, and who have not practised the production of EPCs for a period of longer than twelve calendar months at the time of application, must complete any training or learning that Bacra may require of them prior to being accepted into the Bacra Scheme. The nature of any required training or learning will be assessed by Bacra on a case by case basis.
- 7.5 Bacra will take into account records from previous AO EPC schemes (such as payment records, suspensions etc.), and any reasons for this.

New Members of the Bacra EPC Scheme – All Categories

- 7.7 Assessors newly placed on the Scottish EPC Register will have their initial EPCs closely monitored. We use our robust training programme and close monitoring of the initial EPCs to ensure that Assessors produce good quality EPCs before they are added to the Scottish EPC Register of Assessors.
- 7.8 Assessors newly placed on the Scottish EPC Register must lodge their first EPC with the Scottish EPC Register no later than 30 days from the date that their details are entered on the Scottish EPC Register of Assessors by Bacra. Membership may be withdrawn and no further membership offered if the applicant fails to provide for quality assurance:

- a) A competent sample EPC, associated report and survey records in a format prescribed by Bacra;
 - b) Within 28 days of first lodging an EPC with the Scottish EPC Register in Scotland.
- 7.9 Once a new members satisfies the requirements of Section 7.8, the member will revert to the normal Quality Assurance process, and be covered by the requirements imposed on existing assessors by the Bacra Scheme, statute and regulation at that time and as may be set in the future.
- 7.10 Future requirements may, among other things, include an obligation on members to successfully complete further qualifications and/or assessments in order to remain with Bacra and continue to issue EPCs under the Bacra Scheme.

8. Assessment of Applications for Admission and Appeals

- 8.1 All other applications to join the Bacra Scheme must be submitted in the form set out by Bacra at the time of application.
- 8.2 All applications will be considered by the Bacra Scheme Coordinator or by Bacra staff supervised by him or her. It is also likely that applications will be reviewed by other senior Bacra members of staff.
- 8.3 New applicants covered by Section 6 of this document will normally receive a decision in respect of acceptance on to the Bacra Scheme Training and Assessment Programme prior to the commencement of that programme. Where the applicant subsequently fulfils all the requirements of Section 5, he or she will normally be notified by Bacra of their admission to the Scheme within 14 working days of Bacra completing the assessment of the competent sample of work.
- 8.4 Applicants covered by Section 6 will be notified when Bacra is of the view that it has sufficient information to determine the application. Bacra will normally notify the applicant of its decision in respect of admission to the Bacra Scheme no more than 21 days thereafter.
- 8.5 Where Bacra refuses an application covered under either Section 6 or Section 7, it shall provide its reasons for this decision.
- 8.6 An applicant who has been refused may appeal the decision on the following grounds:
- a) Inaccuracy in facts relied upon to reach that decision;
 - b) A relevant ground for appeal as allowed for in the Fit and Proper Person Policy.

9. Maintaining Membership and Registration to Practice

9.1 Section 9 of this policy applies to all members of the Bacra Scheme.

9.2 In addition to meeting all scheme entry requirements, to maintain membership of the Scheme and his or her registration on the Scottish EPC Register of Assessors through Bacra as an AO, all members must comply with the following:

- Continuing professional development (CPD);
- Quality assurance and assessor practice monitoring;
- Payment of fees to Bacra as their approved organisation;
- Consent to the sharing of information regarding Bacra Scheme members with others; and
- Adherence to the code of conduct, fit & proper person, and other such policies.

9.3 Continuous Professional Development (CPD)

- a) All members of the Scheme must undertake and keep annual records of CPD activity and make these available to Bacra for inspection and verification within 14 days of a request from Bacra for sight of the records or maintain an online record.
- b) Members of the Scheme must complete 12 hours of CPD activities annually, the majority of which must be relevant to their role as an EPC assessor.
- c) The Scheme may require its members to attend mandatory CPD activities or events, and some of these may require the member to pay for it. Such mandatory activities or events will count towards the requirement of CPD hours relevant to member's role as an EPC assessor. When a Scheme member fails to attend mandatory CPD activities or events within the time limits for attendance communicated to them by Bacra, he or she may be removed from the Scottish EPC Register of Assessors and will be unable to produce EPCs under the Scheme until they have attended the mandatory activity or event.
- d) Detailed guidance on CPD is contained within the policy document "*CPD Guidance*" (AM05).

9.4 Quality Assurance and Assessor Practice Monitoring

- a) Bacra may take whatever action it deems necessary, or that it may be required to take in accordance with legislation, regulation or under requirements attaching to its approval by the Scottish Government as an Approved Organisation, to verify any of the EPCs generated by assessors and to monitor or investigate the practice standards of any individual assessor or Bacra Scheme assessors generally.
- b) Members of the Bacra Scheme must, in accordance with any timescales communicated by Bacra, comply with any request issued by Bacra to supply it with evidence that it may request in respect of any EPC generated or work undertaken with the intention of producing an EPC. Where a member of the Scheme fails to comply with such a request and within the stipulated timescale, Bacra may immediately remove the assessor from the Scottish EPC Register of Assessors and prevent the assessor from issuing EPCs under the Bacra Scheme.
- c) The Scottish Government requires a regime of independent quality assurance checks on the work of assessors producing EPCs. To comply with this requirement all members of the Bacra Scheme who produce one or more EPCs under the Scheme in a twelve month period will be required to comply with any request from Bacra to submit for quality testing samples of their work and records in connection with the preparation and production of EPCs.
- d) The exact nature, number and timing of samples of work to be provided by any member of the Bacra Scheme in support of quality assurance will be determined at the sole discretion of Bacra and with reference to the need for the Scheme to comply with Scottish Government requirements Approved Organisations in respect of sampling (See reference *REF_L9: EPC 07 - Guidance on EPC Production for Existing Dwellings Using 'Representative Sampling'*)
- e) In determining if an assessor's work is of an acceptable standard, Bacra will, as a minimum, test to establish the following:
 - The assessor is certifying within their level of declared competence;
 - Sufficient evidence is being recorded by the assessor to allow assessment of the building, including photographs;
 - Information and data recorded by the assessor was entered accurately;
 - There is sufficient information in the definition of the building model file;
 - EPCs generated by the assessor for dwellings are accurate in that they fall within the acceptable limits of variance as laid down by the Scottish Government in respect of Energy Efficiency (EE) and Environmental Impact (EI) ratings when compared to an independent assessment of

the same building using the evidence contained in the assessor's records; and

- appropriate recommendations for improvements are being provided.
- f) Where an EPC is identified as below acceptable standards, Bacra will remove the EPC from the register and the assessor must:
- Issue a replacement EPC within six weeks at their own expense; and
 - Comply with any improvement actions required of them by the Bacra Scheme within a defined timescale.

