



CIBSE CERTIFICATION LTD ANNUAL REPORT 2024

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Executive Summary

The energy assessment market demand has been affected by a slowdown in the commercial transactions with lodgement credit sales of 17,476 in 2023 decreasing to 16,006 in 2024, a decrease of 8%.

Throughout 2024, CIBSE Certification Ltd (Certification) continued to certify the competence of energy professionals with over 1049 certified energy assessors certified for the purposes of the Energy Performance of Buildings Regulations.

Certification maintained close contact with their trade association PEPA (Property and Energy Professional Association) and with the Ministry of Housing, Communities and Local Government (MHCLG) to ensure it was informed of any changes impacting energy assessors.

The annual audit by MHCLG was successfully concluded with positive comments from the auditors.

Introduction

Certification is a wholly owned subsidiary of CIBSE, an accredited Certification Body, NABERS UK administrator, and gifts aid excess profits to support CIBSE's vision of Net Zero, safe and better performing buildings. It operates several statutory and non-statutory registers of competent persons and is the sole provider of MHCLG approved and UKAS accredited EPC and DEC competence schemes.

Certification operates the certification of personnel schemes within the United Kingdom that covers Low Carbon Consultants (LCCs), Low Carbon Energy Assessors (LCEAs) that include non-domestic Energy Performance Certificates (EPCs), Display Energy Certificates (DECs), Air Conditioning Inspectors (ACI), ESOS Lead Assessors, Heat Networks Consultants, Section 63 Advisors for Scotland and Management Systems Specialists.

Certification is also UKAS accredited as a management systems certification body under ISO 17021 and certifies management systems to ISO 9001 Quality Management, ISO 14001 Environmental Management, ISO 45001 Occupational Health and Safety and ISO 50001 Energy Management, operating on an international scale.

Certification was appointed as NABERS UK administrator in April 2024 and by year end over 80% of the Design for Performance contracts and all assessor contracts had transferred over from BRE. New business is growing with further growth expected in future as NABERS UK aligns with UK NZCBS.

Certification launched a new embodied carbon verification service (ECV) to help assure CIBSE TM65 claims made by manufacturers and this attracted interest from early adopters with over 30 certificates issued in 2024.

Personnel Schemes

Certification certifies individuals as competent and where appropriate, registers them under several categories. Registrant numbers per strand for 2024 were as follows:

Register	No. of Registrants
LCC Design	671
LCC Design (Scotland)	99
LCC Operation	150
LCC Simulation	468
LCC Energy Management Systems	31
LCEA EPC L3/4 EW&NI	272
LCEA EPC L5 EW&NI	366
LCEA EPC L3/4 Scotland	72
LCEA EPC L5 Scotland	79
LCEA DEC	103
Air Conditioning Inspector	54
Section 63 Adviser (Scotland)	30
ESOS Lead Assessor	162
Heat Networks Consultant	95
Management Systems Specialist	4

Certification certifies individuals as energy assessors under the Approval of Prior Experiential Learning (APEL) route where experience as well as knowledge and understanding is assessed, typically including design and specification of energy using systems in buildings. They generally have the background and experience which would make it unnecessary to take a further vocational qualification in energy assessment to produce Energy Performance Certificates (EPCs), Display Energy Certificates (DECs) or Air Conditioning Inspections. Certification also welcomes applications from individuals holding appropriate vocational qualifications for EPCs and DECs.

The introduction of the ESOS Lead Assessors and the subsequent revitalising of the LCC (EnMS) Register has continued the broadening of the LCC register with many professionals from related fields being attracted to Certification as the preferred Certification Body for energy professionals.

Lodgements

Evidence suggests that most of Certification's Low Carbon Energy Assessors do not carry out energy assessments full-time but rather offer assessments as part of a portfolio of services, or to complete other work already being undertaken. This may have changed over recent years with more work being triggered by MEES Regulation requirements.

The 2024 Lodgment figures for England & Wales are below:

Type of assessment	Number of Lodgements	Number audited	%
EPC L3/4	3053	124	4.1%
EPC L5	3652	Subject to a separate audit regime	
DEC	8631	195	2.3%
ACI Reports	671	28	4.2%

Quality Assurance – Audit Procedure and Methodology

Certification provides a QA system that assures clients that they will receive a service which is compliant with the Scheme Operating Requirements set by MHCLG, and support of the Energy Assessor Scheme Operating Board. It is first class in terms of engineering competence and helps clients achieve real reductions in their energy costs. In line with the requirements of the latest Scheme Operating Requirements (SORs) from MHCLG, Certification's QA scheme is mainly a desktop process which includes the production of shadow certificates to MHCLG's criteria in order to provide a 'truth' comparator against which the certificate is judged. The exception to this is the Level 5 strand where assessors are visited at their place of work to review the QA case.

