

EEC Professional Certifications Framework

An initiative of the Energy Efficiency Council

Certified EnMS Advisor Guide for Candidates



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|-----------------------|------------------|---|
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About

This Guide is for candidates applying for certification as a Certified EnMS Advisor or a Certified EnMS Advisor at the Advanced level.

It sets out the scope of the EEC Professional Certifications Framework (Framework), 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 and Certified EnMS Advisor Sub-Rules.

Further information

Further information on the Framework, including fees, the assessment timetable and the Certified EnMS Advisor Sub-Rules Rules can be found on the Framework website:

eecertified.org.au.

Documents referenced in this Guide

- Framework Rules
- Certified EnMS Advisor Sub-Rules
- Application Form
- Continuing Professional Development Log
- EnMS 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 Certification 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 EnMS Advisor certification.

The Certified EnMS Advisor Sub-Rules regulate two levels of Certified EnMS Advisor certifications which are a national certification for energy services professionals who support businesses with implementing and sustaining an energy management system (EnMS).

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 advising on the establishment of energy management systems.

2. EnMS advisors

The Framework certifies individuals to advise on the implementation on, and maintenance of, energy management systems (EnMS). The Certified EnMS Advisor certification recognises individuals that have developed the knowledge and capabilities that allow them to engage with, lead, advise and assist a business to establish and sustain an EnMS.

3. The purpose of certification

EnMS are multi-faceted and require understanding and managing the services of a number of technical professionals from various construction and energy efficiency fields.

The EEC does not certify these technical professionals. Rather, the Certified EnMS Advisor certification recognises individuals that have developed the knowledge and capabilities that allow them to advise on the establishment and maintenance of an EnMS.

4. The levels of certification

There are two levels of certification:

- Certified EnMS Advisor; and
- Certified EnMS Advisor at the Advanced level.

Certified EnMS Advisor

Certification as a Certified EnMS Advisor is available to energy efficiency professionals with at least two years of experience.

Certified EnMS Advisor at the Advanced level

Certified EnMS Advisor at the Advanced level is available to individuals with experience supporting businesses with developing and delivering key elements of an EnMS. The Key Elements of an EnMS are as follows:

- 1) Gap analysis/energy diagnostic;
- 2) Development of an energy policy;
- 3) Establishment of energy performance indicators (EnPIs);
- 4) Establishment and/or development of an energy management team;
- 5) Development of an action plan which is being implemented;
- 6) Deployment of support mechanisms including training and engagement; and
- 7) Incorporation of energy considerations into purchasing policies.

| Level | Description |
|---|--|
| Certified EnMS Advisor | Certified EnMS Advisor is available to energy efficiency professionals with at least two years of experience. |
| Certified EnMS Advisor at the Advanced level | Certified EnMS Advisor at the Advanced level is available to individuals with experience supporting businesses with developing and delivering the key elements of an EnMS. |

Table 1 - Overview of certifications

5. The Assessment Panel

Assessors are drawn from the Certified EnMS Advisor Assessment Panel. The EEC Board appoints the Certified EnMS Advisor 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, 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. Two Assessors will be involved in the process and where these Assessors are not aligned, matters will be escalated to the Assessment Panel as per the Certified EnMS Advisor Sub-Rules.

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, and will indicate at which level the certification may be approved.

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 must meet the minimum requirements of either certification level as a pre-requisite for application.

Relevant tertiary qualification means a bachelor's degree or higher qualification in a relevant discipline, such as commerce and business, engineering, environmental science, finance, economics, law, marketing or project management.

| Qualifying code | Requirements | Certified EnMS Advisor candidates | Certified EnMS Advisor at the Advanced level candidates |
|------------------------|--|--|---|
| 1A or 1B | Relevant tertiary qualification PLUS experience in energy efficiency and/or energy management projects No tertiary qualification, INSTEAD experience in energy efficiency and/or energy management projects | 2+ years' energy efficiency and/or energy management experience or 5 years' energy efficiency experience and/or energy management projects | 2+ years' energy efficiency and/or energy management experience or 5 years' energy efficiency and/or energy management experience |

