

# EEC Professional Certifications Framework

An initiative of the Energy Efficiency Council

## Certified Insulation Installer Guide for Candidates



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## **About**

This Guide is for candidates applying for certification as a Certified Insulation Installer.

It sets out the scope of the EEC Professional Certifications Framework (Framework) and the requirements for certification. It also 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 and Certified Insulation Installer Sub-Rules.

## **Further information**

Further information on the Framework, including fees, the assessment timetable and the Certified Insulation Installer Sub-Rules Rules can be found on the Framework website: [ecccetified.org.au](http://ecccetified.org.au).

## **Documents referenced in this Guide**

- Framework Rules
- Certified Insulation Installer Sub-Rules
- Application Form
- Job Assessment Form
- Continuing Professional Development Log

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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) is an umbrella professional certification scheme under which multiple professional certifications maintained by the Energy Efficiency Council (EEC) sit, including the Certified Insulation Installer certification.

The Certified Insulation Installer Sub-Rules regulate one level of Certified Insulation Installer certification which is a national certification for energy services professionals who install insulation in residential and commercial buildings.

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

Assessment criteria have been developed by senior professionals from across the industry with significant experience with insulation installation.

### 2. Insulation installers

Certified Insulation Installer certification is available to individuals with or without previous experience installing insulation. A Certified Insulation Installer is not required to be a technical expert in every aspect of insulation. Rather, certification indicates that they have the knowledge, relevant technical expertise and practical experience necessary to install insulation.

### 3. The purpose of certification

Scoping of insulation installation and other retrofit works on a building can be complex and requires an understanding of buildings as a system. The insulation installer certification is not meant to certify candidates with this complexity of knowledge, but rather those individuals who carry out insulation works specified by others involved in construction and retrofit.

The Energy Efficiency Council will be reviewing the certification in 2022 and may introduce further levels of certification for insulation installers over time.

### 4. The levels of certification

There is one level of certification:

- Certified Insulation Installer

#### *Certified Insulation Installer*

Certified Insulation Installer is available to individuals with or without previous insulation installation experience.

Level	Description
<b>Certified Insulation Installer</b>	Certified Insulation Installer is available to individuals with or without previous insulation installation experience.

Table 1 - Overview of certifications

## 5. The Assessment Panel

Assessors are drawn from the Certified Insulation Installer Assessment Panel. The EEC Board appoints the Assessment Panel, which consists of individuals with the expertise necessary to develop and maintain the areas of assessment and assess candidates for certification. Because of the required skill set, members of the Assessment Panel hold a Certificate IV in Training and Assessment, or equivalent experience.

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.

## Part B: Pre-requisites for certification

### 1. Overview of pre-requisites

Before applying for certification, candidates should consider their qualifying status as outlined in Table 2 as this will be the first determinant of successful certification.

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.

Qualifying code	Requirements	Certified Insulation Installer candidates
1	Completion of the relevant training.	<p>Completion of the following units of competency, or equivalent units of competency, and be able to present a Statement of Attainment from a registered TAFE or RTO:</p> <ul style="list-style-type: none"> <li>• CPCCWHS2001 - Apply WHS requirements, policies and procedures in the construction industry;</li> <li>• CPCCOM1015 - Carry out measurements and calculations;</li> <li>• CPCCCM2012 - Work safely at heights;</li> <li>• CPCCPB3014 - Install bulk insulation and pliable membrane products;</li> </ul> <p>And, if applying to be certified for installation of ceiling insulation:</p> <ul style="list-style-type: none"> <li>• CPCCPB3027 - Install ceiling insulation products.</li> </ul>
2	Attainment of a General Construction Induction certificate (i.e., white card).	The General Construction Induction certificate must be valid in accordance with the relevant jurisdiction that the installer wishes to operate.
3	Attainment of a Certificate of Currency for Public Liability Insurance (coverage for \$5 million+).	<p>If the installer is a sole trader working under an ABN, then a certificate under their name will be required.</p> <p>If the installer is working for a business, proof of employment and business public liability insurance will need to be provided.</p>

