

EEC Professional Certifications Framework

An initiative of the Energy Efficiency Council

Certified Insulation Installer Sub-Rules



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Part A: Foreword

1. About the Sub-Rules

- 1.1 The Certified Insulation Installer Sub-Rules (the **Sub-Rules**) regulate one level of certification for insulation installers which is a national certification for energy services professionals who install insulation in residential and commercial buildings.
- 1.2 The Energy Efficiency Council (**EEC**) is the peak body representing Australia's energy management sector. The EEC Professional Certifications Framework (the **Framework**) and associated Professional Certifications (the **Professional Certifications**), including the Certified Insulation Installer certification (the **Certified Insulation Installer**), are owned and operated by the EEC.
- 1.3 The EEC operates the Framework, the rules relating to the Framework (the **Framework Rules**) and the Sub-Rules in accordance with the Framework Policy.
- 1.4 As with all EEC activities, the EEC Board (the **Board**) is ultimately responsible for the proper operation of the Framework and the associated Professional Certifications, including the Sub-Rules.

2. Sub-Rules purpose

- 2.1 The purpose of these Sub-Rules is to promote the effective delivery of energy services across Australia. To that end, the Sub-Rules do the following:
 - 2.1.1 define the scope for the Certified Insulation Installer certification;
 - 2.1.2 define appropriate levels of certification for EEC certified individuals;
 - 2.1.3 define the minimum qualifications and experience, and the required skills and knowledge, for certification;
 - 2.1.4 establish an independent assessment process for verifying the qualifications, experience and required skills and knowledge of individuals seeking certification; and
 - 2.1.5 define the requirements individuals must comply with in order to maintain and renew certification.

3. References

- 3.1 Referenced forms (the **Referenced Forms**) – This document refers to the following Referenced Forms. Current versions of these forms are available either on the Framework website, or by request from the Secretariat (the **Secretariat**):
 - 3.1.1 Application Form (the **Application Form**);
 - 3.1.2 Continuing Professional Development (**Continuing Professional Development** or **CPD**) Log (the **CPD Log**);
 - 3.1.3 Job Assessment Form (the **Job Assessment Form(s)**).
- 3.2 Referenced guides (**Referenced Guides**) – This document should be read in conjunction with the Guide for Candidates.
- 3.3 Referenced Rules – This document references the Framework Rules which are administered under the EEC Professional Certifications Framework. This document should be read in conjunction with the Framework Rules.

4. Priority of documents

- 4.1 The material included in the Schedules of these Sub-Rules form a part of these Sub-Rules.
- 4.2 The material listed under the headings 'Referenced Forms' and 'Referenced Guides' form a part of these Sub-Rules.
- 4.3 If there is any inconsistency between the documents, the various documents shall be accorded the following priority:
 - 4.3.1 Framework Rules;
 - 4.3.2 the Sub-Rules (excluding the Schedules);
 - 4.3.3 the Schedules;
 - 4.3.4 the Referenced Forms; and
 - 4.3.5 the Referenced Guides.

5. Definitions

Application Form means the application form for the desired level of certification and available either on the Framework website, or by request from the Secretariat.

Assessment Panel means the panel appointed by the Board which is responsible for establishing appropriate assessment criteria and assessing candidates for each Professional Certification.

Assessor means an Assessment Panel member.

Board has the meaning given to it in the Framework Rules.

Business Day means a day that is not a Saturday, Sunday, public holiday or bank holiday in Melbourne, Victoria.

Certification Number means the number issued to candidates who have been successful in their certification application.

Certified Insulation Installer means a level of certification which may be awarded to an individual with the knowledge and skills to safely and effectively install insulation, and who has met the certification requirements for this certification.

Certification Reference Group has the meaning given to it in the Framework Rules.

Chair means the chair of a meeting of the Assessment Panel.

Code of Conduct means the code of conduct set out in the Framework Rules.

CPD or **Continuing Professional Development** has the meaning given to it in the Framework Rules.

CPD Log has the meaning given to it in rule 4.1 in Part G.

Directory of Certified Individuals means a publicly accessible directory of individuals certified under these Sub-Rules.

EEC has the meaning given to it in rule 1.2 of Part A.

Energy and Related Services means any services provided with the aim of improving energy performance and/or reducing emissions.

Evidence Guide has the meaning given to it in rule 6.5.2 of Part B.

Framework has the meaning given to it in rule 1.2 of Part A.

Framework Rules has the meaning given to it in rule 1.3 of Part A.

Guide for Candidates has the meaning given to it in the Framework Rules.

Independent Expert has the meaning given to it in the Framework Rules.

Job Assessment Form means the form submitted as part of an assessment which documents insulation installation jobs completed as part of assessment and which demonstrates the knowledge and skills associated with certification.

Ombudsperson has the meaning given to it in the Framework Rules.

Professional Certifications has the meaning given to it in rule 1.2 of Part A.

Recognised Certifications has the meaning given in the Framework Rules.

Referenced Forms has the meaning given to it in rule 3.1 of Part A.

