



Application Guide for Accredited Persons

26 August 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: 26 August

© Essential Services Commission, 2025



This work, Application Guide for Accredited Persons, is licensed under a Creative Commons Attribution 4.0 licence [creativecommons.org/licenses/by/4.0]. You are free to re-use the work under that licence, on the condition that you credit the Essential Services Commission as author, indicate if changes were made and comply with the other licence terms.

The licence does not apply to any brand logo, images or photographs within the publication.

Contents

| | |
|---|-----|
| Guide overview | iii |
| 1. Introduction to applications | 5 |
| 1.1. About becoming an accredited person | 5 |
| 1.2. Before you begin your application | 5 |
| 1.3. VEU compliance regime | 6 |
| 1.4. Application and decision process | 7 |
| 1.5. Submitting, viewing and withdrawing your application | 8 |
| 1.6. Important things to remember | 9 |
| 2. Completing an application form | 11 |
| 2.1. Types of applications | 11 |
| 2.2. Overview of the application forms | 11 |
| 3. Application process | 16 |
| 3.1. Collating your documentation | 16 |
| 3.2. Application process | 17 |
| 3.3. Reviewing a decision | 20 |
| Appendix A: Key resources | 22 |

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 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 general information about participating in the program.

Section 2: outlines the process for lodging 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.

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 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 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. In the event of inconsistency between this guide and the source documents, the content in the source documents apply.

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 calendar 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

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

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 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. 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.

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

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, 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 you 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 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.

1.4.1. 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.

1.4.2. 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.

1.4.3. 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 (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 the commission's request for further information.

1.5. Submitting, viewing and withdrawing your application

1.5.1. 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](#).

1.5.2. 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.

1.5.3. 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.

1.6. Important things to remember

1.6.1. 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.

1.6.2. Processing timeframes

The commission 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, the commission 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.

1.6.3. 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.

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
- 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.

2.1. 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.

2.2. 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, applicants 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 see the Benchmark Rating Activity Guide and Measurement and Verification Activity Guide for more information on these different types of activities and the different requirements for each.

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

In this section, you may 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)

In this section, you will need to answer questions in relation to whether the applicant meets the fit and proper person requirements of the VEU program.

Section G: Delivery model (only in new accreditation applications)

In this section, you will need to answer questions on the applicant's business delivery model and how the applicant intends to deliver the VEU activities based on the delivery model, including questions on compliance and assurance activities undertaken by the applicant. Questions which you need to answer are tailored to the delivery model selected.

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 below 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)

In this section, 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
 - Leading the organisation
 - Managing training of staff and/or scheme participants
 - Managing compliance
 - Managing upgrades
 - Engaging and managing scheme participants
 - Undertaking the prescribed activities

Section I: Insurance, policies and standards

In this section, you may 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.

You will also need to provide a copy of the Applicant's occupational health and safety (OH&S) policy and procedures and answer a number of OH&S related systems and procedures questions, including whether the Applicant is AS/NZS 4801 certified.

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.

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 (only in new accreditation applications)

In this section, 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

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

In this section, you may need to answer questions in relation to the Applicant's procedures to comply with the requirements outlined in 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 may also need to provide a detailed description of the processes the Applicant adopts to ensure compliance with the code.

In this section, you may also need to upload:

- National police check certificates for each officer of the Applicant or an individual Applicant
- The assignment forms for each prescribed activity the Applicant is applying to be accredited

Section L: Declaration and consent

In this section, 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.

3. Application process

3.1. Collating your documentation

3.1.1. 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.

| Documentation | New accreditation | Accreditation renewal | Accreditation variation |
|--|-------------------------------------|--|-------------------------------------|
| 1. An organisational chart of the Applicant's structure | <input checked="" type="checkbox"/> | | |
| 2. Contract terms and conditions that apply to scheme participants | <input checked="" type="checkbox"/> | | |
| 3. Relevant training, qualifications, certifications, and experience | <input checked="" type="checkbox"/> | | |
| 4. Register of relevant licences | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> |
| 5. Evidence of insurance coverage | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> |
| 6. OH&S policies and procedures | <input checked="" type="checkbox"/> | | |
| 7. Contract templates provided to consumers | <input checked="" type="checkbox"/> | | |
| 8. Dispute resolution framework, including copy of information provided to consumers | <input checked="" type="checkbox"/> | | |
| 9. Processes/procedures regarding after-sales service provisions | <input checked="" type="checkbox"/> | | |
| 10. National police check | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> if new officers appointed | |
| 11. Assignment forms | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> if activities added | <input checked="" type="checkbox"/> |
| 12. Complaint history report | | <input checked="" type="checkbox"/> | |

