

# Explanatory note – lodging an application for accreditation

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The Department of Environment, Land, Water and Planning develops policy for the [Victorian Energy Upgrades](#) program. The program provides incentives for Victorian households and organisations to make energy efficiency improvements that save money on their energy bills and reduce Victoria's greenhouse gas emissions

The Essential Services Commission administers the program as the 'Victorian Energy Efficiency Target scheme' under the *Victorian Energy Efficiency Target Act 2007*.

For more information, visit [veet.vic.gov.au](http://veet.vic.gov.au).

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# 1. Preparing your application

To get accredited under the VEET scheme you need to:

- learn about the process by reading this document
- fill out the relevant accreditation application form (you can download the form from the VEET website)
- prepare all the supporting documentation
- open a VEET account
- create a new application for accreditation and then upload the application form and supporting documentation
- pay the \$500 accreditation fee (once you have received your invoice).

## 1.1. About the VEET scheme

The *Victorian Energy Efficiency Target Act 2007* (the Act) and the *Victorian Energy Efficiency Regulations 2008* (the Principal Regulations) and the *Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017* (the PBA Regulations) allow for accredited businesses, known as accredited persons (APs), to create Victorian energy efficient certificates (VEECs) when they help energy consumers make selected energy efficiency improvements to their homes, business premises or other non-residential premises. These improvements are specified in the Principal Regulations and the PBA Regulations are known as prescribed activities.

To create a certificate under the Victorian Energy Efficiency Target (VEET) scheme, a person must be an AP under the Act. This involves submitting to the Essential Services Commission (the commission) a completed application for accreditation (which is a compilation of required information and documentation), and a \$500 accreditation fee. This guide provides a detailed description of the accreditation process, and outlines how to compile your application for submission via the accreditation applications portal (the portal). This guide and the portal are available on the VEET website ([www.veet.vic.gov.au](http://www.veet.vic.gov.au)).

## 1.2. About becoming an accredited person

Becoming accredited under the VEET scheme entitles you to create VEECs and submit them to the commission to be registered. You can do this on the basis of prescribed activities you undertake – activities which help electricity consumers (who can be individuals or businesses) to reduce their energy consumption. Once your VEECs are registered, you can trade them in a certificate market. This allows your business to offer some form of benefit to consumers (whether it be a price reduction, free installation or free products).

There are a number of ways for your business to engage in the VEET scheme – becoming an accredited person (AP) is just one of them, and is not the best option for everyone. Participating in the scheme as an AP involves significant administrative and compliance obligations. Your business processes such as your compliance regime and your record keeping practices must be of a high standard. These are assessed during the accreditation process, and on an ongoing basis once you are active in the scheme. Cases of non-compliance are treated seriously and can lead to serious financial and legal consequences.

It is important to ensure you adopt business practices appropriate for your intended scale of participation, your capabilities and budget, and your business size. Consider all options available to you first by building a thorough understanding of the scheme and the role of an AP. If becoming an AP is not right for you, participation can occur in other ways, such as acting as a certificate trader, as a contract installer for existing APs, or as marketers or tradespeople who partner with an AP.

### **1.3. About the VEET compliance regime**

The commission takes compliance very seriously. A condition of scheme participation is that you will be subject to periodic audits. The purpose of these audits is to ensure that you have maintained the necessary records required under the Act, and to confirm that you have created VEECs in accordance with the requirements of the VEET legislation. Your business practices outlined in your submitted materials are key aspects of your application.

Instances of improper creation of certificates, whether intentional or through carelessness, can incur penalties which may lead to serious financial and legal consequences for APs. The commission's powers under the Act include the power to:

- impose conditions or restrictions on accreditation
- require independent audits for compliance (by an approved third party auditor, at the AP's expense)
- require the surrender of certificates deemed to have been invalidly created
- suspend an AP from the scheme indefinitely or revoke accreditation altogether
- prosecute AP's found to have acted unlawfully.

It is essential that the documentation submitted as part of your application is an accurate representation of the business structure, process and policies which are in place.

### **1.4. The purpose of this document**

This document shows you how to compile and lodge your application using the online portal available on the VEET website. This guide is not intended to be a general introduction to the VEET scheme, but is instead designed specifically for applicants who have already developed a sound understanding of the scheme from the information which is available on the VEET website.