4	Completion of three (3) job assessment forms provided by the Energy Efficiency Council.	<p>Applicants must complete and submit a total of three (3) forms which correspond to the applications of insulation for which they are applying for certification.</p> <p>Applicants applying for certification for ceiling, wall <i>and</i> floor insulation must complete one (1) form per insulation application.</p> <p>Applicants applying for certification for only two insulation applications must submit two (2) forms for ceiling or floor insulation, and one (1) form for wall insulation. If the applicant is applying for certification for ceiling and floor insulation only, the applicant may choose which application for which to submit two (2) forms.</p> <p>Applicants applying for certification for only one insulation application must submit three (3) forms for that application.</p>
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**Table 2 - Minimum required experience for Certified Insulation Installer**

\* Note that candidates can apply for certification prior to completion of the training course, however their application will not be reviewed until training is completed.

## 2. Experience requirements for Certified Insulation Installer candidates

Certified Insulation Installer candidates are not required to have previous experience in delivering insulation installations.



## Part C: Certification criteria

Candidates are assessed against eight areas of assessment.

1: Legislation, regulations and standards	5: Installing insulation
2: Workplace health and safety	6: Insulation installation quality and documentation
3: Electrical safety	7: working safely at heights
4: Insulation materials and equipment	8: Measurements and calculations

**Table 3 - The eight areas of assessment.**

### 1. Criteria for certification

Candidates establish their eligibility for certification by demonstrating that they have the required skills and knowledge in all eight areas of assessment.

## Part D: Applying for certification

### 1. Overview of the application process

To apply for certification, candidates must:

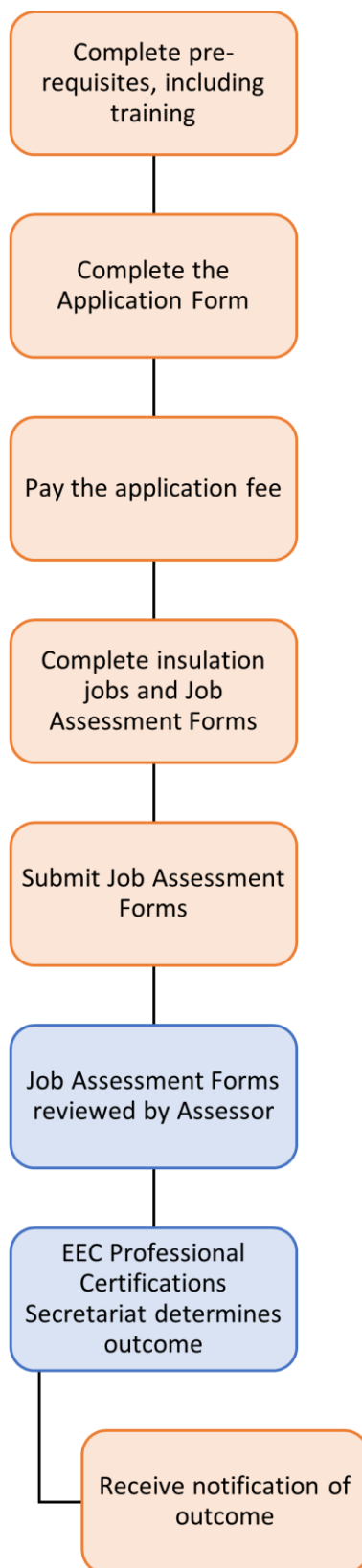


Figure 1 - Steps in the application process

## 2. Steps in the application process

### 2.1 Complete pre-requisites, including training.

Read the Guide for Candidates and familiarise yourself with the Code of Conduct, the Framework Rules, the Certified Insulation Installer Sub-Rules (available on the [Framework website](#)). Review the required skills and knowledge for certification.

Complete the insulation installer training, which must be done prior to your Application Form being submitted. Your application will not be reviewed until you have completed the insulation installer training course.

### 2.2 Complete the Application Form

The Application Form 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.

