



**Solar
Accreditation
Australia**

Code of Conduct for Accredited Persons

1. Title

1.1 This document is the Code of Conduct for Accredited Persons and may be referred to as the **Code of Conduct**.

2. Background

2.1 Solar Accreditation Australia Limited (**SAA**) is the exclusive operator of and independent, voluntary accreditation scheme for small-scale renewable energy systems (the **Scheme**).

2.2 The purpose of the Scheme is to promote consumer confidence in the value and safety of small-scale renewable energy systems by ensuring that industry professionals comply with relevant electrical standards, safety requirements, and best practices within the renewable energy sector.

2.3 The Scheme is approved by the Australian Government Clean Energy Regulator under the *Renewable Energy (Electricity) Regulations 2001* (Cth) and only persons accredited under the Scheme are entitled to create small-scale technology certificates under the *Renewable Energy (Electricity) Act 2000* (Cth). Accreditation under the Scheme is also recognised and/or required by other state and territory renewable energy regulators, distributors and network services providers.

2.4 The longer-term success of the Scheme depends upon ensuring that the work of accredited persons is performed professionally and ethically. This confidence will be maintained through a range of measures, including continuing professional development and other training requirements, regular audits and a robust consumer feedback mechanism to ensure adherence to the highest standards.

2.5 This cooperation framework ultimately benefits all stakeholders by improving industry standards, expanding market opportunities, and fostering consumer trust and satisfaction.

3. Purpose

3.1 The purpose of this Code of Conduct is to set minimum standards of behaviour and professionalism that will foster trust and confidence in accreditation under the Scheme.

4. Scope and application

4.1 This Code of Conduct applies to all persons accredited under the Scheme (**you**) in relation to:

- the performance of any design, installation or other work covered by the Scheme.
- any commercial dealings with consumers or prospective consumers of work covered by the Scheme.
- any other situations in which the conduct of an accredited person may impact or reflect upon the objectives, reputation or operation of the Scheme.

- 4.2 You agree to be bound by rules and requirements relating to any accreditation you hold under the Scheme (**Scheme Rules**), which may be introduced, varied, repealed or replaced by SAA from time to time. This Code of Conduct forms part of the Scheme Rules.
- 4.3 The Scheme Rules and this Code of Conduct are not contractual in nature and they do not form part of your Accreditation Agreement with SAA.

5. Guiding principles

- 5.1 You must always act in accordance with the following guiding principles:
 - a) **Professionalism:** always conduct yourself in a courteous and professional manner and provide services in accordance with industry standards and regulations.
 - b) **Integrity:** act honestly and ethically in all dealings with consumers, suppliers, regulators and other industry stakeholders, including not making false statements regarding on-site attendance during installation - including job set-up, mid-installation check-up, and testing and commissioning stages of an installation.
 - c) **Transparency:** disclose all relevant information to consumers, including the costs and benefits of any proposed renewable energy systems, and resolve any questions in a timely manner.
 - d) **Quality:** ensure that all renewable energy systems are designed and installed to the highest quality standards, and that they meet or exceed industry standards and regulations.
 - e) **Safety:** ensure that all renewable energy systems are designed and installed safely in accordance with applicable work health and safety legislation, regulations, codes of practice or compliance codes. You must demonstrate proactive safety leadership by consistently promoting and modelling safe behaviours, identifying and addressing potential safety hazards, and prioritising safety in every aspect of your work.
 - f) **Continuous improvement:** commit to continuously improving your knowledge, skills and services, including by keeping abreast of new developments in the industry. You must demonstrate this commitment by fulfilling your annual Continuing Professional Development (CPD) requirements.
 - g) **Complaint resolution:** handle complaints and disputes with consumers in accordance with the Scheme Rules (where applicable) and seek to resolve them in a fair and timely manner.
 - h) **Compliance:** comply with the Scheme Rules and all other relevant laws, regulations and standards, including those related to the environment, Workplace Health and Safety, and Australian Consumer Laws.

- i) **Confidentiality:** keep all customer personal information confidential and must not disclose it without the customer's consent.
- j) **Reporting:** you must report to SAA immediately, or otherwise, as soon as practicable, any breaches of legislation, regulatory actions, penalties, or legal claims made against you that relate to your professional conduct or obligations under this code.

