# VEU Accreditation and VEET Scheme Registry Account Application Forms

Version 1.5 – 19 November 2024

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| Purpose of this form |
| An individual or body corporate must be accredited under the Victorian Energy Upgrades (**VEU**) Program to create Victorian energy efficiency certificates (**VEECs**) under the VEU Program. This person is called an accredited person (**AP**). This application form must be used when applying to the Essential Services Commission (the commission) for a grant of accreditation and VEET scheme registry account.***Note: If you are applying for a renewal of accreditation, or variation in accreditation conditions (including approval to undertake additional activities),*** [***complete the appropriate form on our website***](https://www.esc.vic.gov.au/victorian-energy-upgrades-program/participating-veu-program/how-become-veu-accredited-person#tabs-container1)***.*****Fees:**$3000 to apply for a grant of accreditation**Please Note:*** This form is to be completed by, or on behalf of, an individual or body corporate seeking accreditation under the VEU program.
* This form must be signed by an officer of the Applicant (as defined below), or if the Applicant is an individual, that individual.
* Answering "no" to a question on this form will not necessarily be grounds for refusal. It may prompt a request for information and further assessment.
* Giving information to the commission that the Applicant or its officers know to be incorrect, may have serious consequences, including refusal of the application.
* **It is an offence under s68 of the *Victorian Energy Efficiency Target Act 2007* (the VEET Act) to knowingly provide false or misleading information to the commission.**
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| Instructions to apply for a grant of accreditation  |
| Lights On with solid fillIf you don’t have an account, apply for one [here](http://www.veu-registry.vic.gov.au)All application forms are available on our [website](https://www.esc.vic.gov.au/victorian-energy-upgrades-program/participating-veu-program/how-become-veu-accredited-person#tabs-container2)We will not begin processing an application until the relevant fee has been paidFollow the instructions on page 3 of this form explaining which sections to completeRefer to the [Application Guide](https://www.esc.vic.gov.au/victorian-energy-upgrades-program/participating-veu-program/how-become-veu-accredited-person) for a list of required documents |

Which sections of this form should you complete?

 If the question does not apply to the activity you are applying for, the form will instruct you to select ‘no’ or skip it.

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| What happens next? |
| Once a completed form has been submitted and the fee paid, the commission has 20 business days to process your application. This timeline is often extended either due to requests for further information or by agreement with the Applicant. Please see the [website](https://www.esc.vic.gov.au/victorian-energy-upgrades-program/participating-veu-program/how-become-veu-accredited-person) for updated information on processing timeframesThe commission may request more information to ensure it is satisfied that the Applicant is fit and proper, and competent and capable, for the purposes of accreditation.Badge Tick1 with solid fill**If approved**, the commission will provide written notice confirming the decision to approve the application. This notice will specify the commencement date of accreditation, the expiry date, and the deadline for the Applicant to apply for renewal. Additionally, it will outline the prescribed activities for which accreditation is granted. **Badge Cross with solid fillIf refused,** the commission will provide written notice regarding the decision to refuse the application. An Applicant may request an internal review of a refusal decision. |

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| Further Assistance |
| Refer to the [Application Guide for Accredited Persons](https://www.esc.vic.gov.au/victorian-energy-upgrades-program/participating-veu-program/how-become-veu-accredited-person#tabs-container1) on our website for guidance on completing and lodging this form. Contact the VEU Program support team with any questions about the application process via phone: (03) 9032 1310 or email: veu@esc.vic.gov.au |

Privacy collection notice – VEU Accreditation Application Form

The commission collections personal information through the VEU Accreditation Application Form (Application Form) to perform the functions and powers conferred on it under the Victorian Energy Efficiency Target Act 2007 (VEET Act) and Victorian Energy Efficiency Target Regulations 2007.

This Collection Notice forms part of our [Privacy Policy,](https://www.esc.vic.gov.au/about-us/our-policies/privacy-and-confidential-information-policy) and together they form our notice for collecting personal information in the Application Form under Information Privacy Principle (IPP) 1.3.

**Please read our Privacy Policy for additional information on:**

* our personal and confidential information handling practices, including how we store and secure personal information
* the purposes for which we collect use and disclose personal information, including in cooperation with law enforcement agencies, and
* our contact details including how you can access and correct your personal information.

**What we collect through the Application Form**

The personal information we collect in the Application Form comprises your or another person’s:

* contact details
* professional qualifications and details of any banning, disqualification, convictions or adverse findings by a Court or Tribunal or any other disciplinary or enforcement bodies
* National Police Check details

**Use and disclosure**

We collect personal information in the Application form for purposes which include:

* assessing an application for accreditation to determine if it complies with the legislation and must be granted or refused
* determining whether a person is a competent and capable and fit and proper person for the purposes of accreditation.

We may disclose personal information for the purposes for which we have collected it and:

* as required or authorised by the VEET Act or by a law of the Commonwealth, State or Territory
* to the public, where personal information is required to be published in a register that can be searched by the public, or on our website.

**Complaints**

If you believe we have breached the IPPs, you can submit a complaint in accordance with our Privacy Policy.