## 1.5. Before you begin

Prior to starting your application, ensure you have already engaged with all the relevant material. These resources will assist you in developing a business plan that includes the necessary processes to support successful participation in the scheme, or in tailoring your current model to suit the requirements.

## 1.6. Assumed knowledge

This document and the online application tool assume you have an existing knowledge base of the VEET scheme. Specifically, it is assumed you already have an understanding of:

- the basic mechanics of the scheme, including the role of the commission and the Department of Environment, Land, Water and Planning (DELWP)
- your obligations as an accredited persons
- the nature of and method for calculating VEECs
- the nature and role of ‘assigning’ rights from the consumer to AP for an activity’s VEECs
- how to open a VEET Account, and what holding a VEET Account entitles you to do
- the range of eligible prescribed activities, particularly those you intend to undertake
- the product approval process
- the installer approval process
- any mandatory training or qualification requirements relating to your chosen activities, and
- the Act and Principal Regulations, and any other legislation relevant to your chosen activities.

If you are unclear about any of these facets of the scheme, use the references listed below to clarify your understanding. There is also a glossary of key terms available through the FAQ section of the VEET website.

**Figure 1: Reading and resources (all available from the VEET website)**

Resource	Description
The VEET website	The VEET website explains the basic concepts of the scheme. Ensure you read all of the subsections listed under ‘How the scheme works’ along with the information in the ‘Products’ and ‘Products approval’ sections.
<i>Application for VEET accreditation</i>	This application should be used when you are seeking to undertake any of the prescribed activities under the VEET scheme (aside from project-based activities). This document should capture the bulk of your application information. You are required to complete this form and provide the necessary supplementary documentation in order for your application to be deemed complete. Once completed, the application form and documentation must be uploaded via your account on the VEET website.

<i>Application for approval – project-based activities - measurement and verification</i>	This application should be used when you are seeking to undertake project-based activities under the VEET scheme. This document should capture the bulk of your application information. You are required to complete this form and provide the necessary supplementary documentation in order for your application to be deemed complete. Once completed, the application form and documentation must be uploaded via your account on the VEET website.
<i>Non-building based lighting application</i>	This document captures information about your organisation with regard to undertaking non-building based lighting activities. You are required to complete this form and provide the necessary supplementary documentation, in addition to a complete application for accreditation and all associated materials, in order for your application to be deemed complete. Once completed, the application form(s) and documentation must be uploaded via your account on the VEET website.
<i>Explanatory note – lodging a product application</i>	This document outlines the product application process. It is important that you familiarise yourself with this process and submit any necessary product applications in parallel to your application for accreditation.
<i>Explanatory note – creating VEECs from prescribed activities</i>	This document is the best starting point for an in-depth description of each activity in the scheme and its relevant requirements. This document should provide you with an idea of which activities will best suit your business.
<i>Explanatory note – compliance requirements for accredited persons by prescribed activity</i>	This document outlines the compliance requirements by activity type, the context they apply in and the documentary evidence you need to retain for each activity. It also outlines the requirements for installers and for products, so knowing the products relevant to your chosen activity is important.
<i>Explanatory note - building based lighting upgrade - part 1: activity guidance</i>	This document provides an in-depth description of and guidance on the building based lighting upgrades. It is a complex activity that requires thorough understanding before you undertake it.
<i>Explanatory note - building based lighting upgrade - part 2: compliance requirements</i>	This document outlines the compliance requirements for schedule 34 building based lighting upgrades, the context they apply in and the documentary evidence you need to retain for each activity. It also outlines the requirements for installers and for products, so knowing the products relevant to your chosen activity is important.
<i>Explanatory note – non-building based lighting upgrade - part 1: activity guidance</i>	This document provides an in-depth description of and guidance on the non-building based lighting activity. It is a complex activity that requires thorough understanding before you undertake it.
<i>Explanatory note – non-building based lighting upgrade - part 2: compliance requirements</i>	This document outlines the compliance requirements for schedule 34 non-building based lighting upgrades, the context they apply in and the documentary evidence you need to retain for each activity. It also outlines the requirements for installers and for products, so knowing the products relevant to your chosen activity is important.