| | | | |
|---|---|-----|--|
| 2 | Experience of developing and implementing EnMS | N/A | <p>Experience of:</p> <p>1) convincing a business to implement Key Elements of an EnMS or other relevant experience of the key EnMS elements; and</p> <p>2A) Implementation of all seven Key Elements of an EnMS with one business with 150+ hours of work undertaken with/for that business; or</p> <p>2B) Implementation of Key Elements of and EnMS:</p> <ul style="list-style-type: none"> • with 75+ hours of work undertaken with/for that business; and • with 75+ hours of work undertaken with/for that (one or more) other business(es) <p>All seven Key Elements of an EnMS must be covered across the projects; or</p> <p>2C) Implementation of:</p> <ul style="list-style-type: none"> • Key Elements of an EnMS with 75+ hours of work undertaken with/for that business; and • a management system (that isn't an EnMS) with 75+ hours of work undertaken with/for that (one or more) business(es) noting that this could be the same business as the one with the EnMS. <p>All seven Key Elements of an EnMS (or their equivalent) must be covered across the projects.</p> |
| 3 | Completion of the EnMS Advisor training (not including the exam) provided by the Energy Efficiency Council* | Yes | Yes |

Table 2 - Minimum required experience for Certified EnMS Advisor and Certified EnMS Advisor at the Advanced level

* 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 EnMS Advisor candidates

The experience requirements for Certified EnMS Advisor 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.

Certified EnMS Advisor candidates may have a background solely in one aspect of energy efficiency.

3. Experience requirements for Certified EnMS Advisor at the Advanced level candidates

By contrast, Certified EnMS Advisor at the Advanced level candidates must have practical experience supporting businesses with developing and delivering EnMS projects. They must have experience across the seven Key Elements of an EnMS and provide evidence as set out below:

| | Advanced experience requirement | Evidence accepted |
|---|--|--|
| 1) | Convincing a business to implement key elements* of an EnMS or other relevant experience of the key EnMS elements | As determined by the Secretariat/Lead Assessor and demonstrated by: <ul style="list-style-type: none"> • a contract (which should have commercially sensitive information removed) • a reference check to confirm appointment of candidate • evidence of experience such as developing or maintaining an EnMS diagnostic tool • running internal training programs with staff. <p><i>This is not an exhaustive list.</i></p> |
| AND any of the below ‘second’ pieces of evidence | | |
| 2) | Implementation of all seven key elements* of an EnMS with one business with 150+ hours of work undertaken with/for that business | Demonstrated by hours worked and tasks completed – these are to be set out in the candidate’s application form and a reference provided. |
| OR | | |
| 2) | Implementation of key elements* of an EnMS with 75+ hours of work undertaken with/for that business <i>and</i> Implementation of key elements* of an EnMS with 75+ hours of work undertaken with/for that (one or more) other business(es) <i>All seven key elements must be covered across the projects.</i> | Demonstrated by hours worked and tasks completed – these are to be set out in the candidate’s application form and a reference provided. |
| OR | | |
| 2) | Implementation of key elements* of an EnMS with 75+ hours of work undertaken with/for that business <i>and</i> Implementation of key elements* of a management system (that isn’t an EnMS) with 75+ hours of work undertaken with/for that (one or more) business(es) noting that this could be the same business as the one with the EnMS. <i>All seven key elements* must be covered across the projects.</i> | Demonstrated by hours worked and tasks completed – these are to be set out in the candidate’s application form and a reference provided. |

Table 3 - Minimum required experience for Certified EnMS Advisor and Certified EnMS Advisor at the Advanced level

Part C: Certification criteria

Candidates are assessed against ten areas of assessment.

| | |
|---|--|
| 1: Business Engagement | 6: Effective deployment of an EnMS |
| 2: Energy as a business issue | 7: Development of baseline Energy Performance Indicators (EnPIs) |
| 3: Undertaking a diagnosis of energy management practices | 8: Targets translating to Specific Measurable Achievable Relevant Timed (SMART) objectives |
| 4: Influence and persuasion | 9: Establishing energy management as everyone's responsibility |
| 5: The executive leadership team commits to leading continual improvement in energy performance | 10: EnMS performance evaluation |

Table 4 - The ten areas of assessment

The areas of assessment are the same at each level of certification.