Part A – Grant of accreditation

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| Defined terms used in this form  |

* **Applicant** means the individual or body corporate applying for grant of accreditation.
* **Body corporate** means a legal entity that is not a natural person and includes a body as defined in section 9 of the *Corporations Act 2001* (Cth).
* **Compliance and enforcement action** means regulatory action of any kind (including warnings) that relate to a finding of non-compliance.
* **Officer** has meaning as defined in section 9 of the *Corporations Act 2001* (Cth) and includes a director, or secretary of the body corporate, and a person who makes or participates in making, decisions that affect the whole of or a substantial part of, the business, or who has the capacity to significantly affect the body corporate’s financial standing. This may include the Chief Executive Officer, the Chief Financial Officer and Managing Director.
* **Related body corporate** has meaning as defined in the *Corporations Act 2001* (Cth) and may include a subsidiary body corporate, holding body corporate or a subsidiary of a holding body corporate.
* **VEU Program Requirements** means the requirements that apply to the undertaking of activities and creation of certificates in the VEU program, as provided in the VEET Act 2007, the VEET Regulations 2018 (including the Code of Conduct), the Secretary’s Specifications, the ESC Guidelines and relevant determinations

## Individual preparing this application

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| **Q1. Name and job title of the individual preparing this application** |
| Click here to enter text. |
| **Q2. Has a third party been engaged to assist in completing this application?** *If yes, please provide that individual’s name and/or business name.* |
| Click here to enter text. |
| **Q3. Email address of the individual completing this application**   |
| Click here to enter text. |
| **Q4. Contact phone number of the individual completing this application**  |
| Click here to enter text. |

## Applicant details

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| ***Note: Please ensure the primary user contact details in the registry are updated to match the below information; this is how the commission will contact the Applicant to issue invoices and send important correspondence.*****Q5. Full legal name**  |
|  Click here to enter text. |
| **Q6. Business name (if applicable)**  |
| Click here to enter text. |
| **Q7. Email address of the Applicant to be used by the commission to issue VEU correspondence** |
| Click here to enter text. |
| **Q8. ABN and/or ACN** *ABN given by the Australian Business Register and ACN (if the Applicant is a body corporate) given by ASIC.* |
| Click here to enter text. |
| **Q9. Upload a copy of the below:*** *If the Applicant is not a body corporate:* an Australian Business Register record.
* *If the Applicant is a body corporate:* a current and historical ASIC company extract that is no more than 30 days old. This can be obtained from the [ASIC Connect website](https://asicconnect.asic.gov.au/public/;jsessionid=BKYWUr64r6ARJew1TxnajaL51sHngWw-2lFhoptVV-1_QejrXwoh!-1426131398).
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| **Document file name:** | Click here to enter text. |
| **Q10. Does each officer of the Applicant have a Director Identification Number?** *Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q11. Address of principal place of business** |
| Click here to enter text. |
| **Q12. Applicant website**  |
| Click here to enter text. |

## Activities

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| ***Note: When submitting the application in the registry, under Tab 1 of the online application choose all the activities the Applicant plans to undertake in the next 12 months.*****Q13. What is the Applicant’s primary target market(s)?** *Describe the target market of the Applicant’s VEU related activities it intends to undertake. For example, “residential homes across Victoria”, “sporting and public complexes in East Gippsland”, “homes in regional Victoria”, “small to medium enterprises across Victoria.”* |
| Click here to enter text. |
| **Q14. Provide estimates of percentage of business revenue that will be generated from each activity for the next year.***Complete the table below. If applying for more than 4 activities, upload a separate document using the same template.**Terms used in the table:** + - **Forecasted annual VEEC creation** = number of installers x estimated premises visited per year x estimated VEECs per premises.
			* (For activities 22, 24, 25 and 46 forecasted annual VEEC creation = estimated number of products sold x estimated VEECs per product sold.)
* **Estimated annual revenue from activity** = forecasted annual VEEC creation x VEEC value.
* **Estimated percentage of total revenue** = estimated annual revenue per activity / estimated total business revenue x 100%.

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| Activity | Forecasted annual VEEC creation | Estimated annual revenue from activity | Estimated percentage of total revenue |
| Enter text. | Enter text. | Enter text. | Enter text. |
| Enter text. | Enter text. | Enter text. | Enter text. |
| Enter text. | Enter text. | Enter text. | Enter text. |
| Enter text. | Enter text. | Enter text. | Enter text. |

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| **Document file name:** | Click here to enter text. |