9.5 Payment of Bacra Membership Fees and Monies Falling due to Bacra

- a) To issue EPCs, a member must ensure that their membership fee & any other outstanding monies are paid in full no later than 14 days from the due date for renewal.
- b) Should the membership fee payment or any invoice or demands for payment raised not be paid within 14 days of the due date for renewal or other agreed time period for payment, membership will be suspended.
- c) Suspension of an assessor's Bacra membership will likely result in the member being temporarily removed from the Scottish EPC Register of Assessors. Where Bacra takes such action, the suspended member will be contacted within two working days to inform them of that action.
- d) Any suspension arising from 9.5(b) will not be lifted until Bacra has confirmation that any due monies have been received into the relevant Bacra bank account.
- e) In cases of persistent failure by a Scheme member to pay in time his or her membership or invoices or other demands for payment raised by Bacra, Bacra may permanently end that individual's membership of the Scheme and their registration on the Scottish EPC Register of Assessors under the Bacra Scheme.

- 9.6 Consent to the Sharing of Information on Bacra Scheme Members with Others
- a) To enable Bacra to comply with Scottish Government requirements placed on AOs, continued membership of the Scheme is dependent on applicants providing Bacra with consent to provide the Scottish Government, other AOs or an enforcement authority acting to meet their duty under legislation, with information relating their membership of the Scheme. This information may include details on suspensions or withdrawals from the Scottish EPC Register of Assessors or membership of the Scheme, together with the reason for suspension or withdrawal.
- 9.7 Adherence to the Code of Conduct, Fit & Proper Person & other policies
- a) Membership of Bacra requires adherence at all times to the Bacra Scheme Code of Conduct, which includes being a 'fit and proper person'. Reports of potential breaches of the Code will be investigated and action taken as appropriate and in accordance with the provisions of the Code and disciplinary procedures.

Appendix A - List of Bacra Policies and Documents

Document Title	Document Code	Document type
Training Course Booking Form	AM04	Form
CPD Guidance	AM05	Policy
Fee Schedule	AM06	Policy
Conflict of interest	AM07	Form
Disciplinary Procedure	AM08	Policy
References (exc Appendix)	AM28	Policy
Code of Conduct	SP01	Policy
Complaints Policy	SP02	Policy

Appendix B: Glossary of Terms

Approved Body – a general term to describe those who have been accredited outwith Scotland to produce Energy Performance Certificates (EPC). In Scotland, the legal terminology is an ‘Approved Organisation’.

Approved Organisation – an organisation approved by the Scottish Ministers who have a membership trained and qualified to produce Energy Performance Certificates and Recommendations Reports for buildings. This is defined within The Energy Performance of Building (Scotland) Regulations 2008, as amended, Regulation 8(1).

Bacra membership – EPC assessors accepted within the Scheme run by Bacra as an Approved Organisation.

Bacra Scheme/the Scheme – the scheme for training, registering, assessing and monitoring the practice of EPC assessors in Scotland managed by Bacra as an Approved Organisation.

Energy Performance Certificate (EPC) – A certificate produced by a member of an Approved Organisation which reflects the asset rating of the building using Government approved software which includes recommendation on how to improve the energy efficiency of the property. In order to be a legal document this must be lodged on the approved Government database, in accordance with Regulation 6 of The Energy Performance of Building (Scotland) Regulations 2008, as amended.

Scottish EPC Register - the statutory database for the lodgement of EPCs and associated data as well as the listing of EPC Assessors in Scotland.

Members/Assessors – Member of the Bacra Scheme identified as having the education, training and expertise required to carry out and issue an EPC.

NE03 - Bacra EPC Assessor Scheme

Fit & Proper Person requirements

Policy title	Fit and Proper Person Test
Reference	NE03 v3.2
SG framework reference	2.2 – May 2012
Author	Alan Beal
Date Created	Sept 2013
Status	Live
Date last reviewed	Sept 2022
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1. Purpose and aim of policy

1.1 This policy has a number of key purposes and aims which are:

- a) To clarify how Bacra will approach verification of the identity of applicants and members of the Bacra Scheme in compliance with the *Scottish Government's Operating Framework for Approved Organisations*.
- b) To define the terms 'fit and proper'.
- c) To clarify Bacra's approach to establishing whether or not an individual is a fit and proper person in relation to application to and membership of the Bacra Scheme.

2. Scottish Government Framework

2.1 The Scottish Government Operating Framework for Approved Organisations requires that Approved Organisations should undertake background checks on applicants and should verify that, subject to meeting entry criteria, there are no other barriers to membership.

2.2 Specifically the framework requires that:

- a) Approved Organisations (AOs) take all reasonable measures to verify the identity of applicants.
- b) All applications must be subject to a Criminal Records ('Basic Disclosure' or PVG) check, and determination made as to whether they are 'fit and proper' in terms of EPC (Energy Performance Certificate) production for existing dwellings.
- c) All applications should be checked to determine if the applicant holds or has previously held membership of another AO and, if the latter, whether circumstances under which previous membership ceased are relevant to the application.

3. Verifying the identity of applicants and Scheme members

- 3.1 All applicants to the Bacra Scheme must provide satisfactory evidence to verify their identity. Any applicant who fails to provide satisfactory evidence will not be considered a fit and proper person and will have their application to join the Bacra Scheme rejected.
- 3.2 Members of the Bacra Scheme must provide satisfactory evidence to verify their identity at any time the Scheme requests that they produce such evidence. Any member of the Bacra Scheme who fails to provide satisfactory evidence will not be considered a fit and proper person and will have their membership of the Bacra Scheme revoked.
- 3.3 Production by the applicant or the Scheme member of three documents consisting of **one document from Group 1 and two from Group 2** as listed below OR five documents from Group 2 provided that one of these contains photographic identification, shall usually be sufficient evidence for establishing an individual's identity. Good quality colour photocopies are acceptable.

Bacra reserves the right to determine what will constitute satisfactory evidence of identity in any particular case and may require an applicant or member to provide other forms of evidence to establish that person's identity should this be necessary on the view of Bacra. All documents produced must be in the name of the applicant or the Bacra Scheme member:

a) **Group 1**

- Valid passport (any nationality)
- UK Driving Licence Full or Provisional – England/Wales/Scotland/Northern Ireland/Isle of Man; photocard only
- Valid photo identity card (EU countries only)
- UK Firearms licence
- HM Forces ID card (UK)

b) **Group 2**

- Marriage certificate/Civil Partnership Certificate
- Original UK birth certificate (issued within 12 months of date of birth, full or short form acceptable)
- P45/P60 statement
- Utility bill (electricity, gas, water, telephone – including mobile phone contract/bill)
- Valid TV licence
- Credit card statement

- Store card statement
- Mortgage statement
- Valid insurance certificate
- Certificate of British nationality
- British work permit/visa**
- Asylum Registration Card
- Personal correspondence or a document from a Government Department*
- Bank or Building Society Document**
- Financial statement e.g. pension, endowment, ISA **
- Valid vehicle registration document
- Mail order catalogue statement*
- Court summons
- Valid NHS card
- Court Claim Form
- Addressed payslip*
- Child benefit book

* documentation must be less than 3 months old at the date it is submitted as evidence)

** must be issued within the 12 months preceding the date it is submitted as evidence)

4. Satisfying the 'fit and proper' requirement

4.1 **Fitness** relates to a person's competence and capability to fulfil their responsibility as a member of the Bacra Scheme and in their practice under the Scheme.

