

# EEC Professional Certifications Framework

An initiative of the Energy Efficiency Council

## Certified Emissions Reduction Leader for Commercial Buildings Guide for Candidates



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## **About**

This Guide is for candidates applying for certification as a Certified Emissions Reduction Leader for Commercial Buildings (CERL-CB) and Certified Emissions Reduction Leader for Commercial Buildings at the Advanced level (CERL-CB at the Advanced level).

It sets out the scope of the EEC Professional Certifications Framework and the requirements for certification, explains the assessment process, and provides an overview of the responsibilities of certified individuals.

Candidates should read this Guide carefully before filling in their application. In addition, all candidates should familiarise themselves with their rights and obligations as set out in the Framework Rules.

## **Further information**

Further information on the Framework, including fees, the assessment timetable and the Framework Rules can be found on the Framework website: [eeccertified.org.au](http://eeccertified.org.au).

## **Documents referenced in this Guide**

- Framework Rules
- Certified Emissions Reduction Leader for Commercial Buildings Sub-Rules
- Application Form
- Continuing Professional Development Log
- IBERs Case Study Form

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## Part A: About the EEC Professional Certifications Framework

### 1. What is the EEC Professional Certifications Framework?

The EEC Professional Certifications Framework (the Framework) provides professional certification for the individuals that lead and manage comprehensive energy retrofits of commercial buildings.

Certification is available to professionals that deliver focused, integrated projects which deliver better energy efficiency outcomes for customers.

The Framework:

- identifies industry leaders in the delivery of comprehensive energy retrofits of commercial buildings;
- provides a benchmark for aspiring energy efficiency professionals that wish to develop their skills; and
- allows commercial building owners and managers to identify industry professionals with the right expertise.

The Framework is operated by the Energy Efficiency Council on behalf of the sector. It has been designed under the supervision of an independent Steering Committee made up of experts that work in industry, government and the property sector. This Steering Committee continues to oversee the operation of the Framework.

Assessment criteria have been developed by senior professionals from across the industry with significant experience implementing energy retrofits of commercial buildings.

### 2. Emissions reduction leaders for commercial buildings

The Framework certifies individuals to lead and manage integrated building energy retrofits (IBERs). IBERs are energy efficiency retrofits of commercial buildings that:

- include all stages of an energy efficiency retrofit, from scoping to verification of energy savings;
- consider all major energy uses within the building;
- take a comprehensive approach to design, incorporating multiple technologies when appropriate; and
- take an integrated approach to implementation, avoiding unnecessary disruption of the building's occupants and systems.

An IBER may be a standalone upgrade – that is, energy savings may be the primary goal of the building upgrade. Alternatively, an IBER may be incorporated into building works that are taking place for other reasons.

In some cases, IBERs include contractual guarantees regarding the energy performance of the building following completion of the retrofit. Guarantees come in a number of forms, one of which is Energy Performance Contracts (EPCs). However not all IBERs include a guarantee.

The Framework certifies individuals to deliver IBERs of commercial buildings. For the purposes of the Framework, 'commercial buildings' are all building classes identified by the Building Code of Australia, excluding Class 1, Class 2, Class 4, Class 8 and Class 10.<sup>1</sup>

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<sup>1</sup> A CERL-CB or CERL-CB at the Advanced level is likely to be capable of leading and managing energy efficiency retrofits of multi-residential and industrial buildings with similar features to commercial buildings. However given the specific challenges associated with retrofitting some buildings in these categories, the Framework does not currently certify individuals for the provision of these services.

The stages that are generally included in an IBER project are set out at Section 5.2.

To assist in clarifying the scope of certified activities for the two levels of certification, the Framework notes a distinction between Standard and Complex IBERs. For information on this distinction, see Schedule 2.

### 3. The purpose of certification

IBERs deliver a total building retrofit, integrating a range of technologies to deliver substantial energy savings. This means IBERs are often complicated, and require managing the services of a number of technical professionals from various construction and energy efficiency fields.

The Framework does not certify these technical professionals. Rather, certification recognises individuals that have developed the knowledge and capabilities that allow them to lead and manage an entire IBER project.

Even those individuals that achieve the highest level of certification possible under the Framework will not be experts in every area involved in an IBER; the range of technical knowledge is too broad. Rather, they are experts in effectively leading and managing the breadth of activities that are required to deliver an IBER, including scoping the project, business case development, overseeing implementation, verification of energy savings and ongoing project maintenance. This enables them to drive the agreed energy efficiency objectives through each project stage, and ensures that the client, building manager and tenant have a single point of contact throughout the project.

### 4. The levels of certification

There are two levels of certification:

- Certified Emissions Reduction Leader for Commercial Buildings (CERL-CB), which may be awarded to an individual that has demonstrated the knowledge necessary to lead and manage Standard IBERs.
- Certified Emissions Reduction Leader for Commercial Buildings at the Advanced level (CERL-CB at the Advanced level), which may be awarded to an individual that has demonstrated the knowledge necessary to lead and manage Standard and Complex IBERs, and experience leading and managing each stage of an IBER.

#### *CERL-CB*

Certification as a CERL-CB is available to energy efficiency professionals with experience working as part of project teams that implement energy efficiency retrofits of commercial buildings. Certification demonstrates that they:

- have the ability to contribute to effective IBERs as part of a project team; and
- have the knowledge necessary to lead and manage Standard IBERs.

By being certified, a CERL-CB has demonstrated they understand how each stage of an IBER is interlinked, and how to drive energy efficiency outcomes throughout the project. In many cases, a CERL-CB will continue to work as part of a project team, focusing on a particular stage of IBER delivery.

Individuals certified as a CERL-CB have also demonstrated that they have the knowledge necessary to lead and manage Standard IBERs.

#### *CERL-CB at the Advanced level*

Certification as a CERL-CB at the Advanced level is available to energy efficiency professionals with experience leading all stages of an IBER. Certification demonstrates that they have the knowledge, capabilities and practical experience necessary to lead and manage both Standard and Complex IBERs in their entirety.

Level	Description
<b>CERL-CB</b>	Certification demonstrates: <ul style="list-style-type: none"> <li>• the ability to contribute to focused, integrated projects as part of a project team</li> <li>• the knowledge necessary to lead and manage standard IBERs in their entirety</li> </ul>
<b>CERL-CB at the Advanced level</b>	Certification demonstrates: <ul style="list-style-type: none"> <li>• the knowledge, capability and practical experience necessary to lead and manage complex IBERs in their entirety</li> </ul>

Table 1 - Overview of certifications

## 5. The Assessment Panel

Assessors are drawn from the Framework's Assessment Panel. The EEC Board appoints the Assessment Panel, which consists of individuals with the expertise necessary to develop and maintain the Framework's areas of assessment and assess candidates for certification. Because of the required skill set, most members of the Assessment Panel are senior energy efficiency implementation professionals currently working in the industry.

