



# **ecmk Ltd Energy Assessor Accreditation Schemes**

## **Annual Report 2015**



EDUCATE, ENERGISE, ENABLE

[www.ecmk.co.uk](http://www.ecmk.co.uk)

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# Foreword

**ecmk Limited** has been providing software, training and consultancy services on energy performance ratings and housing stock asset management since 1990. The company operates Government-approved Accreditation Schemes for Energy Assessors of existing dwellings (since 2007); newly-built dwellings; non-dwellings; public buildings and air conditioning systems (all since 2008), under the approval of the Secretary of State for Communities and Local Government.

**ecmk Limited** remains fully committed to ensuring that it provides its members with the tools, training, support and oversight to enable them to produce EPCs, DEC's and Inspection Reports of the highest quality. Our principle focus is on support for energy assessors by providing them with:

- The best possible IT tools and environment – enabling them to focus on their primary task
- Responsive support on the telephone and by email for queries on assessment methodologies and IT issues
- Proactive support in the form of CPD, training, technical updates and seminars across the UK
- A Quality Assurance program which works with our members to identify areas of weakness and to focus our support to strengthen them

We at **ecmk** will continue to develop our support for members to ensure that they are fully equipped and able to take the opportunities presented by the evolving energy performance market.

Joe Mellon  
Commercial Director  
ecmk ltd

## Review of the Period – 1<sup>st</sup> October 2014 to 30<sup>th</sup> September 2015

Our active membership for Existing Dwelling EPCs has increased due to the accession of ecmk to eTech Solutions Ltd in November 2014.

There has been a small decrease in membership for all other strands although it is hoped that new initiatives such as ESOS will help with low compliance levels and inject a renewed enthusiasm into these markets.

The key focus was on providing improved levels of support for members in all strands and, in particular, extending the high quality of telephone support and Continuing Professional Development (CPD) offerings and supporting our members through the changes to QA requirements. These initiatives continue beyond the reporting period.

Our APEL application route has been less active than in previous years despite opening the door for APEL transfers in all strands.

### MEMBERSHIP

The total membership in each scheme at the end of the period is shown in Table 1:

Scheme	Qualification
Domestic	954
On-Construction	19
Non-Dwellings L3 and L4	72
Public Buildings	23
Air Conditioning	24
<b>Total</b>	<b>1092</b>

**Table 1 – Scheme Membership**

### APPLICATIONS

Accreditation for DEAs is available only to those holding the DipDEA award, the CertDEA award, the DipDGDA award or to those transferring from another approved scheme where they have been accepted via an APEL route by that scheme. For the on-construction and non-dwellings schemes, accreditation is available to those with an appropriate award (DipNDEA, DipNDGDA, DipOCEA, DipDEC, DipACEA, CertACEA, DipACEA or Certificate equivalents), to those with relevant prior experience of the role (APEL) or to those transferring from another approved scheme where they have been accepted via an APEL route by that scheme. Awards from different awarding bodies, training bodies or assessment centres were regarded as entirely equivalent. Ecmk have also recently been granted Certification status to offer ESOS training and accreditation.

## LODGEMENTS

The figures for mean and median lodgements shown in Table 2 are calculated for the whole reporting period :

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Scheme	Total	Current Mean/EA/Month	Previous Mean/EA/Month	Current Median/EA/Month	Previous Median/EA/Month
Domestic	85835	11.22	12.8	3.95	2.67
On-Con	956	3.29	5.58	4.86	3.58
Non-Dwellings	917	0.92	1.67	1.0	0.5
Public Buildings	530	2.46	2.89	1.7	2.17
ACR	89	0.16	0.25	0.5	0.42
<b>Total</b>	<b>88337</b>				

Table 2 – EPC Lodgements

## Quality Assurance

From October 2014 to September 2015 desktop quality assurance audits were carried out by our own internal audit team and a team of qualified external auditors all meeting the ecmk requirements.

Table 3 summarises the total number of EPCs submitted, the total number called for audit and the numbers found to be within the accepted tolerance for the type of report :

	Lodged	Audited
Existing Dwellings	85835	2232 (2.6%)
New Dwellings	956	27 (2.8%)
Public Buildings	530	16 (3.0%)
Non-Dwellings	917	71 (7.7%)
Air-Conditioning	89	24(27.2%)

Table 3 – Quality Audits

Although there has been a marked improvement in the % of reports that fall within the accepted tolerance, from the figures reported in 2013, failure rates for Non-Dwellings remain lower than target. There has been a slight fall in the 'pass' rate for AC reports but due to the low lodgement numbers this figure is extremely sensitive to small changes.

**ecmk** are working with their assessors to establish any training or CPD needs and will be adding new courses to our CPD portfolio.

We will also be running CPD courses 'in house' as well as focusing on convention and regulation updates at our road-shows.