4.2 When assessing the 'fitness' of an applicant or a member of the Scheme, Bacra will, among any other relevant and appropriate factors, take into account:

- The individual's possession of relevant qualifications and skills;
- The individual's knowledge, skills and experience levels relevant to their practice as a member of the Bacra Scheme; and
- An applicant's commitment to Continuing Professional Development (CPD) and, in the case of members of the Scheme, a member's achievement of the CPD requirement.

4.3 **Properness** relates to a person's character and suitability to fulfil their responsibility as a member of the Bacra Scheme.

4.4 When assessing the 'properness' of an applicant or a member of the Scheme, Bacra will, among any other relevant and appropriate factors, take into account:

- An applicant's commitment to upholding the standards of conduct outlined in the Bacra Scheme Code of Conduct and outlined in the relevant National Occupational Standards (NOS).
- The individual's record as regards complaints received concerning their conduct or in respect of any investigation undertaken into their conduct by the Scheme.
- Whether or not an applicant has a criminal record, and the nature of any such record.
- In respect of members of the Scheme, factual information suggesting a member's involvement in actual or potentially criminal activity or behaviour and the nature of that activity or behaviour.
- The financial integrity of the applicant or member of the Scheme.

4.5 An applicant or a member of the Bacra Scheme is unlikely to be considered fit and proper if convicted or cautioned for a serious arrestable offence including but not limited to:

- murder;
- manslaughter;
- death by reckless driving;
- rape;
- kidnapping;
- firearms offences;
- hostage taking;
- hijacking or torture

4.6 An applicant or member of the Bacra Scheme is unlikely to be considered fit and proper if they have been convicted of offences that are less serious than those listed above if these are offences against the person or property, or offences which involve elements or acts of dishonesty, corruption, substantial financial gain or serious loss to anyone (including theft, fraud and deception), which resulted in a prison sentence within the last 5 years.

4.7 Applicants to the Bacra Scheme

- a) Applicants to the Bacra Scheme who are not determined by the Scheme to be 'fit and proper' shall have their membership application rejected, notwithstanding an appeal.
- b) Bacra shall request details in relation to an applicant's criminal history and take this into account in determining entry to the Bacra Scheme. Failure by the applicant to provide Bacra with information relevant to it reaching an informed decision on whether or not the applicant should be admitted to membership of the Scheme may be considered in itself to be a failure of the fit and proper person requirement. In such cases Bacra may reject the application for membership or where membership of the Scheme has been granted, be that probationary or otherwise, suspend that membership, pending investigation.
- c) As a minimum all applicants must produce an original or high quality colour scan or authenticated and valid copy of a Basic Disclosure (or PVG) certificate in their name before any form of membership of the Scheme will be granted, be that probationary or otherwise, and before their name is registered on the database for the statutory register of assessors. To be valid the Basic Disclosure (or PVG) certificate must not be more than three years old at the time it is presented for inspection by the Bacra Scheme. An authenticated copy can be made at Post Offices under the 'document certification service'.
- d) Where an applicant offence has been committed, before determining whether or not to accept the applicant into the Bacra Scheme and whether to or not to register the applicant with the statutory database register of assessors, Bacra will consider:
 - the relevance of the offence to the role of the applicant and their practice on becoming a member of the Bacra Scheme;
 - the seriousness of that offence;
 - whether there is any significant pattern of offending; and
 - how recently the offence was committed.
- e) Bacra shall ask for and may take up references from suitable people known to the applicant and take them into account. At least one of these would be expected to be from the workplace or recent workspace.

4.8 Members of the Bacra Scheme - General

- a) All members of the Bacra Scheme must at all times be 'fit and proper'. Where the Bacra Scheme enquiries, activities, or other evidence shows that an existing member is no longer 'fit and proper', that member shall have their membership revoked. Appeals against a decision to revoke an individual's membership are subject to the Appeals Process (See SP02 – Complaints Policy).
- b) Bacra reserves the right to require members of the Bacra Scheme to provide updated Basic Disclosure (or PVG) certificates once a member's certificate is older than three years, or where the Scheme has reason to request a certificate as part of an enquiry into the fit and proper status of a member or in any other circumstances as may be necessary for Bacra to comply with requirements placed on it as an Approved Organisation by the Scottish Government or legislation.
- c) Where information is received that a member offence has been committed, before determining any action to be taken in respect of the member, Bacra will consider:
 - The relevance of the offence to the role of the member and their practice under the Bacra Scheme;
 - the seriousness of that offence;
 - whether there is any significant pattern of offending; and
 - how recently the offence was committed.

5. Appeals

- 5.1 Appeals against a decision to reject an application, to suspend a membership or to revoke a membership under the provisions of this policy are subject to the Appeals Process (See SP02 – Complaints Policy).

6. Storing and disposing of Disclosure Certificates and other information used to Determine fit and proper person status

- 6.1 Bacra will not retain such information for longer than it is relevant to its needs to fulfill the requirements placed on it as an Approved Organisation by the Scottish Government and legislation. Bacra will comply with its obligations under the provisions of applicable data protection legislation in relation to information held on applicants and Scheme members.

7. Reporting of apparent criminal activity

- 7.1 Bacra will report to the police complaints, or other information received, that involve apparent criminal activity by an applicant or Scheme member.

Appendix A: Links with other policies and documents

SP01 Bacra Code of Conduct	AM05 Bacra Scheme CPD Guide
SP02 Complaints Policy	

Appendix B: Glossary of Terms

Approved Organisation –organisations approved by the Scottish Ministers who have a membership trained and qualified to produce energy performance certificates and recommendations reports. This is defined within The Energy Performance of Building (Scotland) Regulations 2008, as amended, Regulation 8(1).

Bacra membership –membership of the EPC scheme run by Bacra as an Approved Organisation

Bacra Scheme/the Scheme/BEPC – the scheme for training, registering, assessing and monitoring the practice of EPC assessors in Scotland managed by Bacra as an Approved Organisation.

Energy Performance Certificate (EPC) – A certificate produced by a member of an Approved Organisation which reflects the asset rating of the building using Government approved software which includes recommendation on how to improve the energy efficiency of the property. In order to be a legal document this must be lodged on the approved Government database, in accordance with Regulation 6 of The Energy Performance of Building (Scotland) Regulations 2008, as amended.

Members/Assessors – Member of the Bacra Scheme identified as having the education, training and expertise required to carry out and issue and EPC.

