Solar Accreditation Australia

Compliance and Enforcement Rules

Table of Contents

1. Background **4**
2. Purpose **4**
3. Scope and application **4**
4. When will SAA impose sanctions? **5**
5. How will SAA determine whether breaches have occurred? **5**
6. Interim sanctions **6**
7. Types of sanctions **7**
7.1 Examples of sanctions 7
7.2 Sanctions may be targeted to one or more scopes of practice 7
8. Demerit points **8**
8.1 What are demerit points? 8
8.2 When can demerit points be issued? 8
8.3 How many demerit points will I receive for non-compliance? 8
8.4 How long do demerit points last? 9
8.5 Compliance zones 9
9. Suspensions and revocations **9**
9.1 Revocation and cancellation 9
9.2 Opportunity to show cause 9
9.3 Automatic show cause events 10
9.4 Show cause process 10
9.5 Determination of suspension or revocation 10
9.6 Guidelines for determining suspension duration 10
9.7 Returning from suspension 11
9.8 Returning from revocation 11
9.9 Demerit points reset after suspension or revocation 11
10. Opportunity to respond to proposed sanctions **11**
10.1 Suspensions and revocations 11
10.2 Notification and opportunity to respond 11
10.3 Determination of sanctions 12
11. Internal reviews **12**
11.1 Matters that are reviewable 12

Solar Accreditation Australia © 2026. All Rights Reserved.

11.2 Requirements for making a review request 12
11.3 SAA may require further information 13
11.4 Review procedure 13
11.5 Fees for internal reviews 13
12. Appeal to independent arbitrator or industry review panel 14
12.1 Matters that are appealable 14
12.2 Appeal options 14
12.3 Requirements for making an appeal request 14
12.4 Appeal procedure – industry review panel 14
12.5 Appeal procedure – independent arbitrator 16
12.6 Fees for appeals – independent arbitrator 17
12.7 Fees for appeals – industry review panel 17
13. Referral to regulators and other third parties 17
14. Consequences of breach 17
15. Related policies and other documents 18
16. Revisions and version history 18

Solar Accreditation Australia © 2026. All Rights Reserved.

1. Background

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

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

The Scheme is approved by the Australian Government Clean Energy Regulator (**CER**) 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 state and territory renewable energy regulators, distributors and network services providers.

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.

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

SAA's approach to compliance and enforcement will prioritise education and opportunities for improvement so far as is reasonably practicable. However, SAA will also be required to balance these priorities with the need for deterrence and denunciation in appropriate cases, having regard to the Scheme's objectives, such as protecting public safety and promoting consumer confidence. Generally speaking, SAA will endeavour to avoid more serious or punitive sanctions where other approaches are available.

2. Purpose

The purpose of these Compliance Rules is to ensure that persons accredited under the Scheme comply with all Scheme Rules and that any necessary enforcement actions (generally described as **sanctions**) are taken:

- with reasonable predictability and consistency;
- fairly and proportionately; and
- in a manner that otherwise promotes the purpose and objectives of the Scheme.

3. Scope and application

These Compliance Rules apply to persons accredited under the Scheme (**you**) in relation to the imposition, review and appeal of sanctions under the Scheme Rules and your Accreditation Agreement.

Solar Accreditation Australia © 2026. All Rights Reserved.

You must comply with all 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. These Compliance Rules form part of the Scheme Rules.

The Scheme Rules and these Compliance Rules are not contractual in nature, and they do not form part of your Accreditation Agreement with SAA.

4. When will SAA impose sanctions?

SAA may take enforcement action by imposing sanctions upon your accreditation if it determines that you have breached any part of your Accreditation Agreement or the Scheme Rules.

Without limitation, sanctions may be imposed in any of the following circumstances:

- you provide false or misleading information to SAA in support of your application for any accreditation under the Scheme;
- you fail to make payment of any fees under your Accreditation Agreement when they fall due;
- you misrepresent your accreditation status under the Scheme to any third party (including a consumer or regulator);
- you fail to complete any necessary continuing professional development (**CPD**) or other training mandated by SAA under the Scheme Rules;
- you are the subject of one or more substantiated complaints by a third party;
- you fail to accept, cooperate or comply with a sanction that was imposed upon your accreditation;
- you breach the *SAA Technical Requirements* or the *Code of Conduct*;
- you otherwise breach this Agreement or the Scheme Rules; and/or
- you act in a manner which, in the reasonable opinion of SAA, jeopardises or may jeopardise the reputation of SAA or the Scheme.