### 2.3 Pay the application fee

If the application is accepted, you will be asked to pay the application fee. Once you have, you will receive provisional certification. At this point, you will be able to complete insulation jobs under supervision. You will have six (6) months from the date you are provisionally certified to submit the three (3) insulation jobs which will be documented through the Job Assessment Forms and submitted for full certification.

### 2.4 Complete insulation jobs and Job Assessment Forms

Candidates must complete at least three (3) insulation installation jobs and document these jobs in order to be considered for certification. Jobs must be completed under supervision of a trainer or team supervisor.

Adequate documentation of the job, including clear, geotagged and timestamped photos, must accompany the job assessment forms. Geotagging of photos must be enabled on the device used to take photos to enable this. Photos that are blurry or lacking geotags or timestamps will be marked as failing and may not be able to be re-submitted.

Detailed safe work method statements (SWMS) must also be submitted for each job as part of the Job Assessment Forms.

Job Assessment Forms must be signed off by the trainer or supervisor overseeing the work.

### 2.5 Submit the Job Assessment Forms

Submit your Job Assessment Forms, along with any supporting documentation. The completed forms will be reviewed by the Secretariat to determine whether you meet the pre-requisites for certification and can proceed to the next stage of assessment.

### 2.6 Assessor determines eligibility for certification

An Assessor will review the Application Form and Job Assessment Forms to make a determination of eligibility for certification. Should part(s) of the Job Assessment Form be incomplete, the Assessor may ask the applicant for more detail or rectify the application and/or Job Assessment Form.

### 2.7 EEC Professional Certifications Secretariat determines outcome

Following assessment, the Secretariat will determine and document the outcome of your application. In order for you to be awarded certification, you will need to agree to be bound by the Framework Rules, the Certified Insulation Installer Sub-Rules and the Code of Conduct.

### 2.8 Receive notification of your assessment outcome

Following determination, the Secretariat will notify you of the outcome of your application. You will be sent a Statement of Reasons outlining the grounds for the 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. At this point, you will be fully certified.

### 3. Potential outcomes of the assessment process

#### 3.1 Certification as a Certified Insulation Installer

If you meet the pre-requisites and the requirements for certification, the Assessment Panel will award you certification.

#### 3.2 Deemed not eligible for certification or registration

If the Assessors/Assessment Panel finds you are currently not eligible for certification, you will be notified and provided with a Statement of Reasons for the determination.

### 4. Supplementary information on the Application Form

#### 4.1 Required skills and knowledge

The steps involved in the training and the assessment process collectively 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.

#### **Area 1: Legislation, regulations and standards**

Understands the relevant legislation, regulations and standards relating to insulation installation and workplace health and safety.

##### **Required Skills and knowledge:**

Understands:

- Jurisdictional Workplace Health and Safety and environmental legislation and regulations
- Key requirements of legislation, regulation and building codes related to insulation
- Key requirements of Australian Standards - relating to insulation, including:
  - AS/NZS 4859.1 Materials for the thermal insulation of buildings - Testing and labelling of insulation;
  - AS 4200.2 Pliable building membranes – Installation; and
  - AS/NZS 3000 (with Amd 1) Wiring Rules, in particular Clause 4.5.2.3.
- Requirements relating to insulation installation from AS 3999 for:
  - personal safety;
  - electrical risk assessment;
  - approved processes; and
  - energy efficiency – new products and technologies.

#### **Area 2: Workplace health and safety**

Understands the requirements of a safe and healthy worksite.

##### **Required Skills and knowledge:**

Understands:

- Procedures to safely use equipment, shift and handle products and materials, and work at heights and in enclosed areas to install insulation in common situations