AM06- Scheme Fee Schedule

Policy title	Fee Schedule
Reference	AM06v3.1
SG framework reference	n/a
Author	Alan Beal
Date Created	Sept 2013
Status	Live
Date of last change	Feb 2017
Date last reviewed	A Beal Sept 2022
Next review date	September 2023
Scope	Members/Applicants

Existing dwellings Energy Performance Certificate Scheme

Item	Category	Fee (£) Ex vat
Assessor Application Fee (per person; includes first year's membership)	New to EPCs	200
	Already registered as an Assessor	100
Annual Membership & software fee	Normal	200
	Low EPC lodgement (80 free EPCs)	500
	Corporate fee reduction (one invoice for all assessors)	15%
Fee per EPC	New Users	3.40
Fee per EPC	existing Bacsape Users	2.65
EPC Register Lodgement fee		2.60
Targeting facility		PoA
Appeals fee		100

SP01- Bacra Code of Conduct

Policy title	Bacra EPC Scheme Code of Conduct
Reference	SP01
External references	REF_L14- Approved organisations operating framework REF_O1 - ASTACEA1 - Work in a safe, effective and professional manner (National Occupational Standards) REF_O2- ASTDEA2 - Prepare for energy assessments of domestic property (National Occupational Standards)
Author	Alan Beal
Reviewer	
Date Created	Sept 2013
Status	Live
Date last reviewed	N Ellis - November 2017 A Beal – Sept 2022
Next review date	September 2024
Scope	Publicly available

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1. Purpose and Extent of the Policy

- 1.1 This policy sets out the Code of Conduct requirements for all members of the Bacra EPC Scheme. The Code of Conduct is henceforth referred to as 'The Code'. The Code clarifies the process and possible disciplinary actions to be applied in the case of a breach.
- 1.2 The Code will be subject to ongoing review.

2. Scottish Government Operating Framework

- 2.1 The Scottish Government has entered into protocols with a number of organisations to deliver Energy Performance Certificates (EPC). These organisations have been "approved" by the government, and are therefore called "Approved Organisations" (AOs). The list of protocols is called the "Operating Framework".
- 2.2 The requirements of the Operating Framework includes the need for AOs to have in place a published Code of Conduct to which all members are required to adhere.
- 2.3 The other requirements of the Operating Framework, relevant to Bacra Scheme members, are addressed in the rest of this document.

3. The Bacra Scheme Code of Conduct

- 3.1 Bacra's Code of Conduct requires members to:
 1. Comply with health, safety & security procedures at work;
 2. Develop and maintain effective working relationships;
 3. Conduct energy assessments in a professional and ethical manner;
 4. Undertake adequate preliminary preparations before a survey;
 5. Ensure that you are adequately trained to undertake assessments;
 6. Undertake post-inspection data checks;
 7. Provide adequate customer care following lodgement; and
 8. Declare conflict of interest when necessary

- 3.2. Each of these Code requirements are outlined in detail below.

3.1.1 Complying with health, safety & security procedures at work

Each member must:

- a) Comply with all relevant legislative and regulatory requirements including in respect of health & safety and security at work; and
- b) Identify any health, safety and security risks in different locations and take action to minimise or mitigate such risks to yourself and to other people.

3.1.2 Developing and maintaining effective working relationships

Each member must:

- a) Be and remain a 'fit and proper person' to practise as a member of the Bacra Scheme. To meet this requirement a Bacra Scheme member must at all times meet the assessment of fit and proper as set out in the Fit and Proper Person (NE03) policy;
- b) Treat themselves and others with courtesy and respect;
- c) Work with integrity and openness, upholding the reputation of Bacra and promoting goodwill and trust;
- d) Present a positive personal and professional image at all times when dealing with others;
- e) Be impartial, objective, conscientious and diligent;
- f) Be selfless and honest in all dealings;
- g) Make only their professional or authorised views known publicly
- h) Be accountable for their views or actions;
- i) Promote equality and inclusiveness;
- j) Request and give information in a prompt, polite, clear and professional manner;
- k) Value and participate in lifelong learning and personal development; and
- l) Comply with all Bacra policies, including the Bacra Complaints Procedure (SP02).

3.1.3 Conducting energy assessments in a professional and ethical manner

Each member must:

- a) Work within the law at all times;
- b) Not engage in criminal activity or undertake work connected with the preparation or production of EPCs during any period that their name is on from the statutory database register of assessors in Scotland;
- c) Have an appropriate level of professional indemnity insurance cover, which is currently no less than £50,000 (domestic) for each claim in relation to any particular EPC;
- d) Operate only within their competence as an assessor and for the production of EPCs for dwellings as approved by the Bacra Scheme for them as an individual;
- e) Comply with any practice improvement instructions or additional training, re-training or other learning instructions issued to them by Bacra in relation to their membership of the Bacra Scheme;
- f) Recognise & declare to Bacra and the relevant client or customer any conflict of interest when undertaking the assessor role immediately, using the Conflict of Interest form (AM07), to avoid any assertions of influence on your professional independence and objectivity; and

- g) Carry out his or her role in a manner which accords with the provisions set out in the relevant UK National Occupation Standard (NOS) for Energy Assessors.

3.1.4 Undertaking adequate preliminary preparations before a survey

Each member must, if necessary :

- a) Confirm details with the customer such as the date and time of the on-site inspection, and any specific requirements that might apply; and
- b) Explain the terms and conditions under which the energy assessment is undertaken, including the need to take photographs and record other evidence for audit purposes.
- c) Explain any circumstances that prevents you from undertaking the survey;
- d) Explain the legal context for producing EPCs as well as the presence of the Scottish EPC Register;
- e) Explain that the form and content of the certificate is prescribed and must include cost-effective energy recommendations;
- f) Explain the limitations and constraints of the energy assessment and associated legislation;
- g) Explain that ratings and recommendations may differ from past assessments due to methodology changes and other differences; and
- h) Explain the basic principles of the Green Deal or other relevant schemes.

3.1.5 Ensuring that you are adequately trained to undertake assessments

Each member must:

- a) Carry out the assessment and calculation for the preparation and production of EPCs in a consistent and accurate manner, in accordance with your training, which includes the relevant National Calculation Methodology and following good practice;
- b) Certify in accordance with the requirements of the Energy Performance of Buildings (Scotland) Regulations and the Building (Scotland) Regulations, as applicable;
- c) If necessary take into account the Scottish Government Guidance (REF_L9 - EPC 07 - Guidance on EPC Production for Existing Dwellings Using 'Representative Sampling') and relevant NOS for cloning properties and REF_O4 ASTDEA3 Identify representative properties for sampling and multiple certification);
- d) Not undertake the assessment if the only occupants of the dwelling are under 16 or have impaired mental health special needs;
- e) Assemble and collate information from the on-site inspection and from other relevant and reliable sources;
- f) Use other guidance or regulations that are relevant to the scheme, as directed by Bacra.