Referenced Guides has the meaning given to it in rule 3.2 of Part A.

Reviewer has the meaning given to it in rule 7.6 of Part F.

Secretariat has the meaning given to it in the Rules of Association.

Statement of Reasons has the meaning given to it in the Framework Rules.

Steering Committee has the meaning given to it in the Framework Rules.

Sub-Rules has the meaning given to it in rule 1.1 of Part A.

Part B: Governance

1. Overview

- 1.1 The Framework has been established to promote the effective delivery of Energy and Related Services (**Energy and Related Services**) across Australia. The Board may, at its sole discretion, alter any aspect of the Framework and/or Professional Certifications to ensure they continue to address the needs of Australia's energy management sector.
- 1.2 The decision to maintain the Framework and the Professional Certifications shall be at the sole discretion of the Board.

2. Delegations

- 2.1 Delegations of the Board's authority are set out in the Framework Rules.

3. Board

- 3.1 The Board's role is set out in the Framework Rules.

4. Secretariat

- 4.1 The Secretariat's role is set out in the Framework Rules.

5. Steering Committee

- 5.1 Governance requirements for the Steering Committee (**Steering Committee**) are set out in the Framework Rules.

6. Assessment Panel

- 6.1 Each certification within the Framework has an associated Assessment Panel (**Assessment Panel**). Governance requirements of Assessment Panels are set out in the Framework Rules, which should be read in conjunction with these Sub-Rules. The Assessment Panel referred to in these Sub-Rules is the Assessment Panel appropriate to the Certified Insulation Installer certification.
- 6.2 The Assessment Panel shall have a minimum of two members at any given time.
- 6.3 Members of the Certified Insulation Installer Assessment Panel should have a qualification of a Certificate IV in Training and Assessment, or equivalent experience.
- 6.4 Meetings of the Assessment Panel must include a quorum of not less than two members of the Assessment Panel. The first order of business of Assessment Panel meetings regarding decisions on certification shall be to nominate and vote on a Chair (the **Chair**) for the meeting.
- 6.5 The Certified Insulation Installer Assessment Panel is responsible for undertaking all of the following duties in accordance with the Framework Rules, these Sub-Rules and associated Schedules and Guide for Candidates:
 - 6.5.1 drafting and maintaining the areas of assessment to ensure that the required skills and knowledge in each area remain current and relevant to industry needs, with input from the Independent Expert where required;
 - 6.5.2 drafting a confidential evidence guide (the **Evidence Guide**) to ensure consistency of assessment between candidates, and reviewing it as required;
 - 6.5.3 drafting a register of Recognised Certifications (**Recognised Certifications**) that lists certifications which are recognised as relevant to the areas of assessment, and reviewing it as required;

- 6.5.4 assessing applications for certification and renewal of certification;
- 6.5.5 determining the categories of professional development that are eligible for inclusion in the CPD Log, with input from the Independent Expert (the **Independent Expert**) where required;
- 6.5.6 providing advice to the Secretariat, the Steering Committee and the Board on revisions to the Framework and/or these Rules that are necessary for them to fulfil their objectives, with input from the Independent Expert where required, and;
- 6.5.7 assisting with reviews or investigations of individuals certified under the Framework at the request of the Secretariat, the Steering Committee, or the Ombudsperson (the **Ombudsperson**).

7. Certification Reference Groups

- 7.1 Governance requirements for the Certification Reference Groups (the **Certification Reference Groups**) are set out in the Framework Rules.

8. Ombudsperson

- 8.1 Governance requirements for the Ombudsperson are set out in the Framework Rules.

9. Independent Expert(s)

- 9.1 Governance requirements for the Independent Expert(s) are set out in the Framework Rules.

Part C: Scope of certifications

1. Definition of insulation

- 1.1 Insulation is material used in buildings that reduces heat and sound transmission. Insulation can be installed in all areas of a building including ceilings, walls and under the floor. Further details are set out in Schedule 3.
- 1.2 An insulation installer is an individual with the knowledge and skills to safely and effectively install insulation.

2. Overview of certification levels

- 2.1 The Board has established the following levels of certification:
 - 2.1.1 Certified Insulation Installer, which may be awarded to an individual that has met the certification requirements for this level of the certification. Individuals may or may not have previous experience with insulation installation.

3. Details on certification levels

- 3.1 Certified Insulation Installer is available to individuals with experience installing insulation.
 - 3.1.1 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.
- 3.2 These certifications are awarded in accordance with the requirements set out in Part E: Requirements for Certification.
- 3.3 The EEC does not guarantee the quality of work undertaken by certified individuals and expressly disclaims, to the full extent of the law, any such guarantee. Certification under the Framework Rules and these Sub-Rules is an indication only that an individual has met the relevant requirements for knowledge and experience set out in the Framework Rules and these Sub-Rules.

4. Coverage

- 4.1 Certified individuals are certified to install insulation as appropriate to their level of certification within Australia and its states and territories.

Part D: Terms of certification

The Terms of certifications are set out in the Framework Rules, which should be read in conjunction with these Sub-Rules.

