



Sterling Accreditation
setting the standard



ANNUAL REPORT

2012



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





Contents

Glossary.....	3
Review of the period.....	5
Membership.....	6
Applications.....	6
Lodgements.....	8
Quality Assurance	9
Guidance and Information.....	10
Continuous Professional Development	10
Customer Satisfaction	10
The Future.....	10
Finance.....	10
Who's Who	11
Contact Details:.....	11



Glossary

The abbreviations used in this report are explained below:

AC	Air Conditioning
ACIR	Air Conditioning Inspection Reporting
Air Con	Air Conditioning Inspection Reporting
APEL	Approved Professional Experiential Learning
CPD	Continuous Professional Development
DCLG	Department for Communities and Local Government
DEA	Domestic Energy Assessor
DEC	Display Energy Certificate
EA	Energy Assessor
EPC	Energy Performance Certificate
NDEA	Non Domestic Energy Assessor
SOR	Scheme Operating Requirements
QA	Quality Audit
QAA	Quality Audit Assessor



Introduction

This is the third annual report for Sterling Accreditation Limited and covers the period 1st October 2011 to 30th September 2012.

The Department for 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 ACIRs at all levels. We have not yet activated the non-domestic EPC strand so this is not included in this report.

In August this year we agreed protocols with the Scottish Government to accredit energy assessors to undertake EPCs and ACIRs.

We now have a UK all round capability to accredit EAs in England & Wales, Northern Ireland and Scotland.

Sterling is independently owned and operated. Our sole business objective is to provide a high level of service and support to our members which facilitates the registration of accurate Energy Certificates on the Landmark Register.

Sterling has no other business stream; we do not supply, allocate or provide work to any other organisation in the energy sector. This is an important position for us as it avoids any conflict of interest.

This year has been one of developing our software capability and widening the services we can offer our members. We have seen an increase in membership and lodgements. We have also developed our own software, E-volve, which is an ACIR reporting tool. We have licensed CIBSE so that they can provide this software to their members.

I confirm that this report, as far as possible, gives an accurate representation of this year's activities and end position.

Simon Barnes

Managing Director
October 2012



Review of the period

This has been a very busy year on a number of fronts, principally:

- Developing Sterling Accreditation's business,
- Responding to changes in Scheme Operating Requirements and revisions to the Regulations
- Green Deal developments

We are well aware that the energy assessor's decision making process with regard to choice of membership of accreditation and placement lodgements 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 2011/2012 we have achieved a significant increase in membership and associated increase in lodgement numbers. More detail is given below.

We completed protocol arrangements with the Scottish Government in August which now enables us to accredit EAs to undertake domestic and non domestic EPCs and ACIRs in Scotland.

It became mandatory to lodge ACIRs on 6th April 2012. Sterling launched its ACIR software (E-volve) in May and this has had a very good take up during the year.

Earlier in the year DCLG issued revised draft SORs for EPCs and DEC's and draft new SORs for AC and EPC Level 5. These SORs eventually came into force in the summer. The SORs have required a number of changes in particular to the QA requirements.

In addition DCLG have promoted new arrangements for scheme moderation which is intended to lead to Schemes managing this for themselves. Sterling has played a full part in this development and has supported appropriate TSG and Conventions group meetings.



Membership

Energy Assessors can apply for membership to our scheme through either the APEL or qualification route.

At the end of this reporting period, 30th September 2012, we had 169 active Members accredited to undertake energy assessments. Over the last three years membership at 30th September each year has been:

TABLE 1

Year	Number
2010	8
2011	68
2012	169

It is usual for an EA to be active in more than one strand of membership. The figure of 169 active members represents the number of individual Energy Assessors.

Applications

135 applications were received from 122 individuals in this reporting period; 75 of which were through the APEL route and 60 through the qualification route.

Table 2 below gives breakdown of the routes used by our members to gain membership over the last three years:

TABLE 2

Year	Qualification	APEL
2010	7	1
2011	45	15
2012	60	75

As part of the application process, Energy Assessors may apply to join more than one strand and may use a combination of APEL and Qualification to gain membership. Table 3 gives a breakdown of applications per strand for each application route.

TABLE 3

Energy Assessor Strand	Non-Dom Level 3	Non-Dom Level 4	Non-Dom Level 5	DEC	Air Con Level 3	Air Con Level 4
APEL	21	19	1	12	62	58
Qualification	33	22	0	13	28	5



Regardless of which application route is used every EA has to provide certain information to verify identity, their qualifications and experience etc. They also have to sign up to our Code of Conduct which requires them to comply with the SOR requirements.

Table 4 below provides an analysis of our new members by strand by year.