- Organisational procedures for responding to the presence of pests/vermin, asbestos and dust within an installation workspace
- Risks of asbestos containing materials (ACM), and their use in common building materials used in floor, wall and ceiling spaces
- Tools and equipment prohibited for use near identified asbestos-containing materials (ACM)
- Appropriate PPE and its use in insulation installation
- Safety data sheets (SDS) and Safe Work Method Statements (SWMS) commonly used in insulation installation
- Common health and safety risks associated with handling insulation products
- Emergency response and evacuation procedures relating insulation installation
- Hierarchy of hazard control as it relates to insulation installation
- workplace requirements for undertaking all aspects of applying WHS requirements, policies and procedures in the construction industry including interpreting work orders and reporting problems
- procedures and policies for identifying and reporting hazards, safety risks and hazardous materials, including asbestos, in the workplace
- procedures for following safe practices when dealing with hazards and hazardous materials, and controlling risks associated with them
- use of appropriate protective equipment and clothing, choice of tools, use of barricades and signage, and the necessity of following relevant safety procedures as indicated
- methods of safely performing tasks in accordance with legislative requirements and workplace policies and procedures
- procedures for reporting hazards, incidents and injuries
- necessity for keeping work site clear of risks to prevent accidents and to meet environmental requirements
- policies and procedures to be followed in an accident, fire or other type of emergency.

### Area 3: Electrical safety

Understands electrical safety legislation and how to install insulation in an electrically safe manner.

#### Required Skills and knowledge:

Understands:

- Electrical risk assessment process, hazard identification and reporting as per Australian Standard (AS) AS 3999 for common insulation installation
- Type and purpose of lock out tags in insulation installation
- Requirements of AS 3999 for recessed luminaries and electrical cable, in insulation installation including:
  - operating temperature limit of electrical cables;
  - effect on cables partially surrounded by thermal insulation and fully surrounded by thermal insulation;
  - common wiring systems used in domestic premises indicating the age of the installation;
  - clearance and restraint methods to retain thermal insulation from recessed down lights and ancillary equipment; and
  - electrical hazards in floor, wall and roof spaces, including unenclosed connections, unenclosed conductors, damaged cable sheaths and exposed conductors.

### Area 4: Insulation materials and equipment

Understands insulation products and equipment used to install insulation.

#### Required Skills and knowledge:

Understands:

- Organisational requirements and procedures relating to insulation installation, including requirements for a systematic approach to planning own work
- Specifications of common installation materials, including R rating and dimensions
- Types, safety, characteristics, uses and limitations of common insulation installation tools and equipment
- Quality requirements for installation of insulation material including thermal and acoustic performance

- Energy efficiency of common insulation material types
- Procedures for dealing with faulty insulation installation tools and equipment

Procedures for cleaning, checking and maintaining tools and equipment used for insulation installation

### Area 5: Installing insulation

Understands how insulation is installed in a safe and correct manner.

#### Required Skills and knowledge:

Understands:

- Work instructions and specifications relating to insulation installation
- Product and process knowledge to identify common problems and predict consequences in floor, wall and ceiling insulation installation
- Methods for measuring and cutting insulation material
- Workplace requirements for undertaking all aspects of insulation installation, and pliable membrane installation, including interpreting work orders and reporting problems
- Types of insulation and their R-values
- How to install insulation to avoid thermal bridging
- Importance of quality insulation installations and the impact on insulation performance

### Area 6: Insulation installation quality and documentation

Understands how to manage insulation installations to ensure quality and safety, and how to document the installation for later audit.

#### Required Skills and knowledge:

Understands:

- The benefits of insulation, including energy efficiency, health and safety
- Workplace procedures for environmental requirements for waste, including waste management and recycling relating to insulation installation
- Procedures for conducting a final inspection of an insulation installation

Procedures for documenting, distributing and storing Statements of Insulation Installation incorporating the format and required information as defined in AS 3999 – Appendix D

### Area 7: Working safely at heights

Understands how to safely install insulation while working at heights.

#### Required Skills and knowledge:

Understands:

- workplace and regulatory requirements for working safely at heights under applicable Commonwealth, state or territory work health and safety (WHS) legislation, Australian Standards and codes of practice:
  - hazard identification and risk control
  - job safety and environmental analyses (JSEAs)
  - safe work method statements (SWMSs)
  - safety data sheets (SDSs)
  - safety manuals and instructions for plant, tools and equipment:
    - operation manuals
    - manufacturer specifications
    - safety signs and load charts for plant
  - signage and barricades
  - selection, fitting and use of personal protective equipment (PPE)