To ensure consistency and procedural fairness in the application process, each assessor works with a detailed Evidence Guide that sets out the specific criteria used to assess candidates against each area of assessment.

The decision to certify or not certify a candidate is never made by an individual Assessor. Assessors make a preliminary determination on a candidate's eligibility for certification. This preliminary determination is then presented to a meeting that includes two other members of the Assessment Panel. This group reviews the evidence and makes a final determination on the candidate's eligibility for certification.



## Part B: Pre-requisites for certification

### 1. Overview of pre-requisites

The pre-requisites for certification are the hurdle requirements that must be cleared before an application for certification will be considered. Meeting the pre-requisites for certification does not mean the candidate will be certified. It simply means that their application for certification will be assessed in detail. To be certified, candidates must be deemed eligible against the areas of assessment set out in Section 3 of this Guide.

Candidates for certification as a CERL-CB or CERL-CB at the Advanced level must demonstrate that they have experience working on energy efficiency retrofits of commercial buildings. There are different experience requirements for each level of certification based on the candidate's qualifications.

Candidate's qualification	Minimum experience implementing commercial building energy efficiency retrofits	
	CERL-CB candidates	CERL-CB at the Advanced level candidates
Degree in engineering, architecture, surveying, construction management or project management OR Mechanical or electrical trade qualification	1 year	3 years
No relevant qualifications	3 years	5 years

**Table 2 - Minimum required experience for CERL-CB and CERL-CB at the Advanced level**

Assessors must be satisfied that all experience submitted to fulfil this requirement meets a satisfactory standard in relation to professionalism, process and outcomes achieved.

Submitted experience may include time spent implementing single technology retrofits.

### 2. Experience requirements for CERL-CB candidates

The experience requirements for CERL-CB candidates recognise the diversity of professional pathways into the energy efficiency industry, and the different opportunities to gain experience available to candidates depending on their employment history.

CERL-CB candidates may have a background solely in single technology energy efficiency retrofits. However, to be eligible for certification, candidates must demonstrate a good working knowledge of a range of relevant energy efficiency and generation technologies, including their design and implementation.

Similarly, CERL-CB candidates may only have experience working on specific stages of commercial building retrofit projects. However, CERL-CB candidates must demonstrate a good working knowledge of all stages of an IBER to achieve certification.

### 3. Experience requirements for CERL-CB at the Advanced level candidates

By contrast, CERL-CB at the Advanced level candidates must have recent experience leading IBER projects. They must have either:

- led three IBER projects in their entirety; or
- be able to demonstrate that they have an equivalent amount of experience leading IBERs across a range of retrofit projects and have experience working on each discrete stage of an IBER project.

## Part C: Certification criteria

Candidates are assessed against ten areas of assessment.

1: Leading and managing integrated building energy retrofits (IBERs)	6: Interdependencies between building systems and managing operational impacts
2: Energy consumption, assessments and analysis	7: Energy efficiency and generation technologies
3: Measurement and verification of energy savings	8: Commissioning and tuning
4: Business case development and project justification	9: Risk management
5: Client procurement options for IBERs	10: Stakeholder engagement

**Table 3 - The ten areas of assessment**

While the areas of assessment are the same at each level, the certification criteria for CERL-CB and CERL-CB at the Advanced level candidates differ.

### 1. Criteria for certification as a CERL-CB

CERL-CB candidates establish their eligibility for certification by demonstrating that they have the required skills and knowledge in at least seven of the ten areas of assessment.

These seven areas must include all of the following mandatory areas:

- Area 1: Leading and managing IBERs;
- Area 2: Energy consumption, assessments and analysis; and
- Area 3: Measurement and verification of energy savings.

In addition to these requirements, the assessor must be satisfied that the candidate has:

- the skills, knowledge and practical experience necessary to contribute to effective IBERs as part of a project team; and
- the knowledge necessary to lead and manage the effective delivery of a Standard IBER.

#### *Development areas*

If a candidate for CERL-CB is awarded certification without demonstrating the required skills and knowledge in all ten areas, they are required to fulfil additional CPD requirements to maintain their certification.

Those areas in which they have not demonstrated the required skills and knowledge are identified as 'development areas'. The CERL-CB will be required to undertake professional development activities that specifically addresses these areas *and* will have their progress reviewed within a specified timeframe.

Assessors considering an application from a CERL-CB for re-certification will have a strong expectation that they will have acquired the required skills and knowledge in all their development areas during their first three-year certification period.

### 2. Criteria for certification as a CERL-CB at the Advanced level

CERL-CB at the Advanced level candidates are assessed against the same ten areas, however the required skills and knowledge in each area are more stringent than for CERL-CB candidates, and a greater emphasis is placed on the candidate's practical experience.

CERL-CB at the Advanced level candidates must demonstrate that they have the required skills and knowledge in all ten areas of assessment.

## Part D: Applying for certification

### 1. Overview of the application process

To apply for certification, candidates must:

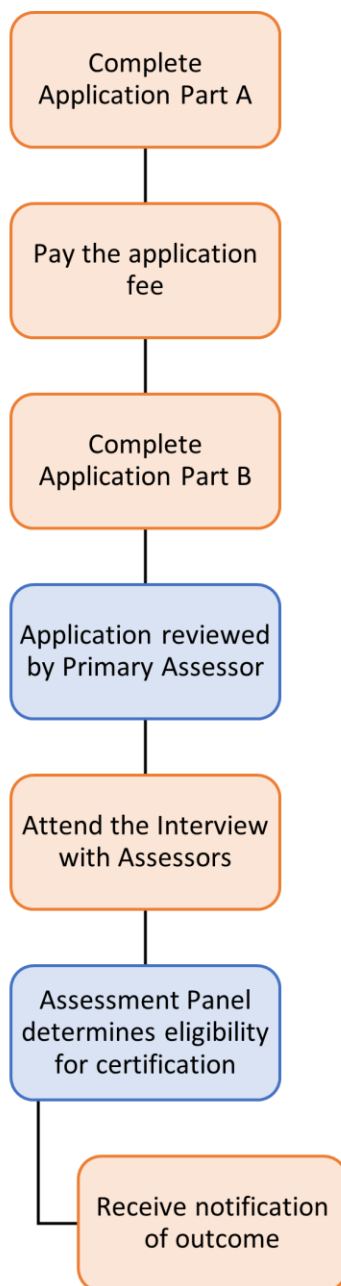


Figure 1 - Steps in the application process

## 2. Steps in the application process

### 2.1 Complete Application Form Part A

The Application Form Part A addresses the pre-requisites for certification. Read the entire application form carefully before filling it out, and ensure you address each question.

