



**SOLAR
ACCREDITATION
AUSTRALIA**

Code of conduct



Accredited Designers and Installers Code 2024

Version 1.1 - Published 8 August 2024

1. Name

This document is the Accredited Designers and Installers Code 2024 (**Accredited Designers and Installers Code**). It has been developed and authorised by Solar Accreditation Australia (**SAA**).

2. Preamble

SAA is a not-for-profit organisation established to advance the effective accreditation of designers and installers within the SAA Scheme, covering both on-grid and off-grid solar, wind, and hydro systems. The longer-term success of the sector relies on the willing cooperation of designers and installers, built on the confidence that the work of accredited designers and installers is performed professionally and ethically. This confidence will be maintained through regular audits, continuous professional development requirements, and a robust feedback mechanism to ensure adherence to the highest standards. This cooperation framework ultimately benefits all stakeholders by improving industry standards, expanding market opportunities, and fostering consumer trust and satisfaction.

3. Purpose and Objectives

The aims of this Code include:

1. to set out how the conduct principles are to be applied and complied with by:
 - persons applying for accreditation under the SAA Scheme;
 - accredited persons under the SAA Scheme; and
 - SAA staff when interacting with persons working under the Scheme;
2. to facilitate the integrity of the SAA Scheme and build sector confidence; and
3. to provide a transparent and fair process for compliance.

4. Scope

This Code applies to any person who has applied for or obtained provisional or full accreditation from SAA for the following categories of accreditation.

Grid Connect Photovoltaics (GCPV):	Standalone Power Systems (SPS):
<ul style="list-style-type: none">• Design	<ul style="list-style-type: none">• Design
<ul style="list-style-type: none">• Installation	<ul style="list-style-type: none">• Installation
<ul style="list-style-type: none">• Design and Installation	<ul style="list-style-type: none">• Design and Installation
Grid Connect Battery Storage (GCBS):	Endorsements:



6. Accredited Person Obligations

A. Accreditation Application

- An applicant for accreditation must ensure that the information provided in their application to SAA is true, correct, not misleading, and complete. The applicant must promptly rectify and inform SAA of any inaccuracies or changes in provided information.
- An applicant must satisfy all the requisite requirements for the accreditation, including the declarations stated requirements and in the application. The applicant must comply with all declarations from the date of acceptance of their accreditation and maintain compliance throughout the period of accreditation.

Guidance note

Submitted information may be misleading if it creates a false impression, even if the statement is literally true. It may be misleading due to inclusion, omission, or presentation of certain aspects of the application. Information that is uninformative, unclear, or deceptive is also considered misleading.

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, including any verbal, written or digital communication.

C. Advertising and promotion of services

- When advertising and promoting services, an Accredited Person must at all times conduct themselves ethically and professionally and comply with the Australian consumer law.
- An Accredited Person, when advertising and promoting their services, must prominently display their accreditation details in a legible and easily accessible format. They must present all information in a fair, honest, and accurate way, including but not limited to details about pricing, quality, performance, and warranty claims.

D. Accredited work

- Before starting work, an Accredited Person must:
 - give clear and accurate information to the customer about the work to be performed;

Examples

The performance of the product, any applicable warranties, costs of the work, access arrangements, and timeframes in which the work will be complete.

- obtain adequate and appropriate insurance including but not limited to public liability insurance and any other relevant insurances to protect the customer and their premises and cover potential liabilities arising from their work; and
- obtain appropriate electrical and contracting licences for the State in which work will



be performed.

- When performing work, an Accredited Person must:
 - comply with any requirements of the Scheme, and the requirements of the renewable energy (electricity) law and regulations in relation to the work;
 - comply with any relevant Australian Standards or code of practice in relation to the work; and
 - comply with workplace health and safety regulations in the State in which work is being performed.
- When attending the customer's premises, an Accredited Person must exercise due care and diligence, leave the premises in a safe and tidy manner. The Accredited Person must offer restitution for any damage made to the premises caused by their actions.
- An Accredited Person must respond to any customer's complaint in a timely and fair manner.
- An Accredited Person must keep accurate and accessible records which substantiate the work performed.
- 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 not undertake work while subject to a sanction that would render the person ineligible to complete accredited work.

E. General conduct

- An Accredited Person must avoid conflicts of interest (including the appearance of conflicts of interest) and disclose them promptly in writing to SAA. Conflicts must be resolved promptly in coordination with SAA as soon as they arise.

Example

If a government inspector is a relative of an Accredited Person, both parties would have an obligation to disclose this information to SAA.

Guidance note

While it is impossible to outline all potential conflicts of interest, the Accredited Person must use good judgment in all day-to-day activities and seek guidance from SAA when uncertainties arise.

- An Accredited Person must hold in strict confidence customer information obtained in the performance of their work, except where legally compelled to disclose such information or where the Customer provides written permission for their information to be shared with specifically nominated receivers.
- 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.

F. 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 the Scheme and this code except to the extent that liability cannot, by law, be limited or excluded
- An Accredited Person indemnifies SAA, its employees, officers and agents against any loss, cost, damage, claim, liability or expense (including any professional costs basis) whether in tort, contract or otherwise, which any of them may incur in connection with:
 - any claim, demand or proceeding made or brought by any third party (Claimant) on account of any liability, loss, damage or cost (including professional costs and expense whether direct or otherwise) incurred or alleged by the Claimant or any of the Claimant's officers, employees or agents, arising in connection with:
 - i. the Accredited Person's act or omission; or
 - ii. any transaction or arrangement of whatever nature (whether for value or not) between the Accredited Person and the Claimant or any other person relating to or in connection with the Accreditation Scheme,
 - any negligent or unlawful act or omission or wilful misconduct on the part of the Accredited Person;
 - any breach by the Accredited Person of this Code and the Fit and Proper Person Policy; or
 - any misleading or fraudulent information submitted by the Accredited Person.