## 4. Business model and prescribed activity delivery

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| **Q15. What is the Applicant’s intended business model?** *Identify the model(s) below that match the intended model(s) of delivery of prescribed activities. Select as many boxes as applicable and complete the questions below each option. Where a question is not applicable to proposed activities under the program, please select No.* [ ]  **15.1. Sole delivery model***The Applicant engages the energy consumer as a customer directly and is responsible for all aspects of undertaking the prescribed activity.* **15.1.1.** **Answer the following questions.** *Select Yes or No from the dropdown boxes:* |
| a) Is the Applicant a sole trader with no employees or contractors? | Choose an item. |
| b) Does the Applicant have induction and training processes for new employees and refresher training for existing employees?  | Choose an item. |
| c) Does the Applicant collect and maintain certified copies of current licences of employees (e.g. Electrician and Plumber) required for prescribed activities, where applicable?  | Choose an item. |
| d) Does the Applicant have procedures and policies that ensure the work of all employees is supervised, reviewed or audited so that work is performed in accordance with VEU Program Requirements? | Choose an item. |
| e) Does the Applicant have disciplinary procedures, that respond to non-compliance with VEU Program Requirements by employees, including procedures to re-train or otherwise support employees to improve?  | Choose an item. |
| **15.1.2. If the Applicant’s response to any of questions 15.1.1 (a-e) is “No”, provide a justification for each response.** |
| Click here to enter text. |
| **15.1.3. Describe the key steps involved in undertaking prescribed activities under this business model.** |
| Click here to enter text. |
| [ ]  **15.2. Contractor delivery model***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.***15.2.1. Answer the following questions.** *Select Yes or No from the dropdown boxes:* |
| a) Does the Applicant have induction and training processes for contractors? | Choose an item. |
| b) Does the Applicant collect and maintain certified copies of contractor licences (e.g. Electrician and Plumber) required for prescribed activities, where applicable?  | Choose an item. |
| c) Does the Applicant have contractual terms that require all contractors to adhere to VEU Program Requirements? | Choose an item. |
| d) Does the Applicant have procedures, that respond to non-compliance with VEU Program Requirements by contractors?  | Choose an item. |
| e) Are the Applicant’s contractors prohibited from using sub-contractors to deliver prescribed activities?  | Choose an item. |
| **15.2.2. If the Applicant’s response to any of questions 15.2.1 (a-e) is “No”, provide a justification for each response.** |
| Click here to enter text. |
| **15.2.3. Describe the key steps involved in undertaking prescribed activities under this business model. For each prescribed activity, identify what elements of the delivery of the prescribed activity will be undertaken by the contractor and the Applicant.** |
| Click here to enter text. |
| [ ]  **15.3. Third party delivery (aggregator) model***The Applicant has no direct relationship with the energy consumer. The Applicant establishes a 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* |
| **15.3.1. Answer the following questions, in relation to scheme participants undertaking prescribed activities for which the Applicant may create VEECs.** *Select Yes or No from the dropdown boxes:* |
| a) Are scheme participants required to enter a contract (or similar arrangement) with the Applicant prior to undertaking any prescribed activities for which the Applicant may create VEECs? | Choose an item. |
| b) Does the Applicant require scheme participants (by contract or similar arrangement) to comply with all VEU Program Requirements?  | Choose an item. |
| c) Is the Applicant entitled (by contract or similar arrangement) to receive certified copies of all current electrical and plumbing licences held by scheme participants or their employees, where applicable?  | Choose an item. |
| d) Does the Applicant require (by contract or similar arrangement) the scheme participant to participate in compliance or audit activities undertaken by or on behalf of the Applicant to provide assurance that a scheme participant is complying with the obligations referred to in (a), above? | Choose an item. |
| e) Does the Applicant have on-boarding processes and refresher training processes for scheme participants?  | Choose an item. |
| **15.3.2. If the Applicant’s response to any of questions 15.3.1 (a-e) is “No”, provide a justification for each response.** |
| Click here to enter text. |
| **15.3.3. Describe how the Applicant’s business systems, procedures and contractual or similar arrangements ensure compliance by scheme participants with all relevant VEU Program Requirements in undertaking prescribed activities.***The description must address how the Applicant will ensure that energy consumers receive the information that is required to be provided to them by Clause 26 of the Code of Conduct. The description should address the mechanisms identified in questions 15.3.1 (a-e), above.* |
| Click here to enter text. |
| **15.3.4. Answer the following questions about the Applicant’s assurance activities in relation to scheme participants.** *Select Yes or No from the dropdown boxes:* |
| a) Does the Applicant (directly or via a third party not related to the scheme participant) conduct desktop audits and phone audits of scheme participants on a regular basis?  | Choose an item. |
| b) Does the Applicant (directly or via a third party not related to the scheme participant) undertake in person inspection audits of installations?  | Choose an item. |
| **15.3.5. Describe the Applicant’s methods for verifying compliance by scheme participants with all relevant VEU Program Requirements (“assurance activities”), including the frequency of such assurance activities. The description should address the mechanisms identified at (a) and (b), above.** |
| Click here to enter text. |
| **15.3.6. Answer the following questions.** *Select Yes or No from the dropdown boxes:* |
| a) Is the Applicant entitled (by contract or similar arrangement) to have a scheme participant return funds to the Applicant, when a VEEC is surrendered to the commission, due to non-compliance? | Choose an item. |
|  b) Is the Applicant entitled (by contract or similar arrangement) to take action against a scheme participant for non-compliance, such as the ability to seek compensation for rectification, requiring re-training, or other consequences?  | Choose an item. |
| c) Are scheme participants required (by contract or similar arrangement) to undertake rectification actions, due to non-compliance or installation/product faults?  | Choose an item. |
| **15.3.7. Upload a copy of the Applicant’s standard contractual terms and conditions that apply to scheme participants.** |
| **Document file name:** | Click here to enter text. |
| [ ]  **15.4. Other business model***The Applicant has a business model that differs from the ones outlined above.*  |
| **15.4.1. Describe the key steps involved in undertaking prescribed activities under this business model.** |
| Click here to enter text. |
| **15.4.2 Describe how the Applicant’s business systems, procedures and contractual or similar arrangements ensure compliance by scheme participants with all relevant VEU Program Requirements in undertaking prescribed activities under this business model.**  |
| Click here to enter text. |
| **Payment for VEU-related services** |
| **Q16.** **Describe the basis for payment of any employees, contractors or scheme participants for services related to VEU activities.**  |
| Click here to enter text. |
| **Q17. Are employees and/or contractors wholly or partially paid based on commissions, bonuses or other incentives?** *Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q17.1. If yes, describe the payment arrangements, including who will receive payments and what portion of the compensation will be commission, bonuses or other incentives?** |
| Click here to enter text. |

