Title: Quidos QA Standards for DEAs
Issue: v.6.5
Issued By: Arnold Richardson **Date:** 06/10/2026
Approved By: Billy Say **Date:** 06/10/2026

Revision History

Issue	Issued	Approved	Reviewed	Changes made
1.0	01/04/2011	01/04/2011		
2.0	17/08/2011	17/08/2011		
3.0	29/03/2012	29/03/2012	17/10/2012	
4.0	07/03/2014	07/03/2014	09/02/2015	
5.0	04/02/2016	04/02/2016	22/03/2016	
5.1	04/04/2016	04/04/2016	04/04/2017 28/04/2018 DJ	
6.0	17/07/2018	17/07/2018		
6.1	31/07/2019	31/07/2019		
6.2	27/01/2021	27/01/2021	17/01/2022 JM 02/02/2023 BS 16/02/2024 BS 22/08/2024 AR/BS	
6.3	14/05/2025	04/06/2025		Changes to Evidencing for RdSAP10 and some minor textual changes
6.4	24/10/2025	24/10/2025		Changes to how to upload evidence for an audit
6.5	06/10/2026	06/10/2026		Changes made in line with September 2026 minimum requirements.

This document shall apply to all accredited Domestic Energy Assessors, regardless of National registration, and supersede any previous copies.

These Standards shall be read in conjunction with the **Quidos Code of Conduct for Energy Assessors**.

Domestic EPC Quality Assurance

1. Overview

As an Accreditation Scheme, we are responsible for ensuring that the quality of work carried out by our members is of a consistently high standard. In an evolving sector, such as that of Energy Performance Certificates, it is important that high standards are established and maintained throughout every strand of the industry. This will help maintain the credibility of the EPC as an important document for both cutting carbon emissions and reducing energy consumption in households and businesses within the UK. It is vital that these high standards are implemented; both by us as an Accreditation Scheme, and you as an Energy Assessor.

2. Surveillance Audit Requirements

Requests for audit should not be seen as a burden or be perceived as a punishment. For those Energy Assessors who maintain high standards in their work, QA can be an opportunity to demonstrate this, or even to develop better practice. By periodic auditing of our members, we aim to ensure that all Energy Assessors can prove themselves capable of providing the best service to the customer and the industry.

As a general rule, the following minimum surveillance requirements are in place:

- At least 2% of all EPCs lodged through the Scheme are audited.
- Energy Assessors are randomly audited on at least 0.5% of their lodged reports, with a minimum of 1 random audit per year.
- Each new Energy Assessor to the industry will have their first lodged EPC audited
- Audits which trigger risk-based selection criteria (Smart Audits).

There are other circumstances which would require surveillance checks:

- Customer complaints.

In addition to these requirements, we also undertake auditing on those certificates that have been re-lodged following a surveillance auditing failure.

3. Risk-Based (Smart) Auditing Selections

In addition to random periodic auditing, Quidos also utilises risk-based (Smart) audit selections, in an attempt to focus our auditing efforts on areas of higher risk. This should help promote greater quality within the Scheme and industry as a whole. Other Schemes refer to these as 'smart audits' but this gives an impression that they are audited differently; the rules allow us to select audits based on risk, so that's what we've called them.

RBAS audits are considered separately to a DEA's minimum random audit requirement. Therefore, an Energy Assessor *may* receive many more audits than their 0.5% if they are found to be meeting these trigger criteria.

Quidos will not call more than three RBAS audits in any given month, and these will be based on a priority ordering of the rules.

The RBAS trigger rules are available for DEAs to view within iQ-Energy, and will be noted on auditing feedback.

4. Surveillance Audit Evidence

As a practicing member of the Quidos Accreditation Scheme, you are required to keep detailed records from all assessments undertaken.

Whilst on-site, you should be asking yourself one question:

> **"Would another assessor be able to recreate the EPC fully from this evidence without question?"**

If *you* wouldn't be able to, the auditor almost certainly wouldn't either.

In this respect, the most important evidence that you can collect are your **site notes**. These are different to your data collection sheets, which record the individual RdSAP data inputs, and give you an opportunity to record your thought process, reasoning for assumptions, and highlight any limitations or issues whilst carrying out an assessment.

