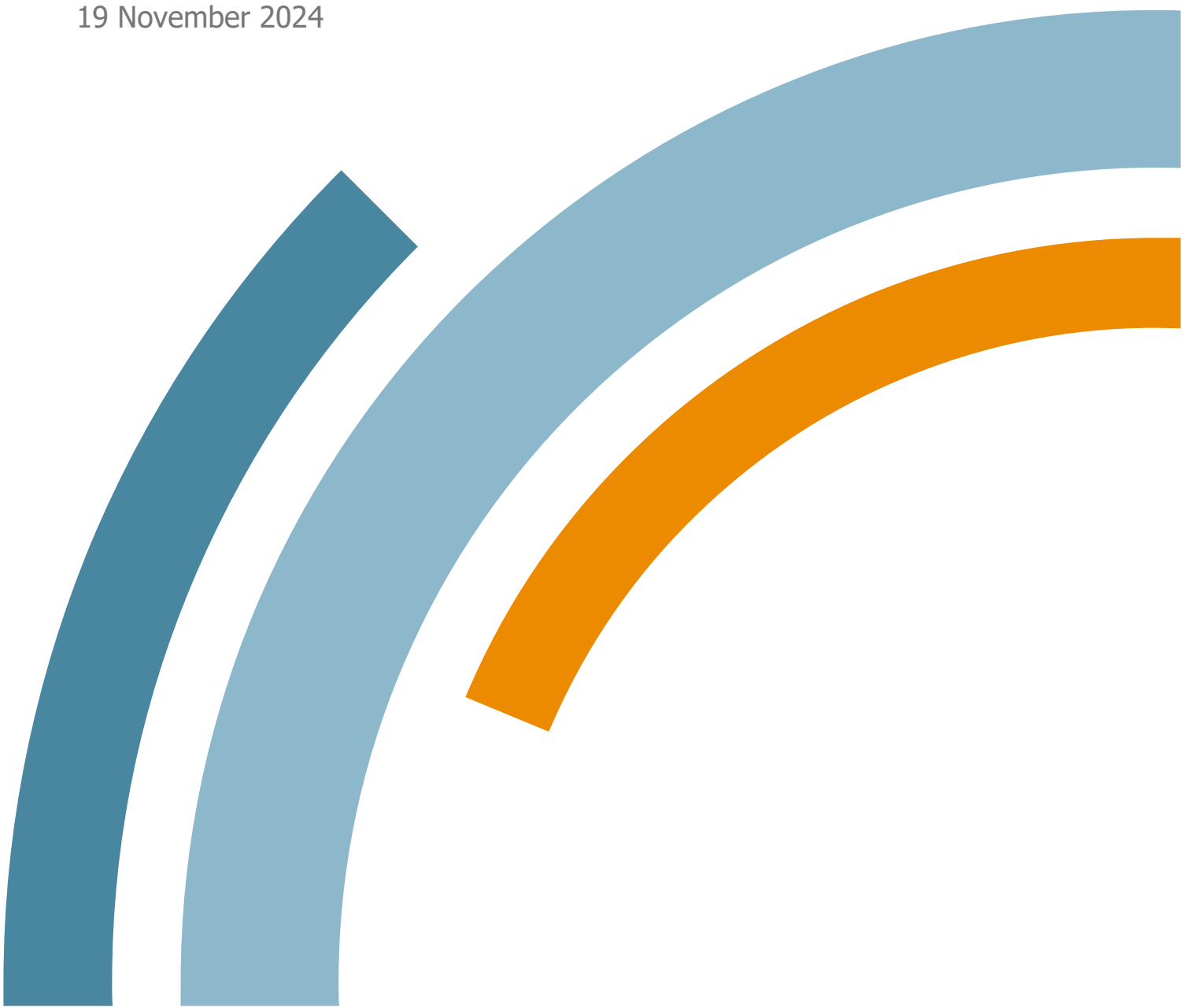




Application Guide for Accredited Persons

19 November 2024



Acknowledgement

We acknowledge the Traditional Owners of the lands and waterways on which we work and live.

We acknowledge all Aboriginal and Torres Strait Islander communities and pay our respects to Elders past and present.

As the First Peoples of this land, belonging to the world's oldest living cultures, we recognise and value their knowledge, and ongoing role in shaping and enriching the story of Victoria.

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Guide overview

The objective of the Victorian Energy Upgrades (VEU) program is to reduce greenhouse gases by providing access to discounted energy efficient products and services. This guide outlines how to apply to become an accredited person (AP) under the VEU program, how to apply to renew accreditation and how to apply to vary accreditation to undertake new prescribed activities. APs may create Victorian energy efficiency certificates (VEECs).

About this guide

This guide supports applicants, on behalf of an applicant entity, to understand the application processes and requirements when:

- preparing and submitting a new application to be accredited under the VEU program
- applying for additional activities approval under their existing AP status, also referred to as a variation in existing accreditation conditions
- applying for a renewal of their existing accreditation.

Section 1: provides general information about participating in the program.

Section 2: outlines the process for lodging an application for accreditation, additional activity or renewal of accreditation.

You should also read, and be familiar with, the commission's 'Obligations and Program Guide for Accredited Persons' (available at www.esc.vic.gov.au/become-veu-accredited), particularly if applying for accreditation for the first time.