If you have any questions regarding how to fill out the application form, contact the Secretariat.

### 2.2 Pay the application fee

Submit your Application Form Part A along with any supporting documentation and pay the application fee. The completed form will be reviewed by an Assessor to determine whether you meet the pre-requisites for certification and can proceed to the next stage of assessment.

### 2.3 Complete Application form Part B

If your Assessor finds that you meet the pre-requisites for certification, you will be asked to complete Part B of the application process. The Application Form Part B addresses your underpinning theoretical knowledge, and how you have approached issues in practice during IBER projects. Read the entire application form carefully before filling it out, and ensure you address each question with reference to the relevant area of assessment or IBER project stages. Detailed background information on the areas of assessment and IBER project stages are set out in this Guide (see Section 5).

If you have any questions regarding how to fill out the application form, contact the Secretariat.

### 2.4 Application reviewed by Primary Assessor

Upon submission of your Application Form Part B, your application will be assigned to one or more members of the Assessment Panel chosen to conduct your primary assessment.<sup>2</sup>

The primary assessment involves a detailed review of your entire application with regard to the certification criteria. If the Assessor(s) determine that you may be eligible for certification, you will proceed to the interview stage.

*Applications that the Assessor(s) determine are not eligible to proceed to an interview will be reviewed by the Assessment Panel. If the Assessor(s) determination is ratified by the Assessment Panel, you will be notified and provided with a written Statement of Reasons for the decision.*

### 2.5 Attend the Interview with Assessors

The interview will test the depth of knowledge and capabilities detailed in your application. In particular, the Assessor(s) will seek to determine your ability to apply your knowledge in the practical context of an IBER project.

You will also be asked to bring project documentation for the Assessor(s) to consider during the interview (see Section 5.3).

### 2.6 Assessment Panel determines eligibility for certification

Following the interview, the Assessor(s) will make a preliminary determination of eligibility for certification. This preliminary determination will be considered by three members of the Assessment Panel, including the original Assessor(s). The Assessment Panel will make a final determination on your eligibility for certification.

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<sup>2</sup> Candidates have the right to veto the first choice of assessors. Refer to Section 7.2 for more information.

## 2.7 Receive notification of outcome

Following assessment, the Secretariat will notify you of the outcome of your application. You will be sent a Statement of Reasons from the Assessment Panel outlining the grounds for their determination.

If you are successful, you will receive a certification pack, including a certificate, identification number, and promotional materials such as logos and brochures to assist you in communicating your new professional status.

## 3. Potential outcomes of the assessment process

### 3.1 Certification as a CERL-CB or CERL-CB at the Advanced level

If you meet the pre-requisites and the requirements for certification, the Assessment Panel may award you certification at the level you applied for.

### 3.2 Conditional certification as a CERL-CB or CERL-CB at the Advanced level

In some cases, the Assessment Panel may determine that a candidate for CERL-CB or CERL-CB at the Advanced level is eligible for certification, subject to the candidate acquiring a small amount of additional knowledge or experience. In these cases, the Assessment Panel may offer the candidate conditional certification as a CERL-CB or CERL-CB at the Advanced level, on the basis that the candidate will gain the additional knowledge or experience within a set timeframe.

The Assessment Panel will provide the candidate with guidance on the knowledge or experience they need to demonstrate to have their conditional certification status lifted. The Assessment Panel shall also set out the re-assessment process for verifying the additional knowledge and experience.

Re-assessment fees will vary depending on the extent of re-assessment necessary and will be set on a case-by-case basis by Framework staff in consultation with the Assessment Panel.

### 3.3 Registration as a probationary CERL-CB

If a candidate for CERL-CB is assessed as not yet eligible, the Assessment Panel may offer the candidate registration as a Probationary CERL-CB. The Assessment Panel may take this course of action if eligibility for CERL-CB status has been demonstrated in most areas, but some additional knowledge or experience is required to demonstrate eligibility for certification as a CERL-CB.

In these cases, candidates will be provided with guidance on the knowledge or experience they need to acquire within a set timeframe to achieve certification as a CERL-CB. The Assessment Panel will also detail the re-assessment process for achieving certification.

Re-assessment fees will vary depending on the extent of re-assessment necessary, and will be set on a case-by-case basis by Framework staff in consultation with the Assessment Panel.

A probationary CERL-CB is not certified to carry out any activities under the Framework, and their registration is valid for one year.

### 3.4 Certification at a level different to the one applied for

Upon reviewing an application for CERL-CB, the Assessor(s) may form the view that the candidate is likely to be eligible for CERL-CB at the Advanced level certification. In this instance, the Assessor(s) may invite the candidate to submit the additional material necessary to be assessed at the higher level.

In other instances, CERL-CB at the Advanced level candidates may be assessed as eligible for CERL-CB certification. In this case the candidate will have the option to accept certification as a CERL-CB.

### 3.5 Deemed not eligible for certification or registration

If the Assessment Panel finds you are currently not eligible for certification or registration at any level, you will be notified and provided with a Statement of Reasons for the determination.

## 4. Supplementary information on the Application Form and interview

### 4.1 Required skills and knowledge

The Application Form asks candidates to answer questions in relation to each area of assessment. These questions directly address the required skills and knowledge in each area of assessment, which are set out below.

Candidates are advised to carefully review the required skills and knowledge in each area of assessment prior to filling out the relevant question.

<b>Area 1: Leading and managing IBERs</b>	
Ability to effectively lead and manage an IBER project in its entirety, from scoping through to completion.	
<b>Required skills and knowledge - CERL-CB</b>	<b>Required skills and knowledge - CERL-CB at the Advanced level</b>
<ul style="list-style-type: none"> <li>Recent and relevant experience working as part of a team implementing energy efficiency retrofits of commercial buildings;</li> <li>Familiarity with key components of construction project management including scope, cost and procurement, time, risk management, contract management, environmental management, and occupational health and safety;</li> <li>A practical appreciation of the principles, skills and techniques required for management of integrated building energy retrofits throughout the project life cycle from inception to completion.</li> </ul>	<ul style="list-style-type: none"> <li>Recent and relevant experience leading the implementation of integrated building energy retrofits of commercial buildings;</li> <li>Familiarity with key components of construction project management including scope, cost and procurement, time, risk management, contract management, environmental management, and occupational health and safety;</li> <li>A practical appreciation and working knowledge of the principles, skills and techniques required for management of integrated building energy retrofits throughout the project life cycle from inception to completion.</li> </ul>