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<ul style="list-style-type: none"><li>○ environmental and worksite safety plans</li><li>○ reporting problems</li><li>● processes for planning to work safely at heights:<ul style="list-style-type: none"><li>○ assessment of weather and ground conditions that may affect safety while working at heights</li><li>○ assessment of conditions and hazards</li><li>○ determination of work requirements</li><li>○ identification of equipment defects</li><li>○ inspection of worksites</li></ul></li><li>● methods for identifying common faults with scaffold or work platform systems</li><li>● types, characteristics, uses and limitations of equipment used when working safely at heights:<ul style="list-style-type: none"><li>○ air compressors and hoses</li><li>○ anchor points</li><li>○ edge protection</li><li>○ elevated work platforms (EWPs)</li><li>○ fall arrest anchors</li><li>○ fall arrest inertia reels</li><li>○ guard rails</li><li>○ hand and power tools including nail guns</li><li>○ ladders</li><li>○ power leads</li><li>○ rescue equipment</li><li>○ ropes</li><li>○ safety harnesses, lanyards and attachments such as snap hooks and carabiners</li><li>○ scaffolding</li><li>○ shock absorbers</li><li>○ stairways</li><li>○ static line systems</li><li>○ temporary anchor systems</li><li>○ trestles</li></ul></li><li>● safe methods for accessing work area, traversing between anchor points and exiting from work area including removing tools and materials when working at heights.</li></ul>
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### Area 8: Measurements and calculations

Understands how to carry out measurements and calculations as they relate to insulation installations.

#### Required Skills and knowledge:

Understands:

- types of equipment required for planning and performing basic measurements and calculations and their characteristics, uses and limitations, including:
  - rulers
  - tape measures
  - digital measuring and calculating devices
- methods of calculating the area and volume of the following in a construction environment:
  - rectangles
  - squares
  - circles
  - triangles
  - trapeziums
  - cubes
  - cylinders.

Table 4 - Areas of assessment and required skills and knowledge

#### 4.2 Insulation Installation experience

The Application Form requires candidates to detail their previous experience in insulation installation. Candidates are not required to have previous experience, but listing this previous experience may assist with assessment of the application.

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

### **1. Adherence to the Framework Rules, Certified Insulation Installer Sub-Rules and the Code of Conduct**

Each Certified Insulation Installer is required to adhere to the Code of Conduct and the Framework Rules and Certified Insulation Installer Sub-Rules. Complaints regarding breaches of the Code of Conduct or the Framework Rules and Certified Insulation Installer Sub-Rules will follow the process set out in the Framework Rules.

The Code of Conduct is reproduced from the Framework Rules at Schedule 1: Code of Conduct in this Guide.

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

Each Certified Insulation Installer is required to submit a Continuing Professional Development (CPD) Log on renewal of their certification. The CPD Log describes professional development activities undertaken in the course of the three years, and how they relate to the eight areas of assessment. 'Development activities' may include:

- Taking up additional training;
- Completing a work health and safety refresher course.

Any Certified Insulation Installer that has not submitted their CPD logs may be required to re-apply for certification to verify that their knowledge and skills remain current.

### **3. Submission of Job Assessment Forms**

Each Certified Insulation Installer needs to demonstrate that they are actively working on insulation installations to maintain their certification. This active engagement is required to ensure that their skills, experience and knowledge remain current.

For individuals renewing their Certified Insulation Installer certification, you will need to submit evidence of completing three (3) insulation installation jobs for the applications of which you are certified using the Job Assessment Forms. Jobs must have been completed within twelve (12) months of renewing certification.

Any Certified Insulation Installer that has not submitted their Job Assessment Forms may be required to re-apply for certification to verify that their knowledge and skills remain current.

### **4. Duration of certification and registrations**

Terms of registration and certification will commence on the date candidates are formally notified that their initial application for provisional certification has been successful. Certified Insulation Installer certification is valid for three years.

### **5. Applications for re-certification**

In order to be considered for re-certification, Certified Insulation Installers must submit three (3) Job Assessment Forms for insulation installations completed in the last 12 months for assessment, along with the required CPD logs.