SAA's right to be indemnified is in addition to, and not exclusive of, any other right, power or remedy provided by law, but SAA is not entitled to be compensated in excess of the amount of the relevant cost, liability, loss, damage or expense.

7. Administration and Operation of the Scheme

SAA is the administrator of the Scheme, and its responsibilities include:

- managing the effective operation and integrity of the 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. Personal information

SAA will collect and use personal information of individuals reasonably necessary for, or directly related to, the administration of the Scheme. SAA will disclose personal information as permitted by the requirements of the Scheme, relevant privacy laws (such as the Australian Privacy Principles), or with the individual's consent. SAA is committed to implementing appropriate technical and organizational measures to protect personal data against unauthorized or unlawful processing and against accidental loss, destruction, or damage.

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 any fee changes. It should provide a detailed explanation of the proposed changes and a structured process for inviting and considering industry feedback. Any variation to the Fees will apply after the date the variation becomes effective.

C. Sanctions

SAA is responsible for sanctioning Accredited Persons, ensuring adherence to the highest standards of integrity and professional conduct. These sanctions may be in addition to any actions undertaken by the Regulator. SAA will apply sanctions following the procedures outlined in the SAA Scheme Compliance Framework, ensuring due process and transparency. Accredited Persons retain the right to seek a review of any imposed sanctions, guaranteeing fair treatment and an opportunity for re-evaluation.

The sanction process is detailed in the SAA Scheme Compliance Framework. Accredited Persons should refer to the SAA Scheme Compliance Framework, available on the SAA website, for detailed procedures and criteria. SAA may impose a sanction if an Accredited Person:

- has failed to comply with this Code.
- has breached a requirement of the Scheme or any regulatory requirement, Australian Standards, or code relevant to this Code.
- Is, in SAA's reasonable opinion, not a fit and proper person to hold accreditation taking into account the person's character, honesty, integrity and reputation, and the Fit and Proper Person Policy.
- has failed to comply with one or more reasonable requests from SAA to assist SAA in performing its duties in relation to administration of 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 with immediate effect either on the basis that the person may apply again for accreditation (whether immediately or after a specified time) or on the basis that the person may never re-apply for accreditation.

Sanctions imposed by SAA are reported periodically to the Regulator.

8. Reviews and Appeals

A. Review (Internal Review)

If SAA decides to sanction an Accredited Person's accreditation, the Accredited Person has the right to seek an internal review of the decision.

To initiate a review, the Accredited Person must lodge a request within 10 business days from the date of notification of the sanction by the SAA. The SAA will appoint a qualified and impartial reviewer to examine the decision.

The review decision, including a detailed explanation of the reasons, must be provided to the Accredited Person within 10 business days of the review being lodged. Additionally, the SAA must inform the Accredited Person of their rights and the process for appealing the decision, including any associated fees.

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 the cancellation of an accreditation, the appeal will be reviewed by an independent panel appointed by the SAA. The panel must be impartial and have not prior



involvement in the original decision.

9. Amendment of this Code

- SAA may modify this Code at any time but must provide at least 10 business days' notice to all Accredited Persons via email and publish the amendment on the SAA Website.
- Minor, inconsequential amendments or corrections, which do not materially affect the obligations of accredited persons, may be notified via publishing on the SAA Website and other appropriate communication. For more substantial amendments that do materially affect the obligations of accredited persons, 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 written advice of its decision, including acceptance, rejection, or need for further review, within 20 business days of receiving the request.
- SAA will engage an independent body to review the Scheme and Code every three years.

10. Glossary

Accredited Person	A person accredited under the SAA Accreditation Scheme
Appeal Panel	An established independent body with the power to review and decide the appropriateness of SAA cancellation decisions
Code	Code of Conduct for Accredited Designers and Installers as amended from time to time by SAA
Government Representatives	Commonwealth, State and Territory government departments, statutory bodies and other entities and their employees, contractors and agents. This includes Clean Energy Regulator, State and Territory based electricity regulators, distributed network service providers
Regulatory Body	Commonwealth, State or Territory body with responsibility for establishing standards and monitoring compliance with these, for example, a State or Territory body responsible for the issue of electrical workers licences
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 ensure that:



	<ul style="list-style-type: none">• Procedural fairness was adhered to throughout the decision-making process• The policy was interpreted and applied correctly and fairly when making the decision• All circumstances and relevant information were fully and properly considered• Any new, relevant information is considered
Scheme	means the SAA installer and designer accreditation scheme approved by the Clean Energy Regulator in accordance with the <i>Renewable Energy (Electricity) Regulations 2001</i> (Cth)
Standards	Australian Standards and other recognised National, State or industry Standards, Industry Guidelines or Code of Practice
Undertaking Works	Design, supervision, and/or installation works undertaken by an accredited person where accreditation with SAA is either required, or a feature of the Accredited Person's engagement to undertake the relevant works.

Last updated on 8 August 2024