1. Criteria for certification

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

Certified EnMS Advisor at the Advanced level candidates are assessed against the same ten areas; however, a greater emphasis is placed on the candidate's practical experience and a reference check is carried out for these candidates.

Part D: Applying for certification

1. Overview of the application process

To apply for certification, candidates must:

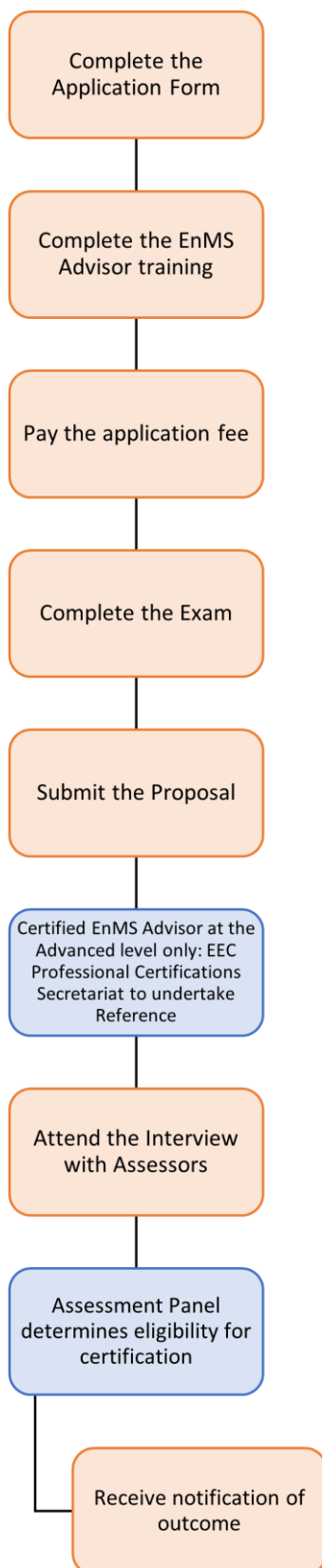


Figure 1 - Steps in the application process

2. Steps in the application process

2.1 Complete 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.

Full details should be provided where you are required to detail experience gained.

Details can be anonymised to enable you to comply with confidentiality requirements with your clients but the Secretariat requires one referee's details. If you are applying to become a Certified EnMS Advisor at the Advanced level, the referee is contacted by the Secretariat and their responses are anonymised before being provided to the assessors.

Please set out in the application form if there are any circumstances where you may require alternative examination arrangements. The Secretariat will require evidence of the circumstances and may make reasonable adjustments to the assessment process at its discretion.

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

2.2 Complete the EnMS Advisor training

This can be done prior to your Application Form being submitted or following but it is important to note that your application will not be reviewed until you have completed the EnMS Advisor training course.

2.3 Pay the application fee

Once you submit your Application Form and any supporting documentation, you will receive an invoice for the application fee. Once the application fee has been paid, your completed form will be reviewed by the Secretariat with support from an Assessor to determine whether you meet the pre-requisites for certification and can proceed to the next stage of assessment.

2.4 Complete the Exam

Candidates will sit an exam following attendance at the EnMS Advisor training course. Candidates are advised to sit the exam within a week of attending the course and that if you intend to become certified, you need to apply for certification within 1 year of attending the course.

Please note that if you have not completed the certification process within one year of successful completion of the online exam, you will need to re-sit the online exam.

You have 105 minutes to complete the exam.

The exam is worth 30 points and is divided into two parts – multiple-choice and short answer:

- Multiple-choice - 14 questions (7 points)
- Short answer - 23 questions (23 points)

It is suggested that you spend 15 minutes on the multiple-choice section and the remaining 85 minutes on the short answer section.

In the multiple-choice part:

- When a question has only one correct answer, there is an instruction to select the most appropriate answer.

- When a question has more than one correct answer, there is an instruction to select all answers that apply. Partial points will not be awarded for partially correct answers.

In the short answer part, where a diagram is required, you may use an application such as Paint or PowerPoint to create a diagram and upload it. Marks are only awarded for identifying key features and the diagram does not need to be to scale.

