Information sheet: Accreditation and VEET scheme registry accounts in the new VEU Registry system

This information sheet outlines key accreditation and VEET scheme registry account changes in the new Victorian Energy Upgrades (VEU) Registry system going live on 3 June 2025, and how to prepare.

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| **Date** | **2 May 2025** |
| **Version number** | **1.2** |

Key changes and impacts

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| Change | Impact |
| **Online application forms for accreditation and VEET scheme registry accounts** | Online accreditation application forms (new, renewal and variation) and VEET scheme registry accounts (VRSA) will be available in the new system, including the ability to upload relevant documents. You can save forms to complete later, and a URL will be provided to continue your application when you are ready. This streamlines the process and offers greater flexibility.  |
| **Consolidated and dynamic questioning on accreditation and VSRA application forms** | Questions in accreditation (new, renewal and variation) and VRSA application forms have been reviewed and consolidated. You will only see questions relevant to your application and based on your answers, making the process more efficient and less ambiguous.  |
| **Greater visibility of the status of your application** | You will be able to see the current status of your applications, including fee payments and Request for Further Information (RFI) responses, offering better application tracking and transparency. |
| **Request for Further Information (RFI) through the portal**  | RFIs will now be managed through the portal, and the application status will change to ‘Information requested’. Status will update to provide visibility of ‘Information received’ when action is taken.You can also seek an extension of the RFI through the RFI response in the portal, enhancing communication and efficiency.  |

Future enhancements

The following enhancements are planned for future release:

* Further streamlining and enhancement of forms based on user feedback.
* Ability to view draft applications in the ‘my applications’ view and for any account user (with the correct permissions) to update and complete a draft application.

Checklist: How to prepare for go-live

[ ]  Submit your accreditation renewal application on time and follow any written guidance provided directly to you by our team.

[ ]  Applications for renewals due before 3 June 2025, should be submitted in the current PDF format by 23 May. Applications in PDF format will not be accepted post go-live and you will have to initiate a new application using the online form in the new system.

[ ]  Take note of your current open applications.

Checklist: Day 1

[ ]  Your current accreditation will be migrated to the new system.

[ ]  Check your that your accreditation status is correct for each activity you are accredited for.

[ ]  Note that any applications that were received before midday 23 May 2025 will continue to be assessed by the commission’s accreditations team, but you will not see the applications in the new registry. The commission will be in contact to confirm the outcome of the application or if any further information is required.

[ ]  Note that any previous applications that had already received an outcome will not be migrated from the old system. They will be held in the read only system and archived.

[ ]  Contact us at veu@esc.vic.gov.au if you have any questions/issues regarding your account.

More information and support

For more information about the new VEU Registry system, visit our [project website page](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/new-victorian-energy-upgrades-registry-system-project). If you have any questions, please email veuregistrysupport@esc.vic.gov.au.