## 5. Competence and capability requirements

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| **Experience and qualifications** |
| **Q18. Upload an organisational chart that outlines the structure of the Applicant, specifically highlighting the personnel responsible for VEU activities.***(Note that the relationship with contractors and sub-contractors must be included in this organisational chart).* |
| **Document file name:** | Click here to enter text. |
| **Q19. Upload a document listing the relevant training, qualifications, certifications, and experience of:*** *The individual who leads the organisation e.g., chief executive officer, managing director,*
* *The individual(s) managing training of staff and/or scheme participants,*
* *The individual(s) managing compliance,*
* *The individual(s) managing upgrades and/or installations, and*
* *The individual(s) who engages with and manages scheme participants*.
 |
| **Document file name:** | Click here to enter text. |
| **Q20. Describe the Applicant’s relevant experience in the industry/field relating to the prescribed activities for which certificates will be created.*** *For example, if the Applicant is applying to undertake prescribed activities associated with water heating, describe the Applicant’s experience in the water heating industry. This may include describing the experience of relevant personnel in the organisation or any contracted third-party scheme participants providing services.*
* *Note any relevant certifications or qualifications that have not been covered in the rest of the application form, for example, is the Applicant ISO4801 (OH&S), ISO9001 (Quality Management) and/or ISO14001 (Environmental Management) certified.*
 |
| Click here to enter text. |
| **Q21. Describe the Applicant’s previous experience in the VEU Program.***This may include the Applicant’s employees and any contracted scheme participant’s experience.* |
| Click here to enter text. |
| **>> Skip to question 27 if you are applying to solely undertake activity(ies) 22, 24, 25 or 46.**  |
| **Skills and licensing** |
| **Q22. Does the Applicant, its employees and/or contracted scheme participants have the appropriate licensing for undertaking the prescribed activities?** *Select Yes, No or Not Applicable from the dropdown box:* |
| Choose an item. |
| **Q23. Does the Applicant have policies and procedures to ensure that relevant licences are recorded and maintained?** *Select Yes, No or Not Applicable from the dropdown box:* |
| Choose an item. |
| **Q24. Upload a document listing the relevant licence(s) of the Applicant’s employees that will undertake prescribed activities.** *Include the licence number(s) and expiry date(s).* |
| **Document file name:** | Click here to enter text. |
| **Occupational health and safety** |
| **Q25. Do the Applicant’s business systems and procedures include the following?** *Select Yes or No from the dropdown boxes:* |
|  a) An occupational health and safety policy approved by senior management. | Choose an item. |
| b) A documented system for notifying management of hazards in the workplace and at worksites.  | Choose an item. |
| c) A procedure requiring completion of a safe work method statement process. | Choose an item. |
| d) Staff and contractor induction processes and refresher training that covers the Applicant’s occupational health and safety procedures.  | Choose an item. |
| **Q25.1 If the Applicant’s response to any of questions 23 (a-d) is “No”, provide a justification for each response.** |
| Click here to enter text. |
| **Q26.** **Describe the Applicant’s occupational health and safety policy and related procedures and upload any relevant documentation.**  |
| Click here to enter text. |
| **Document file name:** | Click here to enter text. |
| **Record keeping** |
| **Q27. Answer the following questions by selecting Yes or No from the dropdown boxes. Does the Applicant:** |
| a) Collect and maintain scheme participant records, including required licences and endorsements? | Choose an item. |
| b) Collect and maintain all required installation and/or sale information, including model and serial numbers of appliances, assignment forms and contracts? | Choose an item. |
| c) Collect and maintain decommissioning records, including internal records and any third-party receipts? | Choose an item. |
| d) Collect and maintain stock management records, including stock reconciliation and purchase invoices? | Choose an item. |
| e) Use job numbers, or a similar method to identify documents associated with individual installations and/or sales? | Choose an item. |
| f) Have records management systems that deal with use and disclosure of personal information (including in accordance with any applicable privacy laws), including systems for user access to personal information, backup and data storage location and methods? | Choose an item. |
| g) Collect and maintain employee records, including employee contracts, HR records, identification, employee licences, training certifications? | Choose an item. |
| **Q27.1. If the Applicant’s response to any of questions 25 (a-g) is “No”, provide a justification for each response.** |
| Click here to enter text. |
| **Q28. Describe the Applicant’s business systems and procedures that support effective record keeping.** |
| Click here to enter text. |

## 6. Fit and proper person requirements

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| **Offences** |
| **Q29. Does the Applicant, a related body corporate or any of the officers of the Applicant have any charges against them currently pending in an Australian court?***Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q29.1. If yes, provide details of each pending charge.**  |
| Click here to enter text. |
| **Compliance history** |
| **Q30. Has the Applicant, a related body corporate, or any of the officers of the Applicant (either while working for the Applicant or not), been the subject of compliance, enforcement or disciplinary action of any kind (including formal warnings) by an Australian regulator or professional body?** *Select Yes or No from the dropdown box:**This could include, but is not limited to:** *Action taken by an electrical safety or other safety regulator including Worksafe Victoria, Energy Safe Victoria, the Victorian Building Authority, Clean Energy Council or their interstate/national counter-part regulators.*
* *Action taken by any accreditation scheme operator including the Essential Services Commission, Solar Victoria, the Clean Energy Regulator or similar interstate/national scheme operator.*
* *Action taken by any consumer affairs regulator including Consumer Affairs Victoria, the Australian Securities and Investments Commission, the Australian Competition and Consumer Commission or similar.*
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| Choose an item. |
| **Q30.1. If yes, provide details of each instance of compliance and enforcement action including the dates, location and circumstances.** |
| Click here to enter text. |
| **Insolvency or financial matters** |
| **Q31. In the past 10 years, has the Applicant, any related company, or any of the Applicant’s officers or senior managers been an officer of a company that faced the appointment of a liquidator, receiver, administrative receiver, administrator, compulsory manager or other similar officer?** *Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q31.1. If yes, provide details of the dates, location, and circumstances.** |
| Click here to enter text. |
| **Q32. In the past 10 years, has the Applicant or any of the officers of the Applicant been declared bankrupt?** *Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q32.1. If yes, provide details of the dates and circumstances.** |
| Click here to enter text. |
| **Disqualification of officers** |
| **Q33. In the past 10 years, have any of the officers of the Applicant, while working for the Applicant or any other entity, been disqualified from managing a corporation under the Corporations Act 2001 (Cth)**?*Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q33.1. If yes, provide details of the dates and circumstances.** |
| Click here to enter text. |
| **Other government energy efficiency programs or schemes** |
| **Q34. Has the Applicant or any officers of the Applicant ever participated in other Commonwealth, state or local government energy efficiency programs or schemes?***Select as many boxes below as applicable:*[ ]  ACT’s Energy Efficiency Improvement Scheme (EEIS)[ ]  NSW’s Energy Saving Scheme (ESS)[ ]  Retailer Energy Productivity Scheme (REPS)[ ]  Commonwealth’s Emissions Reduction Fund[ ]  Small-scale Renewable Energy Scheme (SRES)[ ]  Solar Victoria[ ]  Not Applicable[ ]  Other program/schemes not listed (provide details): |
| Click here to enter text. |
| **Other matters** |
| **Q35. Are there any other matters to disclose regarding whether the Applicant is a fit and proper person to be an accredited person?** *Select Yes or No from the dropdown box:* |
| Choose an item. |
| **Q35.1. If yes, provide further details.**  |
| Click here to enter text. |