The exam is open book. You may use any bound book, including ISO50001, ISO50004 or similar. You may use any PDF or other document on your computer. You may not re-use answers to questions written by other candidates who have previously sat the exam.

You may not use any tool that could result in the exam or your response being copied in any way, or that enables you to communicate with another person other than the proctor during the exam.

You may not use your mobile phone. It must be switched off for the entire duration of the exam.

You may not use a camera.

You may not take a recording of the exam.

The Secretariat will review your responses to the online exam with support from the Assessors. Should you fail the online exam you will have the opportunity to re-sit the exam within a week of being notified of your result. Should you fail the online exam for a second time, you will need to wait until the next assessment round to reapply.

2.5 Submit the Proposal

Once you have passed the online exam, you will be invited to submit a proposal based on the scenario below.

You have been asked to submit a proposal to a company to help them develop and/or implement an EnMS aligned to ISO50001. The client has asked for the proposal to include your methodology for undertaking the work. The proposal can be submitted in either Word or PowerPoint format. The proposal should provide a value proposition. It will be circulated to the company's executive leadership team to make a decision.

This may be a proposal that you have already written and should be tailored to the sector/sub-sector of the business rather than generic. However **please do anonymise your proposal** and consider any confidentiality obligations to your client or employer. Commercially sensitive information (such as pricing) should be removed along with client names and contact details.

The proposal should refer to the current political and funding environment and should not refer to historical or fictitious funding streams.

It should demonstrate the following:

- A clear business case for the business being targeted;
- Identify the drivers for energy management;
- Existing practices in regard to energy management;
- Identification of stakeholders; and
- Expectations for what the business will need to do to ensure any EnMS deployed is successful.

Candidates are expected to put forward a proposal that refers to the areas of assessment and aligns with what is covered in the training course.

Alternatively, you can write a proposal from scratch. The proposal will preferably be for a real business. If you do not have a real business to put a proposal to, the Secretariat will provide a case study to you on request.

The proposal must be submitted one week before your scheduled interview.

Please note that the proposal is an important element of the assessment for those wishing to become a Certified EnMS Advisor.

In the interview, which forms part of your assessment, you will be required to deliver a boardroom-style pitch of your proposal

2.6 Certified EnMS Advisor at the Advanced level candidates only: EEC Professional Certifications Secretariat to undertake Reference

Your referee will be contacted by the Secretariat and asked to respond to a standard set of questions and return the responses to the Secretariat. The Secretariat will anonymise the responses before providing them to the Assessors.

All contact with the referee will be through the Secretariat, so that the name of the referee and the business that person represents remains unknown to the Assessors.

2.7 Attend the Interview with Assessors

You will be invited to attend an interview with two Assessors. This interview will be held virtually and will be recorded by the Secretariat.

Please prepare a pitch which will be delivered live, to support your proposal for implementation of an EnMS.

You will be required to present the pitch. The Assessors will be role playing as staff within the business you have sent the proposal to. One Assessor will play the role of the Chief Financial Officer with the other Assessor being the Energy Manager, Management Systems Manager, CEO or Sustainability Manager.

The pitch is your chance to sell the case for an adoption of an EnMS.

You will be assessed across the ten areas of assessment and on whether your interview aligns with what was covered in the training course.

The interview will run for one hour, with the time broken up as follows:

- 5 minutes – introduction, explanation of the process of the interview;
- 35 minutes – pitch and questions on the pitch; and
- 20 minutes – standard set of EnMS questions.

2.8 Assessors determine eligibility for certification

Following the interview, the Assessors will make a determination of eligibility for certification. Should there not be alignment on the Assessors' determination, the matter will be considered by the Assessment Panel as per the Certified EnMS Advisor Sub-Rules.

2.9 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 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.

3. Potential outcomes of the assessment process

3.1 Certification as a Certified EnMS Advisor for the level applied for

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

3.2 Certification at a level different to the one applied for

Upon reviewing an application for Certified EnMS Advisor certification, the Assessors or Assessment Panel may form the view that you are likely to be eligible for Certified EnMS Advisor at the Advanced level. In this instance, the Assessor(s) may invite you to submit the additional material necessary to be assessed at the higher level.