<i>Explanatory note – project-based activities - measurement and verification - part 1: activity guidance</i>	This document provides in-depth guidance on project-based activities (PBAs). This new and complex activity requires thorough understanding before commencement.
<i>Explanatory note –project-based activities - measurement and verification - part 2: compliance requirements</i>	This document provides guidance on the compliance requirements for project-based activities (PBAs). This includes checklists for submitting scoping, project plan, variations and impact report approvals.
<i>Explanatory note – accredited persons: VEEC creation audits</i>	This document outlines the types of audits which can be undertaken by the commission, the audit process and the responsibilities you will need to meet as an accredited person in respect of audits and recordkeeping.
<i>Explanatory note – required telemarketing and door to door sales practices by accredited persons</i>	This document sets out the telemarketing and door-to-door sales requirements which are compliant with Australian Consumer Law that you must adhere to in undertaking prescribed activities under the VEET scheme.
VEEC assignment forms	VEEC assignment form templates are available on the VEET website. These have been provided to show you the mandatory requirements for an assignment form. The explanatory notes suggested also provide further information regarding assignment forms.
VEET legislation	<i>The Victorian Energy Efficiency Target Act 2007</i> (the Act), and <i>the Victorian Energy Efficiency Target Regulations 2008</i> (the Principal Regulations) and <i>the Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017</i> (the PBA Regulations) are developed and maintained by the Department of Environment, Land, Water and Planning (DELWP). They establish the VEET scheme and provide the legal framework for the scheme. <i>The Victorian Energy Efficiency Target Guidelines (the Guidelines)</i> are developed and maintained by the commission. The Act empowers the commission to make guidelines about any matter required or permitted by the Act.

## 1.7. Assessment of the application

As administrators of the VEET scheme, the commission must decide whether to approve or refuse an application for accreditation. Pursuant to the Act, the commission must refuse an application which does not comply with section 9 of the Act. That is, the commission must refuse an application where it:

- is not lodged using the VEET website’s online portal
- does not sufficiently answer the application’s questions
- is not accompanied by documents requested by the commission in the application
- is not accompanied by the \$500 fixed accreditation fee.



Therefore it is critically important for you to submit an application which is 'complete' (i.e. which answers all the application's questions and which addresses the question's stated requirements, as well as providing all requested documentation).

Where an application is deemed incomplete, we will issue a request for information (RFI) to the applicant to assist them in submitting a complete application. The RFI will clearly identify for you the gaps in your application and the information or documents you will need to include in your application in order to satisfactorily address the question and its requirements.

In the majority of circumstances, we will issue a maximum of two RFIs to an applicant. It is the commission's position that allowing applicants two RFIs in which to submit a complete application is consistent with the administrative principles of procedural fairness and reasonableness (i.e. that as an applicant you have been provided a fair and sufficient opportunity to be heard and that it is reasonable for an applicant to meet the stated information requirements after two RFIs). However, in exceptional circumstances, at the request of the applicant, we may issue a third and final RFI to an applicant.

Accordingly, we may refuse an application where an application is still assessed to be incomplete after the applicant has responded to two RFIs on the basis that it does not comply with section 9 of the Act.

Additionally, if we send you a RFI, you must respond to the RFI within the time period stated in the RFI. If you fail to respond within this timeframe, we may assess your application on the basis of the information already provided. This may result in a decision to refuse your accreditation application should we assess your application to be 'incomplete' on the basis of the information and documents available to us at the expiry of the provided time frame.

## **1.8. Important things to bear in mind**

### **1.8.1. To lodge an application, you need the 'accreditations' user role within your account**

All primary users of a VEET account are allocated the 'accreditations' role by default and have access to the accreditations features on the website. It is the primary user's responsibility to allocate the 'accreditations' role to other users within the account based on your organisational needs. Email communication related to your application will be sent to the email address of any users with an 'accreditations' role.

### **1.8.2. You must begin and complete your application in one sitting**

The application portal does not permit you to save your application partway through and return to it later. Before you begin, ensure you have all the documentation ready to upload.

### **1.8.3. Do not hit the 'submit' button until the very end**

Once you have clicked the 'submit' button at the bottom of the accreditations portal, your application will be submitted and you will not be able to amend it. Do not hit submit until you have completed every tab. To navigate through the accreditations tool, click on the tabs at the top of the portal.

### **1.8.4. The 'notes' sections are only for brief comments, if required**

Your application should be comprised of your application form, and a number of documents prepared and uploaded by you. Text boxes are included in the accreditations tool; however, these are for brief notes directed to the accreditations analyst/ commission only and are not intended to capture any assessable aspects of the application.

