

Application Guide for Accredited Persons

31 October 2025



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.

An appropriate citation for this paper is:

Essential Services Commission 2025, Application Guide for Accredited Persons:, 31 October

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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 for:

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

Section 1: provides information about becoming an accredited person in the VEU program, including matters we assess in deciding whether or not to approve an application and information on the VEU compliance regime.

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

Section 3: provides an overview of the information you will need to provide when completing an application for accreditation, renewal of accreditation or variation of accreditation conditions

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.

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 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.

This guide should not be relied upon as substitute for legal advice and should be read in conjunction with the above source documents. While we have 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. In the event of inconsistency between this guide and the source documents, the content in the source documents apply

1. Information on becoming an accredited person

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.

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 calendar days before the expiry of your accreditation
- in assessing your application for accreditation or variation of accreditation conditions, we will be assessing as to whether you are 'fit and proper' and 'competent and capable' to be approved to be an AP and/or approved to undertake your nominated activities in the VEU program. In deciding whether to grant or refuse an application, 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

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.

Before applying for accreditation, you should review the [Obligations and Program Guide for Accredited Persons](#) to learn more about the obligations and responsibilities of an AP under the VEU program.

To learn more about the requirements an accredited person must meet to undertake different prescribed activities under the VEU program, you should review the relevant activity guide. Activity guides for all prescribed activities under the VEU program can be found on the [commission website](#).

1.2. Matters the commission assesses when deciding whether or not to approve applications

When assessing an application for accreditation, accreditation renewal or variation of accreditation conditions, we will need to determine if the applicant is ‘fit and proper’ and ‘competent and capable’ to be approved to be an AP and/or approved to undertake the AP’s nominated activities under the VEU program.

1.2.1. Fit and proper person matters

Under section 10B of the VEET Act, in determining whether a person is a fit and proper person, we may have regard to any relevant matter, including the following:

- a finding of guilt in relation to the person’s commission of an offence against the VEET **Act** or regulations made under it;
- a finding of guilt, within the preceding 10 years, in relation to the person’s commission of an indictable offence or an offence that, if committed in Victoria, could constitute an indictable offence or an offence under any law or the Commonwealth or another State or Territory, regulating an energy efficiency regime;
- a finding of guilt in relation to the person’s commission, or pending charge for alleged commission, of an offence involving dishonesty or fraud;
- a failure to comply with any provision of the VEET Act or regulations made under it, or any conditions of accreditation;
- any improper or adverse conduct engaged in by the person, including a failure to disclose any information that has been requested of the person by the commission or that is otherwise required to be provided under the VEET Act or regulations made under it, or misleading, false or deceptive conduct;
- a suspension, revocation or cancellation of accreditation or disqualification from applying for accreditation under a law of another State or Territory or of the Commonwealth relating to an energy efficiency program
- the person becoming or having been insolvent;
- the person becoming or having been an officer of an externally-administered company under the Corporations Act;
- a contravention by the person of section 40AC(5) of the **Act**, relating to a contravention of a prohibition notice issued by the commission
- a failure to comply with an order or decision made by a court, VCAT or the **commission** under the **Act** or a court or tribunal under a law of the Commonwealth or another State or a Territory relating to an energy efficiency regime; and
- a failure to disclose any of the above matters.

- Above list is not exhaustive. Further, where an applicant is a body corporate, information will be required in relation to the entity's officers and senior managers, and related companies, which can inform our view about whether the applicant is a fit and proper person.

As part of the accreditation or renewal of accreditation application, applicants must:

- disclose if they have been subject to any compliance or enforcement action by an Australian regulator. The disclosure should include the nature of the action, the cause, and the steps taken to address the issue.
- disclose if they have failed to comply with an order of a court, tribunal or the commission
- disclose any instances of bankruptcy, external administration, or liquidation.
- provide police checks for all senior officers (only required for new accreditation applications)

1.2.2. Competent and capable person matters

Under section 10C of the VEET Act, in determining whether the applicant is a competent and capable person, we may have regard to any relevant matter, including the following:

- the skills and expertise of the person exercising powers and performing duties as an accredited person, including undertaking a prescribed activity;
- whether the person has the appropriate licensing and regulatory approvals for undertaking a prescribed activity;
- whether the person and any contractors or employees engaged by the person have appropriate professional accreditations for undertaking a prescribed activity or part of a prescribed activity;
- the past performance of the person in undertaking a prescribed activity;
- whether the person has appropriate policies and practices to ensure a prescribed activity is undertaken in compliance with relevant occupational health and safety legislation;
- whether the person has complied with or incorporated any recommended practices for creating and executing contracts in accordance with the Act or any regulations or guidelines made under it;
- whether the person has complied with their CPD obligations under the Act;
- whether an improvement notice has been issued to the person and, if so, whether the person has complied with the notice.