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

3.3 Deemed not eligible for certification or registration

If the Assessors or 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 various steps of 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: Business Engagement

Can effectively engage with businesses in a conversation about energy management as a business issue.

Required Skills and knowledge:

Understands the broader business objectives, and where energy management fits into the context of the business

Uses discovery questions

Deploys a mix of questions that reveal an organisation's drivers for improved energy performance

Listens well and takes effective notes

Identifies and qualifies concerns

Frames drivers in a way that makes the case for energy management attractive

Area 2: Energy as a business issue

Can present the case for energy management as a business issue.

Required Skills and knowledge:

Speaks to business drivers for energy management

Explains components of energy pricing

Presents a reasoned view of future energy pricing

Understands and communicates market drivers and transformation of the energy market

Frames energy management in terms of risk management

Presents the importance of a granular understanding of where energy is used, linked to costs

Presents the energy management investment and procurement opportunities

Concisely explains the benefits of an Energy Management System

Area 3: Undertaking a diagnosis of energy management practices

Can evaluate existing energy management practices and identify priority areas for improvement.

Required Skills and knowledge:

Explains the value of an energy management practices diagnosis to a business

Assesses energy management practices in a business across several dimensions

Assesses the energy management maturity of the business across each dimension

Works with the appropriate managers in the business to undertake the diagnosis

Translates results of the diagnosis to recommendations

Area 4: Influence and persuasion

Can apply communication techniques that influence businesses to implement an EnMS.

Required Skills and knowledge:

Uses language appropriate to the audience

Assesses an organisation's attitude to energy management to inform whether push or pull persuasion techniques are likely to be most effective

Confirms correct understanding when communicating

Develops powerful problem statements

Identifies the relevant stakeholders

Frames benefits in terms of risk management and loss avoidance

Effectively manages points of difference and objections by using techniques such as Acknowledge, Bridge, Explore

Presents in a way that engages and moves

Writes powerful proposals

Prepares reports that are relevant and easy to comprehend for the intended audience.

Area 5: The executive leadership team commits to leading continual improvement in energy performance

Can direct, help and guide the executive leadership team to adopt an energy policy and management practices that enable continual improvement in energy performance.

Required Skills and knowledge:

Conveys the critical role that the executive leadership team plays, including a clear sponsor with sufficient influence and with energy management KPIs

Details the roles of the executive leadership team in relation to an EnMS

Advises on the formation of an energy management team, the role of this team, and the resources required to support the team

Secures the support of the executive leadership team for the EnMS advisor to work with the energy management team (or equivalent) and its appointed leader

Knows the elements of an energy policy

Critiques and suggests improvements to a draft energy management policy

Area 6: Effective deployment of an EnMS

Can advise how to deploy an EnMS so it becomes a self-sustaining part of business as usual (BAU).

Required Skills and knowledge:

Understands the processes an organisation uses to ensure effective and sustained delivery of business priorities

Identifies existing management systems that an EnMS may align with and can leverage to improve the efficiency and effectiveness of the EnMS

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Understands the components of an ISO 50001 (meaning AS/NZS ISO 50001) adherent EnMS

Explains what is required from an EnMS to adhere to ISO 50001

Outlines the steps required to obtain ISO 50001 certification

Presents the advantages and disadvantages of ISO 50001 adoption and certification

Understands alternatives to ISO5 50001

Discusses with the executive leadership team the type of EnMS (ISO 50001 or other) that best aligns with existing management processes

Secures the executive leadership team's support to implementing an EnMS that becomes a self-sustaining part of business as usual

Area 7: Development of baseline Energy Performance Indicators (EnPIs)

Can guide a business to collect, tabulate and analyse its energy data and develop Energy Performance Indicators, and monitor improvement in its Energy Performance.

Required Skills and knowledge:

Provides guidance on the collection, tabulation and presentation of data

Provides guidance on how to quantify a business's greenhouse gas emissions

Advises how to develop a granular understanding of where energy is used and identify significant energy uses

Communicates the different ways an EnPI can be developed and suggests (a) form(s) of EnPI(s) that will be best suited to future changes in business conditions and business carbon abatement targets

Advises on systems that will enable the tracking of energy performance

Area 8: Targets translating to SMART objectives

Can guide a business to set Specific Measurable Achievable Relevant Timed (SMART) energy management objectives and targets and action plans, including cost-benefit and risk assessment of individual actions.