<b>Area 2: Energy consumption, assessments and analysis</b>	
Understanding of energy consumption, collection, billing, modelling and analysis, and ability to oversee energy assessments and audits.	
<b>Required skills and knowledge - CERL-CB</b>	<b>Required skills and knowledge - CERL-CB at the Advanced level</b>
<ul style="list-style-type: none"> <li>Understanding of all energy uses within a commercial building, and how they relate to each other and the building's total energy consumption;</li> <li>Ability to read and understand energy use profiles;</li> <li>Ability to verify the accuracy of data presented, including from existing meters;</li> <li>Can describe the steps necessary to undertake energy assessments and audits.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of all potential energy uses and emission sources within a commercial building, and how they relate to each other and the building's total energy consumption and emissions profile;</li> <li>Understands the impact of usage trends on energy use;</li> <li>Ability to read and understand energy use profiles;</li> <li>Ability to verify the accuracy of data presented, including from existing meters;</li> <li>Understanding of energy markets, pricing and tariffs;</li> <li>Can describe the steps necessary to undertake energy assessments and audits;</li> <li>Experience includes overseeing energy assessments and audits.</li> </ul>

<b>Area 3: Measurement and verification of energy savings</b>	
Ability to oversee a robust process for measurement and verification of energy savings.	
<b>Required skills and knowledge - CERL-CB</b>	<b>Required skills and knowledge - CERL-CB at the Advanced level</b>
<ul style="list-style-type: none"> <li>Understands the purpose and application of measurement and verification processes, standards and protocols, including the International Performance Measurement and Verification Protocol (IPMVP);</li> <li>Can describe how to design measurement and verification processes that are relevant to the project and scope of works being delivered.</li> </ul>	<ul style="list-style-type: none"> <li>Understands the purpose and application of measurement and verification processes, standards and protocols, including the International Performance Measurement and Verification Protocol (IPMVP);</li> <li>Ability to design measurement and verification processes that are appropriate for the scope of particular projects.</li> </ul>

<b>Area 4: Business case development and project justification</b>	
Ability to undertake cost benefit analyses and develop business cases	
<b>Required skills and knowledge - CERL-CB</b>	<b>Required skills and knowledge - CERL-CB at the Advanced level</b>
<ul style="list-style-type: none"> <li>Awareness of different cost benefit analysis methodologies, and ability to identify which is best suited to a particular project or client;</li> <li>Understands need for effective business cases to incorporate both financial and non-financial benefits.</li> </ul>	<ul style="list-style-type: none"> <li>Detailed understanding of different cost benefit analysis methodologies and benefits and limitations of each;</li> <li>Demonstrates the ability to develop effective business cases that incorporate both financial and non-financial benefits;</li> <li>Understanding of options for securing project finance, and an appreciation of an IBER's impact on the client's key accounting indicators;</li> <li>Demonstrates ability to use appropriate cost/benefit analysis to suit particular client requirements.</li> </ul>

<b>Area 5: Client procurement options for IBERs</b>	
Ability to advise clients on the procurement models available, and the most appropriate model for a given project.	
<b>Required skills and knowledge - CERL-CB</b>	<b>Required skills and knowledge - CERL-CB at the Advanced level</b>
<ul style="list-style-type: none"> <li>Understanding of the various procurement models that can be utilised on IBER projects (i.e. design, specify, tender; Energy Performance Contracts etc.);</li> <li>Ability to identify the advantages and disadvantages associated with different procurement pathways in relation to a particular project.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of the various procurement models that can be utilised on IBER projects (i.e. design, specify, tender; Energy Performance Contracts etc.);</li> <li>Ability to identify the advantages and disadvantages associated with different procurement pathways in relation to a particular project;</li> <li>Familiarity with the local supplier market for IBER projects, the services provided by various specialists, and how this impacts on the appropriate model for a given project.</li> </ul>



<b>Area 6: Interdependencies between building systems and managing operational impacts</b> Ability to ensure integration between building systems whilst managing the operational impact of an IBER.	
Required skills and knowledge - CERL-CB	Required skills and knowledge - CERL-CB at the Advanced level
<ul style="list-style-type: none"> <li>Understands how project design influences interactions between existing systems and new systems, and the importance of all systems working together for an effective overall outcome;</li> <li>Understands how to effectively manage the impact that implementation has on the ongoing operation of the facility;</li> <li>Understands the importance service providers work together effectively to minimise operational impacts and ensure efficient operation.</li> </ul>	<ul style="list-style-type: none"> <li>Able to consider how a specific project design influences interactions between existing systems and new systems, and ensure that all systems will work together for an effective overall outcome;</li> <li>Able to consider the project from a broader systems perspective that includes materials and products, building structure, enclosure and building services;</li> <li>Able to effectively manage the impact that implementation has on the ongoing operation of the facility;</li> <li>Able to ensure service providers work together effectively to minimise operational impacts and ensure efficient operation.</li> </ul>

<b>Area 7: Energy efficiency and generation technologies</b> Understanding of energy efficiency and generation technologies, systems and processes	
Required skills and knowledge - CERL-CB	Required skills and knowledge - CERL-CB at the Advanced level
<ul style="list-style-type: none"> <li>Understands technologies available to reduce demand for energy (and where appropriate, generate energy);</li> <li>Understands how to deploy technologies appropriately while maintaining or improving functional capabilities of the building (within the context of a particular project, taking into consideration commercial building type, scope of work and client requirements);</li> <li>Understands the opportunities associated with addressing control strategies;</li> <li>Appreciation for which systems are typically used in different commercial building types.</li> </ul>	<ul style="list-style-type: none"> <li>Understands technologies available to reduce demand for energy (and where appropriate, generate energy);</li> <li>Understands how to deploy technologies appropriately while maintaining or improving functional capabilities of the building (within the context of a particular project, taking into consideration commercial building type, scope of work and client requirements);</li> <li>Detailed knowledge of the opportunities associated with addressing control strategies;</li> <li>Understands which technologies are typically used in different commercial building types.</li> </ul>

