



Sterling Accreditation Limited
Setting the Standard

Procedures for Monitoring Members

Sterling Accreditation Limited

Lowry Mill
Suite 16, Lees Street
Pendlebury
Manchester
M27 6DB

t: 0161 727 4303

e: info@sterlingaccreditation.com

w: www.sterlingaccreditation.com



1.0 Monitoring Requirements

As part of an ongoing process of Quality Assurance Sterling Accreditation monitors individual members in the following areas:

1. Lodgements completed each month and quarter; identification of high numbers lodged in any period.
2. Use of Sterling's helpdesk each month and quarter; identification of high numbers of queries in any period.
3. Audits completed each month and quarter; identification of trends where a number of members are failing audits for similar reasons.
4. Site inspection monitoring and client feedback

These monitoring procedures allow Sterling Accreditation to identify areas where additional learning or guidance could be provided as an emailed 'weekly tip' to all members or specific guidance to an individual member.

Each Member is required to keep records of their inspections for their own QA purposes, regardless of the Sterling Accreditation monitoring process, for a period of at least 15 years.

The core standard required is defined as: it must be possible for an independent Energy Assessor to generate a consistent assessment report with a similar outcome/result using this evidence in line with the following minimum Quality Standard.

2.0 Scope of Monitoring

2.1 Lodgement Sampling – Each individual Member will have their lodgements subjected to Random auditing in accordance with the SORs and 'SQAD 5.3 QA Audit Process'

2.2 Helpdesk – Each individual member will be monitored in relation to the number of instances they require assistance in relation to the production of reports. See 'SQAD 8.2 Helpdesk Procedures'

2.3 Audit Review – A percentage of failed audits will be reviewed to determine if members are lacking in specific areas of knowledge.

2.4 Site Inspection Monitoring – In circumstances where the advice from the QAA determines that a member is lacking the knowledge to complete an appropriate Site Inspection or a Client feedback form determines that a member has acted outside of 'SQAD 1.1 Code of Conduct for Members', a site monitoring quality assessment will need to be undertaken to verify a member is acting appropriately and is capable of collating sufficient information whilst on-site.

The circumstances that would lead to a site monitoring QA assessment would be:



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- a. Significant failure of a Desk Top QA assessment which highlighted major problems with the building and the performance of the original energy assessment but where there were unusual characteristics with the building and a site audit is consider the only practical way of resolving a compliance test.
- b. An energy rating is challenge by a third party, which has called in to question the validity of the original energy assessment and energy performance of the rating.
- c. A formal complaint received by Sterling Accreditation about the level of service and performance of a registered Energy Assessor under the Sterling Accreditation Scheme and there is doubt about the energy rating issued.
- d. A Client feedback form indicates that the member has not complied fully with the member's code of conduct.
- e. Sterling Accreditation suspends a registered Energy Assessor under its Accreditation Scheme and considers that a retest of an energy assessment is required by a registered Energy Assessor.
- f. A previous energy assessment undertaken by a registered Energy Assessor under the Sterling Accreditation Scheme has subsequently been re-audited by a different accreditation scheme and the previous energy assessment has been challenged.