Required Skills and knowledge:

Explains the various techniques that can be used to identify energy savings opportunities

Assists in the identification and cost-benefit quantification of savings opportunities

Assists in a risk assessment of savings opportunities

Helps in the determination of energy performance improvement targets

Recommends priorities and actions to meet the objectives

Guides the development of SMART objectives to meet targets

Guides the development of an action plan document

Suggests ways of resourcing the implementation of action plans

Area 9: Establishing energy management as everyone's responsibility

Can guide a business to set up support mechanisms that underpin engagement with the EnMS across the business, including reporting, procurement, communicating and training.

Required Skills and knowledge:

Helps identify stakeholders and qualify engagement requirements for each category of stakeholder

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| |
|--|
| <p>Guides the undertaking of a training needs assessment for each category of stakeholder</p> <p>Guides the incorporation of energy usage considerations into Standard Operational Procedures, including in a procurement policy or guidelines</p> <p>Guides the development of a communications and reporting plan</p> <p>Helps establish metrics for evaluating the effectiveness of engagement across the business.</p> |
|--|

Area 10: EnMs performance evaluation

Can guide a business to set up mechanisms that are effective in reporting on, and auditing, the EnMS, and in continually improving it.

Required Skills and knowledge:

| |
|--|
| <p>Guides the establishment of a reporting template</p> <p>Guides the development of an audit process for the EnMS</p> <p>Guides engagement of the energy management team with the executive leadership team in reporting, auditing and improving the EnMS</p> |
|--|

Table 5 - Areas of assessment and required skills and knowledge

4.2 Energy Efficiency and EnMS experience

The Application Form requires candidates to give examples of their energy efficiency experience. All candidates are required to detail two years of experience in energy efficiency.

Certified EnMS Advisor at the Advanced level candidates must have recent experience leading as an EnMS Advisor and provide details of these projects.

Part E: Maintaining and renewing certification

1. Adherence to the Framework Rules, EnMS Sub-Rules and the Code of Conduct

Each Certified EnMS Advisor and Certified EnMS Advisor at the Advanced level is required to adhere to the Code of Conduct and the Framework Rules and Certified EnMS Advisor Sub-Rules. Complaints regarding breaches of the Code of Conduct or the Framework Rules and Certified EnMS Advisor 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.

2. Submission of a Continuing Professional Development Log

Each Certified EnMS Advisor and Certified EnMS Advisor at the Advanced level is required to submit an annual Continuing Professional Development (CPD) Log demonstrating 10 points of CPD.

The CPD Log describes professional development activities undertaken in the course of the year. Eligible development activities are listed at Schedule 3.

Any Certified EnMS Advisor and Certified EnMS Advisor at the Advanced level that has not submitted their CPD Logs when renewing their certification may be required to re-apply for certification to verify that their knowledge and skills remain current.

3. Submission of case studies

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

Each Certified EnMS Advisor and Certified EnMS Advisor at the Advanced level must submit one EnMS case study each year, using the provided case study template.

Certified EnMS Advisors will need to submit evidence of implementation of at least four of the Key Elements of an EnMS. Certified EnMS Advisors at the Advanced level will need to submit evidence of implementation of all seven Key Elements of an EnMS.

Exemptions for exceptional circumstances that prevent a Certified Professional for meeting these requirements are considered on a case-by-case basis by the Secretariat in consultation with the Assessment Panel.

Any Certified EnMS Advisor or Certified EnMS Advisor at the Advanced level that has not submitted their EnMS case studies (and has not obtained an exemption) when renewing their certification 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 application has been successful. Both Certified EnMS Advisor and Certified EnMS Advisor at the Advanced level certifications are valid for three years.

5. Applications for re-certification

A member of the Assessment Panel will review the certified individual's performance by considering whether the Certified EnMS Advisor and Certified EnMS Advisor at the Advanced level:

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

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).

