



Sterling Accreditation
setting the standard



ANNUAL REPORT

2011



Sterling Accreditation Limited
15 Basepoint, Harts Farm Way
Havant PO9 1HS





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Glossary

The abbreviations used in this report are explained below:

APEL	Approved Prior Experiential Learning
CLG	Department for Communities and Local Government
CPD	Continuous Professional Development
DEC	Display Energy Certificate
EA	Energy Assessor
EPC	Energy Performance Certificate
QA	Quality Audit
QAA	Quality Audit Assessor



Introduction

This is the second annual report for Sterling Accreditation Limited and covers the period 1st October 2010 to 30th September 2011.

Communities and Local Government require Accreditation Schemes to report on an annual basis following a set pattern. This report provides a variety of information on the Scheme, its membership and lodgement of energy assessments.

Sterling is registered at Companies House (No. 68664378) as a limited liability company.

Sterling Accreditation was granted approval on 30th October 2009 to be an accreditation scheme for energy assessors in both domestic and non-domestic EPCs, DEC's and Air Conditioning Inspections at all levels.

Sterling's is a quality scheme concentrating on the non domestic sector. The submission made to CLG majored on this as it was seen as complimentary to UK policy and the intention of the Energy Performance of Buildings Directive.

The Sterling team are now well placed to develop its "quality" base and to widen its share of the market by providing customers with energy assessments that can be relied upon and used to take forward energy efficiency improvements. This will be achieved by ensuring energy assessors are properly qualified to undertake their roles and a quality assurance regime that provides full support.

Simon Barnes

Managing Director
March 2011



Review of the period

Sterling Accreditation's business is to be a scheme with a high calibre of quality auditing practises and procedures. The whole ethos of the organisation is to provide end customers with the peace of mind that the product they had paid for and the assessors they used in the process were audited to the highest standard.

Sterling is also proud to be an independent Scheme with no ties to organisations that may create a conflict of interest. We do not have a training arm nor do we undertake energy assessments in competition with our members.

It is in this reporting period that Sterling became actively engaged in the market to promote its services to energy assessors. In accordance with its business plan our main ambition was to raise awareness of our presence to the energy assessment market and the other accreditation scheme's currently providing competing services.

We are well aware that the energy assessor's decision making process with regard to choice of membership of accreditation and placement lodgement's is price driven. Whilst Sterling remains very competitive in the market we are able to provide a personal service to EAs whether it is with resolving lodgement problems, technical issues or providing comprehensive feedback from our quality audits.

During 2010/2011 we have achieved a significant increase in membership and associated increase in lodgement numbers.

Membership

We accept new members to our scheme through either the APEL or qualification route. Within this reporting period we have not had to decline any applicant.

At the end of this reporting period, 30th September 2011, we had 68 Members accredited as follows:

Strand	Domestic	Non-Dom Level 3	Non-Dom Level 4	DEC	Air Con Level 3	Air Con Level 4
Members	0	54	42	22	24	15



Applications

60 members joined during this period, 15 through the APEL route and the remainder through qualification.

Lodgements

During this reporting period 1277 Energy Certificates have been lodged in the Landmark register.

Quality Assurance

We have undertaken initial 67 quality checks on the lodgements representing a sample of 5.2%. 5 secondary quality checks have been undertaken as follow ups to the initial quality check failures.

All quality audits are undertaken by our team of QA Auditors and each EA is provided with a comprehensive feedback report regardless of whether the audit was a pass or failure.

The work of our QAAs is moderated on a regular basis by our senior auditors.

Guidance and Information

All EAs who become members of the Sterling Accreditation Scheme have access to a members' website which provides a wealth of information and news and documentation including information from CLG. This is to ensure that they have all the basic information needed to undertake their assessments and keep them up to date. There is also a members' forum which encourages a transfer of information.

Continuous Professional Development

We arrange CPD essentially to provide training where we have identified an area in our EAs knowledge and expertise that requires support or when we are aware of new requirements, be it legal or technical that requires EA up-skilling.

We maintain a professional profile for each member, which is kept up to date and checks are made to ensure that the requisite CPD is undertaken. Supporting our members we provide tailored CPD sessions at their offices to suit specific requirements.



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Customer Satisfaction

To date we have received no complaints from customers about our energy assessors nor have we received any complaints from energy assessors or customers about the service we have provided. Indeed we have received some satisfactory comments about the service we have provided.

Finance

Financial information for Sterling Accreditation is available by request



The Future

Sterling's objective is to grow its team and service delivery to its members without compromising on quality. Sterling is an invested business with ambition to be recognised as a scheme with a high level of quality auditing and a long term ambition for our brand to be recognised as a quality kite mark in the accreditation industry.

The opportunity for Sterling in 2011 is to ensure that our practises and procedures are fully compliant and are managed in a cost effective manner. Moving forward we will invest in software solutions to ensure compliance and employ the right people to move our business forward. Managed growth is key to our business success which we believe will show commitment to the numbers of members and customers who believe quality is a priority in this market.

Sterling have started a software development program to design and build an AC reporting tool. This requirement was primarily driven by our members who were looking for a quicker more efficient reporting tool in comparison to the others currently available in the marketplace. The development plan is to have the software approved by DCLG ahead of the mandatory lodgement and auditing of AC reports in April 2012.

Who's Who

Simon Barnes – Scheme Manager
Alex Matthias – Quality Manager
Mike Gordon – Operations Manager
Ruth Osborne – Membership Compliance Manager
Peter Rowley – Technical support
Richard Eves – Sales and Marketing

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