Part E: Requirements for certification

1. General requirements

- 1.1 All candidates for certification must be at least eighteen years of age.

2. Pre-requisites for certification

- 2.1 The Board has established that the pre-requisites listed in Schedule 4 are required for certification.
- 2.2 Qualifications referred to in Schedule 4 must be awarded by an Australian educational institution of good standing, or an equivalent international institution deemed satisfactory by the assessors (the **Assessor(s)**).
- 2.3 The determination of whether a candidate satisfies these pre-requisites for certification shall be made by the Assessor in their sole discretion, in accordance with these Sub-Rules.

3. Assessment criteria

- 3.1 As well as meeting the pre-requisites set out above (Part E, Section 2), candidates for the Certified Insulation Installer certification must establish their eligibility for certification by satisfying the Assessor that they:
- 3.1.1 have the required skills and knowledge in all of the areas of assessment set out in Schedule 1;
 - 3.1.2 have completed pre-requisites set out in Schedule 4; and
 - 3.1.3 have the skills and knowledge necessary to safely and effectively install insulation.
- 3.2 A confidential Evidence Guide is maintained by the Assessment Panel to assist Assessors to determine whether candidates satisfactorily demonstrate the required skills and knowledge in each area of assessment, and to assist in consistency of assessment between candidates.
- 3.3 The determination of whether a candidate satisfies these assessment criteria shall be made by the Assessor and Assessment Panel (if required) in their sole discretion, in accordance with Part F of these Sub-Rules.

4. Recognition of other certifications

- 4.1 Schedule 2 lists external certifications that are recognised as relevant to the areas of assessment.
- 4.2 Candidates holding current certifications on this list are considered to have demonstrated relevant knowledge in the areas of assessment indicated.
- 4.3 All candidates must demonstrate to the Assessor that they have the capacity to apply their knowledge in the context of insulation installation, regardless of any certifications held.

Part F: Applying for certification

1. Applying for certification

- 1.1 To apply for certification, candidates must:
 - 1.1.1 provide evidence that they satisfy the pre-requisites set out in Schedule 4;
 - 1.1.2 read the Guide for Candidates (the **Guide for Candidates**) and familiarise themselves with the Code of Conduct (the **Code of Conduct**; set out in the Framework Rules), the Framework Rules and these Sub-Rules;
 - 1.1.3 complete the Application Form and submit it to the Secretariat along with any supporting documentation requested in the form;
 - 1.1.4 subject to rules 1.2 and 1.3, complete three (3) Job Assessment Forms and submit them to the Secretariat along with any supporting documentation requested in the form;
 - 1.1.5 agree to be bound by the Framework Rules, these Sub-Rules and the Code of Conduct should their application for certification be successful; and
 - 1.1.6 pay the required fee within the terms as set out by the Secretariat on the Framework website.
- 1.2 If a candidate is applying for certification in multiple applications of insulation, the candidate must ensure that at least one of the Job Assessment Forms submitted in accordance with rule 1.1.4 relates to each application of insulation applied for.
- 1.3 If a candidate is currently certified and applies for a different application of insulation provided under these Sub-Rules, then the candidate is only required to submit one Job Assessment Form, which must relate to the new application of insulation applied for:
 - 1.3.1 Subject to rule 9.3, that additional application of insulation is valid only for the remaining period of the current certification.

2. Assessment of applications

- 2.1 Assessments will be conducted by one Assessor appointed by the Secretariat.
- 2.2 The Secretariat will complete an initial review of any applications for certification to confirm that each application is complete and complies with the pre-requisites set out in Part E of these Sub-Rules. Incomplete applications or applications that do not meet the pre-requisites will not be accepted and will not be assessed by the Assessor.
- 2.3 The candidate must set out in the Application Form if there are any circumstances where the candidate may require alternative assessment arrangements. The Secretariat will require evidence of the circumstances and may make reasonable adjustments to the assessment process at its discretion.
- 2.4 If the Secretariat decides not to accept an application in accordance with rule 2.2, the Secretariat must notify the candidate and may (in the Secretariat's absolute discretion), give the candidate an opportunity to rectify the deficiencies in their application.
- 2.5 If the Secretariat notifies a candidate in accordance with rule 2.2, and:
 - 2.5.1 the candidate cannot meet the application requirements; or