3.1.6 Undertaking post-inspection data checks

Each member must:

- a) Ensure that data are entered accurately, taking care with data that may have a significant effect on the result;
- b) Check the energy efficiency measures generated and the final rating, and act accordingly if any are inappropriate, providing reasons;
- c) Use the up-to-date Bacra calculation software approved for use in Scotland in accordance with the instructions for use;
- d) Maintain sufficiently adequate records for each EPC produced through the Bacra scheme for five years, including the original survey form, photographs, Bacsape output and other relevant information;
- e) Be ready to make available to Bacra, or those working on its behalf, such adequate records each EPC produced to enable a quality assurance audit of the assessor's practice, in compliance with any reasonable timescale set;
- f) Inform Bacra within 7 days of any complaints received from any customer or client that remain unresolved for more than 5 working days from the complaint being made to the assessor.

3.1.7 Providing adequate customer care following lodgement

Each member must:

- a) Having lodged an EPC on the Scottish EPC Register, inform the customer that the EPC has been completed and is available to them, and potentially to others;
- b) Be prepared to explain all the component parts of the EPC to the customer, any implications arising from the certificate, and to identify sources of additional information and support that may be helpful;
- c) Be prepared to explain variations between ratings and energy efficiency measures produced by different versions of the calculation methodology and between assessment undertaken using the different methodologies for new and existing homes;
- d) Be prepared to explain to customers the limitations of the approved software for both ratings and energy efficiency measures;
- e) Explain to customers that predicted savings from energy efficiency measures are based on standard occupancy and may not be achieved in practice;
- f) Refer individuals to relevant sources of information and advice where you are unable to respond to their queries;
- g) Inform their customer that there is a complaints procedure and advise them how to access it.

3.1.8 Declare conflict of interest when necessary

A conflict of interest exists if there may be a financial or relationship interest that might provide an incentive to be biased or predetermined, or an influence in professional decision-making by a sense of loyalty or obligation to someone else, or by an unduly fixed view. It is therefore important that assessors declare whether they are:

- a) A relative of the homeowner or occupier of the property;
- b) Residing at the property;
- c) Have a financial interest in the property;
- d) The Owner or Director of the organisation dealing with the property transaction;
- e) Employed by the professional dealing with the property transaction;
- f) A relative of the professional dealing with the property transaction; or
- g) No related party.

This list is not definitive as to what a conflict of interest is, but indicates what a conflict of interest might involve.

4. Breaches of the Bacra Scheme Code of Conduct

- 4.1 Any contravention of the requirements of the Bacra Scheme Code of Conduct may be considered a breach of the Code.
- 4.2 In particular, non-compliance with Sections 3.1.2a (being a Fit and Proper person) and 3.1.3a-f (working within the law) will be considered a serious breach of the Code.
- 4.3 In assessing the nature and circumstances of any breach, Bacra will determine the seriousness of the breach in order to determine the most appropriate course of disciplinary action to take.

5. Disciplinary Procedures

- 5.1 The process of how Bacra deals with any breach of the Code are outlined in the Disciplinary Procedures (AM08) policy.
- 5.2 In summary, disciplinary options include:
 - Advice on how to improve, with specific requirements laid out;
 - Temporary removal from the assessors list in the Scottish EPC Register; and
 - Permanent removal from the assessors list in the Scottish EPC Register.

6. Appeals against Disciplinary Action under the Bacra Scheme Code of Conduct

- 6.1 In the case of temporary or permanent removal from the Scottish EPC register (and therefore the Bacra Scheme), there is an appeal process. The appeal process is outlined in the Disciplinary Procedures (AM08) policy.

7. Signed Acceptance of the Bacra Scheme Code of Conduct

- 7.1 All members of the Bacra Scheme must provide a Signed Undertaking that they accept to be bound by the Bacra Scheme Code of Conduct. This is undertaken in Section 12 “Agreement and Confirmation” in the Membership Application form (NE02). Departure from this Signed Undertaking would be considered a breach of the Bacra Scheme Code of Conduct.

Appendix A- Links with other policies and documents

Fit and Proper Person Policy (NE03)	
Complaints Procedure (SP02)	
Conflict of Interest form (AM07)	
Membership Application form (NE02)	
Disciplinary Procedures (AM08)	

Appendix B- Glossary of Terms

Appellant – the person who is appealing

Approved body – a general term to describe those who have been accredited outwith Scotland to produce Energy Performance Certificates (EPC). In Scotland the legal terminology is an ‘Approved Organisation’, this is described below.

Approved Organisation –organisations approved by the Scottish Ministers who have a membership trained and qualified to produce energy performance certificates and recommendations reports. This is defined within The Energy Performance of Building (Scotland) Regulations 2008, as amended, Regulation 8(1).

Bacra membership –membership of the EPC scheme run by Bacra as an Approved Organisation

Bacra Scheme/the Scheme/BEPC – the scheme for training, registering, assessing and monitoring the practice of EPC assessors in Scotland managed by Bacra as an Approved Organisation.

Disciplinary matter and ‘potential breach of the Code’ are treated interchangeably in this document

Energy Performance Certificate (EPC) – A certificate produced by a member of an Approved Organisation which reflects the asset rating of the building using Government approved software which includes recommendation on how to improve the energy efficiency of the property. In order to be a legal document this must be lodged on the approved Government database, in accordance with Regulation 6 of The Energy Performance of Building (Scotland) Regulations 2008, as amended.

Scottish EPC Register - the statutory database for the lodgement of EPCs and associated data.

Members/Assessors – Member of the Bacra Scheme identified as having the education, training and expertise required to carry out and issue and EPC.

SP02 - Bacra Complaints Policy

Policy title	Bacra Complaints Policy
Reference	SP02
SG framework reference	3.4 – August 2012
Author	Alan Beal
Date Created	Oct 2013
Status	Live
Date last reviewed	A Beal September 2022
Next review date	September 2024
Scope	Publicly available

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1. Purpose and aim of policy

- 1.1 The purpose and aim of this policy is to set out the policy and procedures covering complaints for:
- i) Applicants for membership of the Bacra Scheme,
 - ii) Scheme members
 - iii) Clients of Scheme members.