## 7. Code of Conduct

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| **VEU Program Requirements (including the Code of Conduct)** |
| **Q36. Does the Applicant have procedures that are directed to compliance with each of the following requirements?** *Select Yes or No from the dropdown boxes.***>> Skip answering points (g) and (h) below if you are applying to solely undertake activity(ies) 22, 24, 25 or 46.** |
| a) That a standard identification card is used by lead generators or marketers, as required by Clause 9 of the Code of Conduct. | Choose an item. |
| b) That clear and accurate information is given to energy consumers about the VEU Program during all permitted marketing activities, including online marketing activities as required by clauses 13 and 13A of the Code of Conduct.  | Choose an item. |
| c) That clear and accurate information is given to energy consumers for each prescribed activity and related matters as required by clauses 14 and 15 of the Code of Conduct. | Choose an item. |
| d) That a statement of the energy consumer’s rights and obligations is provided, as required by Clause 17 of the Code of Conduct.  | Choose an item. |
| e) That information is given to the energy consumer about the terms and conditions of the contract relating to the undertaking of the prescribed activity, as required by Clause 18 of the Code of Conduct.  | Choose an item. |
| g) That the Notice to Residents is provided as required by Clause 23 of the Code of Conduct.  | Choose an item. |
| h) That information is given to the energy consumer, on completion of the prescribed activity, as required by Clause 26 of the Code of Conduct. | Choose an item. |
| i) That information is given to the energy consumer about the applicable complaints and dispute resolution framework, as required by Cause 28 of the Code of Conduct. | Choose an item. |
| **Q36.1. If the Applicant’s response to any of questions 34 (a-i) is “No”, provide a justification for each response.** |
| Click here to enter text. |
| **>> Skip to Q38 if you are applying to solely undertake activity(ies) 22, 24, 25 or 46.****Q37. Upload a copy of the following document(s).** * The Applicant’s template contract provided to the consumer for the undertaking of the prescribed activity (Clause 18 of the [Code of Conduct](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/meeting-your-obligations-under-veu-code-conduct)) This should include the following (if applicable)— (a) standard fees and charges; (b) payment terms; (c) any consequences for failure to meet the payment terms; (d) any applicable cooling off periods
 |
| **Q38. Upload a copy of the following document(s):*** A document provided to consumers describing the Applicant’s dispute resolution framework to deal with consumer complaints (Clause 28 of the [Code of Conduct](https://www.esc.vic.gov.au/victorian-energy-upgrades/participating-veu-program/meeting-your-obligations-under-veu-code-conduct)). This should cover consumer complaints concerning the conduct of the accredited person and scheme participants in any of the following— (a) the carrying out of a regulated action; (b) the scheduling of the prescribed activity; (c) the creation of certificates for the prescribed activity.
 |
| **Document file name:** | Click here to enter text. |
| **Complaints** |
| **Q39. Do the Applicant’s procedures include the following?** *Select Yes or No from the dropdown boxes* |
| a) Processes to resolve complaints about any products that have been installed and/or sold, and the installation methods. | Choose an item. |
| b) Processes to address the conduct of the Applicant’s scheme participants.  | Choose an item. |
| **Q39.1. If the Applicant’s response to any of questions 37 (a-b) is “No”, provide a justification for each response.** |
| Click here to enter text. |
| **Q40**. **Describe the Applicant’s processes and procedures regarding customer complaints and dispute resolution.** |
| Click here to enter text. |
| **Q41. Upload a document outlining the Applicant’s processes and procedures regarding after-sales service provisions to energy consumers. This should include:*** *Rectification arrangements,*
* *Repair arrangements,*
* *Replacement arrangements,*
* *Refund arrangements, and*
* *The information that is supplied to consumers about these services.*
 |
| **Document file name:** | Click here to enter text. |
| **Compliance and quality assurance** |
| **Q42. Answer the following questions by selecting Yes or No in the dropdown box.** **>> Skip answering points a) to d) below, if you are applying to solely** **undertake activity(ies) 22, 24, 25 or 46.*****Do the Applicant’s compliance controls, and verification procedures include:*** |
| a) Compliance assurance methods such as regular site inspections, phone audits or desktop assessments of activities and products?  | Choose an item. |
| b) A specified percentage of activities to be checked and by what method? | Choose an item. |
| c) A methodology for selecting samples of activities to be checked? | Choose an item. |
| d) Contractual terms that require rectification of non-compliant activities by scheme participants? | Choose an item. |
| e) Contractual terms that include disciplinary outcomes for non-compliance by scheme participants such as penalties, incentives, re-training, or other consequences? | Choose an item. |
| f) Validation methods that are applied to data before being uploaded to the VEU Registry? | Choose an item. |
| **Q42.1. If the Applicant’s response to any of questions 42 (a-f) is “No”, provide a justification for each response.** |
| Click here to enter text. |
| **Q43. Describe the Applicant’s processes and procedures for ensuring compliance with VEU Program requirements, including the processes for preventing, identifying, and rectifying non-compliance?*****This should include the percentage of installations the Applicant is planning to audit (via site inspection, phone or desktop audit) in the next 12 months*.** |
| Click here to enter text. |