TABLE 4

Year	Non-Dom Level 3	Non-Dom Level 4	Non-Dom Level 5	DEC	Air Con Level 3	Air Con Level 4
2010	6	5	0	3	0	0
2011	54	42	0	22	24	15
2012	13	40	1	25	27	63



Lodgements

During this reporting period 9081 Energy Certificates have been lodged in the Landmark register. This is split:

England & Wales: 8972

Northern Ireland: 109

Display Energy Certificates: 746

England & Wales: 713

Northern Ireland: 33

Energy Performance Certificates: 2712

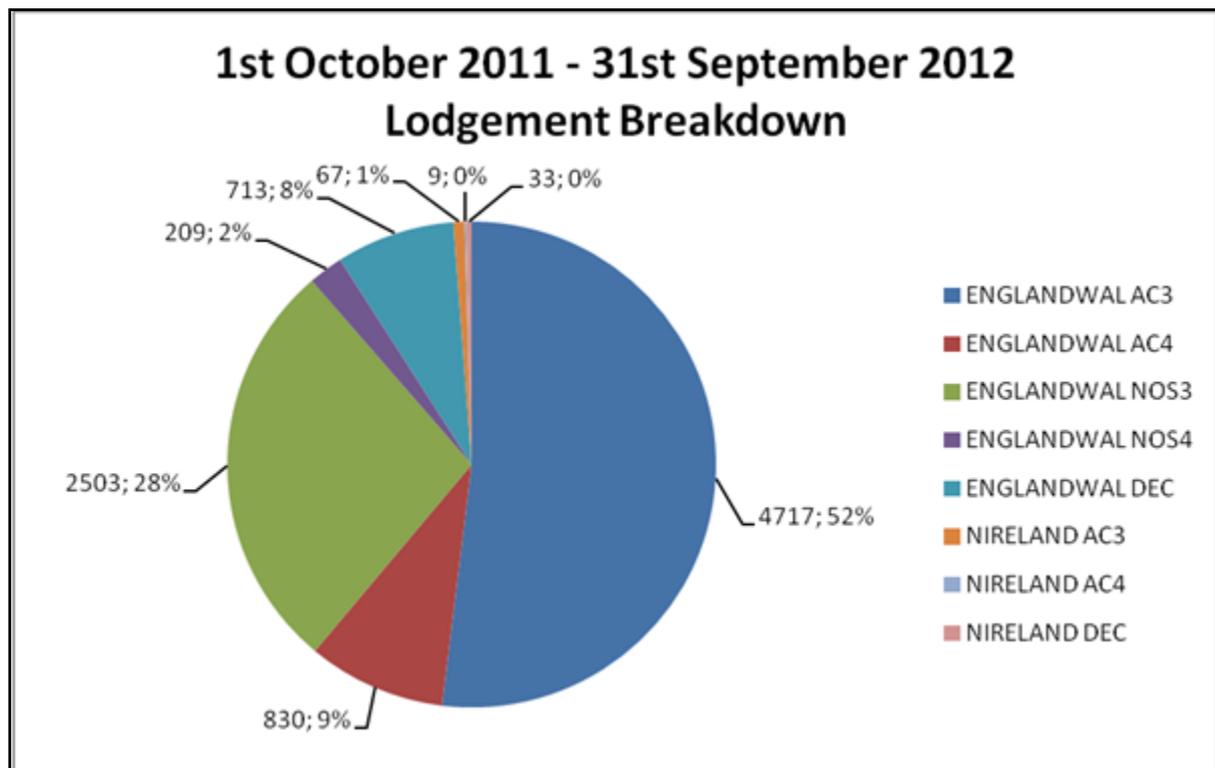
England & Wales: 2712 (2503 EPC Level 3 & 209 EPC Level 4)

Northern Ireland: 0

Air Conditioning Inspection Reports: 5623

England & Wales: 5547 (4717 AC Level 3 & 830 AC Level 4)

Northern Ireland: 76 (67 AC Level 3 & 9 AC Level 4)





Quality Assurance

Sterling undertakes a certain level of QA on all lodgements to ensure a basic level of compliance. A heightened level of QA is undertaken on lodgements in accordance with the relevant DCLG SOR strand.

A feedback report is provided to all EAs who have had work quality checked regardless of whether it is a pass or fail. Feed back is used to help improve the work of individual EAs as well as informing our own needs to provide technical advice notes and CPD.

A report on QA undertaken is provided to DCLG on a monthly basis.

All EPCs, DECAs and ACIRs that fall outside the error rates specified in the SORs are corrected and re-lodged.

In this reporting period we have undertaken quality checks on the lodgements in the various strands as follows:

Display Energy Certificates:

3% of DECAs were audited

95% of Audits achieved the Pass Standard

Energy Performance Certificates:

2.5% of EPCs were audited

58% of Audits achieved the Pass Standard

Air Conditioning Inspection Reports:

Post introduction of Mandatory Lodgement & Auditing

5% of ACIRs were audited between 1st April & 31st September

85% of Audits achieved the Pass Standard

Where the QA results are below DCLG SOR appropriate measures have been taken to address the various issues in order to redress the situation.

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, news and documentation including information from DCLG. 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.

Customer Satisfaction

In this period we have received three complaints, two of which were passed to CLG for resolution. The third was dealt with to the complainant's satisfaction.

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

Sterling Accreditation will continue to expand and improve its services for members and will continue to play its full part in Scheme Moderation, TSG meetings and conventions groups.

We will be looking at what our members want to help them with developing the Green Deal initiative and will add domestic EPC lodgements to our capability.

In addition we will also be expanding our capability and services in Scotland.

On the software front we will be making appropriate improvements to our E-volve ACIR software and investigating links with other software providers.

Finance

Financial information on Sterling Accreditation is available by request.



Sterling Accreditation
Setting the Standard

Who's Who

Simon Barnes – Scheme Manager
Alex Matthias – Quality Manager
Mike Gordon – Operations Manager
Ruth Osborne – Membership Compliance Manager
Peter Rowley – Technical support

Contact Details:

Simon Barnes,
Managing Director
Sterling Accreditation Limited
15 Basepoint
Harts Farm Way
Havant
PO9 1HS

Tel 023 9244 9601