This list is not exhaustive and we may consider any other matter it believes is relevant to the applicant's ability to undertake prescribed activities in compliance with program requirements. Further, we will consider the competence and capability of key personnel (including their skills and expertise) as part of our assessment of the competence and capability of a business entity.

As part of the accreditation application, renewal of accreditation application or application to vary accreditation conditions, applicants must provide:

- information about their business structure and operations, including an organisational chart that identifies direct employees, contractors, job titles and locations
- information describing their business model and explain how the prescribed activities they proposed to carry out will be undertaken under that model
- a summary of their relevant experience in the VEU program and/or other related industries.
- details of the qualifications and experience of senior management and disclose whether any senior officers are or have been associated with other VEU program participants, either currently or in the past.
- information demonstrating that they hold the appropriate licensing and regulatory approvals to undertake the prescribed activities for which they seek accreditation. Examples of relevant evidence include electrician licenses, plumbing licences or other professional accreditations applicable to the activities being undertaken.
- provide a written Occupational Health and Safety (OH&S) Policy that is suitable for their operating model and sufficient to set clear standards for staff and scheme participants. This policy should be supported by documentation such as Safe Work Method Statements (SWMS), induction processes, incident reporting procedures and training records
- provide processes and procedures that demonstrate their capacity to comply with the program's Code of Conduct, including documentation that covers dispute handling, consumer contracts and record-keeping systems.

For persons applying for accreditation to undertake commercial and industrial solar photovoltaic system activity (C&I solar activity), see appendix B for matters we will be assessing when determining whether an applicant is competent and capable to undertake C&I solar activity and guidance on the information you will need to provide in the application form.

1.2.3. Insurance requirements

Applicants are required to provide evidence demonstrating that they hold insurance coverage to help ensure that the applicant has insurance in place to cover claims for injury, property damage, or negligent advice made against the business which may arise from the applicant's participation in the VEU program.

Table 1 below set out the different insurance types and when the coverage is required when undertaking prescribed activities under the VEU program. We note that we are not positioned to evaluate the suitability of a specific insurance policy coverage for an accredited person as this will be unique to the operations of an individual business. What we are seeking to assess is that applicants have a minimum level of insurance coverage, but we do not purport that the minimum level of cover represents adequacy of coverage for your business.

Table 1: Minimum insurance requirements to be held by accredited persons under the VEU program

Type of Insurance	When is it required?	Minimum level of cover
Public liability insurance	For APs undertaking any prescribed activity aside from C&I solar activity (activity 47)	\$5 million
	For APs undertaking C&I solar activity (activity 47)	\$10 million
Product liability insurance	For APs undertaking any prescribed activity aside from C&I solar activity (activity 47)	\$5 million
	For APs undertaking C&I solar activity (activity 47)	\$10 million
Professional Indemnity insurance	For APs who provide advice to the consumer when undertaking following prescribed activities: • Gas efficiency activities (activities 37 to 42) • Cold rooms (activity 43) • Commercial and industrial air source heat pump water heaters (activity 44) • Home energy rating assessment (activity 45)	\$5 million
	For APs who provide advice to the consumer when undertaking C&I solar activity (activity 47)	\$5 million
	Where the advice is being provided by a scheme participant in relation to above prescribed activities (and not the accredited person), it is our expectation that the scheme participant has insurance cover.	
Workers compensation	For all activities where applicant is not a sole trader	N/A

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. We 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).

1.3.3. Annual reporting requirements

A high standard of record-keeping is required when participating in the VEU program. Accredited persons must maintain comprehensive and accurate records to demonstrate that all VEECs have been created compliantly and in accordance with program requirements.