5. How will SAA determine whether breaches have occurred?

SAA may become aware of actual, suspected or alleged breaches by you in various ways, including:

- in connection with auditing or reporting requirements imposed by SAA (for example, if you have failed to provide necessary information within the required timeframe);
- as the result of a complaint or other report made to SAA by a consumer, regulator or other third party;
- based on audits or other reports provided to SAA by the CER, state or territory clean energy regulators and/or licenced distribution network service providers (**DNSPs**);
- through direct observations or experience of your conduct (for example, if you act abusively towards an SAA staff in contravention of the *Code of Conduct*); or

Solar Accreditation Australia © 2026. All Rights Reserved.

- if you have failed to take some action directed by SAA or otherwise required by the Scheme Rules (for example, if there is no record that you have completed one or more necessary training requirements under the *Continuing Professional Development Framework*).

If SAA considers that you may have breached your Accreditation Agreement or the Scheme Rules, it will investigate the suspected or alleged breaches.

The scope and manner of SAA's investigation may vary significantly depending upon the nature of the suspected or alleged breaches.

As a minimum requirement in all cases, you will be notified of any alleged or suspected breaches and given a reasonable opportunity to respond in writing before a final determination is made regarding whether such breaches occurred.

You must cooperate with any investigation that SAA undertakes into suspected or alleged breaches by you. This includes complying with all reasonable timeframes imposed in relation to requests for you to provide documents and/or information.

In cases where your breaches are self-evident and do not require investigation (for example, because they are established on the face of the documentary record or they have been directly observed), SAA will still notify you of such established breaches at the earliest reasonable opportunity and you will be given the opportunity to respond and provide relevant information before any final decision is made regarding sanctions or other enforcement actions.

As far as is reasonably practicable, SAA will endeavour to ensure that persons responsible for investigating a suspected or alleged breach by you are reasonably independent and impartial. Conflicts of interest will be taken seriously and, where necessary, addressed.

6. Interim sanctions

Despite anything else to the contrary in these Compliance Rules, SAA may impose interim sanctions that will apply during the period when suspected or alleged breaches are being investigated and/or before a final decision has been made in relation to sanctions or other enforcement action.

When considering the need for such interim measures, SAA will have appropriate regard to:

- the seriousness of the alleged or suspected breaches;
- the views of any relevant regulators;
- the risk posed to consumers and members of the public;
- the professional, personal and financial impact of the proposed interim sanctions upon you; and
- the objectives, reputation and viability of the Scheme.

If SAA imposes interim sanctions, you will be notified at the earliest reasonable opportunity, and SAA will invite you to put forward any information that you consider relevant to assessing the impact of the interim sanctions upon you. In appropriate cases, SAA will consider whether the interim sanctions could be modified to lessen such impacts.

Solar Accreditation Australia © 2026. All Rights Reserved.

7. Types of sanctions

7.1 Examples of sanctions

The sanctions that SAA may impose include (without limitation) any combination of the following:

- issuing demerit points (see section 9 of these Compliance Rules);
- issuing you with a notice of rectification required (**NORR**) or otherwise requiring you to rectify any work that is not compliant with the *SAA Technical Requirements* and provide suitable evidence of such rectification:
    - within a specified timeframe;
    - at no additional cost to the affected consumer, or at a reduced cost to the affected consumer;
- requiring you to undertake additional training and/or CPD;
- requiring you to complete assessments that demonstrate your skill and competency;
- requiring you to be supervised when performing work covered by your accreditation;
- requiring you to submit to additional inspections of completed work that is covered by your accreditation;
- limiting the number of installations that you are accredited to perform within a set period;
- restricting or otherwise amending the scopes of practice permitted by your accreditation;
- varying, suspending (for any period), revoking or not renewing any accreditation you hold under the Scheme; and/or
- prohibiting you from re-applying for any accreditation under the Scheme indefinitely or for a specified period.

7.2 Sanctions may be targeted to one or more scopes of practice

SAA offers accreditation for various scopes of practice under the Scheme. For example, your accreditation may cover grid-connected photovoltaics (**GCPV**) or grid-connected battery storage (**GCBS**) (or both) and it may cover design work or installation work (or both).

SAA may target any sanctions to one or more specific scopes of practice without affecting the rest of your accreditation. For example, SAA may impose a sanction requiring you to be supervised for GCPV installations without imposing such a sanction in relation to GCBS installations. Likewise, SAA could, for example, revoke your accreditation for GCBS installations, without revoking your accreditation for GCBS design work.