- 2.5.2 otherwise does not or cannot rectify the deficiencies in their within 5 Business Days of the Secretariat providing an opportunity to do so, then the Secretariat will notify the candidate that it will not accept their application and comply with section 6 (Notification of assessment determination and issue of certification).
- 2.6 As part of the review conducted in accordance with rule 2.2, if the Secretariat determines that:
 - 2.6.1 the pre-requisites for certification have been met, then the Secretariat will forward the Job Assessment Forms to the Assessor for independent review. Confidential or sensitive information will be anonymised prior to the Secretariat submitting the Job Assessment Forms and associated documentation to the Assessor;
 - 2.6.2 all prerequisites have been met except for the prerequisite set out in rule 1.1.4, and having regard to the assessment criteria set out on Part E, that the candidate may be eligible for provisional certification, then the Secretariat must notify the candidate that:
 - 2.6.2.1 they are provisionally certified and comply with section 6 (Notification of assessment and issue of certification); and
 - 2.6.2.2 they must submit their Job Assessment Forms as with rule 1.1.4 within six months of the date they are provisionally certified, to be assessed in accordance with the assessment criteria in Part E; or
 - 2.6.3 the pre-requisites for certification have been met and the candidate is not eligible for certification, then the Secretariat must inform the candidate and comply with section 6 (Notification of assessment and issue of certification).
- 2.7 For all applications forwarded to the Assessor in accordance with rule 2.6.1, the Assessor will consider the candidate's Job Assessment Forms and any associated documentation and, having regard to the pre-requisites and the assessment criteria set out on Part E, make a decision as to whether the candidate may be eligible for certification.
- 2.8 Job Assessment Forms submitted by provisionally certified individuals as required under rule 2.6.2.2, will be assessed in accordance with rule 2.7.
- 2.9 The Secretariat must inform the candidate of the Assessor's decision made in accordance with rule 2.7 and comply with section 6 (Notification of assessment and issue of certification).

3. Submission of additional information

- 3.1 If the Assessor considers the information lodged with an application is insufficient for the Assessor to determine a candidate's eligibility for certification, the Assessor may, at their discretion, request additional or information from the candidate.
- 3.2 The Secretariat shall make requests in writing for additional or redrafted information on behalf of the Assessor.
- 3.3 The candidate must provide any additional or redrafted information within ten business days (**Business Days**) of receiving request for that information. Information provided following that period will only be accepted and considered at the sole discretion of the Assessor.

- 3.4 Fees for the assessment of additional information will vary depending on the extent of re-assessment necessary, and will be set by the Secretariat in consultation with the Assessor on a case by case basis.
4. Referral to Assessment Panel for certification decision
 - 4.1 Not used.
5. Certification at another level
 - 5.1 Not used.
6. Notification of assessment determination and issue of certification
 - 6.1 The Secretariat shall communicate the assessment determination to the candidate in writing, which must include a statement of reasons (the **Statement of Reasons**) that sets out the grounds for the determination, and any other relevant information.
 - 6.2 Successful candidates will be issued with a certification and a Certification Number (the **Certification Number**).
 - 6.3 Unsuccessful candidates will be notified of:
 - 6.3.1 their right to appeal the determination in accordance with section 7 (Appeals); and
 - 6.3.2 when they can reapply and the applicable reapplication fee.
7. Appeals
 - 7.1 Candidates for certification may appeal their assessment determination if, after reviewing the statement of reasons, they believe the Assessor and/or the Assessment Panel (as applicable) have not properly applied the Framework Rules or these Sub-Rules to the assessment.
 - 7.2 Appeals by candidates will incur a fee in respect of administration and reassessment costs. The required fee must be paid by the candidate before an appeal will be considered by the Secretariat.
 - 7.3 Appeals must be made in writing to the Secretariat within ten Business Days of the candidate being notified of an unsuccessful application, and must clearly state how the Framework Rules and/or Sub-Rules have not been properly applied to the application by the Assessment Panel.
 - 7.4 The Secretariat shall forward appeals that meet the above requirements to the Ombudsperson for review.
 - 7.5 If the Ombudsperson determines that the Sub-rules have been appropriately applied, the appeal will be dismissed and the candidate informed by the Secretariat of the Ombudsperson's decision. The Ombudsperson's decision is final.
 - 7.6 If the Ombudsperson determines that the appeal is well founded, the candidate's application and the Ombudsperson's reasoning will be forwarded to a member of the Assessment Panel that did not take part in the original decision (the **Reviewer**).
 - 7.7 In considering the appeal, the Reviewer may, at their discretion, take into account any of the following:
 - 7.7.1 the original application and any supporting documentation provided by the candidate;

- 7.7.2 notes, scores and other materials produced by the Assessor and the Assessment Panel (if any) in the course of the original assessment;
 - 7.7.3 the statement of reasons produced by the Assessor and/or the Assessment Panel;
 - 7.7.4 the appeal documentation provided by the unsuccessful applicant, and;
 - 7.7.5 any other documentation provided by the candidate to support their case.
- 7.8 If the Reviewer determines that the candidate is eligible for certification, the Reviewer will advise the Secretariat to issue the candidate a certification and a Certification Number. In such cases, the reviewer may recommend that the fee paid to lodge the appeal is refunded. Refunds will be made at the sole discretion of the Secretariat.
- 7.9 If the Reviewer confirms the determination made by the Assessment Panel, or that there was an error but that the candidate is still not eligible for certification, that decision is final and cannot be further appealed by the candidate.

8. Resubmissions

- 8.1 Resubmission of an application will be subject to the standard applicable fee for assessment.