About the VEU program

The objective of the VEU program is to reduce Victoria's greenhouse gas emissions by making energy efficiency improvements more affordable for consumers and businesses and reducing long-term energy consumption. It does this by providing access to discounted energy efficient products and services through a market-based energy-efficiency certificate program.

The Essential Services Commission (the commission) administers the Victorian Energy Efficiency Target Act 2007 (VEET Act) and regulates participants in the program. Our key goal is to safeguard the integrity of the program.

Energy retailers (known as relevant entities) are required to acquire and surrender VEECs to meet annual targets set in Victorian legislation.

Summary

Accredited persons (APs) – a person or entity accredited by the commission under the program – that carry out certain energy efficiency activities in residential or non-residential premises can create VEECs. The number of VEECs able to be created is based on the greenhouse gas savings associated with the specific activity. The level of incentive or discount received by households and businesses varies depending on the market activity and VEEC price as the program is a market-based program.

Legal context for this guide

The VEU program is created by the following legislation:

- Victorian Energy Efficiency Target Act 2007 (VEET Act)
- Victorian Energy Efficiency Amendment Act 2022 (VEET Amendment Act)
- Victorian Energy Efficiency Target Regulations 2018 (VEET Regulations)
- Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017 (PBA Regulations)
- Victorian Energy Upgrades Specifications 2018 (VEU Specifications)
- Victorian Energy Efficiency Target Guidelines (VEET Guidelines)

View these documents at www.esc.vic.gov.au/veu-legislation.

The information in this publication is intended to provide general guidance only. It does not constitute legal or other professional advice and should not be relied on as a statement of the law in any jurisdiction. While the commission has made every effort to provide current and accurate information, you should obtain professional advice if you have any specific concern, before relying on the accuracy, currency or completeness of this information.

1. Introduction to applications

1.1. About becoming an accredited person

When applying for accreditation under the VEU program note that:

- your accreditation will be valid for 12 months after the date of a decision to approve your application and will need to be renewed annually to continue your participation in the VEU program
- applications for annual renewal must be submitted at least 90 days before the expiry of your accreditation
- to be granted accreditation or renewal, you will be assessed as to whether you are 'fit and proper' and 'competent and capable' to be an AP in the VEU program. In deciding whether to grant or refuse an accreditation, or renew an existing accreditation, we will consider the information and evidence available to us
- being an AP and participating in the VEU program will require your business to meet significant administrative and compliance obligations
- your compliance regime, record-keeping practices and general business processes must be of a high standard to ensure you meet both the requirements of the program and provide consumers with a high standard of service
- we will scrutinise your compliance regime and record-keeping practices during the accreditation process and when you are active in the program
- we treat compliance with the program's requirements seriously – instances of non-compliance can lead to significant financial and legal consequences for your business, and for the officers and senior managers of the applicant who were involved in non-compliance.

Ensure that you adopt business practices that are appropriate for your intended scale of participation, capabilities, and budget. Consider all options available to you for participating in the VEU program by ensuring you have a sound understanding of the program and the role and responsibilities of an AP.

If becoming an AP is not right for you, VEU program participation can occur in other ways, such as certificate trading, or by providing installation or marketing services to APs.

1.2. Before you begin your application

This document, the application form, and the VEU Registry online application tool, assume you have existing knowledge of, or have otherwise familiarised yourself with, the following aspects of the VEU program:

- the basic mechanics of the program, including the role of the commission
- your obligations as an AP
- the requirement for your fee to be paid at the time of lodging your application
- the requirement to hold a VEU administrative account and what it entitles you to do. (To apply for a VEU administrative account, use the online form at www.veu-registry.vic.gov.au)
- the nature of and method for calculating VEECs
- the nature and role of 'assigning' rights from the consumer to AP for an activity's VEECs
- the range of eligible prescribed activities, particularly those you intend to undertake
- the product approval process
- the installer approval process
- any mandatory training or qualification requirements relating to your chosen activities both in terms of the VEU program and more generally
- the VEET Act and the VEET Regulations (including the code of conduct), and other legislation relevant to your activities
- the project-based activity (PBA) Regulations and requirements, if intending to undertake project-based activities.

Please note that a VEET scheme registry account is required to be able to hold, transfer or surrender VEECs and is not the same as a VEU administrative account. A VEU administrative account provides administrative access only to the VEU Registry online portal and does not enable the holding, transfer or surrender of certificates.

For more information about the VEU program, visit www.esc.vic.gov.au/veu.

Access the application form at www.esc.vic.gov.au/become-veu-accredited.

Refer to **Appendix A** for a list of program guidance documents and forms.

1.3. VEU compliance regime

We take compliance seriously. A condition of program participation is that you will be subject to periodic audits. These audits ensure that participants maintain the necessary records and create VEECs in accordance with the requirements of the VEU legislation. Your business practices outlined in your submitted materials are key aspects of your application.

Improper creation of certificates, whether intentional or in error, can incur penalties which may lead to serious financial and legal consequences for APs.

Read more information about our compliance regime at www.esc.vic.gov.au/veu-audit-compliance.