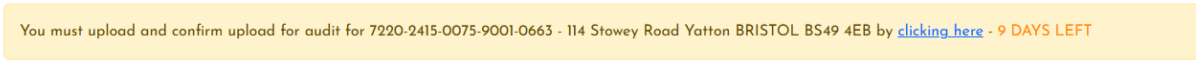
Coupled with your site notes, a thorough and detailed floor plan can also give much more detail than a couple of photos. Floor plans can identify lighting fixtures, the locations of heating emitters and controls, as well as isolate extensions and habitable rooms. DEAs should not believe that a very small box with some measurements on it is an acceptable floorplan to provide.

The full details of the mandatory minimum evidence which can be provided for surveillance auditing can be found in **Appendix B** of this document.

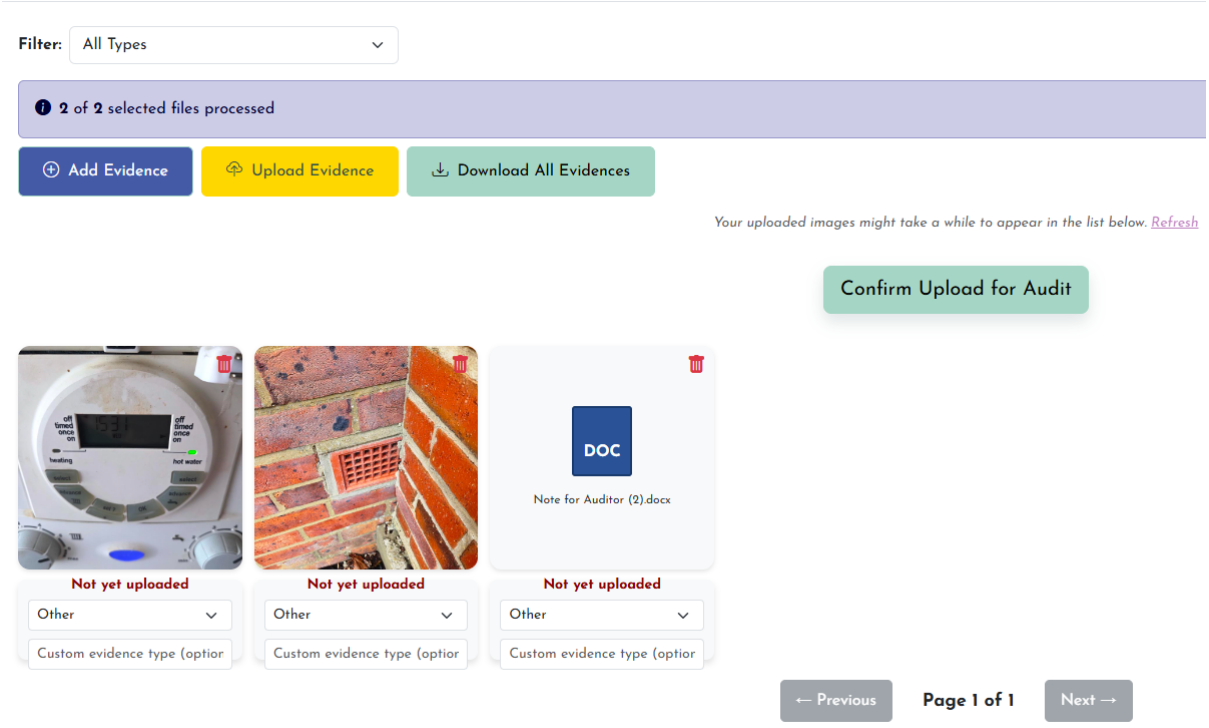
4.1 Uploading your Evidence

All evidence **MUST** be uploaded through iQ-Energy, and cannot be submitted by email or Dropbox to the QA Team, except in exceptional circumstances. This preserves the integrity of the evidence between Energy Assessors and auditors and makes the EA solely responsible for management of their data.

Your audit RRN will appear at the top of your RdSAP10 Hub in iQ-Energy with a link to upload and also provided in your email.



Once you click 'clicking here' you will be taken to where you should upload for that audit, you will need to click 'add evidence' and then 'upload evidence'. Once all your evidence is in place you must select 'Confirm Upload for Audit' which is the final step.