2. Scottish Government Operating Framework

- 2.1 Among other things the framework requires:
- a) Approved Organisations must have published procedures which are applied consistently and respond promptly and efficiently to customer complaints against Members.
 - b) Complaints processes must include details of:
 - initial response to any complaint
 - information on the process
 - evidence needed to be provided by the complainant
 - timescale for resolution
 - investigative action to be taken, including notifications to relevant parties

3. Commitments and Responsibilities

- 3.1 Bacra is responsible as the Approved Organisation for the service provided by the Bacra Scheme and as such is committed to providing high quality and effective services. Bacra welcomes feedback, both positive and negative, and will use this to inform a process of continual improvement for the operation of the Bacra Scheme.
- 3.2 Bacra is committed to treating complainants with respect and to adhering to the timescales set out in this policy.
- 3.3 It is important that complainants are clear about the substance of their complaint and, if possible, can clarify the outcome that they are seeking. Bacra is committed to providing assistance to complainants in expressing and recording their complaint should this be necessary or requested.
- 3.4 In accordance with the Scottish Government Operating Framework for Approved Organisations, where a complaint relates to a defective EPC issued through the Bacra Scheme, responsibility for providing a replacement certificate and the associated costs will rest with the assessor who provided the defective certificate. If the assessor cannot be contacted or is no longer practising then Bacra as the Approved Organisation must act to replace the defective certificate.
- 3.5 Any complaint which is found to involve apparent criminal activity will be reported to the relevant authorities.
- 3.6 After investigating and upholding a complaint, Bacra is committed to taking action against an assessor, as allowed for, and in accordance with both the Scheme policies and the requirements of Approved Organisations.
- 3.7 Section 4 of this document sets out the formal complaints procedure for the Bacra Scheme in accordance with the requirements placed on Approved Organisations by the Scottish Government.
- 3.8 Bacra is committed to continuous improvement both within its own organisation and those with whom it has a professional relationship. Complaints are a key tool in supporting this, and so they will be monitored and reviewed in order to identify areas for change.

4. Bacra (EPC) Scheme Complaints Procedure

- 4.1 The stages and associated processes of the complaints procedure that apply to the Bacra Scheme comprise both informal and formal stages for resolving complaints.
- 4.2 All complaints relating to the Bacra Scheme will be reported to Scheme Manager, or in his/her absence the appointed member of staff, and a decision reached on whether the complaint is sufficiently complex or serious in nature to warrant immediate escalation to an investigation under Stage 2 of these procedures. The stages of the complaints procedures in respect of the Bacra Scheme are set out below.

4.3 Stage 1 - Informal Investigation

A. Complaints by Bacra Scheme members and applicants

- Initially, complaints by applicants for scheme membership or from Scheme members regarding the service they have received from the Bacra Scheme should be raised informally and directly with the member of Bacra staff who is their normal point of contact.
- Bacra will normally offer an explanation and outcome within 5 working days.

B. Complaints by clients of Bacra Scheme members

- The client of a Bacra Scheme assessor wishing to make a complaint about a service received from that assessor should initially raise the complaint directly with the assessor.
- Bacra will not normally take further action or escalate the complaint to Stage 2 unless the complainant has already provided the assessor with the opportunity to resolve the matter.
- Should any complaint made by a client to a Bacra Scheme assessor remain unresolved for more than 5 working days from the complaint being made to the assessor, the complainant should contact the Bacra Scheme Manager in writing or email with :-
 - details of the complaint
 - the name and contact details of the assessor
 - the date the complaint was made to the assessor.
- Bacra will then informally attempt to resolve the complaint.

4.4 Stage 2 – Formal Investigation

- a) Bacra Scheme members, applicants or clients of Scheme members who are unhappy with the explanation they have received and/or the resolution offered at the 'informal stage' of the Bacra Scheme complaints procedure, will normally be expected to contact Bacra through the dedicated complaints email address (complaints@bacra.co.uk), by separate email, or in writing to the Scheme Manager.
- b) The Scheme Manager or a member of Bacra staff of equivalent seniority, shall acknowledge the complaint as quickly as possible and normally within 5 working days of its receipt.
- c) Bacra shall investigate the complaint and advise the complainant of the outcome as quickly as possible and normally within 20 working days of receipt of the complaint.
- d) The investigation will include contacting the member concerned, the complainant and taking any other reasonable steps to establish the facts.
- e) If the complaint is upheld, then suitable action will be taken
- f) It is expected that this Stage 2 investigation will produce a satisfactory response and outcome to the complaint. Also that Bacra has given the complaint serious consideration and amended its working practices if necessary

4.5 Stage 3 – Formal Investigation Review

- a) Where a complainant is dissatisfied with the outcome of the Stage 2 investigation they should advise the Director of Bacra (or a member of Bacra staff of equivalent seniority), normally in writing, within a maximum of 14 days of the date of the first stage response from Bacra.
- b) This member of staff shall acknowledge the complaint as quickly as possible and normally within a maximum of 5 working days of its receipt
- c) This member of staff shall review the Stage 2 investigation against Bacra Scheme procedures and policies, undertake any further investigation of the complaint that he/she feels may be necessary.
- d) This member of staff shall respond to the complaint as quickly as possible and normally within a 10 working days from receipt of notification from the complainant.

4.6 Stage 4 - Appeals Process

- a) Should be complainant still be dissatisfied with the response, and then they should advise the Director in writing or by email. Should he/she accept that escalation of the complaint is justified, then the complaint will be passed to the Appeals Panel and the complainant advised. An appeals fee must be paid (as shown in the fee schedule), which is refundable in the event of the appeal being resolved in favour of the Appellant.
- b) Bacra will maintain a list of suitably experienced persons from whom to select the members of an Appeals Panel. A number of these persons will be invited to form the panel on receipt of an appeal from a current or prospective member or client. Panel members will be selected to avoid conflicts of interest. Panel members are external to Bacra and include a representative of the Building Standards Division.
- c) The Appeals Panel will review the appeal and attempt to resolve the complaint in a manner which upholds the integrity of the Scheme. The Appellant will be invited to make a representation to the panel. The Panel will then deliberate whether to uphold or quash the decision. If the Panel finds in favour of the Appellant, the certification of the Assessor is reinstated and the appeals fee is refunded.
- d) The response to the Appellant provided by the Appeals Panel shall be a definitive response will represent the end of the Bacra Scheme complaints process in respect of that complaint.
- e) The Appeals Panel may offer a review of the complaints & any other linked processes to improve it in the light of this complaint.

5. Revision to timescales

5.1 Some complaints may take longer to deal with than the time allowed for under this procedure. This may be because:

- The complaint is so complex that it will require more careful consideration and detailed investigation
- Persons critical to the complaint are not available to be interviewed.

5.2 If at any stage it becomes apparent to Bacra that the response to the complainant will be delayed beyond the normal timescales, Bacra shall advise the complainant of this as soon as possible, and on the reason why the normal timescale cannot be met and seek agreement with the complainant for an appropriate revision to the relevant timescale for reaching and communicating an outcome.

5.3 After discussion with the complainant on a revised timescale, Bacra will advise the complainant in writing of the revised timescale for it providing a response and outcome to the complaint.

6. Persistent and vexatious complaints and other problematic behaviour

6.1 Should a complainant's behaviour fall below that which is acceptable, the Bacra Scheme Manager shall advise the complainant what aspect of their behaviour is unacceptable. He/she should then advise them of a suitable modification and warn that a regression may result in more serious action.