Solar Accreditation Australia © 2026. All Rights Reserved.

8. Demerit points

8.1 What are demerit points?

Demerit points are designed to ensure accountability for any persistent or recurrent compliance problems and, where appropriate, flag opportunities for further training and professional development to close demonstrated gaps in your skills or competencies.

Demerit points will often be SAA's default sanction for non-compliance with the Scheme Rules. However, if non-compliance is sufficiently serious, SAA may immediately resort to more severe sanctions.

If you accumulate too many demerit points within a specified period, SAA will generally require you to undergo further training and/or impose more severe sanctions, such as suspension or even revocation of your accreditation.

8.2 When can demerit points be issued?

Demerit points can be issued to you for any type of non-compliance with the Scheme Rules or breach of your Accreditation Agreement, including those that are identified in section 5 of these Compliance Rules.

For example, demerit points may be issued to you in any of the following circumstances:

- SAA identifies technical, safety or quality issues with design or installation work that is covered by your accreditation, including non-compliance with the *SAA Technical Requirements* and/or applicable work health and safety laws;
- SAA determines that you have engaged in unethical or unlawful business practices;
- You fail to meet CPD requirements or to complete mandatory training or assessment requirements;
- SAA determines that you have breached the *Code of Conduct*; and/or
- SAA determines that you have failed to provide an appropriate level of customer service, for example, in addressing a consumer complaint.

Demerit points may be issued in combination with other sanctions. For example, if you have failed to comply with the *SAA Technical Requirements* in relation to installation work, SAA may issue you with demerit points and require you to rectify the non-compliant work or place limits upon your accreditation until you have demonstrated the required level of competency.

8.3 How many demerit points will I receive for non-compliance?

SAA will determine the appropriate number of demerit points for any non-compliance by considering all relevant circumstances, including:

- the nature and seriousness of the non-compliance;
- the number of demerit points that have been issued to other accredited persons for similar non-compliance on past occasions;

Solar Accreditation Australia © 2026. All Rights Reserved.

- whether you have been sanctioned for the same or similar issues in the past and when such sanctions were imposed; and
- whether you have accepted or disputed fault in responding to notification of the non-compliance.

8.4 How long do demerit points last?

In most cases, demerit points will expire automatically two years after they are issued to you.

However, SAA may extend the duration of any demerit points that have been issued to you for up to 6 months if it considers that it is appropriate to do so.

SAA will remove demerit points if it considers that you have demonstrated an ability and commitment to comply with whatever requirements you breached to receive the demerit points in question.

Demerit points will not be removed just because you have resolved the non-compliances for which they were issued.

8.5 Compliance zones

SAA will use a colour-coded compliance zone system to provide a high-level indication of your compliance status. There are three compliance zones – green, yellow and red:

- **Green zone**: This means that you have no current demerit points.
- **Yellow zone**: This means that you have between 1 and 14 current demerit points.
- **Red zone**: This means that you have 15 or more current demerit points.

If you enter the red zone or remain in the yellow zone for more than 6 months, it is highly likely that SAA will impose further sanctions upon you, such as mandatory training, mentoring or supervision requirements and/or on-site inspections.

9. Suspensions and revocations

9.1 Revocation and cancellation

In the Scheme Rules, unless the context requires otherwise, SAA will generally use the term “revocation” to refer specifically to a cancellation of accreditation that is imposed by SAA as a sanction. In other cases, for example, where you have chosen to cancel your own accreditation, the more general term cancellation will be used.

9.2 Opportunity to show cause

Before suspending or revoking any accreditation you hold (except for interim suspensions in accordance with section 7 of these Compliance Rules), SAA will invite you to show cause why your accreditation should not be suspended or revoked.

Solar Accreditation Australia © 2026. All Rights Reserved.