9. Duration of certification

- 9.1 Terms of certification commence on the date candidates are formally notified that their application has been successful.
- 9.2 Subject to rule 9.3, certification as a Certified Insulation Installer is valid for a period of three years. Any period during which an individual is provisionally certified is included in this three year period.
- 9.3 Where a certified individual applies for an additional application of insulation in accordance with rule 1.3 and that additional application of insulation is granted, that additional certification is valid only for the remaining period of the current certification.

10. Changing certification level

- 10.1 Not used.

11. Administration

- 11.1 All decisions relating to a candidate's certification shall be kept on file by the Secretariat along with Application Forms, associated documentation and assessment materials and the statement of reasons for a minimum of seven years (or arrangements shall be made to keep them in storage for an equivalent period).
- 11.2 The Secretariat shall maintain a publicly accessible directory of certified individuals (the **Directory of Certified Individuals**) that are certified under these Sub-Rules.
- 11.3 This directory shall include the name of certified individuals, Certification Numbers, certification level and status, duration of certification, date of initial certification and the states and territories (and region if applicable) in which the certified individuals operate. Certified individuals irrevocably consent to the publication of this information for the duration of their certification.
- 11.4 This directory may include the contact details of the certified individuals. Certified individuals must consent to the publication of this information.

Part G: Maintaining certification

1. Satisfying the requirements for certification

- 1.1 To maintain certification, certified individuals must satisfy and continue to satisfy all the requirements for certification verified in the course of the assessment process, including the pre-requisites set out in Schedule 4.
- 1.2 To maintain certification, certified individuals must comply and continue to comply with the Framework Rules, these Sub-Rules and the Code of Conduct.
- 1.3 From time to time, the Assessment Panel, in consultation with the Steering Committee, the Certification Reference Group, and, if required, with the advice of the Independent Expert, 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. Any revision must be with the approval of the Board.
- 1.4 In these instances, certified individuals may be required to show they have met the revised criteria for certification within a given timeframe.
- 1.5 Additional requirements may also be set out in the Framework Rules which should be read in conjunction with these Sub-Rules.

2. Maintaining currency of personal details and other matters

- 2.1 It is the responsibility of certified individuals to notify the Secretariat in writing of any of the following:
 - 2.1.1 change of contact details;
 - 2.1.2 change of employer;
 - 2.1.3 the loss or revocation of any relevant certifications;
 - 2.1.4 any circumstance resulting in the certified individual no longer satisfying the pre-requisites in Schedule 4;
 - 2.1.5 any change to or loss of the certified individual's public liability insurance cover (where a change occurs, the certified person must provide the Secretariat with a copy of a current certificate of insurance which satisfies the requirements in Schedule 4).

3. Payment of the scheduled fees

- 3.1 To maintain their certification, certified individuals are required to pay all the applicable fees set out by the Secretariat.

4. Submission of a Continuing Professional Development Log

- 4.1 Certified individuals are required to submit to the Secretariat a CPD Log on renewal which includes the following areas:
 - 4.1.1 Certified individuals must describe eligible CPD activities undertaken within the 12 months immediately preceding the date of submission of the CPD Log, and how they relate to the areas of assessment.
 - 4.1.2 Each CPD activity listed must make a substantial contribution to the development of the certified individual's skills and knowledge in one of the areas of assessment.

- 4.1.3 Activities undertaken to satisfy CPD requirements in other certification programs may be used to satisfy CPD requirements under the Framework, as long as they make a substantial contribution to the development of the certified individual's skills and knowledge in one of the areas of assessment.
- 4.1.4 A certified individual that has had development areas identified as part of the certification process must ensure that at least one of the CPD activities in each calendar year substantially addresses each development area identified.
- 4.2 Where a certified individual has not been granted an exemption in accordance with Part H, not submitted their annual CPD Logs and failed to meet all CPD requirements may be required to 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 set out in Part F: Applying for Certification.

5. Breaches of the requirements for maintaining certification

- 5.1 The Secretariat may, at any time and in its sole discretion, suspend or revoke certification if it determines that a certified individual has failed to meet any of the following requirements for maintaining certification:
 - 5.1.1 compliance with the Framework Rules, these Sub-Rules or the Code of Conduct;
 - 5.1.2 satisfying all the requirements for certification verified in the course of the assessment process;
 - 5.1.3 undertaking the required CPD activities;
 - 5.1.4 submitting any other information or materials as required; or
 - 5.1.5 paying the required fees.
- 5.2 Certified individuals that have their certification suspended or revoked shall be provided with a Statement of Reasons.
- 5.3 Suspensions may be lifted if the certified individual complies with these requirements within a reasonable time period.
- 5.4 Formerly certified individuals that believe that the Secretariat has not properly applied the Framework Rules or these Sub-Rules may appeal to the Ombudsperson to review the decision by following the appeals process in Part F of these Sub-Rules.
- 5.5 No fees will be refunded upon suspension or revocation of certification.

6. Withdrawing from the Framework

- 6.1 Certified individuals may revoke their certification under the Framework at any time by notifying the Secretariat in writing.
- 6.2 No fees will be refunded upon withdrawing certification.