You will also need to provide reports listed in table below when submitting a renewal accreditation application

Table 2: Annual reports to be provided by AP when submitting a renewal accreditation application

Type of report	Purpose of report	Information required in report
Annual Reporting – Quality Assurance Reviews	Demonstrates that AP have appropriate systems, processes, and oversight in place to ensure that prescribed activities undertaken are completed safely, accurately, and in compliance with program requirements.	- Yearly report outlining the quality assurance reviews they have undertaken. - The report must specify the percentage of installations that were audited over the previous 12 months, along with a breakdown of desktop, phone, and site inspection methods used. - Supporting data to substantiate their quality assurance activities and outcomes. We will be placing increased attention on this obligation, and accredited persons may face penalties if they are found to have provided false or misleading information to the commission.
Annual Reporting - Complaints History	Report demonstrates an accredited person's ability to maintain appropriate complaints management system, including ability to respond effectively to consumer issues.	- Report must detail any complaints the AP, or their scheme participants, have received over the previous 12 months in relation to participation in the VEU program. - Report must include any complaints that have been notified to the AP by the commission during the same period. - Report should outline the nature of each complaint, the cause, and the action taken to resolve it.

2. Introduction to applications

2.1. Before you begin your application

Before beginning your online application form, please ensure you have 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 prior to commencement of assessment of your application
- 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 training or qualification requirements relating to your chosen activities as prescribed under the VEU program, and as required under other legislation (e.g. the Electricity Safety Act 1998, the Gas Safety Act 1997, the Occupational Health and Safety Act 2004 or the Building Act 1993 or the regulations under any of those Acts.
- 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. To support new applicants seeking VEU accreditation to apply for a VEET scheme registry account (**VSRA**), the application has been built into the VEU accreditation application form. There is no additional fee for the VSRA application when made in conjunction with an application for accreditation.

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

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

2.2. Application and decision process

You will need to submit your application via an account in the [VEU Registry](#). Register an account via this link: [Registration](#)

Once you have submitted a complete application form and paid the required fee, we make 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 you and resumes only once all the requested information has been provided within our stated timeframes.

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

- is not submitted via the applicant's VEU account
- 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.

2.2.1. Application fees

You are required to pay an application fee as follows:

- \$3,000 to apply for accreditation
- \$1,000 to apply for renewal of accreditation
- \$1,500 to apply for variation of conditions of accreditation
- \$13,184 for late lodgement of an application for renewal of accreditation

The application fee is required to be paid before we will commence assessing your application.

The fee applies irrespective of whether your application is approved or refused by the commission.

2.2.2. Incomplete applications

Where an application is incomplete, that is, it does not contain all the required documentation, 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.

2.2.3. Request for further information

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

We may request further information (RFI) from an applicant. The request will be sent via the VEU Registry and can be found under 'RFIs' in the 'My Account' section. Applicants will receive an email notification that an RFI has been issued. The request will specify the timeframe in which the

requested information must be provided. An applicant may request an extension of time to respond to a notice if necessary.

The time for the commission to process the application is paused until the requested information is received.

We may refuse your application, if you do not comply with our request for further information.

2.3. Submitting, viewing and withdrawing your application

2.3.1. Submitting your application

You must submit your application via the online VEU Registry, answer all questions and upload the required documentation.

The process for preparing and submitting an application for accreditation, variation of accreditation conditions and renewal of accreditation can be found in Part 2 of this guide. For further guidance about how to do this in the new VEU Registry system, please refer to the Accreditations and VEET scheme registry account walkthrough video available on our website [here](#).

2.3.2. Viewing your application

You can view the details of your applications in your VEU account under 'My Account' – 'Accreditations and VSRA'. Please note that applications completed and decided before the launch of the new VEU Registry will not be listed in your Account.

All applications are listed under the 'All Applications' view and designated a status of submitted, approved, withdrawn or refused. Applications which are subject to RFI are listed separately under an RFI view.

2.3.3. Withdrawing your application

You can voluntarily withdraw your application for accreditation at any stage of the assessment process. Applications can be withdrawn via the VEU Registry. 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 will usually not result in a refund of your accreditation application fee.
- withdrawing an application will not negatively affect any subsequent applications you submit.

2.4. Important things to remember

2.4.1. You need the 'Manage Accreditations' user role within your VEU account to lodge an application

The 'Primary User' of your VEU account has access to all functions relevant to APs, including the 'Manage Accreditations' role. That means they can perform tasks related to accreditations.

For example, submit an application for accreditation. They can also assign the 'Manage Accreditations' role to other account users based on your organisational needs.

