
Overview

This standard is about explaining the components of the Green Deal (or equivalent programme) Advice Report to domestic customers and the implications for implementing the recommendations. It also identifies the limits of the report and clarifies where impartial advice ends and where commercial activities begin. Funding eligibility and options are explained.

You must understand and work to the requirements of each devolved nation.

Performance criteria

You must be able to:

1. explain which energy efficiency measures have greater impact on the energy performance of the domestic building in question and why
2. explain the benefits of installing several measures as part of a package
3. explain how estimates of running costs have been arrived at, how robust they are, and for how long they will be valid
4. provide advice as to how the recommendations can be implemented and where to go for further help
5. indicate to customers how any future changes in energy consumption and costs not included in the assessment may impact on savings
6. identify and explain the relevant incentives for the domestic customer adopting the proposed Green Deal (or equivalent programme) package of energy efficiency measures
7. explain the limitations on customer choice in respect of brands and appearance of equipment and materials that installers will provide in implementing a package of measures in respect of measures financed through Green Deal (or equivalent programme)
8. respond to the different requirements of rural customers in relation to the Green Deal (or equivalent programme) arrangements
9. discuss the issues and concerns the customer may have regarding the information provided and the next steps in the process
10. explain the funding options available to the customer and how to apply for funding
11. provide information on programmes and funding mechanisms for energy efficiency and carbon reduction outside Green Deal (or equivalent programme)
12. discuss the proposed energy efficiency measures in the report and identify ways of addressing the barriers to implementing these
13. confirm that the customer is aware of their responsibilities to future occupiers in terms of potential changes to energy savings should energy saving features be removed
14. invite and respond to customer questions, issues and concerns based on the energy assessment

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15. disclose the fees that the Green Deal (or equivalent programme) Adviser might receive if the customer follows the advice given in relation to one or more energy efficiency measure
 16. explain the next stages in the process, following the requirements of the Green Deal (or equivalent programme) relevant Code of Practice and indicate who may be involved in the process
 17. declare any specific links with suppliers of Green Deal (or equivalent programme) products and services you may have and the fact that any further involvement in the process will involve your promotion of the products and services of those suppliers

Knowledge and understanding

You need to know and understand:

1. the requirements of the Green Deal (or equivalent programme) Code of Practice in respect to issuing Green Deal (or equivalent programme) Advice Reports to domestic customers
2. which energy efficiency measures have greater impact on the energy performance of the building in question and why
3. the benefits of installing several energy efficiency measures at once as a package
4. the different requirements of rural customers in relation to Green Deal (or equivalent programme) arrangements
5. the specific advice on implementing the recommendations which you may be required to provide and sources of further help and advice
6. the funding options available and the eligibility requirements of the Green Deal (or equivalent programme) financial package
7. the features, characteristics and eligibility criteria of alternative energy efficiency programmes outside the Green Deal (or equivalent programme) and how to access funding
8. the ways of creating a clear demarcation between the independent and impartial stage of the process and the declaration of any links to providers and suppliers whose services and products you will promote
9. your professional responsibilities and liabilities in the giving of advice on Green Deal (or equivalent programme) and any disclaimers that should be made
10. how to disclose links to suppliers of products and services in a manner that confirms the customer understands the implications of your further engagement in the Green Deal (or equivalent programme) process

Scope/range

Energy efficiency measures:

- all energy performance improvements listed at Appendix T of the current version of Standard Assessment Procedure (SAP)
- any other improvements that may be supported by UK Government policy or that of the devolved nations, as listed in relevant legislation or guidance

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