<b>Area 8: Commissioning and tuning</b> Ability to ensure equipment is appropriately commissioned and tuned.	
Required skills and knowledge - CERL-CB	Required skills and knowledge - CERL-CB at the Advanced level
<ul style="list-style-type: none"> <li>Understanding of commissioning standards and processes necessary for successful commissioning;</li> <li>Understands the need to ensure equipment has been commissioned correctly and tuned in place;</li> <li>Understands the difference between defects rectification, maintenance and building system tuning.</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of commissioning standards and processes necessary for successful commissioning;</li> <li>Understands the need to ensure equipment has been commissioned correctly and tuned in place, and how this should be done;</li> <li>Understands the difference between defects rectification, maintenance and building system tuning;</li> <li>Understands the opportunities available through</li> </ul>

	adjusting set points and controls during the tuning process.
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<b>Area 9: Risk management</b>	
Ability to effectively manage the risks associated with an IBER	
<b>Required skills and knowledge - CERL-CB</b>	<b>Required skills and knowledge - CERL-CB at the Advanced level</b>
<ul style="list-style-type: none"> <li>• A working knowledge of the principles and techniques of risk management of energy efficiency retrofits of commercial buildings;</li> <li>• Can describe the key components of construction / retrofit project risk management;</li> <li>• Appreciation of the need to manage risk associated with the client's existing systems and processes.</li> </ul>	<ul style="list-style-type: none"> <li>• A practical appreciation and working knowledge of the principles and techniques of risk management of energy efficiency retrofits of commercial buildings;</li> <li>• Can describe the key components of construction / retrofit project risk management;</li> <li>• Demonstrates the ability to identify and manage risk associated with the client's existing systems, processes and other client organisational risks;</li> <li>• Ability to run an effective risk identification process.</li> </ul>

<b>Area 10: Stakeholder engagement</b>	
Ability to effectively manage the stakeholders associated with an IBER	
<b>Required skills and knowledge - CERL-CB</b>	<b>Required skills and knowledge - CERL-CB at the Advanced level</b>
<ul style="list-style-type: none"> <li>• Sound communication skills;</li> <li>• Understands the principles of stakeholder engagement and consultation;</li> <li>• Understands how a detailed communications plan can be used to facilitate improved project outcomes;</li> <li>• Able to identify the key stakeholders involved in an IBER project.</li> </ul>	<ul style="list-style-type: none"> <li>• Sound communication skills;</li> <li>• Understands the principles of stakeholder engagement and consultation;</li> <li>• Understands how a detailed communications plan can be used to facilitate improved project outcomes;</li> <li>• Able to identify the key stakeholders involved in an IBER project;</li> <li>• Understands and can effectively manage the relationship dynamics between different stakeholder groups.</li> </ul>

**Table 4 - Areas of assessment and required skills and knowledge**

#### 4.2 Project delivery experience

The Application Form requires candidates to give examples of their project delivery experience. CERL-CB candidates are required to describe one project they have worked on, while CERL-CB at the Advanced level must describe three projects. These descriptions should include reference to each stage involved in the delivery of an IBER project.

Generally speaking, IBERs include the stages set out below. The stages listed are not necessarily discrete, and sometimes will take place concurrently or in a different order.

Where an example project followed an alternative process, explain the process followed and how it achieved an equivalent outcome.

## Certified Emissions Reduction Leader for Commercial Buildings Guide for Candidates

<b>Stage</b>	<b>Description</b>
Scoping the project	Developing energy conservation measures from conceptual ideas into practical scopes of work, clearly identifying the 'why, what and when' of the project. Planning for, identifying, implementing, commissioning, measuring and sustaining the deliverables required by the project objectives.
Energy assessments/audits	Planning, conducting, analysing, presenting, reviewing and revising an energy assessment/audit. Considers the existing energy consumption and emissions, the potential solutions, and the estimated results once implemented.
Business case development	Financial and non-financial justification for the project. Generally used to approve funding of the project and commence detailed design development.
Design development including verification of technical specification	Development of the concept design into detailed construction drawings and specification. This stage is used to validate each project component, and the interactions between components, to ensure the overall project intent will be achieved.
Procurement and tendering for products and services	Analysis of available options to procure the products and services required for project delivery. Includes the preparation and issue of procurement documents, the collection of pricing, evaluation, negotiation and award of contracts.
Implementation and contract administration	Purchase of long lead equipment, development of detailed delivery schedule and coordination with operational team to commence works. Coordination of contractors for delivery, progress tracking and reporting, communication with owners, operations team, occupants and contractors. Management of contract payments, variation and extension of time approvals, responding to requests for information and scope clarification. Risk and safety management. Coordination of install inspections, commissioning and preparation of defects list for issue with a Practical Completion certificate.
Commissioning	Planning, executing and verifying the commissioning testing of all new equipment and systems installed under the project. This also includes the verification of inter-system (new and old) operation and functionality.
Tuning and Defects Liability Period	Verification of operational and energy performance and applying rectification works to optimise performance. Tracking and closing out defects.
Measurement and verification	Determining energy savings and operational objectives, ongoing monitoring and verification of performance. Confirmation of energy savings achieved post construction completion.
Ongoing project maintenance	Ensuring that energy savings are maintained. Ensuring the operational longevity of equipment and systems.

**Table 5 - IBER project stages**

In addition to the formal stages above, the following considerations are relevant throughout an IBER project:

<b>Consideration</b>	<b>Description</b>
Integration with existing services	Minimising operational impact, integrating the project with existing systems and ensuring ongoing compatibility.
Behaviour change measures	Working with occupants to shift behaviour for improved energy performance.

**Table 6 - IBER project considerations**

#### 4.3 Documentation required for assessment

Reviewing project documentation assists Assessors to determine eligibility for certification. Project documentation prepared by candidates is evidence of skills and knowledge, and strengthens the case for certification. Documentation also allows Assessors to ask more specific questions about real-world projects that candidates have worked on.

Because candidates are often unable to pass on project documentation, they are asked to bring hard copies of project documents with them to the interview. Documents will be reviewed by the Assessor during the interview and returned to the candidate at the interview's conclusion. Candidates may redact portions of documents they are unable to share due to commercial confidentiality issues, such as the final dollar value of projects.

Documentation requirements differ for CERL-CB candidates and CERL-CB at the Advanced level candidates and are set out on the Application Form. Failing to provide the requested documentation for review may make it more difficult for Assessors to establish your eligibility for certification.

## **Part E: Maintaining and renewing certification**

### **1. Adherence to the Framework Rules and the Code of Conduct**

Each CERL-CB and CERL-CB at the Advanced level is required to adhere to the Code of Conduct and the Framework Rules. Complaints regarding breaches of the Code of Conduct or the Framework Rules will be referred to the Ombudsperson for formal review.

The Code of Conduct is reproduced from the Framework Rules at Schedule 1.

### **2. Satisfying certification requirements**

To maintain certification, you must continue to satisfy all the requirements for certification verified in the course of the assessment process.

From time to time, the Assessment Panel, in consultation with the Steering Committee and with the approval of the EEC Board, may revise the areas of assessment or introduce additional requirements for certification, such as revised prerequisites for certification or required training.

In these instances, you may be required to show you have met the revised criteria for certification within a given timeframe. Any new requirements will be communicated to you in writing by the Secretariat.

### **3. Maintaining personal details**

It is your responsibility to notify the Secretariat in writing if:

- your contact details change;
- your employer changes; or
- any relevant memberships, affiliations or certifications are revoked.