2.4.2. Processing timeframes

We will decide the application for accreditation or renewal:

- within 20 business days of receiving the application and payment of the applicable fee or
- within a longer period by agreement with the applicant.

In practice, we will likely seek agreement from the applicant to extend the timeframe for assessment. If the application is not decided within the relevant period, the application is taken to have been refused.

The relevant 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.

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

If we send you a request for further information (RFI), you must respond by the requested date stated in the RFI. If you do not respond by the stated date, your application may be refused. Should you require more time to respond, please respond to the RFI via the VEU Registry and clearly state the reasons for the extension and the proposed response date.

3. Completing an application form

To lodge your application, you need to:

- prepare your documentation and have it ready for upload
- have registered a VEU account in the VEU Registry
- log into your VEU account in the VEU Registry
- complete a New application for VEU accreditation, Variation of accreditation conditions or Renewal of accreditation
- upload all required documentation (which is determined by the prescribed activities selected)

Beyond some minimum requirements in terms of required content, the style and detail of your uploaded 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.

3.1. Types of applications

1. To apply for a grant of accreditation, select New accreditation
2. To apply to renew your accreditation, select Accreditation renewal
3. To apply to add or remove activities from existing accreditation, select Accreditation variation.

3.2. Overview of the application forms

The application forms are divided into ten sections. The specific questions which you will need to answer will depend on the type of application you are completing (accreditation, renewal or variation) and the prescribed activities you seek to undertake. Instructions for completing these questions are provided within each respective form.

For any further assistance on completing your application, contact the VEU program support team via phone on: (03) 9032 1310 or the Contact Us option in your VEU account.

Section A: Important information

This section outlines key terms and important information in relation to the application form, as well as links to the privacy collection notice which you will need to confirm you have read and understood.

Section B: Select activities

You will need to select the prescribed activities you are applying to undertake under the VEU program as part of your application. The information you need to submit as part of your application form will vary depending on the prescribed activities you select.

If your application is successful you will be informed of which activities you have been approved to undertake and create VEECs for.

From 26 August 2025, you will be able to select the following prescribed activities under the project-based activities (PBA) method:

- Benchmark rating (BR)
- Standard measurement and verification (standard M&V)
- Specified measurement method (SMM)
- Advanced measurement and verification (advanced M&V)

Please note that only APs with existing standard M&V accreditation who meet certain prerequisite criteria are eligible to apply for accreditation to undertake advanced M&V activities.

Section C: Contact details

You will need to provide us with details of the contact person for any questions we have about the application.

Section D: Applicant details

You will need to provide us details of the applicant, being the individual or body corporate making the application.

Section E: Target markets and experience

You will need to provide us information on the applicant's:

- intended target markets
- relevant experience in the industry/field relating to the prescribed activities
- forecast/estimates in relation to annual VEEC creation, annual revenue and percentage of total revenue for each prescribed activity being applied for.

An example of how to calculate estimates:

Forecasted annual VEEC creation = number of installers (12) x estimated premises visited per year (300) x estimated VEECs per premises (8) = 28,800 VEECs

Estimated annual revenue from activity = forecasted annual VEEC creation (28,800) x VEEC spot price (\$85) = \$2,448,000

Estimated percentage of total revenue = estimated annual revenue from VEU activities
(\$2,448,000) / estimated total business revenue (\$5,140,256) x 100% = 47.6%

Section F: Fit and proper person requirements (only in new accreditation applications)

You will need to answer questions in relation to whether the applicant meets the fit and proper person requirements of the VEU program. See section 1.2.1 above for the type of information you will need to disclose in completing this section.

Section G: Delivery model (applicable to new accreditation applications)

You will need to:

- answer questions about the applicant's business delivery model and how the applicant intends to deliver VEU activities. This includes questions about compliance and assurance activities undertaken by the applicant.
- describe your business model and explain how prescribed activities will be undertaken.
- demonstrate that you hold the appropriate licensing and regulatory approvals to undertake the prescribed activities for which they seek accreditation. Examples of evidence include electrical and plumbing licences or other relevant professional accreditations.