It's really important that DEAs double- and triple-check all files before pressing the **Confirm Upload for Audit** button. Once you press this button, you are confirming that all of the evidence you have uploaded are sufficient for the auditor to compete the survey. If this is not the case, it is likely that your audit will fail.

If you need to upload missed evidence prior to the report being audited, you can now do so by adding and uploading new evidence even after you have pressed 'upload for audit'.

Photographic evidence is of particular importance; ensuring that they are clear and in context for the purposes required. We request that photographic evidence be uploaded as separate files or within a compressed folder, and **not** pasted into a single document. This enables the surveillance auditors to check each image thoroughly.

All photographic evidence must include a date-stamp within the image or retain the associated metadata created by the camera when taking the photograph. You should ensure that, if using an image resizing program to aid in image uploading for audit, the

metadata (EXIF) is maintained. Photographs should also be clear and geo-tagged where possible.

If the photographic evidence is deemed to be of underwhelming quality, the Energy Assessor will be advised that more care is required in future. If it is deemed that the evidence provided is not of sufficient quality to allow accurate auditing, the report cannot be audited, resulting in an audit failure, with the DEA requiring further follow-on auditing.

As detailed in the Quidos Code of Conduct, it is essential that Energy Assessors keep the records of each EPC assessment both secure and readily accessible.

5. Surveillance Auditing Process

Once the evidence has been submitted, it will be audited by a member of our Surveillance Auditing team. The Surveillance Auditor will review the work and establish whether or not the EPC is acceptable, providing the Energy Assessor with a feedback report for the audit upon completion.

5.1 How the report gets audited

- The SA (surveillance auditor) works through the supplied evidence and data entries;
- Using a SA-generated copy of the report, each data input will be reviewed and amended if necessary to reflect the correct Convention or supplied evidence;
- Where evidence for a data input is omitted or insufficient to back up the assumption, the audit will be failed for insufficient evidence
- At each data entry change, the report is recalculated and the change in SAP rating is recorded, as well as any changes to the recommendations or description of the EPC itself;
- This is repeated until all RdSAP data inputs have been checked and amended (if necessary);
- Once completed, the cumulative SAP rating variation is calculated – absolute variance is the total number of points changed, irrespective of positive or negative direction;
- Any changes to the recommendations or description of the EPC are also noted;

5.2 The Audit Result

If the absolute variance in SAP rating is zero or less than five, with no changes to the recommendations or description of the EPC, the audit will be considered as a Pass –

congratulations! This is a validation of the standards that you set for yourself against the rest of the industry.

With RBAS auditing, if you pass an audit for a triggered rule, you will not be assessed again for that rule for six months.

An EPC will be considered defective if it fulfils any of the following **four** criteria:

1. The sum of the absolute errors between the energy assessor's and QA assessor's SAP score is more than 5 SAP points. This does not allow for 'self-corrective errors';
2. If errors in the building's description would result in a change in the recommendations made;
3. If the building's description is insufficiently accurate such that it brings into question the accuracy of the rating. This is taken to mean information on the EPC which is demonstrably incorrect subject to an ability to change the description in the software to account for what the assessor has seen.
4. Insufficient evidence for the audit to be completed; the EPC will be deemed defective until the necessary information is provided to confirm your data inputs. An EPC can then be considered correct, but the audit status will remain as a fail.

6. Audit Appeals

If you genuinely believe that an EPC has been incorrectly audited against the evidence supplied, RdSAP Methodology or Conventions, you have the opportunity of lodging an appeal against the decision. Within the *Evidence* section for the report, you will see an **Appeal** button.

We would strongly advise assessors to make appeals within 10-working days of the audit feedback. This is within the window required for EPC re-lodgement and ensures that you are not unduly suspended and subject to unwarranted follow-on audits. Appeals made after this time will not necessarily remove an account suspension.

Where an appeal is made following a suspension for failing to relodge a report appropriately, or because of a follow-on failure (see below), the appeal will not lift the suspension, but will be completed as a priority.

By giving your reasons for appeal, we can review the auditor's decision and make a judgement. Audit appeals are never considered by the Surveillance Auditor that completed the audit. A member of the QA team who was not involved in the audit will consider the appeal.

When considering an appeal, we will always look at the audit as a whole and review all evidence and data inputs. This moderates the work of the Surveillance Auditor, and ensures that the Energy Assessor is provided with the best possible feedback. This can

mean that errors which were not initially noted by the Surveillance Auditor would contribute to a possible failure.