9.3 Automatic show cause events

Although SAA may invite you to show cause for any reason that it considers appropriate, each of the following is an automatic 'show cause' event:

- you accrue 21 or more current demerit points at any time;
- SAA becomes aware that you have falsified any information relating to your qualifications or eligibility for accreditation under the Scheme;
- you fail to promptly inform SAA regarding:
    - actions taken against you by the CER or any other state or territory clean energy regulators, including (without limitation) the commencement of an investigation into your conduct;
    - material changes in your circumstances such as being declared bankrupt or being charged with or convicted of a serious criminal offence or any dishonesty-related criminal offence (such as fraud);
- SAA directs you to rectify an installation that you have completed, which poses a risk to health and safety, and you fail to do so within 10 business days;

9.4 Show cause process

If you are invited to show cause, SAA will:

- notify you that it proposes to suspend or revoke your accreditation and, in the case of a proposed suspension, advise you regarding the proposed duration of suspension;
- summarise the relevant circumstances that it considers warrant suspension or revocation (including any automatic show cause events);
- require you to indicate whether you oppose any proposed suspension or revocation of your accreditation;
- if you oppose the proposed suspension or revocation, direct you to:
    - explain why you believe that your accreditation should not be suspended or revoked; and
    - propose any alternative arrangements that you consider would appropriately safeguard against further non-compliance;
- seek any further information from you that it considers relevant;
- consider any information that you have provided and then determine the appropriate sanction to impose;
- advise you of the option to review and/or appeal any suspension or revocation of your accreditation.

9.5 Determination of suspension or revocation

After SAA has considered your responses to any proposed suspension or revocation, it will make a determination regarding the appropriate final sanctions to be imposed upon your accreditation.

9.6 Guidelines for determining suspension duration

SAA will generally adhere to the following guidelines:

Solar Accreditation Australia © 2026. All Rights Reserved.

- **First suspension** – your accreditation will usually be suspended for 3 months, plus one month for every 4 points over the 21-point limit (if you are suspended due to an accumulation of demerit points), up to a maximum of 6 months.
- **Second suspension** – your accreditation will usually be suspended for 6 months, plus one month for every 4 points over the 21-point limit (if you are suspended due to an accumulation of demerit points), up to a maximum of 12 months.
- **Third suspension** –
    - if your first and third suspension are 5 years or more apart, your accreditation will usually be suspended for 12 months; and
    - if your first and third suspension are less than 5 years apart, your accreditation will usually be revoked.
- **Two revocations within a 10-year period** – your accreditation will be revoked for life, precluding the possibility of you becoming accredited again by SAA.

9.7 Returning from suspension

To become reaccredited at the end of a suspension period, you may be required to sit an online assessment and achieve a minimum pass mark of 80%. You will be allowed three attempts at such an assessment. If you fail all three attempts, you will be locked out for a month from further attempts.

9.8 Returning from revocation

To be considered for reaccreditation following a revocation, you will usually be required to retrain at a registered training organisation (**RTO**) before going back through the accreditation process from the beginning. The training units completed with the RTO must align with the current accreditation pathways on our website at time of application.

9.9 Demerit points reset after suspension or revocation

If you become re-accredited following a suspension or revocation of your accreditation, your demerit points will reset to zero.

10. Opportunity to respond to proposed sanctions

10.1 Suspensions and revocations

The process for responding to proposed suspensions and revocations is addressed in section 10 of these Compliance Rules. This section is relevant to other sanctions.

10.2 Notification and opportunity to respond

After SAA has determined that you have breached your Accreditation Agreement or the Scheme Rules, but before imposing any demerit points or other final sanctions upon your accreditation, SAA will:

Solar Accreditation Australia © 2026. All Rights Reserved.

- notify you in writing of:
    - the proposed sanctions;
    - the breaches or non-compliance to which the proposed sanctions relate; and
- invite you to respond in writing to indicate whether you oppose the proposed sanctions of your accreditation; and
- if you oppose the proposed sanctions, direct you to:
    - explain why you believe that your accreditation should not be suspended or revoked; and
    - propose any alternative arrangements that you consider would appropriately safeguard against further non-compliance.

10.3 Determination of sanctions

After SAA has considered your responses to any proposed sanctions, it will make a determination regarding the appropriate final sanctions to be imposed upon your accreditation.

11. Internal reviews

11.1 Matters that are reviewable

You may request an internal review of any of the following matters:

- a determination that you have breached your Accreditation Agreement or the Scheme Rules (including any technical findings regarding non-compliance with the *SAA Technical Requirements*);
- a decision regarding interim sanctions that are imposed upon you in accordance with section 7 of these Compliance Rules;
- a decision regarding any of the final sanctions referred to in section 8 of these Compliance Rules, including:
    - demerit points issued in accordance with section 9 of these Compliance Rules; and
    - suspension or revocation of your accreditation in accordance with section 10 of these Compliance Rules.