An applicant's delivery model determines how they will engage with consumers in the VEU program. You are able to select one or more of the following delivery models when completing this section:

- Sole delivery model - where the Applicant engages the energy consumer as a customer directly and is responsible for all aspects of undertaking the prescribed activity.
- Contractor delivery model – where the Applicant engages the energy consumer as a customer directly, and the activity is wholly or partially undertaken by contractors under the direction of the Applicant, and the customer has no direct legal relationship with the contractor.
- Third party delivery (aggregator) model - where the Applicant has no direct relationship with the energy consumer. The Applicant establishes a binding legal arrangement with one or more scheme participants to create VEECs, supported by operational procedures to monitor and ensure compliance with all VEU program requirements.

Other – where the Applicant's delivery model does not align with models described above. When selecting this option, you should describe the Applicant's delivery model in this section

Section H: Organisational structure (only in new accreditation applications and accreditation variation applications)

You will need to provide:

- information about the Applicant's business structure and operations, including an organisational chart that identifies direct employees, contractors, job titles and locations.
- a summary of the Applicant's relevant experience in the VEU program and/or other related industries.
- details of the qualifications and experience of senior management and disclose whether any senior officers are or have been associated with other VEU program participants, either currently or in the past.
- national police check certificates for each officer of the Applicant or an individual Applicant

You may need to answer questions in relation to the:

- applicant's assurance activities in relation to scheme participants, including procedures and contracts which the Applicants have in place to manage compliance of scheme participants with VEU program requirements
- organisational structure. The organisational structure only has to include staff that are relevant to the Applicant's VEU program operations.
- training, qualifications and licenses of the individuals involved in decision making of the organisation

Section I: Insurance, policies and standards (activity dependent)

You will need to provide evidence of the of the different types of insurance required to be held by an accredited person, including public liability insurance, products liability and professional indemnity insurance. Professional indemnity insurance is only required for accredited persons seeking to undertake gas efficiency activities, cold room, commercial and industrial heat pump, home energy rating assessment and project-based activities. See section 1.3.3 above for more information on minimum insurance coverage we require accredited persons to hold.

To ensure prescribed activities are undertaken safely, you must provide a written Occupational Health and Safety (OH&S) Policy that is suitable for their operating model and sufficient to set clear standards for staff and scheme participants.

An example of items that could be included in an OH&S policy:

- Safe Work Method Statements (SWMS) documentation.
- requiring Job Safety Analysis to be completed before the commencement of prescribed activities.
- providing an incident reporting process for worksites.
- induction processes
- training records

You will also need to answer questions on the applicant's quality management procedures to ensure the accuracy of VEECs to be claimed.

Section J: VEU compliance (new accreditation applications)

You will need to answer questions in relation to the applicant's:

- systems and procedures that support effective record-keeping
- processes in relation to managing consumer complaints, dispute resolution and after-sales service provisions
- processes and procedures to ensure compliance with VEU program requirements, including for preventing, identifying and rectifying non-compliance

Table 3: Information required in annual reports (quality assurance reviews and complaints history).

Type of report	Purpose of report	Information required in report
Annual Reporting – Quality Assurance Reviews	Demonstrates that AP have appropriate systems, processes, and oversight in place to ensure that prescribed activities undertaken are completed safely, accurately, and in compliance with program requirements.	• Yearly report outlining the quality assurance reviews they have undertaken. • The report must specify the percentage of installations that were audited over the previous 12 months, along with a breakdown of desktop, phone, and site inspection methods used. • Supporting data to substantiate their quality assurance activities and outcomes. We will be placing increased attention on this obligation, and accredited persons may face penalties if they are found to have provided false or misleading information to the commission.
Annual Reporting - Complaints History	Report demonstrates an accredited person's ability to maintain appropriate complaints management system, including ability to respond effectively to consumer issues.	• Report must detail any complaints the AP, or their scheme participants, have received over the previous 12 months in relation to participation in the VEU program. • Report must include any complaints that have been notified to the AP by the commission during the same period.

- Report should outline the nature of each complaint, the cause, and the action taken to resolve it.

Section K: VEU Code of Conduct (only in new accreditation applications and accreditation variation applications)

All APs must comply with the VEU program's Code of Conduct (the code). The code sets out minimum standards that consumers can expect from people and businesses delivering discounted energy efficient products and services through the VEU program. It is designed to protect consumers and promote professional conduct and best practice by industry to deliver the program.