## 8. Additional documents to be supplied

|  |
| --- |
| **Police check** |
| **Q44. Each officer of the Applicant, or an individual Applicant, must upload a National Police Check Certificate, obtained within the last 12 months.** *A National Police Check Certificate can be obtained from a variety of providers, including* [*Service Victoria*](https://www.service.vic.gov.au/services/national-police-check)*,* [*Victoria Police*](https://www.police.vic.gov.au/apply-national-police-check) *and the* [*Australian Federal Police*](https://www.afp.gov.au/our-services/national-police-checks) *websites* |
| **Document file name(s):** | Click here to enter text. |
| **Insurance** |
| **Q45. To be accredited in the VEU Program, the Applicant must have appropriate insurance coverage.** **Provide certificates of currency for:*** Public liability insurance cover (and level of cover) of at least $5 million, and
* Products liability insurance cover (and level of cover) and identify whether the policy covers replacement and/or rectification of consumers' property damaged as a result of work performed by the AP, and
* Workers’ compensation (where the AP is not a sole trader).
 |
| **Document file name(s):** | Click here to enter text. |
| **The certificates of currency are valid until:** | Click or tap to enter a date. |
| **Assignment form(s)**  |
| **Q46. Provide a copy of the assignment forms for each prescribed activity which the Applicant is applying to be accredited.** *For applications to undertake lighting upgrade activities (activities 27, 34 and 35), this includes copies of AS/NZS**compliance declaration*. |
| **Document file names:** | Click here to enter text. |
| **Letter of undertaking** |
| **Q47.** **Prepare a letter of undertaking using the template at** [**Appendix A.**](#_Appendix_A_–)*This is a legally binding agreement not to claim any benefit under a prescribed greenhouse gas scheme if that would result in a benefit being obtained under both that scheme and the VEU Program in respect of the same activity*. |
| **Document file name:** | Click here to enter text. |

## 9. Declaration

|  |
| --- |
| **If the Applicant is an individual, the Applicant is required to make the following declarations:**I declare that: * I am the Applicant (proposed accredited person) making this application for accreditation to the commission
* To the best of my knowledge, the information supplied in this form is true and correct as at the date of this declaration (it is an offence to provide false or misleading information to the commission)

Choose an item.**If the Applicant is a body corporate, an officer of the Applicant is required to make the following declarations on behalf of the Applicant:** I declare that: * I am authorised to submit this application on behalf of the Applicant (the proposed accredited person)
* I make each of the declarations on behalf of the Applicant after making all due and proper enquiries that the information supplied in this form is true and correct as at the date of this declaration (it is an offence to provide false or misleading information to the commission)

 Choose an item.**The Applicant (or its officer on behalf of the Applicant) must provide the following declaration.**I declare that:* the Applicant is, for the purpose of accreditation, a fit and proper person and a competent and capable person; and
* if the Applicant is applying for a VEET scheme registry account, that:
* (i) the Applicant, or any related body corporate, does not already hold a VEET scheme registry account; and
* (ii) the Applicant is, for the purpose of holding a VEET scheme registry account – a fit and proper person.

 Choose an item.**The Applicant (or its officer on behalf of the Applicant) is required to make the following declaration:**  * The applicant has put in place systems and procedures to ensure compliance with all relevant provisions of the *Electricity Safety Act 1998*, the *Gas Safety Act 1997*, the *Occupational Health and Safety Act 2004*, the *Building Act 1993*, the *Environmental Protection Act* and regulations made under those acts.

 Choose an item. **The Applicant (or its officer on behalf of the Applicant) is required to make the following acknowledgments:** * I understand it is an offence to give information or documents to the commission that I know to be false or misleading in any material particular

The provision of false or misleading information or documents may result in the application for accreditation being refused and enforcement action being taken by the commission. Choose an item.**The Applicant (or its officer on behalf of the Applicant) must provide the following consent.** * For the purpose of section 65 of the VEET Act, I consent to the disclosure of the below information (which may include confidential or commercially sensitive information), by the commission to Solar Victoria and the administrators of prescribed greenhouse gas schemes, greenhouse gas abatement schemes, energy efficiency schemes and emissions reductions schemes as part of the administration of the VEET scheme and the administration of the relevant scheme by the administrator:

*Information that may be disclosed:* * *the Applicant’s accreditation (if approved), including:*
	+ *approved activities covered by the accreditation,*
	+ *activities undertaken under the VEU program*
* *any Victorian energy efficiency certificates created by the Applicant*
* *the Applicant’s compliance or non-compliance with the requirements of the VEU Program, including the VEU Code of Conduct,*

*any enforcement or compliance action which may be or has been taken by the commission against the Applicant.*Choose an item.**The Applicant (or its officer on behalf of the Applicant) must provide the following consent:** I consent to the administrators of prescribed greenhouse gas schemes, greenhouse gas abatement schemes, energy efficiency schemes and emissions reductions schemes, in which the Applicant participates, or has previously participated in, to disclose information to the commission (which may include confidential or commercially sensitive information) about the Applicant’s participation in the prescribed scheme to assist the commission in its administration of the VEET Act.   Choose an item.**The Applicant (or its officer on behalf of the Applicant) is required to make the following undertakings:** I undertake that the Applicant: * will notify the commission if the Applicant becomes a participant in a prescribed greenhouse gas scheme as soon as reasonably practicable
* will not claim any benefit under a prescribed greenhouse gas scheme if that would result in a benefit being obtained under both that scheme and the VEET scheme in respect of the same activity (unless an exception applies under the VEET Act).