7. Administration

- 7.1 All materials associated with the maintenance of certification shall be kept on file by the Secretariat for a minimum of seven years (or arrangements shall be made to keep them in storage for an equivalent period).

Part H: Renewing certification

1. Requirements for renewal of certification

- 1.1 Certified individuals that wish to renew their certification must submit all necessary documentation at least six weeks prior to the expiry of their certification.
- 1.2 To renew their certification, certified individuals must satisfy all of the following requirements:
 - 1.2.1 submit the required CPD logs;
 - 1.2.2 submit three (3) Job Assessment Forms for insulation installations completed within the 12 months immediately preceding the date of submitting a renewal application using the Job Assessment Forms;
 - 1.2.3 provide evidence that the certified individual satisfies the pre-requisites in Schedule 4;
 - 1.2.4 submit any information or materials required;
 - 1.2.5 complete the renewal of certification form and submit it to the Secretariat along with any documentation requested in the form;
 - 1.2.6 agree to continue to be bound by the Framework Rules, these Sub-Rules and the Code of Conduct should their application for renewal be successful; and
 - 1.2.7 pay the required fees as set out by the Secretariat.
- 1.3 Applicants that have taken formal leave (such as parental or long service leave) lasting three or more months within a one-year period may apply for a partial exemption from the requirements listed in Part H section 1.2.1 or 1.2.2 (as appropriate), noting that:
 - 1.3.1 the partial exemption will only be applied up to a maximum period of one (1) year, meaning that applicants could apply to be exempt from up to one third of the time period that requirements listed in Part H section 1.2.1 or 1.2.2 (as appropriate) apply.
 - 1.3.2 applications for partial exemptions from the requirements listed in Part H section 1.2.1 or 1.2.2 (as appropriate) shall be considered by the Secretariat, in consultation with the Assessment Panel where necessary, on a case-by-case basis.

2. Assessment of renewals

- 2.1 The Secretariat will complete an initial review of any renewal application to confirm that the application is complete, and if satisfied, will forward the application to a member of the Assessment Panel for independent review. Confidential or sensitive information will be anonymised prior to the Secretariat submitting the application and associated documentation to the assessor.
- 2.2 If the Secretariat considers that a renewal application is not complete, it may inform the applicant and provide the applicant with a reasonable opportunity to submit a completed renewal application.
- 2.3 In the case of renewal applications forwarded to the Assessor by the Secretariat in accordance with rule 2.1, the Assessor will consider those applications in accordance with the requirements for certification renewal. The Assessor will take into account all relevant evidence.

- 2.4 The Assessor will make a preliminary determination as to whether certification should be renewed. At minimum, the Assessor shall consider whether the certified individual:
- 2.4.1 has fulfilled the requirements for maintaining certification;
 - 2.4.2 has fulfilled the requirements for renewal of certification, including any additional requirements established by the Assessment Panel;
 - 2.4.3 has, based on available information, complied with the Framework Rules, the Sub-Rules and Code of Conduct over the period of their certification; and
 - 2.4.4 remains actively engaged in the delivery of certified activity.

3. Decisions on renewal

- 3.1 The Assessor will, acting in accordance with the Framework Rules and these Sub-Rules, determine whether the certification of a certified individual should be renewed.

4. Notification of assessment

- 4.1 The Secretariat shall communicate the Assessor's determination to the certified individual in writing, which must include, where the candidate is assessed as unsuccessful, a Statement of Reasons that sets out the reasons for the Assessor's determination.
- 4.2 Successful candidates will be issued with a new certification certificate.
- 4.3 Unsuccessful candidates shall be notified of their right to appeal the Assessor's determination.

5. Process to Appeal unsuccessful renewal applications

- 5.1 Appeals regarding unsuccessful renewal applications shall follow the appeals process set out in Part F: Applying for certification.

6. Lapsed certifications

- 6.1 Formerly certified individuals that have allowed their certification to lapse may follow the renewal process in this Part H to renew their certification provided that they apply for renewal within one year from the date that their certification expired.
- 6.2 If a formerly certified individual renews their certification in accordance with rule 6.1, they will be required to pay both the usual re-certification fee, and an additional charge for lodging a late application for renewal.
- 6.3 If a formerly certified individual:
- 6.3.1 has not renewed their certification within one year from the date their certification expired; and
 - 6.3.2 wishes to renew their certification,
- that individual may only do so by re-applying for certification in accordance with Part F of these Rules.

7. Administration

- 7.1 All decisions relating to certification renewals shall be kept on file by the Secretariat along with applications, associated assessment materials and the Statement of Reasons for a minimum of seven years (or arrangements shall be made to keep them in storage for an equivalent period).

Part I: Complaints and reviews

Requirements for complaints and reviews are set out in the Framework Rules which are to be read in conjunction with these Sub-Rules.

Part J: Process for establishing and revising certification conditions

The process for establishing and revising certification conditions are set out in the Framework Rules which are to be read in conjunction with these Sub-Rules.

Schedule 1: Areas of assessment

1. Overview of assessment criteria

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

The areas of assessment refer to specific techniques and methods presented in the pre-requisite training requirements listed in Schedule 4.