6. General standards of personal and professional conduct

6.1 Without limiting the generality of the guiding principles referred to above, you must:

- a) comply with all applicable Scheme Rules, including the SAA Technical Requirements and your Continuing Professional Development (CPD) Requirements.
- b) treat all others with respect, courtesy, honesty and integrity.
- c) perform any work covered by the Scheme in a careful and competent manner to the best of your ability.
- d) maintain an appropriate standard of dress and wear personal protective equipment when required.
- e) not work unless you are fit to do so without posing a risk to the health and safety of yourself or others.
- f) not perform work while under the influence of alcohol or drugs (except for drugs that have been lawfully prescribed to you, and which do not compromise your ability to perform such work safely).
- g) not perform work if you do not have the necessary level of insurance cover specified under your Accreditation Agreement and/or the Scheme Rules.
- h) otherwise act professionally, ethically and in a manner that promotes confidence in the effectiveness and safety of small-scale renewable energy systems.

7. Offering and providing your services

7.1 Working within the limits of your accreditation

7.1.1 You must not:

- a) provide or offer to provide any services that are covered by the Scheme if they are beyond the scope of your accreditation under the Scheme.
- b) misrepresent the nature, scope or status of your accreditation under the Scheme to any consumer, regulator or other third party.
- c) undertake work while subject to any sanction imposed by SAA that prohibits you from completing the work in question.

7.2 Advertising and promoting your services

7.2.1 When advertising or promoting your services, you must:

- not engage in conduct that misleads or deceives consumers, including false advertising or unclear pricing, or misrepresenting your qualifications or accreditation status.
- present all information in a fair, honest, and accurate way, including details about pricing, quality, performance, and warranty claims.
- fully disclose any commissions, fees, or conflicts of interest.
- otherwise act ethically, honestly and lawfully, including by complying with the Australian Consumer Law.

7.3 Before providing your services

7.3.1 Before you start providing your services to a consumer, you must:

- give clear and accurate information about the products you are designing or installing and the work to be performed, including (where applicable) in relation to:
 - the technical performance and capabilities of the products;
 - any applicable warranties;
 - the cost of the products and work;
 - access arrangements for any installation work; and
 - expected timeframes in which the work will be complete.
- ensure that any products that you are offering comply with all necessary regulatory requirements for use in Australia.
- ensure that you hold any necessary electrical licences and other licences (such as high-risk work licences) for the state or territory in which work will be performed.

7.4 Complying with laws, regulations and standards

7.4.1 When providing services to a consumer, you must comply with:

- all design and installation requirements specified by the Scheme Rules.
- any relevant Australian Standards and other jurisdictional requirements of the state or territory in which work is being performed.
- work health and safety laws (including regulations), codes of practice and/or compliance codes in the state or territory in which work is being performed.

7.4.2 You must do everything reasonably practicable to ensure the products/ services you provide meet basic guarantees, such as being of acceptable quality, fit for purpose, and matching their description.

7.5 Attending premises

7.5.1 If you attend a consumer's premises, you must:

- exercise due care and diligence throughout your attendance.
- leave the premises in a safe and tidy manner.
- offer reasonable restitution for any damage caused to the premises by your actions.

7.6 Responding to complaints

7.6.1 You must:

- address any consumer complaints made to you in a timely, professional and courteous manner.
- consider and offer any reasonable options available to resolve consumer complaints made to you, which may include:
 - if the complaint relates to work that does not comply with the Scheme Rules (including the SAA Technical Requirements), offering to rectify the work at no additional cost (as may be appropriate in the particular circumstances);
 - if the complaint relates to your conduct or behaviour, offering an apology and/or other indications of contrition.

7.7 Keeping records

7.7.1 You must:

- keep accurate and accessible records which substantiate all accredited work that you perform; and
- make such records available to SAA upon request including for the purposes of SAA:
 - investigating complaints made about you;
 - assessing your compliance with the Scheme Rules; and/or
 - determining what (if any) sanctions should be imposed upon any of your accreditations in response to a substantiated complaint against you or substantiated non-compliance with the Scheme Rules.

7.8 Protecting consumer information

7.8.1 You must not share or disclose personal information (including contact details) of any consumer that you obtain in connection with providing or offering accredited services unless:

- you are legally compelled or required to disclose such information; or
- the person to whom the information relates provides written permission for their information to be shared.