 Choose an item. |
|  |
| **Name:** | Click here to enter text. |
| **Signature:** |  |
| **Date:** | Click or tap to enter a date. |

**Declaration for all officers of the Applicant**

|  |
| --- |
| Declaration |
| I declare that:* to the best of my knowledge and belief that all the information in the application pertaining to me as an officer of the Applicant is true and correct as at the date of this application.
 |
|

|  |  |
| --- | --- |
| **Name(s):** | Click here to enter text. |
| **Signature(s):** |
|      |
| **Date:** | Click or tap to enter a date. |

 |

Part B – VEU activity application

Applicants are required to complete activity specific questions in Part B depending on which activity/activities they are applying to be accredited for.

**Those applying to solely undertake activities 22, 24, 25 or 46, do not need to complete Part B of this form.**

## 10. All activities (except activities 22, 24, 25 or 46)

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| --- |
| Eligibility |

|  |
| --- |
| Q48. Uploadadocument that identifies the process that the Applicant and its scheme participants will follow to verify that an activity meets the eligibility requirements as set out in the regulations and VEU Specifications. *A separate process should be provided for each of the prescribed activities the Applicant seeks to be accredited to undertake* |
| **Document file name:** | Click here to enter text. |

## 11. Gas efficiency activities (activities 37-42)

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| Insurance |

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| --- |
| Q49. To participate in gas efficiency activities in the VEU Program, in addition to the insurance requirements in Part A, the Applicant must have the required insurance coverage below:* *Where advice is given and followed, professional indemnity insurance of at least $5 million, covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the accredited person.*

Attach the Applicant’s insurance certificate of currency, if required. |
| **Document file name:** | Click here to enter text. |

|  |
| --- |
| Minimum thermal efficiency requirements  |
| **If the Applicant intends to undertake activity 37 (gas-fired steam boiler) and/or activity 38 (gas-fired hot water boiler or gas-fired water heater):****Q50. Does the Applicant have systems and procedures in place to ensure compliance with the minimum thermal efficiency requirements of activity 37 and/or activity 38 in accordance with the following available standards/methods:*** *BS 845-2 (pre-commissioning), BS 845-1 (post-commissioning); or equivalent standard approved by the Essential Services Commission;* or
* *Commission Regulation (EU) No 813/2013;* or
* *The manufacturer’s technical specification for that product (for condensing boilers only).*
 |
| Choose an item. |

**12. Cold room activities (activity 43)**

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| --- |
| Insurance |

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| --- |
| Q51. To participate in the cold room activity in the VEU Program, in addition to the insurance requirements in Part A, the Applicant must have the required insurance coverage below:* *Where advice is given and followed, professional indemnity insurance of at least $5 million, covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the accredited person.*
* *Where the advice is being provided by a scheme participant, not the Applicant, the scheme participant will require insurance cover.*

Attach the Applicant’s insurance certificate of currency, if required. |
| **Document file name:** | Click here to enter text. |

**13. Commercial and industrial water heater (activity 44)**

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| --- |
| Insurance |

|  |
| --- |
| Q52. To participate in the commercial and industrial heat pump water heater activity in the VEU Program, in addition to the insurance requirements in Part A, the Applicant must have the required insurance coverage below:* *Where advice is given and followed, professional indemnity insurance of at least $5 million, covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the accredited person.*
* *Where the advice is being provided by a scheme participant, not the accredited person, the scheme participant will require insurance cover.*

Attach the Applicant’s insurance certificate of currency, if required. |
| **Document file name:** | Click here to enter text. |

**14. Home energy rating assessment (HERA) activities**

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| --- |
| Service delivery arrangements |
| **Q53. Identify the nature of the commercial relationship between the Applicant and the Scorecard assessors who will be performing VEU home energy rating assessments.***Select the applicable box:*[ ]  The Applicant is the Scorecard assessor**.** [ ]  The Applicant will employ Scorecard assessors**.**[ ]  The Applicant will contract the services of Scorecard assessors**.**[ ]  Scorecard assessors will be financially incentivised to identify prescribed activities that will be delivered by the Applicant.[ ]  Other, please specify: |
| Click here to enter text. |

|  |
| --- |
| Insurance |

|  |
| --- |
| Q54. Upload a copy of the Applicant’s certificate of currency, showing:* *insured party details*
* *insured party policy details*
* *period of coverage*
* *maximum amount that the policy covers.*

Note: To participate in the home energy rating assessment activity in the VEU Program, you must have the required insurance coverage:* *Public liability insurance cover of at least $5 million*
* *Products liability insurance cover of at least $5 million (covering the replacement and/or rectification of customers' property damaged as a result of work performed by the accredited person)*
* *Where advice is given and followed, professional indemnity insurance of at least $5 million, covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the accredited person.*
 |
| **Document file name:** | Click here to enter text. |