11.2 Requirements for making a review request

Review requests must:

- be made within 10 business days of you being notified of the decision or determination to which the requested review relates (unless the time is extended by SAA in its reasonable discretion);

1. be submitted in writing to technicalcomplianceandinspections@saaustralia.com.au;
    - use any prescribed form specified by SAA from time to time, which will be made available on the SAA website;
    - provide as much relevant information as possible, including why you think the decision or determination is incorrect or unfair; and

Solar Accreditation Australia © 2026. All Rights Reserved.

- include any appropriate supporting evidence.

SAA may not consider your review request if it does not meet some or all of the requirements specified above, or if you do not agree to pay any review fees notified to you.

11.3 SAA may require further information

If you submit a review request, SAA may direct you to provide further information or supporting evidence relating to your request.

11.4 Review procedure

SAA will select a suitably qualified and impartial person within SAA to conduct an internal review. This will not be the same person who was responsible for the initial decision or determination under review.

SAA will endeavour to process internal review requests within 28 days of the review being lodged in accordance with the necessary requirements. However, the time taken may be longer if it is necessary for SAA to seek additional information from you to undertake the review.

The outcome of an internal review will be that SAA:

- affirms the original decision or determination; or
- alters the original decision or determination in any way it considers reasonable and appropriate.

At the conclusion of the internal review process, SAA will:

- notify you of its review decision and provide an explanation of the reasons for its decision;
- inform you of the option to appeal the decision.

11.5 Fees for internal reviews

Generally speaking, SAA will not charge you additional fees for internal review of a decision of determination. However, if SAA reasonably considers that you have requested a significant number of internal reviews, or that your requested reviews are unusually complex or time consuming, it may charge you fees to recover some or all its costs for conducting further reviews.

Solar Accreditation Australia © 2026. All Rights Reserved.

12. Appeal to independent arbitrator or industry review panel

12.1 Matters that are appealable

Any decision or determination that is reviewable under section 12 of these Compliance Rules is also appealable. You may only request an appeal in relation to a decision or determination after it has been internally reviewed by SAA.

12.2 Appeal options

You may select one of two available appeal options:

- an appeal to an industry review panel; OR
- an appeal to an independent arbitrator.

Once you have selected one of the two available avenues for appeal, you will be bound by that selection, and you cannot change your mind after the appeals process has commenced.

12.3 Requirements for making an appeal request

Appeal requests must:

- be made within 10 business days of you being notified of the internal review decision or determination to which the requested appeal relates (unless the time is extended by SAA in its reasonable discretion);

2. be submitted in writing to technicalcomplianceandinspections@saaustralia.com.au;
   - use any prescribed form specified by SAA from time to time, which will be made available on the SAA website;
   - specify whether your appeal will be made to the industry review panel or an independent arbitrator;
   - contain as much relevant information as possible, including why you think the review decision or determination is incorrect or unfair; and
   - include any appropriate supporting evidence.

SAA may not consider your appeal request if it does not meet some or all of the requirements specified above, or if you do not agree to pay the appeal fees notified to you.

12.4 Appeal procedure – industry review panel

SAA's board of directors will appoint a panel of suitably qualified industry participants with relevant expertise to adjudicate on your appeal of SAA's decision. The panel will be chaired by a person with regulatory or legal experience.

SAA will notify you of the membership of the industry review panel at the earliest reasonable opportunity.

Solar Accreditation Australia © 2026. All Rights Reserved.

When appointing an industry review panel, SAA will have appropriate regard to any actual, potential or perceived conflicts of interest. If you are concerned that a member of the industry review panel may be conflicted, you must raise the details of such concerns with SAA at the earliest reasonable opportunity.

Within 20 business days of you completing the appeal request documentation to SAA's reasonable satisfaction and confirming your acceptance of the appeal fees, SAA will prepare a brief for the industry review panel that will include copies of the following documents:

- your Accreditation Agreement;
- any relevant Scheme Rules;
- SAA's original notification of the proposed decision or determination;
- your response to SAA's proposed decision or determination;
- SAA's original decision or determination made following your response;
- a copy of your previous internal review application (and any supporting documents);
- a copy of SAA's internal review decision;
- a copy of your appeal application (and any supporting documents);
- a summary of SAA's position regarding your appeal; and
- any other correspondence that has passed between you and SAA in relation to the decision or determination being appealed.

You will have the opportunity to review the brief before it is submitted to the industry review panel and may request that additional, relevant information or materials be included. SAA will not unreasonably refuse a request for the inclusion of any such additional information or materials.