Once your appeal has been submitted, we will aim to resolve the appeal within 5 working days, however we will always prioritise appeals following the failure of follow-on audits.

The appeal feedback is the final and binding decision of the QA Team and will not be reconsidered unless compelling additional evidence is provided. Auditing appeals will not be taken further once a response has been given.

7. Failure Consequences

7.1 Resolving an audit failure

There are two ways an auditing failure can be resolved: relodgement, or providing additional evidence to prove the EPC as correct.

7.1.1 Relodgement

In the event that the report is declared defective, it will need to be cancelled and re-lodged with the correct information in place within 10-working days. The onus is on the assessor themselves to do this, using the audit feedback summary as guidance.

Defective EPCs shall always be cancelled by the Energy Assessor. Although lodging a new report makes the latest version most accessible to download from the Register, it does not 'overwrite' or remove the incorrect report.

Cancellations shall be processed through iQ-Energy, giving the RRN to be cancelled, the RRN of the replacement report, and the reason for cancellation. The QA team will occasionally process cancellations following audit failure, but the expectation shall always be on the Energy Assessor to cancel.

Relodged reports will be assigned to the original auditor for re-audit to ensure the required actions have been completed. In the vast majority of cases, this will be marked as a Pass, however, in limited cases, a DEA may not have followed all of the required actions.

Where a relodgement audit fails, the Scheme will take the action to immediately suspend the DEA and require an immediate replacement of the defective report. This is to ensure that the client is provided as quickly as possible with a corrected report.

7.1.2 Additional Evidence

If you provide further evidence which would prove the EPC correct, you will not have to re-lodge the report, however it would still be classified as an audit failure.

If you are able to provide additional evidence, this should be uploaded to the report in question. You must also appeal to ensure the additional evidence is reviewed. The appeal may still be rejected but may prevent the need for relodgement.

Although this might seem harsh, we expect DEAs to be professional in their operation, particularly in ensuring the collection of sufficient evidence to prove the EPC is an accurate reflection of the dwelling. If this is not the case, we cannot turn a blind eye and are obliged to use a follow-on audit as a sanction.

7.2 Follow-on Auditing

Where a randomly-selected or RBAS audit fails, the DEA will be required to complete a single follow-on audit. This will either be based on the next triggering of the failed RBAS rule, or another random audit.

Follow-on audits will be selected from the next available month's lodgement data.

An RBAS follow-on audit will remain pending for six months until triggered. If the rule has not been triggered after that time, it will be wiped as pending, and subsequent triggers assessed in the normal manner. If you pass an RBAS audited you cannot be audited on this again for at least 6 months.

Where the follow-on audit also fails, the Energy Assessor will be immediately suspended, pending the completion of appropriate corrective action. Energy Assessors should be aware of this condition when submitting a follow-on audit as this will prevent further lodgements until the matter has been resolved.

Where a DEA fails three RBAS audits in succession for the same RBAS trigger, Schemes are able to impose the ultimate sanction of striking off the DEA from the Central Register. This action would only be taken in the most extreme circumstance.

In addition, where three random audits in succession fail for the same technical reasons, the Scheme may also decide to strike-off the Energy Assessor.

Appendix C of this document shows a flowchart of how the auditing process works.

8. Moving forward

In applying these Quality Assurance requirements, we are helping to ensure that quality is considered paramount in the Energy Performance industry. Energy Assessors should take pride in the quality of their work, and know that the higher the quality of Certificates they produce, the more they are contributing to helping cut the UK's carbon emissions and domestic energy usage. The better the standard of product that is produced, the more respectable and professional our industry will become.

We understand that this extra level of administration will add to the workload of a DEA, but we are confident that all energy assessors will appreciate the benefits of a quality product.

9. Audit/EPC Help and Advice

The QA and Tech Support team is always available to aid EAs with any queries they might have about the auditing process.

The best way to contact the QA team is through the Quidos Support Log. This can be found by logging onto http://support.quidos.co.uk; alternatively, you can send an email which will log a support ticket to support@quidos.co.uk.

The telephone helpdesk service should only be used for telephone queries, such as an assessor on-site with a complex query which requires resolving.