8. Dealings with SAA

8.1 You must fully cooperate with SAA in its administration of the Scheme. Without limiting the extent of such cooperation, this means that you must:

- a) follow all lawful and reasonable directions from SAA relating to:
 - i) the administration of the Scheme or the Scheme Rules;
 - ii) your accreditation under the Scheme; and/or
 - iii) the performance of any work covered by the Scheme;
- b) notify SAA as soon as practicable if your contact details change or if anything else about your circumstances changes which may affect your ongoing eligibility for accreditation under the Scheme;
- c) never provide any false or misleading information to SAA under any circumstances;
- d) correct any false or misleading information that you have provided to SAA at the earliest available opportunity (for example, if you become aware that such information is false or misleading after you have provided it); and
- e) behave courteously and respectfully towards SAA and its staff members.

9. Dealings with regulators

9.1 You must fully cooperate with the Clean Energy Regulator, state and territory work health and safety regulators and any other relevant government agencies that are involved in regulating the services for which you are accredited under the Scheme. Without limiting the extent of cooperation required with such entities, you must:

- a) give clear and accurate information within reasonable timeframes.
- b) comply with any improvement notices or compliance notices issued to you.

10. Conflicts of interest

10.1 What is a conflict of interest?

- a) A conflict of interest occurs if your personal interests are not aligned with the interests of another person or organisation.
- b) Personal interests include:
 - i) financial and non-financial interests.
 - ii) direct interests and those of family, friends, or other organisations with which you are involved or in which you may have an interest (for example, as a shareholder).
- c) A conflict of interest will be problematic in situations where there is a reasonable assumption or expectation that your personal interests do not conflict with those of the other person or organisation in question.

- d) Consumers of your services are entitled to expect that you will provide such services with proper regard to their interests and needs without being unduly influenced by any competing interests that may detract from the benefits they receive.
- e) For example, if you were receiving kickbacks or undisclosed commissions from the supplier of a specific energy product or system, this would incentivise you to recommend that product or system to consumers, even if they would be better served by another product or system.
- f) Conflicts of interests may lead consumers to have negative experiences with SAA-accredited providers, which would be damaging to the objectives of the Scheme.

10.2 Types of conflict of interest

- a) In many cases, the mere appearance or possibility of a conflict of interest is damaging by itself. If a consumer *perceives* that you are conflicted, or thinks that you *might become* conflicted, this would also be likely to undermine confidence in your services and, by extension, the credibility of SAA accreditation.
- b) For example, if you accept gifts from a supplier or manufacturer of specific energy systems or products, a consumer might reasonably infer that this influences you to recommend those systems or products. Even if you genuinely consider that those systems or products are the best available or that they are the most suitable for a consumer, the perception that you might be unduly influenced could be damaging.

10.3 Avoiding and declaring conflicts of interest

10.3.1 You must:

- a) use your best endeavours to avoid any actual, potential or perceived conflicts of interest.
- b) promptly disclose any actual potential or perceived conflicts of interests that cannot reasonably be avoided in writing to SAA.

10.4 Seeking guidance and assistance

- a) Conflicts of interest can be difficult to manage and sometimes there may be grey areas that are difficult to navigate. If you need assistance to understand whether an inappropriate conflict of interest has arisen (or is likely to arise) or you want to seek guidance on how to manage a conflict of interest scenario, you should seek guidance from SAA at the earliest available opportunity.
- b) Seeking guidance and assistance at an early stage is strongly encouraged and will not be held against you.

11. Consequences of breach

11.1 If you breach this Code of Conduct, SAA may sanction your accreditation in accordance with your Accreditation Agreement and the Scheme Rules, including the Compliance and Enforcement Policy. In case of serious or repeated breaches, SAA may revoke your accreditation and/or terminate your Accreditation Agreement.

12. Revisions and version history

| Version no | Description of changes | Pages affected | Approved by/ effective date | Implementation actions |
|------------|---|----------------|--|--|
| 1 | Initial document at SAA launch | | | |
| 2 | Updates following Board review Switch to new branding Revisions and version history table added | All | Board – BM 2506 Published 6 February 2026 | Publish to website. Employees advised of updates to enable portal upload/updates. Accredited persons to sign/acknowledge at accreditation renewal. |
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