1.3.1. Assurance audits

Every AP will be required to undertake an assurance audit at least once every two years. Independent auditors will conduct these audits at the AP's expense. The commission will publish an assurance audit schedule and provide AP's written notice, stating:

- the requirements for appointing an independent auditor to conduct the assurance audit
- the requirement for the independent auditor, when conducting an assurance audit, to comply with the matters specified in the ESC guidelines
- the matters to be covered by the assurance audit
- the required form of the audit report
- the matters to be addressed by the audit report
- the timeframe in which the assurance audit report must be provided to the commission.

1.3.2. Compliance audits

We may also conduct or require the appointment of an independent person to conduct, a compliance audit where we have reasonable grounds to suspect an AP has not complied with a provision under the VEET Act or VEET Regulations.

Before conducting a compliance audit, the AP will be provided written notice of:

- the matter(s) to be covered by the compliance audit
- the date, or dates, of the audit
- the AP's obligation to cooperate with us in relation to the conduct of the compliance audit
- requirements for the appointment of an independent auditor (if relevant).

1.4. Application and decision process

Once you have submitted a complete application form and paid the required fee, the commission makes a decision within 20 business days, unless we agree a longer period with you. This period is paused on each occasion where we request further information from the applicant and resumes only once all the requested information has been provided within our stated timeframes.

To approve applications, the commission must be satisfied that all requirements are met. We must refuse an accreditation application which:

- is not submitted using the online VEU Registry
- does not provide the required information or documents
- is not accompanied by the required fee

- does not satisfy the commission that the applicant is fit and proper or competent and capable to be accredited.

1.4.1. Incomplete applications

Where an application is incomplete, that is, it does not contain all the required information and documents, we will refuse the application. You will be given notice of the intention to refuse the application and an opportunity to submit any missing information.

Applications not containing the required information or documents will appear in the 'incomplete' queue under your 'accreditations history' screen in your VEU administrative account. You, and all users on your account identified as having an 'accreditations' role, will receive an email notification when an application is assessed as incomplete. Section 1.7 of this guide provides further information about the 'accreditations' user role.

1.4.2. Request for further information

In assessing your application, the commission may require additional information or documents be provided to consider whether the application should be approved or your accreditation renewed.

The commission may request further information from an applicant or issue a notice for further information under section 10A of the VEET Act. When a notice is issued under section 10A, it will specify the timeframe in which the requested information must be provided (not less than 14 days). The 20-business day period for the commission to process the application is paused until the requested information is received.

We may refuse an application for accreditation, or an application for additional activities, if an applicant does not comply with a notice requesting further information.

1.5. Submitting, viewing and withdrawing your application

1.5.1. Submitting your application

You must submit your application via your VEU administrative account by filling out and uploading the application form, in addition to uploading any required supporting documents.

The process for preparing and submitting an application for accreditation, additional activity and renewal of accreditation can be found in Part 2 of this guide.

1.5.2. Viewing your application

You can view the details of your submitted applications via 'Accreditation History' in your VEU administrative account.

- View approved applications in your 'approved' status queue.
- View applications still to be assessed in your 'pending assessment' status queue.
- View applications that have been returned with a request for further information in your 'incomplete' status queue.

1.5.3. Withdrawing your application

You can voluntarily withdraw your application for accreditation at any stage of the assessment process. However, please note:

- Withdrawal of an application at any stage of the assessment is final and considered to be a cancellation of your application. Should you wish to become accredited you will need to submit a new application.
- Withdrawal of your application may not result in a refund your accreditation application fee.
- Withdrawing an application will not negatively affect any subsequent applications you submit.

1.6. Important things to remember

1. You need the 'accreditations' user role within your VEU administrative account to lodge an application

The 'primary user' of your VEU administrative account has access to all functions relevant to APs, including the 'accreditations' role. That means they can perform tasks related to accreditations. For example, submit an application for accreditation. They can also assign the 'accreditations' role to other account users based on your organisational needs.

2. Complete your application in one sitting

The application portal does not permit you to save an incomplete application and return to it later. Before you begin, ensure you have the application form **and** all documentation available to upload to the portal.

3. Do not click 'submit' until you have completed your application

When you click 'submit', your application will be lodged with us and you will be unable to amend it. Do not click 'submit' until you have completed every tab and attached all the required documentation.

4. Only use the 'notes' sections for brief comments, if required

Your application should comprise your application form and supporting documents. The text boxes in the accreditations tool are for brief notes only and all information required by the application form should be included in the form itself.

5. Processing timeframes

A decision on the outcome of your application is required to be made within 20 business days from when a complete application is received, and the required fee paid.

This period is paused on each occasion where we request further information from the applicant or applicant entity and resumes only once all the requested information has been provided within our stated timeframes.

The timeframe for a decision to be made can also be extended by agreement between the commission and the applicant or applicant entity.

6. Respond to requests for further information (RFI) in a timely fashion

If we send you a request for further information (RFI) under section 10A of the VEET Act, you must respond by the requested date stated in the RFI (at a minimum, that period will not be less than 14 business days from the date of issue). If you do not respond by the stated date your application may be refused.

2. Completing an application form

Accreditation under the VEU program allows you to create Victorian energy efficiency certificates (VEECs) and submit them for registration. You can create VEECs by undertaking activities identified within the program which help Victorian energy consumers to reduce their energy consumption and complying with the program's requirements.

