



**SOLAR
ACCREDITATION
AUSTRALIA**

Code of conduct

1. Scope

This Code of Conduct for Accredited Designers and Installers (Code) applies to any person who has applied for or obtained provisional or full accreditation from Solar Accreditation Australia (SAA) for the following categories of accreditation.

Grid Connect Photovoltaics (GCPV):

- Design
- Installation
- Design and Installation

Standalone Power Systems (SPS):

- Design
- Installation
- Design and Installation

Grid Connect Battery Storage (GCBS):

- Design
- Installation
- Design and Installation

Endorsements:

- Wind
- Hydro

Any applicant for accreditation must read and agree to be bound by this Code. This obligation is set out in the Application Form and is a condition of accreditation.

2. Purpose

This Code of Conduct (Code) sets the professional and ethical framework for Scheme Members:

1. persons applying for accreditation under the SAA Scheme;
2. accredited persons under the SAA Scheme; and
3. SAA staff when interacting with persons working under the Scheme.

3. Principles

Solar Accreditation Australia requires all Scheme Members to adhere to the following requirements:

- **Professionalism:** accredited designers and installers must conduct themselves in a professional manner at all times, and must provide services in accordance with industry standards and regulations.
- **Integrity:** accredited designers and installers must act honestly and ethically in all of their dealings with customers, suppliers, and other stakeholders.
- **Transparency:** accredited designers and installers must disclose all relevant information to customers, including the costs and benefits of the proposed solar PV and energy storage systems, and resolve any questions.
- **Quality:** accredited designers and installers must ensure that all solar PV and energy storage systems are designed and installed to the highest quality standards, and that they meet or exceed industry standards and regulations.
- **Safety:** accredited designers and installers must ensure that all solar PV systems are designed and installed in a safe manner, and that the designs and installation practices comply with all relevant safety regulations and codes of practice.
- **Continuous improvement:** accredited designers and installers must continuously improve their knowledge, skills and services, and must keep abreast of new developments in the industry.
- **Compliance:** accredited designers and installers must comply with all relevant laws, regulations and standards, including those related to the environment, health, and safety.
- **Complaints and disputes:** accredited designers and installers must handle complaints and disputes in accordance with the organisation's complaint handling policy, and seek to resolve them in a fair and timely manner.
- **Confidentiality:** accredited designers and installers must keep all customer personal information confidential, and must not disclose it without the customer's consent.
- **Reporting:** accredited designers and installers must report any non-compliance with this Code of Conduct to the accreditation organisation immediately.

These principles underpin the obligations set out in this Code.

3. Accredited Person Obligations

- As an accredited person you must read, understand and comply with this Code which is available from the SAA Website.

A. Accreditation Application

- A person applying for accreditation must not make any false or misleading statement in their application for accreditation and, once accredited, must comply with all declarations in their application.
- Submitted information may be false because of something contained in the application or because something is omitted from the application.
- Submitted information may be misleading if it creates a false impression, even if the statement is true. It may be misleading because of something contained in the application or because something is omitted from the application. Even if it is literally true, it may be misleading because it is uninformative, unclear or deceptive.

B. Scope of Accreditation

- An Accredited Person must only provide or offer to provide services which are within the scope of their accreditation.
- An Accredited Person must not misrepresent to a customer or other person the scope of their accreditation.

C. Undertaking Work

- When undertaking work, an Accredited Person must:
 - comply with the SAA Scheme;
 - comply with Regulations, Australian Standards, code of practice;
 - comply with OHS regulations in the state in which work is completed;
 - comply with Australian Consumer Law; and
 - maintain appropriate electrical and contracting licences for each State in which work is undertaken.
- An Accredited Person must take due care and diligence on a customer's premises and leave that premises in a safe and tidy manner. Restitution of any damage made to the premises must be offered to the customer.
- An Accredited Person must give clear and accurate information to the customer about the work being undertaken eg. The performance of the product, any applicable warranties, payments and timeframes.
- An Accredited Person must give clear and accurate information within reasonable timeframes to SAA, the Clean Energy Regulator, State and Territory Safety Regulators and any relevant government agency.
- An Accredited Person must keep records which substantiate the work undertaken.
- An Accredited Person must respond to any customer's complaint in a timely and fair manner.
- An Accredited Person shall not undertake work while subject to a sanction that would render the person ineligible to complete accredited work.

D. General conduct

- An Accredited Person must avoid conflicts of interest (including the appearance of conflicts of interests), disclose and resolve them promptly if they arise. For example, a government inspector is a relative of an Accredited Person. Both parties would have an obligation to disclose this information. It is impossible to outline all potential conflicts of interest. The accredited person shall use good judgment in all day-to-day activities.
- An Accredited Person must maintain appropriate insurances to protect the customer eg public liability insurance
- An Accredited Person shall hold in strict confidence customer information obtained in the conduct of their work, except where legally compelled to divulge such information or where the Customer provides written permission for their information to be shared with specifically nominated receivers.
- An Accredited Person, when advertising and marketing their services must provide their accreditation details and must present all information in a fair, honest and accurate way. This includes information about pricing, quality, performance and warranty claims.
- An Accredited Person must promptly notify SAA in writing or via the accreditation portal if the Accredited Person's contact details change.
- An Accredited Person must pay any Fees in connection with the person's accreditation. Fees are not refundable or transferrable.