## COMPLAINTS

All formal complaints are accepted in any form and members are required by their Code of Conduct to inform **ecmk** of any complaints, or potential complaints, made directly to them by their clients. A total of 38 formal complaints were recorded and processed to resolution during the reporting period, following our complaints procedure. An analysis of these shows the following:

- **10** complaints from clients relating to the application of RdSAP to their particular properties. All were based on misunderstandings of the RdSAP conventions which the DEA was unable to resolve to the satisfaction of the client. All were resolved with a written explanation from **ecmk** management.
- 1 complaint was with regards to the service from **ecmk**. This related to an administrative error and was resolved.
- **5** complaints were received from clients relating to the conduct of a member. Remedial action was taken with the members where necessary.
- **3** complaints from clients were deemed, upon investigation, to be justified due to errors on the part of the member. The certificates were re-issued and remedial action taken with the member where necessary.
- 1 Complaint received regarding other areas of the business including Green-Deal and Training.

## CONTINUING PROFESSIONAL DEVELOPMENT (CPD)

During this reporting period we have continued our CPD policy which reflects the current Scheme Operating Requirements, so each member has to gain 10 hours per strand with an additional 5 hours for each subsequent strand.

To assist our members reach this target, we have announced that all **ecmk** members will receive 4 hours free CPD to be used on any of our CPD courses or events.

**ecmk** delivers a programme of short CPD sessions as well as a number of other CPD events. We will accept CPD gained from training courses and events run by other Accreditation Schemes. For other sources of CPD, we ask that the member submits them to **ecmk** for approval before attending – our main criteria being that the training must relate to the National Occupational Standard for the relevant strand. Members are required to keep a personal record of their CPD during the year, for submission to **ecmk** for annual renewal.



We work with all members to implement a CPD plan which must be submitted at renewal, this allows us to ensure the members are gaining relevant CPD for their own needs.

Energy Assessors can record their CPD activities on the portal, making it simple to keep a check on what hours they have completed. We can also view this record on renewal to ensure that the appropriate number of hours have been completed.

More than 5% of the CPD records for all members were inspected at annual renewal and were found to be satisfactory.

## FINANCE

The latest published summary accounts for **ecmk ltd** have been provided to DCLG.



# The Future

Whilst the housing market continues to be buoyant, the number of domestic and commercial EPCs being produced remains good. With the recent launch of ESOS and ECO2 this puts our assessors in a good position for further development and potential further income.

**ecmk** will continue to develop its support for all Energy Assessors. Our aim is to provide:

- The best software available for DEAs – our solutions are continually being improved in line with feedback from our users.
- A simple, quality audit process which minimises the administration required from members and which provides rapid, supportive feedback.
- New CPD courses and events, including online training courses, classroom training, seminars and workshops around the UK.
- A technical helpdesk available 7 days a week 8am-8pm Monday-Saturday and 9am-1pm Sunday
- To develop software for other strands e.g. Occupancy Assessment, to enable assessors to gather information and produce reports in an optimal, timely manner.
- To extend our software range to multiple platforms in keeping with consumer trends.

We look forward to a successful year.

Joe Mellon  
Commercial Director



# Who's Who at ecmk

## **Joe Mellon – Commercial Director**

In his role as Commercial Director, Joe is responsible for the management and budgets for all departments within the company, providing leadership for Sales & Marketing, Software development and Client Support teams.

## **Stephen Farrow – Scheme Manager**

Stephen manages the Accreditation Schemes for all strands of the EPBD. He is responsible for membership administration, technical support and quality auditing.

## **Carol Monks – Lead QA and Trainer**

Carol provides front-line support for DEAs, specialising in RdSAP and assessment techniques. She is also a member of the domestic audit team and completes training for our assessors.

## **Paul Harrison – Auditor**

Paul co-ordinates the quality audits for EPCs, liaising with our external auditors, carrying out desktop and site audits on domestic EPCs and moderating the audit team. Paul also completes Green Audits and on-site visits.

## **Leona O'Neill – Auditor and Technical Support**

Leona provides front-line support for DEAs, specialising in RdSAP and assessment techniques. She is also a member of the domestic audit team.

## **Kaye Arthurworrey – Auditor and Technical Support**

Kaye provides front-line support for DEAs, specialising in RdSAP and assessment techniques. She is also a member of the domestic audit team.

## **Rebecca Evans – Green Deal Officer**

Rebecca is responsible for managing the administration team and procedures and document control. Rebecca is also responsible for the day to day running of the Green Deal scheme.

## **Josie Parker – Training Administrator**

Josie is principally responsible for administration of the training for ecmk.

## **Kirsty Deighton – Audit Administrator**

Kirsty is principally responsible for administration of the quality audits.



# Contacts

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