All AP accreditations expire 12 months after the date on which they are granted. All APs must renew their accreditation status annually, if they wish to continue participating in the VEU program. APs must ensure that applications for renewal are received at least 90 calendar days before the date of expiry.

To lodge your application, you need to:

- prepare your documentation and have it ready for upload
- log into your VEU administrative account at www.veu-registry.vic.gov.au
- open a new application for VEU accreditation, variation of accreditation conditions (additional activity) or renewal of accreditation
- upload all required documentation to the relevant tabs.

You must have access to an active VEU administrative account and submit your application.

Completion of the application forms is external to your VEU administrative account – the form must be downloaded for use and then attached at the time of submission via the online application tool.

Beyond some minimum requirements in terms of required content, the style and detail of your upload documentation is a matter for your organisation to decide, based on your needs and the scale of your operations. For example, you might have a single operations manual that covers all aspects of your organisation's business, or you might use a set of discrete process documents, or some other arrangement entirely. Whatever approach you take, we must assess whether your documentation meets the requirements of the VEU program.

2.1. Types of applications

1. To apply for a grant of accreditation use the Accreditation Application Form.
2. To apply to renew your accreditation use the Renewal Application Form. This form also supports applications at the time of renewal to undertake additional activities or remove activities from your accreditation.

3. Existing accredited persons who have successfully renewed their accreditation and new accredited persons from 1 July 2023 must use the Variation of Accreditation Application Form to apply to vary conditions of their accreditation (such as applying to undertake additional activities).
4. Existing accredited persons who have not renewed their accreditation under the new accreditations processes and standards that came into effect on 1 July 2023 must use the Additional Activity Application Form to apply for additional activities.

2.2. Instructions for completing the Grant of Accreditation application form

The Renewal of Accreditation Application Form and the Variation to Accreditation Conditions Form include several questions specific to each form. Instructions for completing these questions are provided within each respective document. For any further assistance needed, contact the VEU Program support team via phone: (03) 9032 1310 or email: veu@esc.vic.gov.au

The Grant of Accreditation application form is divided into two parts:

- **Part A** – comprises the general application requirements for accreditation, including ‘fit and proper person’ and ‘competence and capability’ requirements. The sections of Part A required for completion will depend on the type of application being submitted (refer below for details).
- **Part B** – applies to the specific VEU activities you are seeking accreditation for as part of your application.
- **Appendix A** – provides a template for the Letter of Undertaking.

The following information, set out in sections that correspond to the Grant of Accreditation application form, provides guidance to applicants about the information and documents required to be submitted to enable an assessment to be undertaken and a subsequent decision to be made as to approve your application for accreditation.

2.2.1. Part A – Section 1: Person preparing the application

For clarity, the **applicant** refers to the individual, or the corporate entity that will be registered as an AP and the name applied to the corresponding VEU account.

Applications may be prepared on behalf of an applicant entity by a person that is an officer or senior manager of the applicant entity.

Questions 1 to 4 are about who is preparing your application, specifically:

- the full name, job title, email and contact details of the person filling out the form

2.2.2. Part A – Section 2: Applicant entity details

In this section you must provide information about the applicant entity.

Questions 5 to 12 require information about the applicant entity. This includes:

- The full legal name of the applicant entity as registered with the Australian Business Register.
- If the Applicant is not a body corporate: you must upload a copy of an Australian Business Register record.
- If the Applicant is a body corporate: you must upload a current and historical ASIC company extract that is no more than 30 days old. This can be obtained from the ASIC Connect website.

2.2.3. Part A – Section 3: Activities

In this section you must provide information about the activities you wish to be accredited for.

Question 13 requires an indication of the applicant entity's primary target market. For example, regional SMEs, residential homes, sporting complexes.

Question 14 requires an estimate of the expected number of VEECs to be registered (annually), annual VEEC generated revenue and the level of VEEC revenue contributing to the applicant entity's annual total revenue. All applicants must provide the calculations and assumptions for each activity using the supplied table templates.

2.2.4. Part A – Section 4: Business model and prescribed activity delivery

Question 15 asks applicants to identify the models from the list (as many as applicable) that match the intended model of implementation of the applicant entity. These include:

- Sole delivery model
- Contractor delivery model
- Third party delivery (aggregator) model.

Answer the applicable questions by selecting yes or no from the drop-down boxes and writing descriptions as required in the form.

Questions 16 to 17 ask for information regarding payment for VEU-related services.

2.2.5. Part A – Section 5: Competence and capability requirements

The applicant must be assessed and determined to be competent and capable to be accredited. This requires the commission to assess whether the applicant has the required skills and expertise to participate in the VEU program as an AP.

The commission will have regard to the matters set out in section 10C of the VEET Act, which will include examining the skills and expertise of the applicant as a whole, in addition to the skills and expertise of key personnel outlined in Question 10 of the form.

It will include examining whether the applicant entity has appropriate licensing other regulatory approvals, in addition to ensuring processes are in place to be assured that contractors have appropriate and current professional accreditations.

Where possible, the past performance of an applicant entity or scheme participant in undertaking a prescribed activity may be assessed in addition to policies and practices to ensure all approved prescribed activities are undertaken in compliance with relevant occupational health and safety legislation.

