

TPA Quality Assurance Procedure 2021

Background

As a NatHERS Assessor Accrediting Organisation (AAO), Design Matters National (DMN) is obligated under the NatHERS AAO Protocol to conduct annual Quality Assurance (QA) reviews of energy assessment reports produced by Accredited TPA members.

Earlier this year NatHERS requested AAO's to increase their numbers of annual QA reviews. This change provided DMN an opportunity to review its QA review process, to not only meet the requirements of NatHERS but importantly, to support members who do not pass a QA review by providing education and mentoring so they have the skillsets necessary to provide energy assessment services to the public.

The new QA procedure is divided into four (4) tiers and commences 1 October 2021.

Quality Assurance Process

Tier 1 QA Review

- The QA Review Team conducts spot checks on recently uploaded project files in the portal.
- Selected project files are reviewed and scored using a matrix of the most common errors evident in historic QA data.
- If the minimum level of demonstrated competency (pass) of 80% is attained, no further action is required.
- If the minimum level of demonstrated competency is not attained, the TPA member is instructed to undertake a Tier 2 QA Review.

Tier 2 QA Review

- The TPA is required to correct and return the identified project file, related drawing set and documentation within seven (7) days of being notified of not-yet-competent Tier 1 Review.
- If the minimum level of demonstrated competency (pass) of 80% is attained, no further action is required. To ensure the TPA member continues to demonstrate competency, another project is selected from the portal for review within 90 days.
- If the minimum level of demonstrated competency (pass) of 80% is not attained, the Member must register for the next available DMN Upskill Now webinar within seven (7) days of notification of not-yet-competent to avoid suspension from portal. Requests for an extension must be made in writing via email and prior to the seven (7) days.

Tier 3 QA TPA Upskill Program (self-funded Continuing Professional Development)

- The **DMN Upskill Now – Correctly Interpret and Model Building Elements** is an intensive, live 3 hour online masterclass.
- At the completion of DMN Upskill Now, a drawing set is provided for the attendee to complete an assessment on and return for Tier 3 QA Review within seven (7) days.
- If the minimum level of demonstrated competency (pass) of 85% is attained on the drawing set, no further action is required. To ensure the TPA member continues to demonstrate competency, an alternative project is selected from the portal for review within 90 days.
- If the minimum level of demonstrated competency (pass) of 85% is not attained, the member is instructed to undertake mandatory Tier 4 TPA Mentoring and access to the portal is suspended.

Tier 4 QA Mentoring (self-funded Continuing Professional Development)

To provide DMN TPA Members flexibility, there are three (3) QA Mentoring options available.

1. Six Project Review

- Have your account on the on the software portal managed (suspended, but opened to submit your reviewed projects), whilst you carry on your next six (6) projects.
- Your DMN Mentor will work closely with you on these six (6) projects from the commencement of Tier 4.
- Each of your six projects must be reviewed in collaboration with your mentor via ZOOM meetings to ensure an acceptable level of competency has been demonstrated before uploading to the portal and the NatHERS Certificate generated.
- If, at the conclusion of mentoring for your first six projects, the DMN Mentor is satisfied you have demonstrated an acceptable level of competency, suspension will be lifted. This option offers the least disruption to your business operations and most positive outcomes. To ensure you continue to demonstrate competency, another project is selected from the portal for review within 90 days of completion of the Six Project Review.

2. Eight Hour Mentoring Program

- TPA Members may elect to undertake a minimum of eight (8) hours of TPA education with a DMN TPA Mentor.
- During this phase your account on the portal will remain suspended.
- At the completion of eight (8) hours mentoring and the Mentor is satisfied that acceptable competency is demonstrated, your account on the portal will be reactivated. To ensure you continue to demonstrate competency, another project is selected from the portal for review within 90 days of completion of your Mentoring Program.

3. Suspension of NatHERS Accreditation

- You may elect to suspended your TPA status for a grace period of up to six (6) months from when DMN first notifies you of your suspension.
- During this six month grace period, your account on the portal will remain suspended, blocking you from submitting projects.
- Upon expiry of the six (6) month grace period, DMN will move your status from suspended to non-Accredited if there has been no engagement in skills development activities and competency has not been demonstrated.
- Your current membership with DMN will not be affected and you will continue to receive member benefits as classified under your membership category for as long as your membership fees are paid.
- DMN is obliged under the NatHERS protocol to notify NatHERS and the other AAOs if a member is no-longer accredited.

At a later date if you would like to re-apply for DMN TPA Accreditation, you will be required to undertake the **DMN Upskill Now – Correctly Interpret and Model Building Elements (3 CPD points)** and participate in the Six Project Review (3 CPD points), and attain remaining outstanding CPD requirements for your CPD year.

To ensure you continue to demonstrate competency, a project will be selected from the portal for review within 90 days of completion of the Six Project Review.

Privacy and Confidentiality

DMN, its employees, contractors, agents and volunteers are bound by a Non-disclosure Agreement governed by the Laws of Victoria.

All information provided in the course of conducting a Quality Assurance Audit and/or Mentoring of a Design Matters National Thermal Performance Assessor Member for the purposes of adhering to the NatHERS Protocol as an Assessor Accrediting Organisation will be kept confidential. We will not disclose your personal information to a third party without your consent, unless we are required or authorised to do so by law or other regulation.