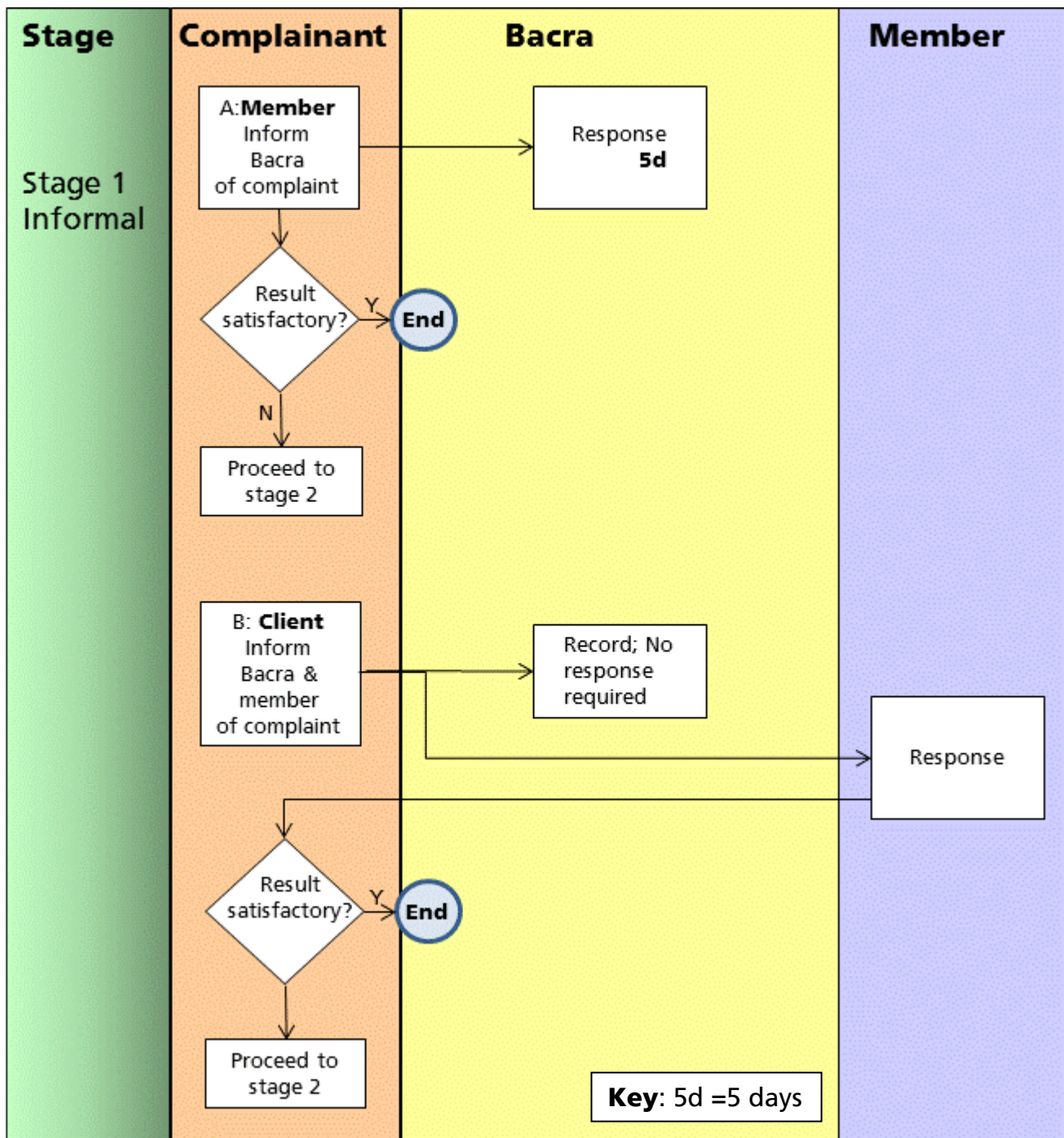
6.2 How unacceptable behaviour is managed will depend on its nature and extent. In extreme circumstances where a complainant's behaviour adversely affects staff's ability to carry out their work and provide a service to others, the complainant's contact with Bacra and its staff may need to be restricted. In such cases the Bacra will advise the complainant on the way he/she can contact Bacra and the changes to his/her behaviour that would allow normal contact and access with Bacra and its staff.

7. Non-EPC scheme complaints

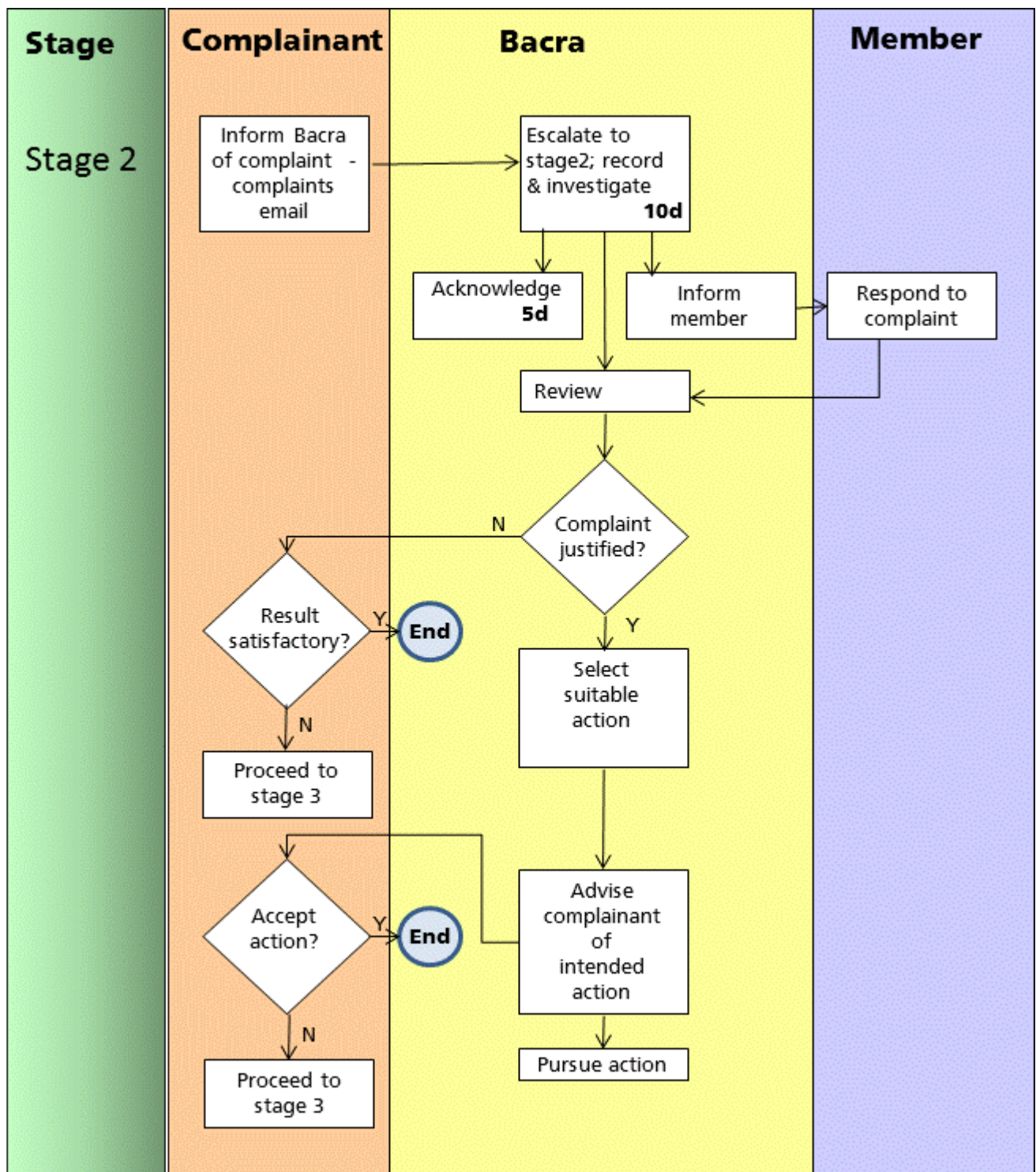
7.1 There may be instances where there is dissatisfaction or criticism of Bacra that is not specifically related to the standard of service received by a Scheme applicant, member or their client. In such cases complaints shall be addressed to the Director.