**15. Project-Based Activities (PBA)**

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| --- |
| Quality management |
| **Q55. Is the Applicant ISO 9001 certified?** *Select Yes or No from the dropdown box.* |
| Choose an item. |
| **If yes** **– upload certificate** |
| **Document file name:** | Click here to enter text. |
| **If no – complete declaration below to confirm that the quality management systems align with the framework of ISO 9001 certification.** |
| **I declare that the Applicant’s quality management systems align with and satisfy the framework of ISO 9001 certification.** *Select Yes or No from the dropdown box.* |
| Choose an item. |
| **Safety Management systems** |
| **Q56. Is the Applicant AS/NZS 4801 certified?** *Select Yes or No from the dropdown box.* |
| Choose an item. |
| **If yes – upload certificate** |
| **Document file name:** | Click here to enter text. |
| **If no – complete the declaration below, to confirm that the safety management systems align with the framework of AS/NZS 4801 certification.****I declare that the Applicant’s safety management systems align with and satisfy the framework of AS/NZS 4801 certification.** *Select Yes or No from the dropdown box.* |
| Choose an item. |
| **Q57. Does the Applicant have safe work methods that are in line with the compliance and risk profile for undertaking PBAs?** *Select Yes or No from the dropdown box.* |
| Choose an item.  |

|  |
| --- |
| Insurance |
| **Q58. To participate in PBAs under the VEU Program, in addition to the insurance requirements in Part A, the Applicant must have the required insurance coverage below:*** *Where advice is given and followed, professional indemnity insurance covering the replacement and/or rectification of customers’ property damaged as a result of any advice provided by the AP.*
 |
| **Document file name:** | Click here to enter text. |
| **Q59. If the Applicant is applying to be an AP who intends to carry out a project at its own site, it is exempt from the mandatory requirements**.*In this case, please upload a signed ‘Insurance waiver declaration – project-based activities’ form. APs acting on their own site are responsible for assessing their own insurance needs; the commission does not mandate them.*All APs should consider the need for professional indemnity insurance for any experts they contract to provide advice on PBA. |
| **Document file name:** | Click here to enter text. |
| **The certificate of currency is valid until:** | Click or tap to enter a date. |

##

|  |
| --- |
| Declaration |
| * I have read and understood the information and requirements, relevant to the PBA method I intend to use to calculate VEECs, set out in the following guidance documents:
* Measurement and Verification Method Activity Guide
* Measurement and Verification Method Compliance Requirements
* Benchmark Rating Method Activity Guide
* Benchmark Rating Method Compliance Requirements
* I am aware that any lighting equipment removed during the project must be decommissioned safely and appropriately, and any new or replacement lighting equipment must be a product already approved by the Register of Products.
* I know that all PBA activities must be undertaken in accordance with all the laws, regulations and codes of practice applicable to that activity.
* I know that I must assess all relevant PBA project risks and will have appropriate safe work methods and other systems in place to manage those risks.
 |
| **Name:** | Click here to enter text. |
| **Signature:**  |  |
| **Date:** | Click or tap to enter a date. |

# Appendix A – Template: Letter of Undertaking

[PRINT ON COMPANY LETTERHEAD]

VICTORIAN ENERGY EFFICIENCY TARGET ACT 2007, SECTION 10(2)

UNDERTAKINGS BY APPLICANT TO BECOME AN ACCREDITED PERSON

These undertakings are given to the Essential Services Commission by:

[Body corporate Name]

[ACN]

[Body corporate Address]

(the “Applicant”)

1. **Definitions**

**benefit** means a benefit as defined in section 10(3) of the Victorian Energy Efficiency Target Act 2007.

**ESC** means the Essential Services Commission established under section 7 of the Essential Services Commission Act 2001

**prescribed greenhouse gas scheme** means a prescribed greenhouse gas scheme as defined in section 3 of the Victorian Energy Efficiency Target Act 2007.

**protected information** means information that is provided to the administrator of the “prescribed greenhouse gas scheme” which is not publicly available.

**VEEC** means a certificate means created under Division 3 of the VEET Act.

**VEET Act** means the Victorian Energy Efficiency Target Act 2007.

1. **Undertakings**
	* + 1. At the time of signing this letter, the Applicant:
	1. Is a participant, or has previously been a participant in the following prescribed greenhouse gas schemes:

[ ]  ACT’s Energy Efficiency Improvement Scheme (EEIS)

[ ]  NSW’s Energy Saving Scheme (ESS)

[ ]  Retailer Energy Productivity Scheme (REPS)

[ ]  any Solar Victoria scheme

[ ]  Small-scale Renewable Energy Scheme (SRES)

[ ]  Commonwealth’s Emissions Reduction Fund

[ ]  Other, please specify: Click here to enter text.

[ ]  Not Applicable

2.has advised the ESC of any prescribed greenhouse gas scheme in which it participates; and

* 1. Authorises the administrator of any prescribed greenhouse gas scheme in which it participates or has participated in the past, to release the following information to the ESC:,
1. protected information concerning the Applicant; and
2. any other information concerning the Applicant held by the administrator of the prescribed greenhouse gas scheme.

2.4 Will, as soon as reasonably practicable after becoming a participant in a prescribed greenhouse gas scheme that it has not already informed the ESC it is a participant of, notify the ESC of that fact.

2.5 Will not claim, while a participant in a prescribed greenhouse gas scheme, a benefit under that scheme, if a VEEC has been created in respect of the same activity, unless an exception applies under the VEET Act.

Signed for and on behalf of

[Body corporate Name]

[Name]

[Title]

[Body corporate Name] 

 Signature

in the presence of

 

Witness name Signature of witness

Dated: Click or tap to enter a date.