### **4. Directory of certified professionals**

All certified individuals are listed in the publicly accessible directory on the Framework website. This listing includes:

- the name of the certified individual;
- their certification number;
- their certification level;
- their current employer; and
- the states and territories they work in.

The directory is maintained by the Secretariat, based on the information you and other certified individuals provide. It is your responsibility to ensure that the information provided to the Secretariat is current and correct.

### **5. Submission of a Continuing Professional Development Log**

Each CERL-CB and CERL-CB at the Advanced level is required to submit an annual Continuing Professional Development (CPD) Log. The CPD Log describes professional development activities undertaken in the course of the year, and how they relate to the ten areas of assessment. 'Development activities' may include:

- Taking up opportunities to develop new knowledge and capabilities through on the job experience;
- Internal training;
- External training;
- Conferences; or
- Reading and other research.

Individuals certified as a CERL-CB may have additional CPD requirements in relation to development areas identified in the course of assessment.

Any CERL-CB or CERL-CB at the Advanced level that has not submitted their annual CPD Logs may be required to re-apply for certification to verify that their knowledge and skills remain current.

## 6. Submission of project case studies

Each CERL-CB and CERL-CB at the Advanced level needs to demonstrate that they are actively working on IBER projects to maintain their certification. This active engagement is required to ensure that their skills, experience and knowledge remain current.

Every CERL-CB and CERL-CB at the Advanced level must submit three two-page project case studies for projects they have worked on during their three-year certification period.

Occasionally a CERL-CB or CERL-CB at the Advanced level may work on a large, multi-year project which prevents them from submitting case studies for the required three projects. In these circumstances the CERL-CB or CERL-CB at the Advanced level may apply for an exemption, and instead supply yearly updates on activities undertaken.

Exemptions for other exceptional circumstances are considered on a case-by-case basis by the Secretariat in consultation with the Assessment Panel.

Any CERL-CB or CERL-CB at the Advanced level that has not submitted their project case studies (and has not obtained an exemption) may be required to re-apply for certification to verify that their knowledge and skills remain current.

## 7. Duration of certification and registrations

Terms of registration and certification will commence on the date candidates are formally notified that their application has been successful. Both CERL-CB and CERL-CB at the Advanced level certifications are valid for three years. Probationary CERL-CB registrations are valid for one year.

## 8. Payment of the scheduled fees

To maintain your certification, you must pay all the applicable fees set out in Schedule 7 of the Rules. Current fees can also be viewed on the Framework website.

### 8.1 Annual fee

The annual fee is invoiced by the Secretariat. Invoices must be paid by the due date to maintain your certification. Failure to pay the annual fee may result in suspension of certification.

## 9. Use of marketing & branding materials

Branding materials are available for download from the CERL-CB and CERL-CB at the Advanced level resources section of the Framework website.

Certified individuals are authorised to use the branding for their certification level in promotional materials and activities. This branding may be used on promotional and business-related materials such as websites, letterheads and business cards. However, it may not be used on any invoices, terms of trade, agreements, or similar documents.

Certified individuals must only use the branding materials appropriate for their level of certification.

Branding materials may not be used in a manner that directly or indirectly suggests that the EEC has endorsed the certified individual, or the quality of their work or services. Where the certified individual operates within a company, the use of branding materials must not

suggest in any way that the company, or any other person or organisation, is certified under the Framework.

Certified individuals who withdraw from the Framework, fail to renew their certification, or have their certification suspended or revoked are required to immediately cease using the branding materials in their promotional documentation and activities.

If certified individuals are notified by the Secretariat that they have breached the requirements on the use of branding materials, they must remedy the breach immediately.

Branding materials remain the property of the Framework and must be used in accordance with the Rules.

#### 9.1 Conditional CERL-CB at the Advanced Level certification and Probationary Registration

Individuals offered Conditional CERL-CB at the Advanced level certification are authorised to use CERL-CB level branding materials until they have achieved full CERL-CB at the Advanced level certification.

### 10. Mentoring

The Framework recognises that some individuals that are awarded CERL-CB do not have ready access to a more experienced industry professional that can provide them with guidance and advice. The Secretariat maintains a register of CERLs-CB at the Advanced level that have expressed a willingness act as a mentor to a less experienced professional. These details may be shared with a CERL-CB when requested.

Please contact the Secretariat on 03 9069 6588 for more information.

### 11. Breaches of the requirements for maintaining certification

The Secretariat may suspend or revoke certification if a certified individual has failed to:

- comply with the Framework Rules, CERL-CB Sub-Rules or the Code of Conduct;
- satisfy all the requirements for certification verified in the course of the assessment process;
- undertake the required CPD activities;
- submit the required IBERs Case Study forms; or
- pay the required fees.

No fees will be refunded upon suspension or revocation of certification.

Certified individuals who have their certification revoked may appeal to the Ombudsperson to review the decision if they believe that the Secretariat has not properly applied the Framework Rules or the CERL-CB Sub-Rules.

### 12. Renewing certification

#### 12.1 Requirements for renewal of certification

When renewing your certification you must submit all necessary documentation at least six (6) weeks prior to the expiry date. This documentation includes:

- the required CPD Logs;
- any requirements in relation to identified development areas;
- the required IBER case studies; and
- any associated documentation.

Applications for renewal of certification are available for download from the CERL-CB and CERL-CB at the Advanced level resources section of the Framework website.

Late submission of the renewal documentation may result in late fees, or your certification lapsing.

### 12.2 Assessment of renewals

A member of the Assessment Panel will review your request for renewal by considering whether you:

- have fulfilled the requirements for maintaining certification;
- have fulfilled the requirements for renewal of certification;
- have, based on available information, complied with the Framework Rules, CERL-CB Sub-Rules, and Code of Conduct over the period of their certification; and
- remain actively engaged in the delivery of IBERs.

In some circumstances there may be a need for reassessment as part of the renewal process, for example where 'development areas' have been defined, or where revised requirements for certification have been put in place.

If your Assessor forms the view that you are likely to fulfil the requirements for renewal, your renewal application will be forwarded to the full Assessment Panel for review.

## 13. Payment of the scheduled fees

To maintain your certification, you must pay all the applicable fees set out in Schedule 7 of the Rules. Current fees can also be viewed on the Framework website.

### 13.1 Renewal fee (every three years)

The renewal fee is invoiced by the Secretariat when all necessary documentation has been submitted. Invoices must be paid by the due date to ensure that your certification does not lapse.

### 13.2 Late fees for renewal

Late fees may apply if you do not submit the necessary documents for renewal by the due date.