### **1.8.5. Applications typically take several months to be approved**

Processing time for your application can vary depending on a number of factors, including commission workload and the quality of the information provided by you. The best way to get your application approved quickly is to make sure you submit a quality application that clearly outlines the requested information in the application form. If information is missing from your application, we will need to make a RFI which will extend the time frame of the assessment process.

### **1.8.6. Accreditation to undertake road, public or outdoor space, traffic signal lighting upgrades (Schedule 34)**

If you are applying for accreditation in order to engage in Schedule 34 non-building based upgrades (to be undertaken on a road or in a public or outdoor space, or involving the replacement of traffic signals), you will need to apply for this in addition to Schedule 34 building based upgrades. Refer to Figure 1 in this document for explanatory notes on non-building based lighting that can be found on the VEET website.

### **1.8.7. Accreditation to undertake project-based activities**

If you are applying for accreditation in order to engage in project-based activities (PBAs), you will need to apply for this using the specific PBA accreditation application form. Refer to Figure 1 in this document for the explanatory notes on PBAs. These can be found on the VEET website.

## **1.9. What happens after you lodge your application**

### **1.9.1. Stage 1 – Submission**

After you submit your application, it joins a queue to be allocated to an accreditations analyst.

### **1.9.2. Stage 2 – Initial assessment**

Once allocated, the analyst reviews the application for completeness. This judgement is made on the basis of the completeness criteria specified against each question in the application form. Incomplete applications will be returned to the applicant with a RFI.

### **1.9.3. Stage 3 – Request for information**

If the analyst finds the application is incomplete, the analyst will issue a RFI. The additional information sought from you will be specified in writing, together with the time period in which you must provide your response. If you fail to respond within this timeframe, the analyst may determine your application on the basis of the information already provided. This may result in your application being refused by the commission on the ground of incompleteness.

### **1.9.4. Stage 4 – Final assessment**

Once you have supplied all the required information, the analyst then finalises their assessment of your application. This stage involves two main steps:

- Background checks – this could include: using information sourced from ASIC to identify other companies individuals named in your application have been involved with or continue to be involved with; using the VEET website audit log records to ascertain whether any individuals named in your organisation are currently or formerly involved with another AP as an installer or an account user; researching your involvement and compliance history in similar schemes, either using publically available information or under formal information sharing arrangements with other regulators.
- Identify key risks and concerns – on the basis of the information you have provided, the analyst identifies the aspects of your business model that pose the greatest compliance risk. These risks will be communicated to you upon accreditation.

### **1.9.5. Stage 5 – Compliance assessment**

Your application is then reviewed by the VEET compliance team. In most cases, the compliance team will then arrange a meeting, usually at your premises. The purpose of the meeting is to verify that the information in your application reflects your actual business processes.

### **1.9.6. Stage 6 – Invoicing**

You will receive an invoice for the accreditation fee (\$500) by email. You will need to pay this fee in order to progress approval of your accreditation application.

### **1.9.7. Stage 7 – Accreditation approval**

After we receive your accreditation fee, the application is finalised and a signed letter confirming your accreditation will be forwarded to you. In the letter, you will be issued a risk rating of between

1 and 5 (5 being the highest risk). This rating is determined by the commission on the basis of the materials provided in your application and will be formally advised to you in your accreditation approval letter along with any specific areas of concern that we have identified. Applicants typically start with a high risk rating, but if you maintain a positive compliance record over the medium term, this rating can change.

#### **1.9.8. Stage 8 – Updating your public register information**

Once you receive your accreditation approval letter, you should log into your account and select the information you wish published on the public ‘Register of Participants’ in respect of the activities you undertake, the areas which you service and the nature of benefits you offer to consumers.

#### **1.9.9. Stage 9 – Uploading your VEEC creations**

Based on your assigned risk rating and the risk profile of the activities you undertake, the commission will tailor the frequency and type of documentation they require you to submit in order to verify your VEEC creation claims.

For ‘high risk’ activities, the commission will have communicated to you your required audit % for these activities. You will need to submit these audit results as part of your VEEC creation claims for these types of activities.