E. Liability and indemnity

- An Accredited Person acknowledges that SAA is not liable directly or indirectly for any damage, loss, or cost for any act or omission done by SAA in good faith in the performance of any function or duties in connection with its Scheme and this Code.

4. Administration and Operation of the Scheme

SAA responsibilities include:

- managing the effective operation and integrity of the accreditation scheme;
- receiving applications for accreditation;
- assessing and determining if applications meet the required accreditation criteria, and providing evidence of shortcomings in applications where found;
- maintaining standards for accredited persons through managing and supporting training and continuous professional development, providing feedback and guidance and the application of sanctions

A. Collecting and sharing information

SAA must collect only personal information necessary for, or directly related its functions or activities within the Accreditation Scheme. SAA may also share information about persons applying for accreditation and accredited persons where SAA considers it appropriate in order to carry out its responsibilities under the Scheme.

B. Fees

SAA sets all fees under the Scheme. SAA must publish a notice on its Website about any proposed Fee Changes. The Notice, must be published at least 2 Months prior to changing fees, provide explanation about the proposed changes and invite industry feedback.

C. Sanctions

SAA is responsible for sanctioning Accredited Persons. These sanctions may be in addition to any actions undertaken by the Regulator. The SAA shall apply sanctions at its sole discretion.

The sanction process is detailed in the SAA Scheme Compliance Framework. Refer to this document for more details.

SAA may impose a sanction if an Accredited Person:

- has breached this Code and/or regulatory requirements and Australian Standards.
- has failed to comply with reasonable requests from the SAA in performing its duties under the Scheme.
- has been cautioned, suspended, cancelled or refused by a professional or industry body.
- has had an unreasonable number of complaints, penalty notices, or cautions issued against him/her/them.
- is found guilty by a court of having committed an indictable offence.
- has engaged in fraudulent or dishonest behaviour.
- becomes bankrupt or is an officer of an entity that is or becomes insolvent or is placed under administration.
- has been refused relevant insurance.
- fails to disclose a conflict of interest.
- fails to honour warranties within a reasonable time frame (reasonable will be determined by the SAA at its sole discretion).

SAA powers to sanction include:

- downgrading an Accredited Person's accreditation to provisional.
- Imposing a reasonable and relevant condition on the Accredited Person's Accreditation. A reasonable and relevant condition would include requiring the Accredited Person to undertake additional training and/or remedy any deficiency in works within a specified timeframe)
- cancelling certain Continuous Development Points.
- imposing Demerit Points.
- cancelling the accreditation of an Accredited Person.

Sanctions imposed by SAA are reported periodically to the Regulator.

5. Reviews and Appeals

A. Review (Internal Review)

- If SAA decides to sanction an Accredited Person's accreditation, the person may seek a review of the decision.
- A review must be lodged within 10 business days of the SAA informing the Accredited Person of the sanction. SAA will appoint an appropriate person to review the decision (a reviewer).
- The review decision, accompanied by reasons for this decision must be provided to the Accredited Person within 10 days of the review being lodged. SAA must also inform the Accredited Person of the rights and process of appeal against the decision including any fees that are required.

B. Appeal

- An Accredited Person may appeal against a review decision. The appeal will only proceed if the Accredited Person pays the appeal fee set by the SAA. The appeal must be submitted within 10 business days of a review decision being provided.
- For appeals against cancellation of an accreditation, the appeal will be considered by an independent Panel appointed by the SAA.

6. Amendment of this Code

- SAA may modify this Code at any time.
- Minor, inconsequential amendments or corrections may be notified via publishing on the SAA Website and other appropriate communication. For more substantial amendments, SAA will undertake a consultation process of not less than 20 business days.
- An affected person may also seek an amendment of the Code with the process of minor or significant amendment (as outlined above) being followed. SAA may decide to include this request as a part of a broader review (including the independent review) being or to be undertaken. SAA must provide advice of its decision within 20 business days of receiving the request.
- SAA will engage an independent body to review the Scheme and Code every three years.

8. Glossary

Accredited Person	A person accredited under the SAA Accreditation Scheme
Appeal Panel	An established independent body with the power to review whether SAA cancellation decisions are appropriate.
Regulatory requirements	All Commonwealth and State or Territory legislation, regulations, licensing and insurance requirements.
Reviewer	An officer, who did not make the original decision, will review the original decision and make a recommendation. The review will check that: <ul style="list-style-type: none"> • Procedural fairness was adhered to • Policy was interpreted and applied correctly and fairly when making the decision • All circumstances and relevant information were fairly and properly considered • Any new, relevant information is considered.
SAA Accredited Scheme	The SAA installer and designer accreditation scheme approved by the Clean Energy Regulator in accordance with the Renewable Energy (Electricity) regulations 2001 (Cth)
Standards	Australian Standards and other recognised National, State or Industry Standards, Industry Guidelines or Code of Practice.