## 14. Changing certification level

### 14.1 Upgrading from CERL-CB to CERL-CB at the Advanced level

A CERL-CB that wishes to be certified as a CERL-CB at the Advanced level should work with their employer to gain the additional knowledge and experience necessary to be awarded the higher level of certification.

It is not a requirement that a CERL-CB gain their additional knowledge and experience under the supervision of a CERL-CB at the Advanced level – in smaller companies this may not be possible. However, a CERL-CB in these circumstances will benefit from actively cultivating professional networks that allow them to draw upon the expertise of individuals that are more experienced in particular aspects of IBER delivery, either within their own company or outside it.

A CERL-CB that wishes to be certified as a CERL-CB at the Advanced level must submit a new CERL-CB at the Advanced level application. They may reuse material from their previous application for CERL-CB, as much of the application process is similar. However, this material, and all other evidence provided, will be re-assessed against the more stringent requirements for CERL-CB at the Advanced level certification. Please refer to Part B of this Guide for comprehensive information on the requirements for certification at the CERL-CB at the Advanced level.



#### 14.2 Downgrading from CERL-CB at the Advanced level to CERL-CB

Candidates who wish to downgrade to a lower level of certification must write to the Secretariat setting out the reasons for their request. The request will then be considered by the Assessment Panel.

### 15. Lapsed certifications

Formerly certified individuals that have allowed their certification to lapse may follow the normal process to renew their certification within one year of their certification expiring.

In this case, they will be charged both the normal renewal fee, and an additional charge for lodging a late application for renewal.

Formerly certified individuals that do not renew their certification within a year of their certification expiring will be required demonstrate that they continue to satisfy all the requirements for certification by re-applying for certification. These applications will be processed in accordance with the standard application process.

### 16. Withdrawing from the Framework

Certified individuals may withdraw from the Framework at any time by notifying the Secretariat in writing.

Individuals who withdraw from the Framework are required to immediately cease using the branding materials in their promotional documentation and activities, and will have their details removed from the public directory of certified individuals by the Secretariat.

An individual who withdraws from the Framework and wishes to become re-certified will be required to re-apply for certification.

No fees will be refunded upon withdrawing from the Framework.

## Part F: Framework governance and administration

### 1. Key roles

The Framework has been designed to be impartial and meet the needs of customers, insulation installers, governments and the general public.

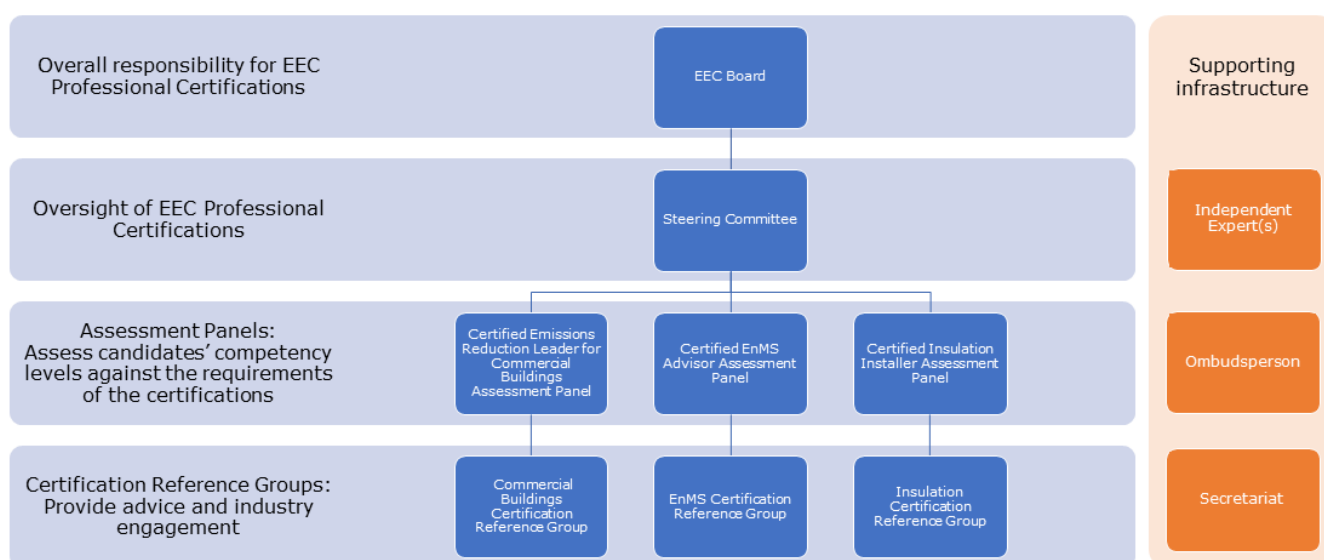
The Framework is operated by the Energy Efficiency Council. As with all other Council activities, the EEC Board is ultimately responsible for the proper management of the Framework.

The Board delegates the day-to-day administration of the Framework to the Secretariat. The Secretariat is the primary point of contact for candidates, certified individuals, and other stakeholders.

To ensure impartiality, transparency and independent oversight, the EEC Board has appointed independent bodies that have a central role in the administration of the Framework (see Figure 2):

- A Steering Committee comprised of members nominated by industry, government, and other relevant experts. The Steering Committee oversees the Secretariat, the Certification Reference Groups and the Assessment Panels.
- Certification Reference Groups for each professional certification operated by the EEC.
- Independent Assessment Panels for each professional certification operated by the EEC comprised of industry experts. Members of these panels are responsible for developing and maintaining the criteria for assessment, and assessing applications for certification.
- Independent Expert(s) to provide technical advice to the Board when required.
- An independent Ombudsperson that adjudicates on appeals, complaints and reviews.

Detailed information on the process for appointments to these bodies and their responsibilities under the Framework are set out in the Framework Rules (available on the Framework website).



## 2. Confidentiality and conflicts of interest

All material supplied by candidates in the course of the application process is treated as strictly confidential by both Framework staff and the Assessment Panel.

Assessment Panel members are required to sign a confidentiality undertaking prior to being supplied with Application Forms and any associated documentation.

If an Assessment Panel member believes they have a conflict of interest with a particular candidate, they are required to notify the Secretariat and not participate in any aspect of the candidate's assessment process. More information on the process for dealing with conflicts of interest are set out in the Framework Rules.

Candidates are notified of who their primary Assessor will be prior to their primary assessment taking place. Candidates may veto the choice of Assessor (for example, a candidate may wish to veto a proposed assessor that works for a direct competitor in the same geographic region). If a candidate exercises their veto right, their application will be forwarded to another member of the Assessment Panel. Candidates do not have a veto right over any secondary Assessor assigned to their application or to second choice of primary Assessor.