Each month, a sample of LCEAs are identified for auditing. In line with the requirements set out by MHCLG a minimum of 2% of certificates lodged are audited and selected using risk-based criteria.

The objective of the Quality Assurance system is to provide a fair, consistent and robust audit procedure and methodology. Documents describing the audit procedure and methodology are entered and recorded into Certification's management and document systems setting down the audit methodology, audit procedures and the MHCLG requirements.

The audit process is broken down into the key elements of management systems and energy certificate production. A set of pre-audit documents informing the LCEAs of requirements is issued in advance of any audit. This set of documents consists of an audit itinerary, an LCEA questionnaire and checklist and feedback questionnaire to facilitate improvements to the service offered.

Code of Conduct

LCEAs are reminded of the importance of maintaining the standards of their profession. The Certification Code of Conduct is revised as necessary and all LCEAs are required to return a signed copy of the up to date version to Certification. They should make all in-house teams aware of the Code of Conduct and have copies readily available. The Code of Conduct should also be communicated to any third parties commissioned by the LCEA to contribute to the production of energy certificates.

The Code of Conduct is signed by all Certification registrants.

Ethics

LCEAs are also alerted to the need to produce energy certificates in a truthful, honest, and accurate fashion. It is recognised that LCEAs may sometimes be under pressure from clients to adopt a particular approach to their assessment, and they are encouraged to use Certification's Code of Conduct, available on CIBSE Certification's website, and presented to clients to endorse their personal ethics.

Having the knowledge that the LCEA has been through a thorough and rigorous assessment process from Certification gives confidence that they are receiving a competent and professional service. The certification of individuals for the LCC Design, Operation and Simulation registers, and for EPC and DEC production is also accredited by UKAS to BS EN ISO 17024 Certification of Persons.

LCEA Application Process

LCEA EPC / DEC Route

1. Supply a CV and personal statement for pre-screening using the online Pre-APEL system
2. If successful at pre-screening, the applicant will:
 - 2.1. Complete the online APEL, including submission of documents such as insurance, CPD record, Code of Conduct
 - 2.2. Arrange any top-up training necessary to help them prepare to demonstrate their knowledge of the regulations and aspects of the NOS and with Certification's Low Carbon Consultant requirements (pass an exam)
 - 2.3. Arrange assessment in the use of their chosen software if required
 - 2.4. Submit certificates from assessments
 - 2.5. Submit test DEC or test EPCs for assessment
 - 2.6. Online APEL forms are then reviewed by an independent APEL assessor to determine compliance with APEL requirements
 - 2.7. Test DEC or EPC certificates are reviewed by an independent assessor to determine acceptability
3. If all elements are to the required standard and meet the scheme requirements, the applicant will be certified and a digital certificate and ID card are issued.

Air Conditioning Inspector Route:

1. Supply a CV and personal statement for pre-screening using the online Pre-APEL system
2. If successful at pre-screening, the applicant will:
 - 2.1. Complete the online APEL, including submission of documents such as insurance, CPD record, Code of Conduct
 - 2.2. Online APEL forms are reviewed by an independent APEL assessor to determine compliance with APEL requirements
3. If all aspects are satisfactory the applicant is 'Provisionally Approved'
4. The applicant submits three draft air conditioning inspection reports which are assessed by a qualified independent assessor to see if they are deemed satisfactory
5. If all elements are to the required standard and meet the scheme requirements, the applicant will be certified and a digital certificate and ID card are issued.

Great care is taken to ensure that only those with genuine competence and experience in the industry are admitted to Certification's schemes. Certification's Low Carbon Energy Assessors are recognised by clients as offering a high degree of experience and competence in providing solutions which will work in practice. Therefore, each application is thoroughly reviewed by independent APEL assessors selected for their knowledge and experience, who are familiar with the requirements of the APEL regime and the National Occupational Standards.