6. Upgrading from Certified EnMS Advisor to Certified EnMS Advisor at the Advanced level

A Certified EnMS Advisor that wishes to be certified as a Certified EnMS Advisor at the Advanced must submit a new Certified EnMS Advisor at the Advanced application. They may reuse material from their previous application for Certified EnMS Advisor, as much of the application process is similar. However, the candidate will also need to provide the evidence required for a Certified EnMS Advisor at the Advanced level candidate set out in Section 2.3 above.

Part F: Framework governance and administration

1. Key roles

The Framework has been designed to be impartial and meet the needs of customers, energy efficiency providers, governments and the general public.

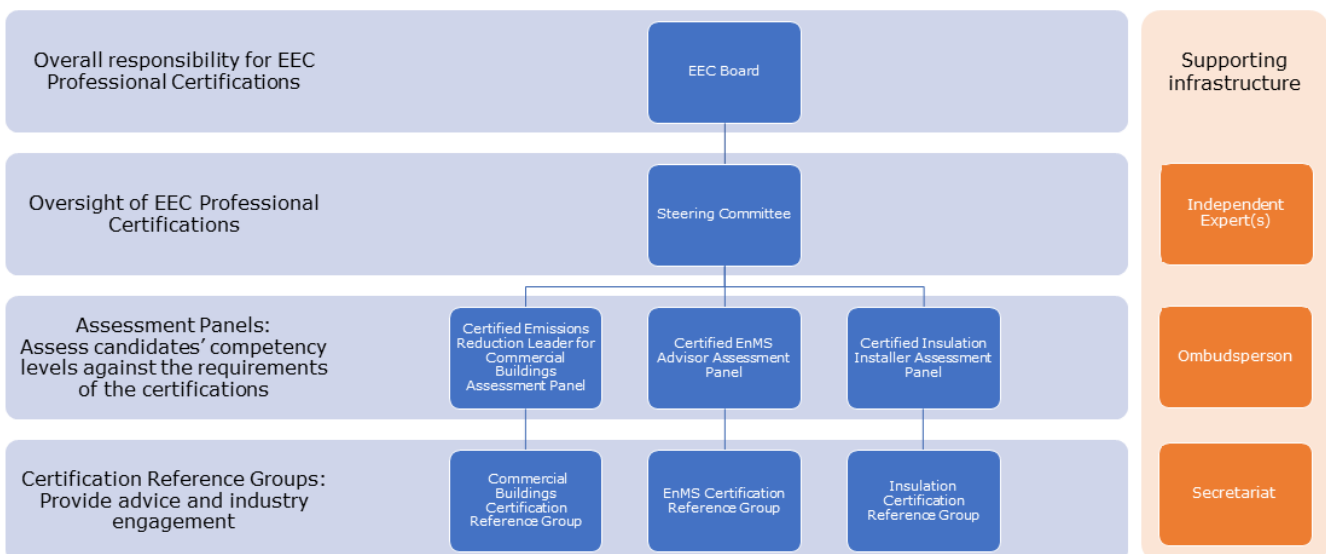
The Framework is operated by the Energy Efficiency Council. As with all other Council activities, the EEC Board is ultimately responsible for the proper management of the Framework.

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:

- 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.

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 EnMS Advisor 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 EnMS Advisor Sub-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 certified individual if they believe a breach of the Code of Conduct or the Framework Rules or Certified EnMS Advisor 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, the Framework Rules, or Certified EnMS Advisor 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 EnMS Advisor 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 level and status, current employer (if obtained), 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

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.