2. Details of assessment criteria by area of assessment

<p>Area 1: Legislation, regulations and standards</p> <p>Understands the relevant legislation, regulations and standards relating to insulation installation and workplace health and safety.</p>
<p>Required Skills and knowledge:</p>
<p>Understands:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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: <ul style="list-style-type: none"> ○ personal safety; ○ electrical risk assessment; ○ approved processes; and ○ energy efficiency – new products and technologies.
<p>Area 2: Workplace health and safety</p> <p>Understands the requirements of a safe and healthy worksite.</p>
<p>Required Skills and knowledge:</p>
<p>Understands:</p> <ul style="list-style-type: none"> • 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

<ul style="list-style-type: none"> • 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.
<p>Area 3: Electrical safety</p> <p>Understands electrical safety legislation and how to install insulation in an electrically safe manner.</p>
<p>Required Skills and knowledge:</p>
<p>Understands:</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> ○ 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.
<p>Area 4: Insulation materials and equipment</p> <p>Understands insulation products and equipment used to install insulation.</p>
<p>Required Skills and knowledge:</p>
<p>Understands:</p> <ul style="list-style-type: none"> • 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 <p>Procedures for cleaning, checking and maintaining tools and equipment used for insulation installation</p>
<p>Area 5: Installing insulation</p> <p>Understands how insulation is installed in a safe and correct manner.</p>
<p>Required Skills and knowledge:</p>
<p>Understands:</p> <ul style="list-style-type: none"> • 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)
 - environmental and worksite safety plans
 - reporting problems
- processes for planning to work safely at heights:
 - assessment of weather and ground conditions that may affect safety while working at heights
 - assessment of conditions and hazards
 - determination of work requirements
 - identification of equipment defects
 - inspection of worksites
- methods for identifying common faults with scaffold or work platform systems
- types, characteristics, uses and limitations of equipment used when working safely at heights:
 - air compressors and hoses
 - anchor points
 - edge protection
 - elevated work platforms (EWPs)
 - fall arrest anchors
 - fall arrest inertia reels
 - guard rails
 - hand and power tools including nail guns
 - ladders
 - power leads
 - rescue equipment
 - ropes
 - safety harnesses, lanyards and attachments such as snap hooks and carabiners
 - scaffolding
 - shock absorbers
 - stairways
 - static line systems

<ul style="list-style-type: none"> ○ temporary anchor systems ○ trestles • safe methods for accessing work area, traversing between anchor points and exiting from work area including removing tools and materials when working at heights.
<p>Area 8: Measurements and calculations</p> <p>Understands how to carry out measurements and calculations as they relate to insulation installations.</p>
<p>Required Skills and knowledge:</p>
<p>Understands:</p> <ul style="list-style-type: none"> • types of equipment required for planning and performing basic measurements and calculations and their characteristics, uses and limitations, including: <ul style="list-style-type: none"> ○ rulers ○ tape measures ○ digital measuring and calculating devices • methods of calculating the area and volume of the following in a construction environment: <ul style="list-style-type: none"> ○ rectangles ○ squares ○ circles ○ triangles ○ trapeziums ○ cubes ○ cylinders.
<p>Area 9: Prepare for insulation retrofitting within ceiling spaces</p> <p>Understands how to safely prepare for retrofitting of insulation in residential ceiling spaces, including removal of existing insulation.</p>
<p>Required Skills and knowledge:</p>
<p>Understands:</p> <ul style="list-style-type: none"> • How to define job requirements: <ul style="list-style-type: none"> ○ Identify scope of required installation activities through review of job requirements and inspection of work site. ○ Assess, monitor and control site risks and hazards and communicate and clarify any issues with supervisor. ○ Determine site access and egress. ○ Determine ceiling access points. ○ Determine site suitability for retrofitting including calculation of existing R-Values and product types and in accordance with legislative and organisational requirements. ○ Identify type of existing insulation product to be removed and locations of the product. ○ Identify legislative requirements and workplace procedures for responding to the presence of vermin, asbestos, and dust within the workspace. ○ Identify required safety equipment and processes by review of work order, risk assessment, Safety Data Sheets (SDS), Safe Use Instruction Sheet (SUIS) and safety legislation. ○ Identify and review workplace environmental requirements that relate to the removal of insulation products. ○ Identify and review workplace emergency response and evacuation procedures as they apply to the site of the removal of insulation activities. ○ Identify and review work instructions and specifications that relate to the installation removal activities. • How to plan and prepare for insulation removal: <ul style="list-style-type: none"> ○ Confirm electrical safety risks and risk mitigation is in place in accordance with legislative and organisational requirements. ○ Identify electrical components and installations and document in accordance with AS 3999:2015 Bulk thermal insulation – Installation or its successor. ○ Determine removal method for insulation product to be removed. ○ Document and submit for approval a Safe Work Method Statement (SWMS) for the worksite, incorporating identified risks and hazards, the outcomes of the electrical risk assessment, electrical isolation procedure and the hazard hierarchy of control. ○ Plan job incorporating identified requirements of work order, work site, safety legislation, environmental requirements, work instructions and specifications and SWMS.