The industry review panel may inform themselves of the relevant issues in any manner they see fit, including by conducting interviews or conferences and calling for submissions or statements from you, SAA and/or any relevant third party.

SAA will instruct the industry review panel to conduct the appeal process in a reasonably expedient manner, having regard to all the relevant circumstances.

The industry review panel will make decisions by majority vote and the chairperson will have a casting vote to break any ties.

The outcome of an appeal will be that the industry review panel:

- affirms the review decision or determination; or
- alters the review decision or determination in any way it considers reasonable and appropriate.

SAA will instruct the industry review panel that, at the conclusion of the appeal process, the chairperson must notify you and SAA of the appeal decision and provide an explanation of the reasons for that decision.

Solar Accreditation Australia © 2026. All Rights Reserved.

12.5 Appeal procedure – independent arbitrator

SAA will appoint a suitably qualified and impartial arbitrator to conduct an external arbitration process. The person selected will be a member of the Resolution Institute or another similar organisation which maintains a directory of accredited arbitrators.

Within 20 business days of you completing the appeal request documentation to SAA's reasonable satisfaction and confirming your acceptance of the appeal fees, SAA will prepare a brief for the arbitrator that will include copies of the following documents:

- your Accreditation Agreement;
- any relevant Scheme Rules;
- SAA's original notification of the proposed decision or determination;
- your response to SAA's proposed decision or determination;
- SAA's original decision or determination made following your response;
- a copy of your previous internal review application (and any supporting documents);
- a copy of SAA's internal review decision;
- a copy of your appeal application (and any supporting documents);
- a summary of SAA's position regarding your appeal; and
- any other correspondence that has passed between you and SAA in relation to the decision or determination being appealed.

You will have the opportunity to review the brief before it is submitted to the arbitrator and may request that additional, relevant information or materials be included. SAA will not unreasonably refuse a request for the inclusion of any such additional information or materials.

The appointed arbitrator may inform themselves of the relevant issues in any manner they see fit, including by conducting interviews or conferences and calling for submissions or statements from you, SAA and/or any relevant third party. For example, the arbitrator may inform themselves regarding technical matters (such as the requirements of the *SAA Technical Requirements*) by requesting reports from technical experts within or outside of SAA.

SAA will instruct the arbitrator to conduct the appeal process in a reasonably expedient manner, having regard to all the relevant circumstances.

The outcome of an appeal will be that the arbitrator:

- affirms the review decision or determination; or
- alters the review decision or determination in any way it considers reasonable and appropriate.

SAA will instruct the arbitrator that, at the conclusion of the appeal process, he or she must notify you and SAA of the appeal decision and provide an explanation of the reasons for that decision.

Solar Accreditation Australia © 2026. All Rights Reserved.

12.6 Fees for appeals – independent arbitrator

Prior to formally appointing an independent arbitrator, SAA will request quotations or estimates of fees for one or more prospective arbitrators to conduct the appeal process. SAA will provide whatever information a prospective arbitrator requires to provide such estimates or quotations.

SAA will charge you an appeal fee that will not exceed the quotation or estimate provided by the arbitrator that is appointed by SAA.

SAA will notify you of the appeal fee that will be payable at the earliest reasonable opportunity.

12.7 Fees for appeals – industry review panel

SAA will charge you an appeal fee that will not exceed the costs incurred to pay the sitting fees for the members of the industry review panel.

SAA will notify you of the appeal fee that will be payable at the earliest reasonable opportunity.

13. Referral to regulators and other third parties

SAA may:

- refer your conduct, including any breaches of your Accreditation Agreement or the Scheme Rules; and/or
- report changes in your accreditation status, whether resulting from sanctions imposed by SAA or otherwise

to other parties such as the CER, state or territory clean energy regulators and/or licenced DNSPs.

SAA may make such reports and referrals independently of any other sanctions that may be imposed upon your accreditation.

SAA will inform you as soon as practicable regarding any such reports or referrals that have been made about you to third parties.

14. Consequences of breach

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

Solar Accreditation Australia © 2026. All Rights Reserved.

15. Related policies and other documents

- Accreditation Agreement
- Code of Conduct for Accredited Persons
- SAA Technical Requirements
- Privacy Policy

16. Revisions and version history

Version no.	Description of changes	Pages affected	Approved by / Effective date	Implementation actions	Next Revision Due
1	Original version		June 2025		2 years
1.1	Revision for formatting, rebranding and update to contact emails	All	October 2026		2 years

Solar Accreditation Australia © 2026. All Rights Reserved.