Stage 1 – Flowchart showing Complaints Process - Informal stage

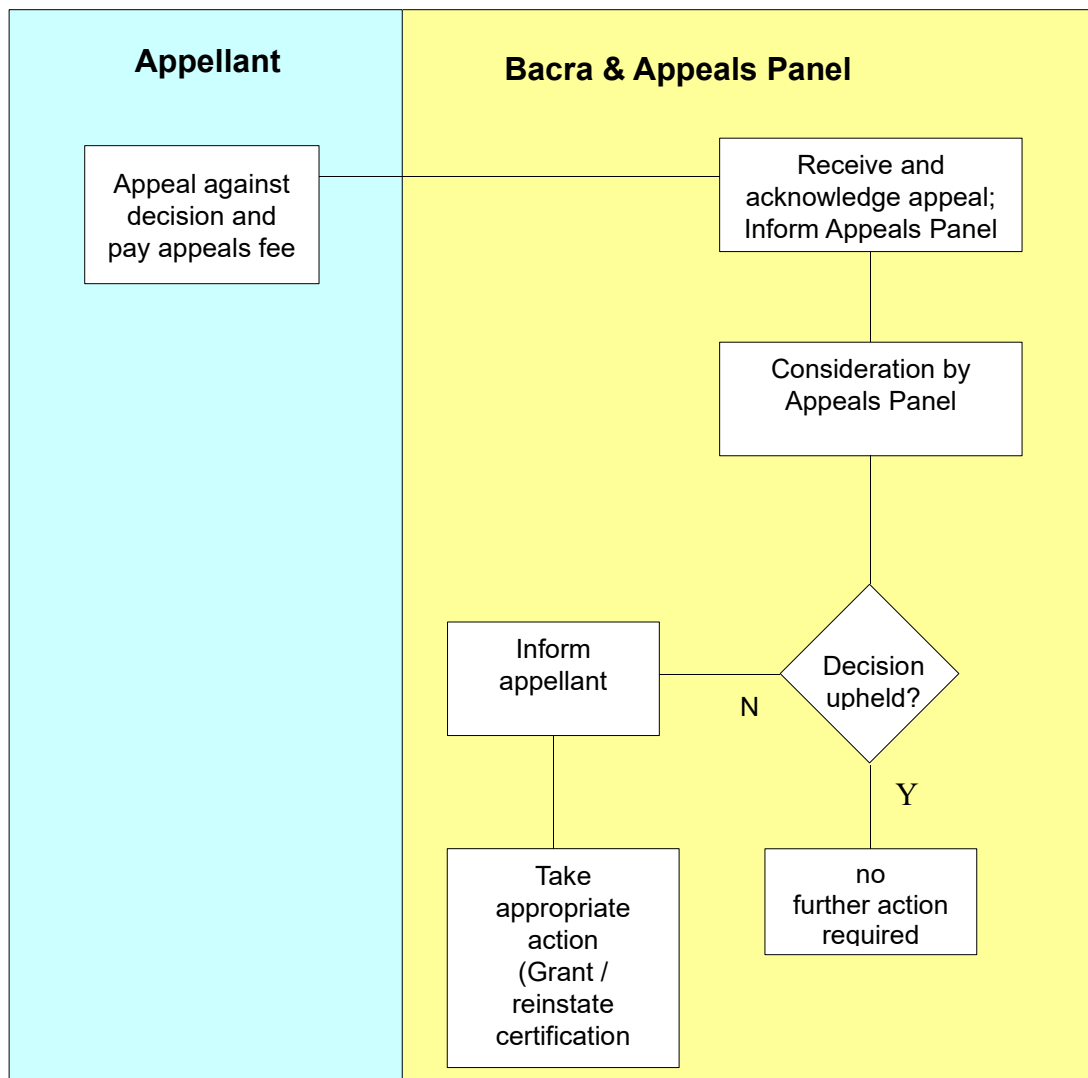
Process for handling complaints from the members and clients.



Stage 2 – Flowchart of Formal Complaints Process



Stage 4 – Flowchart for Appeals process



Appendix A: Links with other policies and documents

SP01 - Bacra Code of Conduct	
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Appendix B: Glossary of Terms

Appellant – the person who is appealing

Approved body – any scheme approved by the relevant Government to produce EPCs in Scotland, but also England & Wales, Northern Ireland and other parts of the European Union. In Scotland it is known as an ‘Approved Organisation’ as defined below.

Approved Organisation – the designation given to organisations approved by the Scottish Government to train and register EPC assessors in Scotland. This is defined under regulation 8(1) of SSI 2008/309.

Bacra membership –membership of the EPC scheme run by Bacra as an Approved Organisation

Bacra Scheme/the Scheme/BEPC – the scheme for training and registering, assessing and monitoring the practice of EPC assessors in Scotland managed by Bacra as an Approved Organisation.

CPD – Continuing Professional Development

Disciplinary matter and ‘potential breach of the Code’ are treated interchangeably in this document

EPC – Energy Performance Certificate, lodged on the statutory database, for dwellings only. They are produced in accordance with Regulation 6 of SSI 2008/309.

EPC Register - the statutory database containing ‘lodged’ EPCs; the domestic register was formerly known as the Home Energy Efficiency Database (HEED).

Members/Assessors – Member of the Bacra Scheme registered as EPC assessors on the Scottish Government statutory database Register Of Assessors.

NOS – National Occupational Standard

RSL – Registered Social Landlord