- Put in place all requirements of the SWMS.
- Select Personal Protective Equipment (PPE), tools, equipment and associated materials, check for serviceability and report for repair or replacement where unserviceable.
- How to remove ceiling insulation:
 - Isolate worksite electrical circuits and install safety signage and lock-out tag in accordance with the SWMS.
 - Install suitable fall protection where required.
 - Set up and secure ladder.
 - Access the roof cavity.
 - Identify and use existing roof structure elements to safely traverse through roof cavity.
 - Undertake removal work in accordance with SWMS, manufacturers' specifications and minimise waste.
 - Remove insulation without damage or distortion of the surrounding environment, electrical and other services and in a manner that maximises safety of self and others.
 - Conduct final inspection to ensure ceiling space is prepared for ceiling insulation installation that conforms to work instructions, specifications and manufacturers' specifications.
- How to clean up site:
 - Clean work area and dispose of, re-use, or re-cycle materials following workplace and environmental procedures.
 - Clean, check, maintain and store tools and equipment in accordance with manufacturer specifications.
 - Document details of malfunctions, faults, wear or damage to tools and equipment and report for repair or replacement.

Schedule 2: Recognised Certifications

These certifications have been recognised by the Assessment Panel as having relevance to one or more of the areas of assessment. Individuals with recognised certifications still need to go through the normal assessment process, however their certifications will be taken into account by the Assessment Panel when considering their eligibility in the relevant areas.

Recognised certifications are regularly reviewed by the Assessment Panel and are revised over time as appropriate.

Certification	Certifying body	Relevant areas of assessment
Insulation Accreditation	Clean Energy Council	Areas 1 – 8

Schedule 3: Definition of Insulation

- 1.1 Insulation is material used in buildings that prevents heat and sound transmission. Insulation can be installed in ceilings, walls and under the floor of buildings. Insulation includes:
 - 1.1.1 Batts (e.g. glasswool, rockwool, sheepswool, polyester);
 - 1.1.2 Blanket insulation for under roof (e.g. glasswool, polyester);
 - 1.1.3 Loose fill (e.g. glasswool, rockwool, cellulose fibre);
 - 1.1.4 Spray foam;
 - 1.1.5 Rigid boards (polyester, PIR, EPS, XPs); and
 - 1.1.6 Pliable building membranes (including reflective foil insulation).

Schedule 4: Pre-requisites

1. Training requirements

Candidates must complete the following:

- Units of competency, or equivalent unit of competency, and be able to present a Statement of Attainment from a registered TAFE or registered training organisation (RTO):
 - CPCCWHS2001 - Apply WHS requirements, policies and procedures in the construction industry;
 - CPCCOM1015 - Carry out measurements and calculations;
 - CPCCCM2012 - Work safely at heights;
 - CPCCPB3014 - Install bulk insulation and pliable membrane products; and
- If applying to be certified for installation of ceiling insulation:
 - CPCCPB3027 - Install ceiling insulation products; and
 - EEC001 - Prepare for insulation retrofitting within ceiling spaces.

Candidates undertaking EEC001 - Prepare for insulation retrofitting within ceiling spaces must receive a Statement or Certificate of Attainment from a TAFE or RTO approved by the EEC. Approved TAFEs and RTOs are available either on the Framework website, or by request from the Secretariat.

Assessment area	Unit of competencies covered
Area 1: Legislation, regulations and standards	CPCCPB3014 Install bulk insulation and pliable membrane products CPCCPB3027 Install ceiling insulation products CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry – assessment areas
Area 2: Workplace health and safety	CPCCPB3014 Install bulk insulation and pliable membrane products CPCCPB3027 Install ceiling insulation products CPCCWHS2001 Apply WHS requirements, policies and procedures in the construction industry – assessment areas
Area 3: Electrical safety	CPCCPB3014 Install bulk insulation and pliable membrane products CPCCPB3027 Install ceiling insulation products
Area 4: Insulation materials and equipment	CPCCPB3014 Install bulk insulation and pliable membrane products CPCCPB3027 Install ceiling insulation products
Area 5: Installing insulation	CPCCPB3014 Install bulk insulation and pliable membrane products CPCCPB3027 Install ceiling insulation products

Area 6: Insulation installation quality and documentation	CPCCPB3014 Install bulk insulation and pliable membrane products CPCCPB3027 Install ceiling insulation products
Area 7: Working safely at heights	CPCCCM2012 Work safely at heights – assessment areas
Area 8: Measurements and calculations	CPCCOM1015 Carry out measurements and calculations – assessment areas
Area 9: Prepare for insulation retrofitting within ceiling spaces	EEC001 – Prepare for insulation retrofitting within ceiling spaces

2. Other requirements

Candidates must hold the following certificates:

- General Construction Induction certificate (i.e. white card); and
- Certificate of Currency for Public Liability Insurance (coverage for \$5 million+).