For further information about the code, please review the following page on the commission website: <https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/meeting-your-obligations-under-veu-code-conduct>

You must provide:

- processes and procedures that demonstrate the applicant's capacity to comply with the code, including documentation that covers dispute handling, consumer contracts and record-keeping systems.
- answers to questions in relation to the applicant's procedures to comply with the requirements outlined in the code.
- provide copies of assignment forms for each of the VEU activities the applicant is applying to be accredited for. The applicant's logo, company name and address must be clearly displayed on each form.

You may also need to provide a detailed description of the processes the applicant adopts to ensure compliance with the code.

Section L: Declaration and consent

You will need to:

- answer questions in relation to the applicant's participation in other schemes
- provide consent for information about the applicant to be disclosed to the commission by administrators of other greenhouse gas schemes
- confirm agreement to making a number of undertakings, declarations and acknowledgements in relation to the application and the applicant's participation in the program and other greenhouse gas schemes
- acknowledge that it is an offence to give information or documents to the commission that is false or misleading in any material particular.

4. Application process

4.1. Collating your documentation

4.1.1. Documentation requirements

Below table outlines the key documents you will need to compile for uploading as part of your application. The specific documents to be uploaded will depend on the type of application you are applying for and the prescribed activities you are applying for approval to undertake.

Table 4: Accreditation document requirements

Documentation	New accreditation	Accreditation renewal	Accreditation variation
1. An organisational chart of the applicant's structure	☒		
2. Contract terms and conditions that apply to scheme participants	☒		
3. Relevant training, qualifications, certifications, and experience	☒		☒
4. Register of relevant licences	☒		☒
5. Evidence of insurance coverage	☒		☒
6. OH&S policies and procedures	☒		
7. Contract templates provided to consumers	☒		
8. Dispute resolution framework, including copy of information provided to consumers	☒		
9. Processes/procedures regarding after-sales service provisions	☒		
10. National police check	☒	☒ if new officers appointed	
11. Assignment forms	☒	☒ if activities added	☒
12. Complaint history report		☒ if complaints received in last 12 months	
13. Compliance with conditions or restrictions report		☒ if subject to conditions or restrictions in last 12 months	
14. Occupational health and safety hazards, risks and/or incidents report		☒	

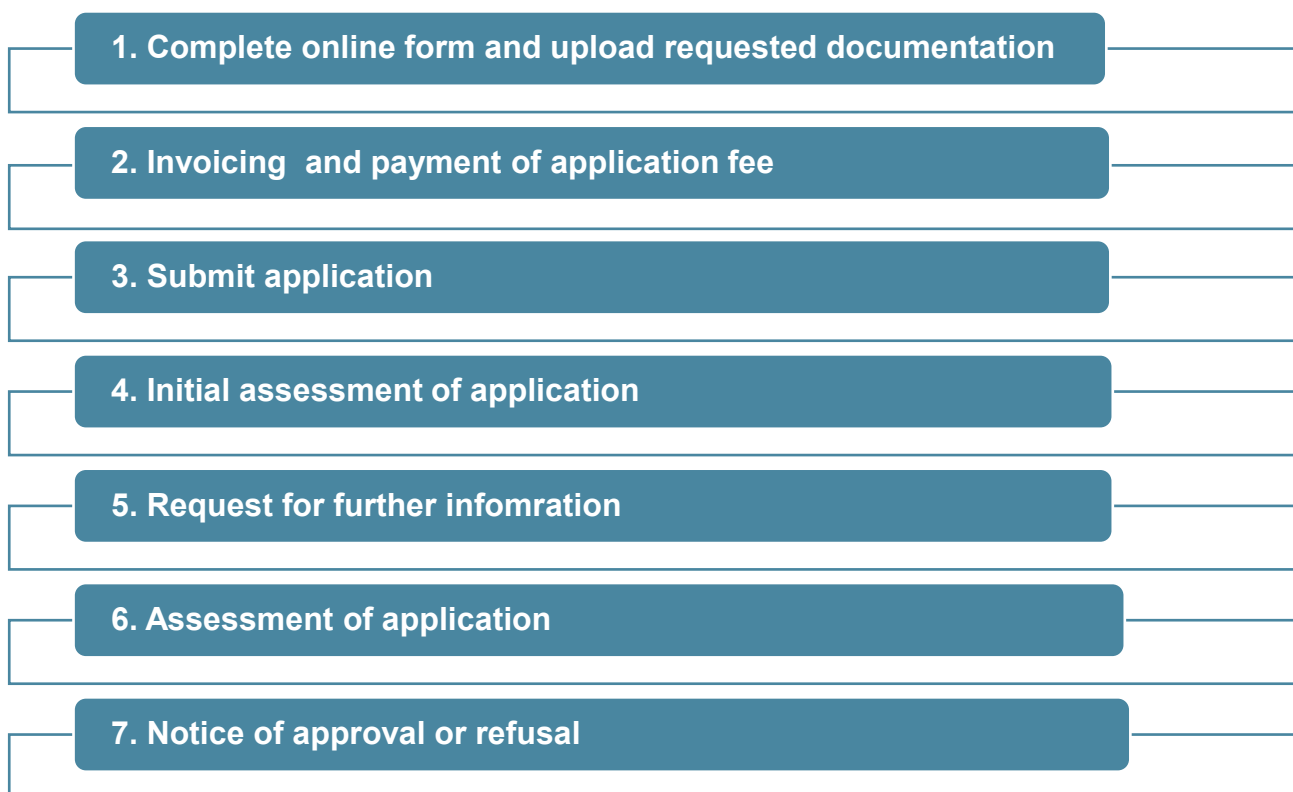
if any risks, hazards or incidents identified in last 12 months