In addition, the commission can also request a range of documentation to verify any of your VEEC creation claims (such as assignment forms, compliance certificates, evidence of decommissioning, etc.). The commission will typically review your early VEEC creation claims closely in order to verify your claims are undertaken in compliance with the scheme requirements. As the commission develops confidence in your VEEC creation claims, the commission will typically request supporting documentation less frequently. However, where reviews undertaken reveal a pattern of non-compliance, your VEEC creation claims may be subject to further and more intense scrutiny.

## 2. Lodging your application

To lodge your application you need to:

- get all the documentation ready
- log into your account on the VEET and open a new application for accreditation
- upload all the documentation to the relevant tabs.

### 2.1. Collating your documentation

#### 2.1.1. Documentation requirements

Before lodging your application, you will need to collate the following documentation and have them saved on the computer you intend to use to lodge your application (see table below).

	Documentation	Details	Upload to
1.	A completed application form	You can download a copy of the relevant application form from the VEET website	Tab 1
2.	Letter of authority to act on organisation's behalf (if relevant)	See the application form for more information.	Tab 8
3.	An organisational chart (or equivalent statement)	See the application form for more information.	Tab 2
4.	Templates of contracts for contracted installers (optional)	See the application form for more information.	Tab 3
5.	Process for determining eligibility of premises (if relevant)	See the application form for more information.	Tab 4
6.	Process for undertaking installations (if relevant)	See the application form for more information.	Tab 4
7.	Process for decommissioning (if relevant)	See the application form for more information.	Tab 4
8.	Stock management tools (optional)	See the application form for more information.	Tab 4
9.	Privacy policy (if relevant)	See the application form for more information.	Tab 4
10.	An explanation of your record keeping policy	See the application form for more information.	Tab 5
11.	Phone audit scripts (if relevant)	See the application form for more information.	Tab 6
12.	Field audit scripts (if relevant)	See the application form for	Tab 6

		more information.	
13.	Internal documents related to compliance and quality assurance (optional)	See the application form for more information.	Tab 6
14.	Internal training material (if relevant)	See the application form for more information.	Tab 7
15.	Evidence of authority to sign	See the application form for more information.	Tab 8
16.	Statutory declaration	See the application form for more information.	Tab 8
17.	A signed letter of undertaking	See the application form for more information.	Tab 8
18.	Evidence of mandatory insurance coverage	See the application form for more information.	Tab 8
19.	Assignment forms	See the application form for more information.	Tab 8
20.	Leave behind material (if relevant)	See the application form for more information.	Tab 8

### 2.1.2. Instructions on uploading of documentation

To facilitate efficient assessment of your application, you should upload all documents in accordance with the following instructions:

1. Consolidate supporting materials into one document per tab:

For example, under the processes and policies tab, you should consolidate supporting materials addressing your various processes and policy (e.g. installation, eligibility, decommissioning etc.) into one document. The exception is documents to be uploaded under Tab 8 (documents for approval). These documents can be submitted individually.

2. Adhere to the following naming convention for uploaded documents:

[VEET account name] - [section /tab name] - [version number] (e.g. ACME Electrical - processes & policies – v1.0)

3. Delete superseded documents when uploading the updated version in response to a RFI:

For example, if you are required to provide further information on your eligibility process, you should update your document with the additional information, rename this as 'Acme Electrical - processes & policies - v2.0', attach it to the processes and policies tab and then delete the existing attachment 'Acme Electrical - processes & policies - v1.0'

4. Attach the supporting documents to the corresponding tab as detailed in section 2.1.1 above. Do not attach updated documents to the Select activities tab when responding to a RFI.

You should note that if you fail to adhere to the above instructions, you may experience delays in your assessment application.

## 2.2. Lodging your application through your VEET account

Once your application is prepared, you can then log into your VEET account and lodge your application form and additional documents. To get set up, follow the steps below.

### 2.2.1. Ensure you have the right 'role' within your account

To manage the application process for your organisation, you need to use the 'accreditations' features located under 'My account' in the left hand menu structure of the website upon logging in to your account. You'll only have access to this if the primary user of the account has allocated you the 'accreditations' role within the account.