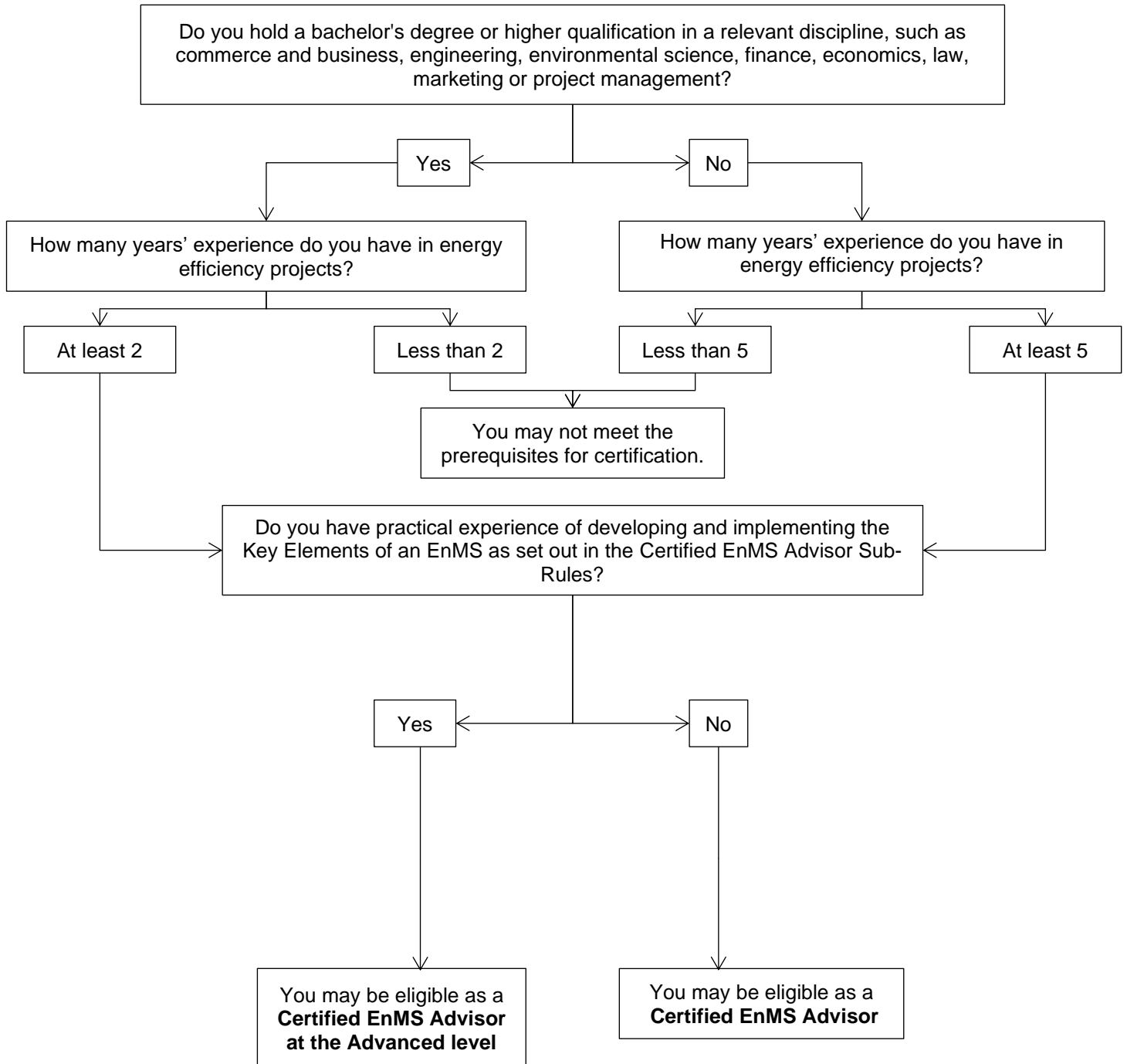
Certified individuals shall:

- 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: 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 Secretariat.



Schedule 3: Eligible development activities

| Eligible activities | Evidence | Points allocated | Max. points per year |
|--|---|---------------------------|----------------------|
| Accredited training and education | Statement of attainment or certificate of attendance | 2 points per contact hour | 10 |
| Industry recognised training | | | |
| Private study (e.g., online learning) that extends industry knowledge and skill, including third-party product-specific training | | 1 point per contact hour | 10 |
| Workplace learning activities, including toolbox-talks and mentoring | Logbook signed by supervisor | 1 point per contact hour | 5 |
| Conference, event, seminar, or workshop attendance | Copy of ticket or certificate of attendance | 1 point per contact hour | 5 |
| Presentation of materials for courses and conferences | Copy of materials or program showing participation | 1 point per presentation | 1 |
| Third-party assessment | Third-party inspector must provide documentation of the visit | 1 point per assessment | 4 |