4.2. Application process

To lodge your application, select 'My Account' / 'Accreditations and VSRA' in your VEU account:

- To apply for a grant of accreditation, select New accreditation
- To apply to renew your accreditation, select Accreditation renewal
- To apply to add or remove activities from existing accreditation, select Accreditation variation.

Figure 1: Application process



Step 1: Complete online form and upload requested documentation

The application form online will step you through the information fields you will need to complete and the documents you will need to upload. The required supporting documentation will vary depending on the nature of your application and the prescribed activities you have selected as part of your application.

Note: Please adhere to the following naming convention for uploaded documents

[VEU account name] – [document name] – [version number] – [date – YYYYMMDD]

For example: ACME Electrical – processes & policies – v1.0 – 20251201.

Step 2: Invoicing and payment of application fee

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.

Step 3: Submit application

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.

If we request an extension of time, please respond promptly. If you do not agree to the extension, your application may be considered refused.

Step 4: Initial assessment of application

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 relevant processing period is paused until the requested information is received.

Step 5: Request for further information

We may request that you provide further information relevant to our 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 (generally not less than 14 business days). The time for the processing of the application does not accrue while this information is pending.

Step 6: Assessment of application

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 [information sharing arrangements](#) with other regulators.

Step 7: Notice of approval or refusal

If approved, a written notice of our 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 our decision to refuse your application will be provided.

4.3. Reviewing a decision

4.3.1. 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 of \\$750](#).

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.

4.3.2. 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:

- a) the internal review decision; or

- b) 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:
- c) the statement of reasons was given to you; or
- d) 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

Table 5: Key resources table

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).
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, 36 and 46.
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).
Measurement and Verification Activity Guide	This document summarises all key activity requirements for the project-based activities, measurement and verification methods.
Benchmark Rating 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.
Home Energy Rating Assessment Activity Guide	This document summarises all key activity requirements for the home energy rating assessment activity.
Commercial and Industrial Solar Photovoltaic System Activity Guide	This document summarises all key activity requirements for the commercial and industrial solar photovoltaic system activity.
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.

Resource	Description
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.
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.

Appendix B: Accreditation guidance and quality assurance review requirements for commercial and industrial solar PV system activity

Criteria applicant needs to satisfy to be assessed as competent and capable to undertake C&I solar activity (activity 47)

When assessing whether an applicant is competent and capable for the purposes of accreditation to undertake the C&I solar activity, we will assess the applicant against criteria set out in table 6 below.

See section 1.2 above for further information about the matters we may have regard to when assessing whether an applicant is a competent and capable person.