The screenshot displays the VEET account dashboard. On the left is a navigation menu with a red box highlighting the 'My Account' section, which includes 'User Details', 'Account Details', 'Accreditations', 'New Accreditation', 'Accreditation History', and 'Public Register Info'. Other menu items include 'Manage Users', 'Installers', 'FAQs', 'Public Register', 'Transfers', and 'VEECs'. The main content area shows the 'Account Name:' field, followed by a 'VEEC Creations' table with a 'Certificates' column. The table lists various VEECs created and their counts, all showing 0. Below this is a 'VEEC Holdings' table, also with a 'Certificates' column, showing 0 holdings. The 'Updated' timestamp is 27 May 2013 15:40.

Category	Certificates
<b>VEECs created and:</b>	
Pending Registration Validation	0
Pending Registration Payment	0
Withdrawn by Account	0
Registration Refused by the ESC	0
Registered by Account	0
<b>Total VEECs created</b>	<b>0</b>

  

Category	Certificates
<b>Total Number of VEECs:</b>	
Registered by Account	0
Transferred into Account	0
<b>Subtotal</b>	<b>0</b>
<b>Less Number of VEECs:</b>	

### 2.2.2. Click on the 'New accreditation' menu item

You will then have the option of submitting either:

- an application for VEET accreditation
- an application for additional activities

- new assignment form(s) for approval
- an application for PBA activities.

**Account Name: Adil Sultan (E0277)** Updated: 27 May 2013 15:40

**VEEC Creations**

Category	Certificates
<b>VEECs created and:</b>	
Pending Registration Validation	0
Pending Registration Payment	0
Withdrawn by Account	0
Registration Refused by the ESC	0
Registered by Account	0
<b>Total VEECs created</b>	<b>0</b>

**VEEC Holdings**

Category	Certificates
<b>Total Number of VEECs:</b>	
Registered by Account	0
Transferred into Account	0
<b>Subtotal</b>	<b>0</b>
<b>Less Number of VEECs:</b>	

### 2.2.3. Select your option from the below menu

**New Application**

Application

**Date:** 15-Jun-2017

**Type:**

- Accreditation Application
- Application for Additional Activities
- Submission of New Assignment Forms
- Application for PBA Activities

Apply

## 2.3. Uploading your documentation

On the first tab you are required to select the activities you wish to participate in. You should then step through the tabs, uploading documents as per the instruction text on each tab. See section 2.1 above for a summary of which tab to upload each document to.



Select Activities	Business/Activity Model	Contractual Arrangements	Processes & Policies	Record-Keeping System	Quality Assurance System	Trainin						
<h2>Tab 2: Business/Activity Model</h2> <p>Instructions for account holders applying for <b>accreditation</b></p> <ol style="list-style-type: none"> <li>1. Upload either an organisational chart (or a statement that provides equivalent information) as defined on the application form</li> <li>2. Navigate to the next tab</li> </ol> <p>Instructions for Accredited Persons applying for <b>additional activity approval</b></p> <ol style="list-style-type: none"> <li>1. Upload either an organisational chart (or a statement that provides equivalent information) as defined on the application form</li> <li>2. Navigate to the next tab</li> </ol> <ul style="list-style-type: none"> <li>• <b>Remember not to hit "submit" until you have completed your entire application</b></li> </ul> <p><b>Attachments</b></p> <table border="1"> <thead> <tr> <th>ID</th> <th>File Attachment</th> <th>Uploaded Date</th> </tr> </thead> <tbody> <tr> <td colspan="3" style="text-align: center;">No data to display</td> </tr> </tbody> </table>						ID	File Attachment	Uploaded Date	No data to display			<p><b>Section Notes</b></p>
ID	File Attachment	Uploaded Date										
No data to display												

When all tabs have been completed you are now able to click on the 'submit' button at the bottom of the accreditations page. Complete the application process by accepting the application's terms and conditions.

You will be provided with your application identification number and your application will now be viewable under the 'accreditations history' features located in the left hand menu structure of the website. Your application at this stage will reflect the status 'pending assessment'.

## 3. Managing your application

### 3.1. Responding to a request for more information

Any applications requiring further information to facilitate assessment by accreditations analysts will appear in your 'incomplete' queue under your 'accreditations history' screen. In addition, an email will be sent to you (and all users with the 'accreditations' role on your account) when an application is returned to your account as 'incomplete'.