| Documentation | New accreditation | Accreditation renewal | Accreditation variation |
|---|-------------------|--|-------------------------|
| | | if complaints received in last 12 months | |
| 13. Compliance with conditions or restrictions report | | <input checked="" type="checkbox"/> if subject to conditions or restrictions in last 12 months | |
| 14. Occupational health and safety hazards, risks and/or incidents report | | <input checked="" type="checkbox"/> if any risks, hazards or incidents identified in last 12 months | |

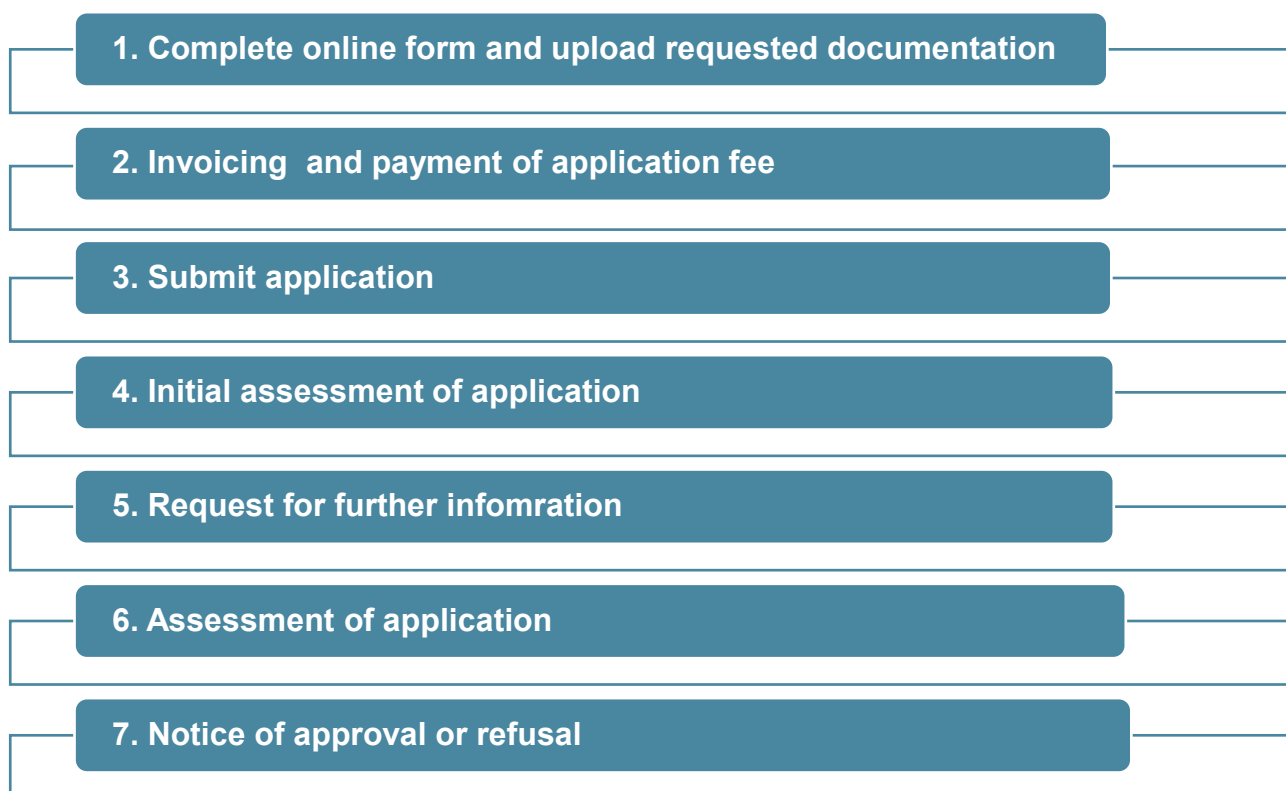
Table 1: Accreditation document requirements

3.2. 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 the commission requests 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 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 (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 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.

3.3. 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 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.

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). |
| 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). |
| 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. |

| Resource | Description |
|--|--|
| 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. |
| 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. |

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 |