## 3. Appeals, complaints and reviews

Decision-making processes under the Framework follow the principles of procedural fairness. Detailed processes for appeals, complaints and reviews are set out in the Framework Rules.

The process followed by the independent Ombudsperson for addressing appeals and complaints differs depending on the issue. There are four broad types of reviews recognised under the Framework Rules:

- Candidates for certification or re-certification may lodge an appeal if they wish to challenge the outcome of their assessment.
- Energy efficiency customers may lodge a complaint against a CERL-CB or CERL-CB at the Advanced level if they believe a breach of the Code of Conduct, the Framework Rules or the CERL-CB Sub-Rules has occurred.
- The Secretariat may trigger a review of the certification of a CERL-CB or CERL-CB at the Advanced level if they receive information that leads them to suspect a breach of the Code of Conduct or the Framework Rules has occurred.
- Directly interested stakeholders may lodge a complaint regarding the administration or governance of the Framework.

All complaints, reviews and suggestions are logged for consideration as part of the Framework's annual management review process. For more details on complaints and appeals processes under the Framework, see the Framework Rules.

## 4. Revisions to certification requirements

From time to time, the Assessment Panel, in consultation with the Steering Committee and with the approval of the EEC Board, may revise the areas of assessment or introduce additional requirements for certification, such as revised pre-requisites for certification or mandatory training programs for certification.

In these instances, each CERL-CB and CERL-CB at the Advanced level may be required to show they have met the revised criteria for certification, either within a given timeframe, or when they apply for re-certification. Such changes will only be made in consultation with affected parties, and with reasonable timelines for compliance with the revised requirements.

## 5. Directory of certified individuals

The Framework website houses a publicly accessible directory of certified individuals. This directory includes the name of certified individuals, certification numbers, certification level and status, current employer, and the states and territories in which the CERL-CB or CERL-CB at the Advanced level operates.

Being listed on the directory of certified individuals is a requirement of certification.

## **Schedule 1: Code of Conduct**

The EEC Professional Certifications Framework Code of Conduct sets out the standards of professional conduct required of certified individuals. It provides guidance to assist them in carrying out their duties and responsibilities, and a basis for assessing complaints regarding their professional conduct. Adherence to this Code of Conduct is a mandatory requirement of certification.

Certification may be revoked if it is found that a certified individual has not adhered to this code.

Certified individuals shall:

- Maintain high standards of professional ethics at all times.
- Provide objective, accurate and outcome focused advice, ensuring energy management opportunities are identified, considered and assessed from the earliest stages of project design through to project completion, and support the promotion and identification of opportunities for continuous improvement in energy performance where appropriate to do so.
- Ensure Energy and Related Services activities comply with Applicable Law, and undertake reasonable steps to ensure compliance by employees, sub-contractors, sub-consultants, or other third parties undertaking Energy and Related Services work for or on behalf of the certified individual.
- Undertake reasonable steps to ensure suitably qualified and experienced persons are engaged to undertake project activities.
- Conduct project work in accordance with appropriate frameworks for quality assurance and occupational health and safety.
- Ensure that Energy and Related Services projects are developed on the basis of valid and accurate data.
- Ensure that clients are provided with the information necessary to fairly assess Energy and Related Services performance.
- Maintain appropriately detailed records, including accurate Energy and Related Services objectives and outcomes.
- If required, provide documentation to the Framework administrator within a reasonable timeframe when requested (subject to confidentiality requirements).
- Commit to ongoing professional development, including through undertaking any ongoing Continuing Professional Development in accordance with the Rules and relevant Professional Certification Sub-Rules.
- Identify and declare conflicts of interest to clients as soon as possible.
- Not participate in collusive or anti-competitive conduct.
- Adhere to project and client confidentiality requirements.
- Not advertise, present or discuss services in a manner that may discredit the energy management sector, the profession or the Framework.
- Use the name or Logos of the Framework and relevant Professional Certifications in the manner outlined in the Rules.
- Not breach the Rules or Professional Certification Sub-Rules.

## Schedule 2: Informative note – Standard and Complex IBERs

Individuals certified as a CERL-CB have demonstrated the knowledge necessary to lead IBERs, while CERL-CBs at the Advanced level have demonstrated the knowledge necessary to lead IBERs as well as experience leading each discrete stage of an IBER. This means that in general, a CERL-CB should only lead 'Standard' IBERs, while a CERL-CB at the Advanced level can lead both 'Standard' and 'Complex' IBERs.

Many projects sit somewhere between 'Standard' and 'Complex'. The Framework does not draw a definitive line between Standard and Complex IBERs. Rather, it advises individuals certified as a CERL-CB and CERL-CB at the Advanced level, their supervisors, and customers procuring IBERs to consider this distinction when determining which IBERs are appropriate for a CERL-CB or CERL-CB at the Advanced level to lead.

The table below provides guidance on what might constitute a 'Standard' IBER, by listing some straightforward metrics for differentiating between Standard and Complex IBERs, as they would apply to a Class 5 (office) building.

Project characteristic	Standard IBERs	Complex IBERs
Required integration with existing systems	Project works require minimal to moderate integration with existing building systems	Project works require significant integration with existing building systems
Number of control systems	The building has fewer than three control systems that need to be upgraded and integrated as part of the project	The building has three or more control systems that need to be upgraded and integrated as part of the project
Significance of design revision	The project focuses on a like-for-like replacement of old plant with new plant, without major revisions to the size, capacity or functional capability of the mechanical/ electrical systems	The project requires major revisions to the size, capacity or functional capability of the mechanical/electrical systems
Level of access	The building has a small number of tenants, and works can take place during business hours with minimal disruption	The building has many tenants and/or works must take place outside of business hours, or are likely to require tenants to relocate on a temporary basis

**Table 7 - General characteristics of standard and complex IBER projects**

This information is provided to give individuals certified as a CERL-CB or CERL-CB at the Advanced level and their supervisors a general metric to assist in determining the type of projects that a particular individual may be capable of leading. A range of other factors will affect this judgement, including:

- the level of supervision or support available from more experienced professionals;
- the experience of the CERL-CB or CERL-CB at the Advanced level (including experience gained since certification was awarded); and
- professional development planning, including plans to increase the complexity of projects the CERL-CB is leading over time.

Given the diversity of project, company and individual circumstances, this judgement must be made on a case-by-case basis by the CERL-CB or CERL-CB at the Advanced level, their employer and the customer procuring the IBER.

### Schedule 3: Choosing the right level of certification

Individuals applying for certification must meet the minimum prerequisites described in Section 2 of this Guide. The table below is designed to assist potential candidates in determining the level of certification that best suits their qualifications and experience.

If you have any questions regarding which level of certification to apply for, contact the Framework office.