**Accreditation History**

Incomplete  Pending Assessment  Approved  Withdrawn  All

Application ID:  Search

ID	App Date	Status	Type	Activities
56	22 May 13	Incomplete	Accreditation	Standby Power Controller - Residential

Export to PDF Export to XLS Export to XLSX Export to RTF Export to CSV

Close

To resubmit an application, click on the relevant application ID from the 'incomplete' queue to display the application page and follow below steps:-

1. Provide information as requested either by:
  - a. Adding a new file attachment.
  - b. Replacing an existing file attachment – delete existing file and then add new file. It is important to delete old files given the document limit which is in place.
  - c. Entering comments via the 'notes' box – click 'new', add comments, and click 'save'.
2. Click 'resubmit' to resubmit the application to commission for assessment.

Resubmitted applications are moved from the 'incomplete' queue to the 'pending assessment' queue.

### 3.2. How to withdraw an application

**Application Notes**

[New](#)  
No data to display

**Application History**

From Status	To Status	Date
Pending Assessment	Incomplete	27/05/2013 16:40
Incomplete	Pending Assessment	24/05/2013 14:50
Pending Assessment	Incomplete	24/05/2013 11:44
New	Pending Assessment	22/05/2013 14:12

Close Resubmit Withdraw

Where an application is returned to your account as 'incomplete', you have the option to withdraw your application and resubmit it at a later date. This is an option available to you if you no longer wish to continue with your application for accreditation or if you would like an indefinite period of time to review and redraft your business processes in relation to the VEET scheme.

**Withdrawing an application in no way negatively affects any subsequent applications submitted by your business.**

To withdraw an application, click on the relevant application ID from the 'incomplete' queue to display the application page and click the 'withdraw' button on the page.

### **3.3. Viewing your application**

You can view all details of your submitted applications via your '**accreditation history**' menu item.

Any applications which have been approved are displayed in your 'approved' status queue.

Any applications which are being assessed by the commission are displayed in your 'pending assessment' status queue.

Any applications which have been returned to you to provide further information are displayed in your 'incomplete' status queue. You will need to provide requested documentation and resubmit applications in this queue to the commission for assessment within the specified time frame.

## 4. Where to get help

The commission appreciates the time and effort that businesses put into their applications and Accreditations Analysts endeavour to work with you during the assessment process. If you encounter difficulties preparing your application, the VEET website should be your starting point. Failing that, or in cases when you are encountering technical difficulties with the portal, contact VEET technical support on (03) 9032 1310 or [www.veet.vic.gov.au](http://www.veet.vic.gov.au).

## 5. Legal context for this document

The commission administers the *Victorian Energy Efficiency Target Act 2007* (the Act), the *Victorian Energy Efficiency Target Regulations 2008* (the Principal Regulations) and the *Victorian Energy Efficiency Target (Project-Based Activities) Regulations 2017* (the PBA Regulations). The Act and Regulations are developed and maintained by the Department of Environment, Land, Water and Planning (DELWP).

The Act establishes the VEET scheme and provides for it to operate in three-year phases to the end of 2029. The Act is supported by the Regulations, which, among other matters, set out the prescribed activities for the scheme and specify the level of greenhouse gas abatement attributed to each prescribed activity. The Regulations also outline the applicable shortfall penalty rate should a Relevant Entity fail to surrender sufficient VEECs to meet their liability under the Act.

The Act empowers the commission to make guidelines about any matter required. The commission has developed the *Victorian Energy Efficiency Target Guidelines* (the Guidelines) to facilitate participation in the scheme. The Guidelines set out certain procedural and administrative matters pertaining to the accreditation of persons, the assignment of creation rights, the creation and transfer of VEECs, clauses concerning the register of products, training requirements under certain activities, audit procedures as well as various other operational matters.

## Document version control

The RM reference for this document is: C/13/13257

Version	Updates made	Date published
1.1	Wording changes made in line with updated product approval processes.	4 December 2013
2.0	Updated to reflect introduction of new application form	3 March 2014
3.0	Updated to reflect revised application assessment and refusal framework	5 November 2015
3.1	Updated to include reference to accreditation for roads, public space, traffic signal lighting upgrades following regulation amendments	1 January 2016
3.2	Updated to reflect changes to guidelines document	23 June 2016
3.3	Updated to include information regarding the introduction of NBB Lighting	1 August 2016
3.4	Updated to include information regarding the introduction of PBAs	19 June 2017
4.0	Updated to new Victorian Energy Upgrades template	9 November 2017