Question 18 requires:

- Submission of a detailed organisation chart that must record:
 - the corporate structure (including any parent and related companies within the meaning of the Corporations Act 2001 (Cth))
 - all roles related to VEU activities
 - names and job titles of officers and/or senior managers responsible for the management and delivery of VEU activities and governance and compliance with the VEU program's requirements
 - any personnel or roles based outside Victoria (the statement or organisation chart should explicitly state the number of personnel or roles based outside Victoria)
 - how any contractors or sub-contractors fit into the VEU related parts of the applicant entity's structure.

Question 19 requires documents concerning the training, qualifications, and relevant experience of key personnel, as specified in the form.

Question 20 requires a description of the applicant entity's relevant industry experience. This also includes any certifications or qualifications that are considered to be relevant but have not been covered in the rest of the application form, for example, is the applicant ISO4801 (OH&S), ISO9001 (Quality Management) and/or ISO14001 (Environmental Management) certified.

Question 21 requires information about past experience in the VEU program (if any).

Questions 22 to 24 relate to skills and licensing.

Questions 25 to 26 relate to the steps the applicant entity will take to ensure compliance with occupational health and safety requirements.

Questions 27 to 28 relate to the applicant entity's record-keeping policy and business processes that ensure compliance with the program's rules, including the VEU code of conduct.

The statement must include a description of how records are stored and the methods of collecting information associated with the following:

- scheme participant records, including required licences and endorsements installations (e.g., assignment forms, contracts)
- installation information, including model and serial numbers of appliances, assignment forms and contracts
- decommissioning records, including internal records and any third-party receipts
- stock management records, including stock reconciliation and purchase invoices
- the use of job numbers, or similar tool, to reconcile documents associated with individual installations
- employees (e.g., records such as contracts, ID, police checks, training certification)

2.2.6. Part A – Section 6: Fit and proper person requirements

Questions 29 to 35 require you to demonstrate the applicant entity is 'fit and proper' to be granted accreditation under the program.

The concept of a 'fit and proper person' takes its meaning from its context. In considering whether an applicant is a fit and proper person, we will have regard to the applicant's and its officers' honesty, integrity, and reputation. We will consider those matters set out in section 10B of the VEET Act, which includes matters in relation to prior criminal conduct as well as other improper and adverse conduct.

All applications for accreditation must address all questions in this section of the form unless the applicant entity has been assessed previously under a 'fit and proper person' set of criteria.

2.2.7. Part A – Section 7: Code of Conduct

Question 36 requires you to confirm that you have procedures that are directed to compliance with specific requirements by selecting yes or no from the drop-down boxes.

Questions 37 to 38 require document uploads relating to Clause 18 and Clause 28 of the Code of Conduct. The first document is the Applicant's template contract provided to the consumer for the undertaking of the prescribed activity. This should include the following (if applicable)— (a) standard fees and charges; (b) payment terms; (c) any consequences for failure to meet the payment terms; (d) any applicable cooling off periods. The second upload is a document provided to consumers describing the Applicant's dispute resolution framework to deal with consumer complaints. This should cover consumer complaints concerning the conduct of the accredited person and scheme participants in any of the following— (a) the carrying out of a regulated action; (b) the scheduling of the prescribed activity; (c) the creation of certificates for the prescribed activity.

Questions 39 to 40 require information on the applicant entity's complaints management process including processes relating to after sales service and handling refunds.

Question 42 requires you to confirm your compliance controls and verification procedures by selecting yes or no from the drop-down boxes.

Question 43 requires you to provide information and supporting evidence on the applicant entity's process for verifying employees and scheme participants compliance with the VEU program requirements, including management of identified non-compliance.

It is an AP's responsibility to ensure that scheme participants undertaking actions on an AP's behalf, such as lead generation or installation, comply with the code of conduct (Schedule 6 of the VEET Regulations).

2.2.8. Part A – Section 8: Additional documents to be supplied

In addition to providing documentation that specifies key processes and policies to demonstrate the ability to comply with the requirements of the VEU program, you must provide the following:

- **Question 44:** A National Police check, obtained within the last 12 months for each officer of the Applicant, or an individual Applicant
- **Question 45:** Evidence of insurances as follows:
 - public liability insurance
 - products liability insurance and the inclusions under the policy

- workers compensation insurance (where the AP will not be acting as a sole trader).
- **Question 46:** A copy of the assignment forms for each activity or another document intended to be provided to consumers.
- **Question 47:** a Letter of Undertaking, which is a legally binding agreement not to claim any benefit under a prescribed greenhouse gas scheme if that would result in a benefit being obtained under both that scheme and the VEU Program in respect of the same activity. (template provided at Appendix I).

2.2.9 Part A – Section 9: Declarations

The Applicant (or its officer on behalf of the Applicant) must select confirmed or not confirmed in each drop-down box of the declarations.

The declaration for all officers of the Applicant must be completed individually for each separate officer. If there is more than one officer of the Applicant, please upload a document that includes declarations for each additional officer.

2.3 Part B – VEU activity application

Part B of the accreditation application form enables the applicant entity to respond to the information requirements specific to the activities being applied for and intended to be undertaken when participating in the VEU program.

All Applicants (except those applying solely for activities 22, 24, 25 or 46) are required to complete at least one of the activity specific questions in Part B.