Table 6: Competent and capable criteria for APs undertaking C&I solar activity (activity 47)

Competent and capable matters under section 10C of the VEET Act
The skills and expertise of the person exercising powers and performing duties as an accredited person, including undertaking a prescribed activity To be assessed by the commission as having the appropriate skills and expertise to undertake the C&I solar activity, we expect applicants to meet one of the following options: <u>Option 1:</u> • The Applicant to have been operating as a company for a minimum of two years in the solar industry at the time of accreditation application, in at least one of the following areas: – Experience in the management, design and/or installation of commercial-scale solar PV systems (30 kW – 200 kW) – Experience managing or delivering solar upgrade projects under the Measurement and Verification (M&V) Method under Project Based Activities of the VEU Program – Accreditation in at least one of the following government solar programs: 1. Solar Victoria (SV) – Registered Solar Retailer 2. Small-scale Renewable Energy (SRES) scheme 3. Large-scale Renewable Energy Target (LRET) scheme 4. New Energy Tech Consumer Code (NETCC) approved seller <u>Option 2:</u> • The Applicant to have been operating as a company for a minimum of two years;

- The Applicant to either have:
 - employee(s) have a minimum of two years experience undertaking the installation or ensuring compliance of the install in the solar industry
 - a contract with a solar company with a minimum of two years experience in the solar industry, including include in at least one of the following areas:
 - Experience in the design and/or installation of commercial-scale solar PV systems (30 kW – 200 kW)
 - Experience delivering solar upgrade projects under the Measurement and Verification (M&V) Method under Project Based Activities of the VEU Program
 - Experience in the design and/or installation of solar systems in at least one of the following government-accredited solar programs:
 - Solar Victoria (SV)
 - Small-scale Renewable Energy Scheme (SRES)
 - Large-scale Renewable Energy Target (LRET)

Whether the person and any contractors or employees engaged by the person have appropriate professional accreditations for undertaking a prescribed activity or part of a prescribed activity

To be assessed by the commission as having the appropriate professional accreditations to undertake the C&I solar activity, we expect applicants to meet one of the following options:

- have minimum of one employee who holds Solar Accreditation Australia (SAA) accreditation for GCPV Design and Installation; and/or
- have contracts in place for design and installation with a company where their employee(s) hold Solar Accreditation Australia (SAA) accreditation for GCPV Design and Installation.

Quality assurance review requirements

It is anticipated that additional quality assurance activities may be required by accredited persons undertaking C&I solar activities. This may involve for example, an increase in assurance audit (potentially both frequency and sampling) or application of quality assurance review requirements via conditions on accreditation. For example, conditions on accreditation may require reporting on quality assurance activities, undertaking independent inspections of installations or meeting additional compliance assurance requirements prior to certificate creation.

Accreditation application guidance

Table 7 below outlines the information an applicant will need to provide to us when completing an application form for accreditation/approval to undertake C&I solar activity (either as a new

accreditation, renewal accreditation or accreditation variation). This information is required in order to satisfy the commission that the applicant is competent and capable.

Applicants should provide the information listed in table below against the relevant question in the application form. Applicants who do not provide this information will likely be subject to a Request for Further Information (RFI) which is likely to extend our assessment timeframe.

Table 7: Information required in application forms in relation to undertaking C&I solar activity (activity 47)

Question	What information to include:
Describe the Applicant's relevant experience in the industry/field relating to the prescribed activities the Applicant is seeking accreditation.	1. Company's industry experience: • State the length of time (in years) the applicant has been operating in the solar industry • If the applicant has been operating for less than 2 years in the solar industry, state the length of time (in years) the applicant has been operating as a business and the industry the applicant has been operating in. • Describe the experience the Applicant has (if any) in: • managing, designing, and/or installing commercial-scale solar PV systems ranging from 30 kW – 200 kW • managing or delivering solar projects under the under the Measurement and Verification (M&V) Method under Project Based Activities of the VEU Program • managing or delivering solar installations in Solar Victoria programs, SRES and/or LRET. 2. Employees' industry experience • State the number of employee(s) the applicant has with a minimum of two years experience undertaking the installation or ensuring compliance of the install in the solar industry. • State the number of years experience each relevant employee has • State the relevant accreditations (in particular SAA accreditations) and qualifications the employee has 3. Contracts with solar companies

- State if you have a contract in place with solar company(s) solar company with a minimum of two years experience in the solar industry.
- Described their experience in delivering of solar system installations, particularly that of a commercial scale (30kW or more)
- Describe the relevant accreditations (in particular SAA accreditations) and qualifications their employees hold

Document version control

The RM reference for this document is: C/23/13355

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
1.3	Update to reflect new VEU Registry system	3 June 2025
1.4	Update to reflect changes to PBA accreditation with VEET (PBA) Regulations 2017 amendment	26 August 2025
1.5	Updates to reflect introduction of C&I solar activity into the program and to include additional guidance on fit and proper persons, competent and capable person requirements, and insurance	31 October 2025