A member of the Assessment Panel will review the certified individual's performance by considering whether the individual:

- has fulfilled the requirements for maintaining certification;
- has complied with the Framework Rules, Certified Insulation Installer Sub-Rules and the Code of Conduct over the period of their certification; and
- remains actively engaged in the delivery of insulation installations.



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In some circumstances there may be a need for re-assessment as part of the re-certification process, for example where revised requirements for certification have been put in place.

Applications for exemptions the requirements listed in this Section 6 shall be considered by the Secretariat in consultation with the Assessment Panel on a case-by-case basis and will only be fully or partially accepted in cases of personal or practical constraints (for example, parental leave).

## 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 (EEC). As with all other EEC 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).

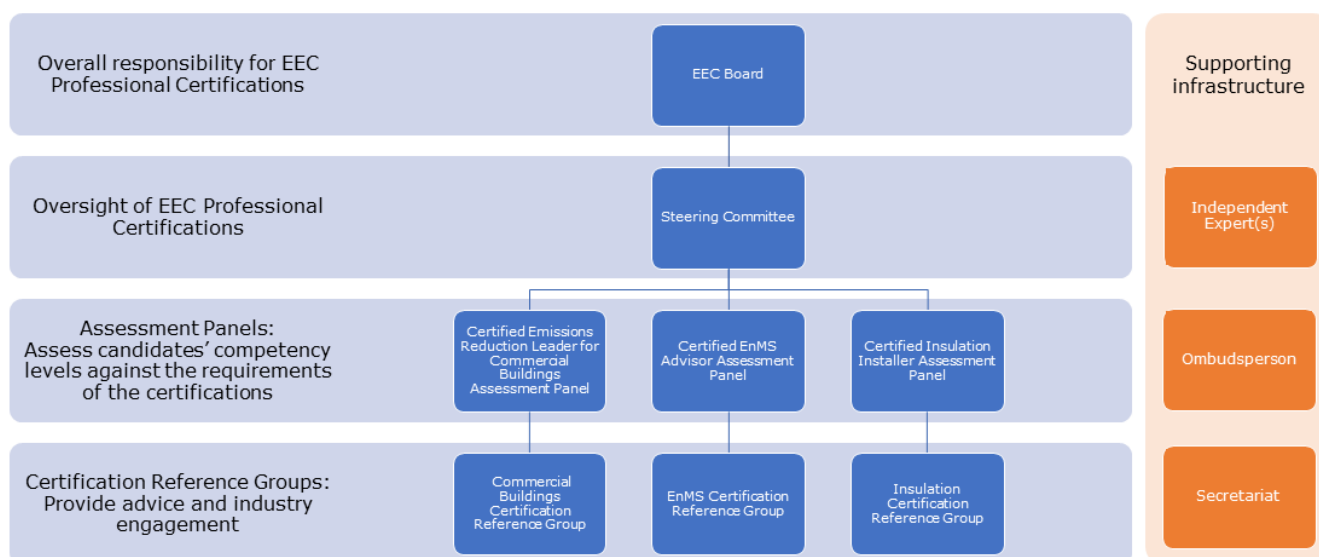


Figure 2 - EEC Professional Certifications governance structure

## 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, including whether they have previously worked with the 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.

## 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 and Certified Insulation Installer Sub-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 and/or Certified Insulation Installer Sub-Rules:

- Candidates for certification or re-certification may lodge an appeal if they wish to challenge the outcome of their assessment.
- Insulation customers may lodge a complaint against a certified individual if they believe a breach of the Code of Conduct or the Framework Rules or Certified Insulation Installer Sub-Rules has occurred.
- The Secretariat may trigger a review of the certification of a certified individual if they receive information that leads them to suspect a breach of the Code of Conduct or the Framework Rules or Certified Insulation Installer Sub-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 and the Certified Insulation Installer Sub-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 certified individual 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 status, current employer (if relevant), and the states and territories in which the certified individual operates.

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

## Schedule 1: Code of Conduct

This is the Code of Conduct as shown in the Framework Rules, Schedule 8.

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 focussed 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, including all relevant legislation and Australian Standards, 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.