Responses are required for each activity being applied for.

All activities (except activities 22, 24, 25 or 46)

Question 1 - Eligibility: For this question, you must upload a copy of the step-by-step process that the applicant entity and its scheme participants will follow to confirm the eligibility requirements of the activity or activities intended to be undertaken. The process must comply with the VEET Regulations for each VEU activity for which the applicant entity is applying.

Gas efficiency activities (activities s 37-42)

Question 1 – Insurance requirements: Where advice is given and followed, professional indemnity insurance of at least \$5 million, covering the replacement and/or rectification of customers' property damaged as a result of any advice provided by the accredited person. Where

the advice is being provided by a scheme participant, not the Applicant, the scheme participant will require insurance cover.

Question 2 - Minimum thermal efficiency requirements: For activity 37 and/or 38 only. This is an acknowledgement that you will ensure compliance with standards and competencies relating to minimum thermal efficiency requirements of activity 37 and/or activity 38.

Note: Prescribed activities must be undertaken in accordance with requirements set out in the VEET Regulations and VEU Specifications. Further, under 15(c) of the Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations), VEECs cannot be created if the prescribed activity was not undertaken in accordance with the provisions of the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004*, the *Building Act 1993* or regulations made under those acts.

Cold room activities (activity 43)

Question 1 – Insurance requirements: Where advice is given and followed, professional indemnity insurance of at least \$5 million, covering the replacement and/or rectification of customers' property damaged as a result of any advice provided by the accredited person. Where the advice is being provided by a scheme participant, not the Applicant, the scheme participant will require insurance cover.

Note: Prescribed activities must be undertaken in accordance with requirements set out in the VEET Regulations and VEU Specifications. Further, under 15(c) of the Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations), VEECs cannot be created if the prescribed activity was not undertaken in accordance with the provisions of the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004*, the *Building Act 1993* or regulations made under those acts.

Commercial and industrial water heater (activity 44)

Question 1 – Insurance requirements: Where advice is given and followed, professional indemnity insurance of at least \$5 million, covering the replacement and/or rectification of customers' property damaged as a result of any advice provided by the accredited person. Where the advice is being provided by a scheme participant, not the accredited person, the scheme participant will require insurance cover.

Note: Prescribed activities must be undertaken in accordance with requirements set out in the VEET Regulations and VEU Specifications. Further, under 15(c) of the Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations), VEECs cannot be created if the prescribed activity was not undertaken in accordance with the provisions of the *Electricity Safety Act 1998*, the

Gas Safety Act 1997, the *Occupational Health and Safety Act 2004*, the *Building Act 1993* or regulations made under those acts.

Home energy rating assessment (HERA) activities

Question 1 – Service delivery arrangements: Tick the applicable box to identify the nature of the commercial relationship between the applicant and the Scorecard assessors who will be performing VEU home energy rating assessments.

Question 2 – Insurance requirements: Upload a copy of the Applicant's certificate of currency, showing: insured party details, insured party policy details, period of coverage and maximum amount that the policy covers.

Project-Based Activities (PBA)

Participation in project-based activities (PBA) will require the publication of some project details on the VEU Registry.

Projects with approved project plans will be listed on the public Register of Approved Project Plans. The register will contain the project name, the name of the AP, the location, the methods used to abate greenhouse gases, and any other information that the commission considers appropriate.

If an AP has concerns about sharing information which they consider to be commercial-in-confidence, they should discuss these concerns with the commission before lodging a project plan.

Questions 1, 2 and 3 – Quality and safety management: Provide information about the applicant entity's quality and safety management systems, particularly in relation to international and/or Australian and New Zealand standards, and the Applicant's safe work methods.

Questions 4 and 5 – Insurance: Upload a copy of the Applicant's certificate of currency, showing: insured party details, insured party policy details, period of coverage and maximum amount that the policy covers. Alternatively, upload a signed waiver document if the Applicant is intending to carry out a project at its own site.

Declaration: An additional declaration is required for Applicants applying to undertake PBA activities.

Note: Prescribed activities must be undertaken in accordance with requirements set out in the VEET Regulations and VEU Specifications. Further, under 15(c) of the Victorian Energy Efficiency Target Regulations 2018 (the VEET Regulations), VEECs cannot be created if the prescribed

activity was not undertaken in accordance with the provisions of the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004*, the *Building Act 1993* or regulations made under those acts.

3. Application process

3.1. Collating your documentation

3.1.1. Documentation requirements

Before you submit any documentation to the VEU Registry online application tool, collate, and save the required documentation (relevant to your application type) outlined in Table 1 on your computer.