Applicants for EPC and DEC assessor holding a relevant vocational qualification can be registered with Certification, subject to satisfying the requirements to join the appropriate LCC register as well.

Energy Assessors registered with another scheme that have completed the APEL route can also apply to Certification via the Transfer Route, EPC and DEC assessors are subject to satisfying the requirements to join the appropriate LCC register.

LCC Application Process

1. Decide – which Low Carbon Consultant register(s) to apply for
2. Evaluation – be successfully assessed (which may be an examination) for LCC Design Management, LCC Building Operation, LCC Simulation for use of Dynamic Simulation Modelling (DSM) or Simplified Building Energy Model (SBEM) software of your choice and/or LCC EnMS for Energy Management Systems
3. Application – complete the application form for the LCC Register(s) and submit
 - 3.1 copies of exam certificates
 - 3.2 a current and applicable Professional Indemnity Insurance (PII) certificate
 - 3.3 a signed Certification Code of Conduct
4. Review – of the certification file and Certification Decision
5. Certification – Payment processed, applicant added to relevant LCC Register(s) and issued digital certificate and ID card
6. Maintenance of certification – ongoing specific requirements
7. Recertification – Certification is renewed every three years if specific requirements are met.

ESOS Lead Assessor Application Process

1. Apply – to become a Low Carbon Consultant if not already registered as listed above. Applicants can apply to become a Low Carbon Consultant and an ESOS Lead Assessor at the same time.
2. Evaluation – undertake ESOS training and assessment.
3. Application – complete and submit the ESOS application form along with:
 - 3.1 a copy of the exam certificate
 - 3.2 a detailed CV of experience in energy improvement related work
 - 3.3 a current and applicable Professional Indemnity Insurance (PII) certificate
 - 3.4 a signed Certification Code of Conduct
4. Review – of the certification file and Certification Decision
5. Certification – Payment processed, applicant added to relevant ESOS Register and issued digital certificate and ID card
6. Maintenance of certification – ongoing specific requirements
7. Recertification – Certification is renewed every three years if specific requirements are met.

Heat Networks Consultant Application Process

1. Apply – to become a Heat Networks Consultant (HNC)
2. Evaluation – pass the Heat Networks Consultant examination
3. Application – complete and submit the HNC application form along with:
 - 3.1 a copy of the exam certificate
 - 3.2 a current and applicable Professional Indemnity Insurance (PII) certificate
 - 3.3 a signed Certification Code of Conduct
4. Review – of the certification file and Certification Decision
5. Certification – payment processed, applicant added to the Heat Networks Consultants Register and issued digital certificate and ID card
6. Maintenance of certification – ongoing specific requirements
7. Recertification – Certification is renewed every three years if specific requirements are met.

CIBSE Certification Support – Email Management System

Customer response – E-mail enquiries

CIBSE Certification's email management system adds efficiency to the way it manages and responds to emails from assessors. Designed and encoded for busy customer service organisations, Certification's ticketing system routes, tracks and delivers customer correspondence quickly and efficiently.

All incoming messages are received by a central email system where they are assigned and routed to the appropriate person or department using rules and conditions that reflect the workflow and processes. By this means Certification aims to:

- Improve response time
- Improve response quality using templates, pre-set answers, and seamless access to articles in our FAQ/Knowledgebase, which will also ensure that responses are accurate and consistent, and
- Use tracking tools to prevent messages from getting lost (and keep customers from getting frustrated while waiting for replies).

Customer Communication Performance 2024

A total of 15,357 queries were dealt with in 2024. There were no formal complaints or appeals.

Finance

All company accounts information can be found on Companies House under the Registration number 06083016.

2025

CIBSE Certification will continue to work to maintain and enhance the position of the schemes, raising the profile of Certification's registrants and to fully service their existing needs with ongoing support and development opportunities.

At the same time, Certification is committed to building on the quality of its existing schemes and entering new areas of business, such as new competency schemes in the coming years. Having achieved UKAS accreditation to certify management systems ISO 9001, ISO 14001, ISO 45001 and ISO 50001 enables it to meet demand from clients seeking to work with a trusted certification body to certify their integrated management systems.

Appointment as NABERS UK administrator has gone well and this business stream is expected to grow steadily over the coming years.

The new Embodied Carbon Verification service (ECV) has also attracted interest from manufacturers with over 30 certificates issued in 2024. Other manufacturers are ready to join in 2025 which should ensure steady growth of this service.

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