Documentation	New accreditation	Renewal	Variation
1. A completed application form	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2. Copy of ABR and/or ASIC Connect record	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
3. An organisational chart (or equivalent statement)	<input checked="" type="checkbox"/>		
4. Relevant training, qualifications, certifications, and experience	<input checked="" type="checkbox"/>		
5. Register of relevant licences	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> if activities added	<input checked="" type="checkbox"/> if activities added
6. Workplace OH&S policies and procedures	<input checked="" type="checkbox"/>		
7. Contracts or contract template provided to consumers	<input checked="" type="checkbox"/>		
8. Dispute resolution framework provided to consumers	<input checked="" type="checkbox"/>		
9. Processes/procedures regarding after-sales service provisions	<input checked="" type="checkbox"/>		
10. Complaint history report		<input checked="" type="checkbox"/>	
11. Occupational health and safety hazards, risks and/or incidents report		<input checked="" type="checkbox"/>	
12. National Police Check	<input checked="" type="checkbox"/>		

Documentation	New accreditation	Renewal	Variation
13. Evidence of insurance coverage	<input checked="" type="checkbox"/>		
14. Assignment forms	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> if activities added	<input checked="" type="checkbox"/> if activities added
15. A signed Letter of Undertaking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	
16. Any relevant documents for Part B, eg. Process documentation, additional insurance information, quality and safety management information.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/> if activities added	<input checked="" type="checkbox"/>

Table 1: Accreditation document requirements

3.1.2. How to upload your documents

Adhere to the following naming convention for uploaded documents

[VEU account name] – [section/tab/document name] – [version number] – [date – YYYYMMDD]

For example: ACME Electrical – processes & policies – v1.0 – 20221201.

Delete superseded documents when uploading updated versions in response to an RFI

For example, the updated document from the example used above would be ‘Acme Electrical – processes & policies – v2.0 – 20221213’.

Attach the updated document to the ‘Processes and Policies’ tab and delete the existing attachment (e.g., ‘Acme Electrical – processes & policies – v1.0 – 20221201’).

Attach the supporting documents to the corresponding tabs

Do not attach updated documents to the ‘Select activities’ tab when responding to an RFI.

Failure to adhere to the above instructions may result in assessment delays.

3.2. Application process

To lodge your application:

- click on the ‘New Accreditation’ menu item in your VEU administrative account
 - select ‘Accreditation Application’ if you are applying for a new accreditation

- select ‘Application for Renewal of Accreditation’ if you are applying for a renewal of accreditation
- select ‘Application for Variation of Accreditation/Additional Activities’ if you are applying for additional activities

3.2.1. Stage 1: Uploading your documentation

On the first tab you are required to select the activities you wish to undertake. You should then step through the tabs and upload the documents as per the instructions in each tab.

When all tabs have been completed you can click on the ‘submit’ button at the bottom of the accreditations page. Complete the application process by accepting the application’s terms and conditions.

You will receive an application identification number and your application will now be viewable under the ‘accreditations history’ features located in the left-hand menu on the portal. Your application status will be ‘Submitted’.

3.2.2. Stage 2: Invoicing

We will email you an invoice for the applicable accreditation fee. This fee is required to be paid before we will commence assessing your application.

3.2.3. Stage 3: Submission

After you submit your application and pay the required fee, your application is considered complete and assessment will commence. We will process your application within 20 business days unless that period is extended through agreement between the applicant and the commission or as a result of any additional requests from the commission to provide additional information.

3.2.4. If the commission requests an extension of time, please respond promptly. If you do not agree to the extension, your application may be considered refused. Stage 4: Initial assessment

We will make an initial assessment of your application to confirm it is complete. If the application is materially incomplete, we will advise you of this and may refuse your application if the information is not promptly provided.

Where the application form otherwise contains clear omissions, we will request further information from you. The 20-business-day processing period is paused until the requested information is received.

3.2.5. Stage 5: Request for further information

We may request that you provide further information relevant to the commission's assessment of your application. Where we do so we will make that request in writing and identify the time by which that information must be provided (not less than 14 business days). The time for the processing of the application does not accrue while this information is pending.

3.2.6. Stage 6: Assessment

The assessment of your application involves several steps.

Assessment of the information provided

We will review the information provided in the application form to assess the applicant entity's ability to comply with the program's requirements.

Additional information

We may review other sources of information which may include:

- Review of information held by the commission about the applicant (in particular for renewal of accreditation applications).
- Using information from ASIC to identify other companies that individuals named in your application have been involved with or continue to be involved with.
- Checks whether any individuals named in your organisation are currently or formerly involved with another AP as an installer or an account user.
- Researching your involvement and compliance history in similar schemes, and compliance with laws, either using publicly available information or under [formal information sharing arrangements](#) with other regulators.

3.2.7. Stage 7: Notice of approval of refusal

If approved, a written notice of the commission's decision to approve your application will be provided. This notice will identify the date of commencement of accreditation, the date of expiry and the date by which you must apply for renewal of accreditation. The notice will also identify the prescribed activities for which accreditation is granted and may include conditions on your accreditation.

If refused, written notice of the commission's decision to refuse your application will be provided.

3.2.8. Stage 8: Updating your public register information

Following receipt of a notice that your application has been approved, log into your account and select the information you want to publish on the public '[Register of APs](#)', such as:

- activities you undertake
- areas you service
- the type of service you offer
- benefits you offer to consumers.

3.2.9. Stage 9: Uploading your VEEC creations

Based on your assigned risk rating and the risk profile of the activities you undertake, we will tailor the frequency and type of documentation you need to submit to verify your VEEC creation claims.

For activities identified by the commission as having a 'high risk' of non-compliance with the program's requirements, we will have communicated to you your required audit percentage. You will need to submit these audit results as part of your VEEC creation claims for these activities.

In addition, we may also request other documentation to verify any of your VEEC creation claims. Other documentation may include assignment forms, compliance certificates and evidence of decommissioning. We will review your early VEEC creation claims closely to verify your claims are undertaken in compliance with the program requirements. As we develop confidence in your VEEC creation claims, we will typically request supporting documentation less frequently. However, where reviews undertaken reveal a pattern of non-compliance, your VEEC creation claims may be subject to further scrutiny.

3.3. Reviewing a decision

3.3.1. Internal review

If we refuse an application for accreditation or impose conditions on accreditation and you disagree with our decision, you may request an internal review. The request must be made in writing within 30 business days of the commission making a decision regarding the application and accompanied by the required fee.

The request should set out why you disagree with our decision and any supporting documents you consider are relevant to the review of the decision.

We must reconsider the decision and either confirm, vary or set aside the decision within 40 business days of receiving the request for internal review.

You will be provided with notice of a decision following the internal review that will include a statement of reasons relating to the decision.

3.3.2. Review by VCAT

You may apply to the Victorian Civil and Administrative Tribunal (VCAT) for a review of the internal review decision. Your application must be made within 28 business days of the later of either:

- the internal review decision; or
- if you requested a statement of reasons for the decisions from the internal review panel (under section 45 of the *Victorian Civil and Administrative Tribunal Act 1998*), the day:
 - the statement of reasons was given to you; or
 - you were informed that a statement of reasons will not be given [under section 46(5) of the *Victorian Civil and Administrative Tribunal Act 1998*].

You cannot seek a review at VCAT until you have sought an internal review and received written notice of our decision.

Further information on how to apply to VCAT for a review of a decision can be found at www.vcat.vic.gov.au

Appendix A: Key resources

Resource	Description
Obligations and Program Guide for Accredited Persons	This document provides information about the VEU program, obligations as an AP and guidance on creating VEECs. It must be read in conjunction with the relevant activity guide(s).
VEU Accreditation Application Form	This application should be used when applying for accreditation to undertake activities under the VEU program.
VEU Renewal of Accreditation Form	This application should be used when applying for renewal of accreditation. It can also be used to apply to add or remove activities from your accreditation at the time of renewal.
VEU Variation Accreditation Application Form	Existing accredited persons who have successfully renewed their accreditation and new accredited persons from 1 July 2023 must use this form to apply to vary conditions of their accreditation.
Additional Activity Application Form	Existing accredited persons who have not renewed their accreditation under the new accreditations processes and standards that came into effect on 1 July 2023 must use this form to apply for additional activities.
Water Heating and Space Heating/Cooling Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for activities 1, 3, 5, 7, 9, 10, 23 and 28.
Space Conditioning, Shower Rose and Incandescent Lighting Activity Guide	This document summarises all key activity requirements (product, installation, decommissioning, training, safety, and evidentiary) for activities 12, 13, 14, 15, 17 and 21.
Appliances Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for activities 22, 24, 25, 26, 30, 31, 33 and 36.
Building Based Lighting Upgrade Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for building based lighting upgrade (activity 34).
Non-Building Based Lighting Upgrade Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for non-building based lighting upgrade (activity 35).
Public Lighting Upgrade Activity Guide	This document summarises all key requirements (activity, product, training/licensing, eligible environments and installation limits, and evidence) for public lighting upgrade (activity 27).

Resource	Description
Measurement and Verification Method Activity Guide	This document summarises all key activity requirements for the project-based activities, measurement and verification method.
Benchmark Rating Method Activity Guide	This document summarises all key activity requirements for the project-based activities, benchmark rating method.
Gas Efficiency Activity Guide	This document summarises all key activity requirements for gas efficiency activities 37, 38, 39, 40, 41 and 42.
Cold Room Activity Guide	This document summarises all key activity requirements for the cold room activity.
Commercial and Industrial Heat Pump Water Heater Activity Guide	This document summarises all key activity requirements for the commercial and industrial heat pump water heater activity.
VEEC Creation Audit Guide for Accredited Persons	This document outlines the types of audits which can be undertaken, the audit process and the responsibilities you will need to meet as an AP in respect of audits and record keeping.
VEEC assignment forms	VEEC assignment form templates are available from the relevant activity pages on the commission website. These templates detail the information requirements for inclusion in an activity's VEEC assignment forms.
Application Guide for Product Applicants	This document outlines the product application process. If also seeking to apply for product approval, you should review this document and submit any product applications in parallel to your application for accreditation.
VEU Compliance and Enforcement Policy	This document explains the enforcement powers available to the Essential Services Commission to secure compliance with the VEU program's legislative requirements
Code of conduct guideline	This document is designed to help you understand the code. It includes practical guidance, definitions of key terms and other useful information. The guideline does not create any additional obligations to those set out in the code.
Industry guide – generating leads and marketing under the VEU program	This industry guide is designed to help you understand the code's requirements around lead generation and marketing.
Industry guide – contracting with consumers	This industry guide is designed to help you understand the code's requirements around contracting with consumers.
Industry guide – undertaking activities under the VEU program	This industry guide is designed to help you understand the code's requirements around undertaking activities.

Document version control

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Version	Updates made	Date published
1.0	First release	1 July 2023
1.1	Alignment with revisions to accreditation application form and variation form	22 May 2024
1.2	Release of standalone renewal form, updates to appendices questions	19 November 2024