Glossary of Terms

Absolute Error	SAP score errors are based on the total number of errors. E.g. +4, -2, +1 has an absolute variance of 7 SAP points, not 3.
Audit appeal	A request to have an audit decision reviewed. This is never completed by the original auditor. The appeal feedback is the final and binding decision of the QA Team and will not be reconsidered unless compelling additional evidence is provided.
Audit Failure	There are FOUR reasons for an audit failure: - More than 5 SAP variance; - Error in recommendations; - Insufficiently accurate EPC description; - Insufficient evidence for the audit to be completed.
Cancellation	Process of removing a defective certificate from the EPC Register. This must always be done to ensure incorrect data is removed from the Register.
EASOB	Energy Assessor Scheme Operating Board – responsible for management of Level 2 SOR document.
EPB Register	Location of all lodgements to England & Wales, and Northern Ireland. Managed by MHCLG.
EPC	Energy Performance Certificate.
EST (Energy Savings Trust)	Company in charge of the management of the Scottish EPC Register.
Insufficiently Accurate EPC Description	In terms of the wording on an EPC, if a mistake by a DEA leads to changes in the written description, or wording, of the report, this can lead to the accuracy of the SAP score being questioned.
iQ-Energy	Quidos RdSAP software.
Metadata	Information stored by an image file when the image is taken. Includes date, time, and possible GPS location.
MHCLG	Ministry of Housing, Communities & Local Government.
QAA	Quality Assurance Auditor.
RdSAP	Reduced Standard Assessment Procedure – Used to create existing building domestic EPCs; makes many assumptions about the property and occupation to produce the report.
Re-lodgement	Cancelling a failed report and re-completing it with the changes outlined by the QAA.
Risk-Based Audit Selection (RBAS)	A process where domestic audits a chosen based on the triggering of a risk-based selection rule, such as a particular age band or combination of data inputs

SAP	Standard Assessment Procedure – The methodology that underpins the creation of EPCs.
Self-correcting Error	Difference in SAP scores is 0, but, for example, there has been one variance of +3, and another of -3. Total variance of 6.
SOR	Scheme Operating Requirements – An agreement between Government & Accreditation Schemes, act as minimum level for Scheme processes.
Stock image	Generic or previously-taken images submitted in place of evidence which should have been collected on-site. These images are generally not taken at the property being assessed.
Strike-off	This is a type of status applied to someone's accreditation and updated to the EPC Register, as well as broadcast to Schemes. The status means that you will no longer be able to practice as a DEA. In severe cases, such as use of stock images or non-attendance to a dwelling, it will be permanently applied by all Schemes.
Suspension	Your accreditation is temporarily suspended. You will not be able to lodge whilst suspended, but still able to upload to QA, or inputting data for new EPCs.
Underwhelming Quality	Photographic evidence is of a poor quality. This could be due to blurred images, lack of context, or unfit for purpose.

APPENDIX A: Auditing Time Limits

From:	To:	Max. Time Limit	Exceptions	Sanctions
Scheme first requests audit evidence	Evidence uploaded to iQ-Energy	15 Working Days	5 working day extension for illness, hols, etc	Suspension if failure to upload [1]
Evidence received	Auditing completed	15 Working Days	Circumstances beyond our control	
Audit feedback (failure)	Lodgement of replacement EPC	10 Working Days	Appeals received within 10 working days	Suspension if not re-lodged
Audit feedback (failure)	Appeal deadline	10 Working Days	We request all audit appeals to be submitted within 10 working days from the date of feedback receipt	
Follow on (random) request[2]	Evidence uploaded to iQ-Energy	5 Working Days	5 working day extension for illness, hols, etc	Suspension if failure to upload [4]
Follow on (RBAS) request[3]	Evidence uploaded to iQ-Energy	5 Working Days	5 working day extension for illness, hols, etc	Suspension if failure to upload [4]
Follow-on audit feedback (failure)	Where a follow-on audit fails, the Energy Assessor shall be suspended **immediately** pending the completion of remedial action. Any appeals for follow-on audits are fast-tracked.			

[1] *Where a surveillance audit is uploaded after the specified timescale without extension or a 'reasonable or compelling' reason for late upload, the surveillance audit will be reviewed as normal for errors, but will fail automatically for insufficient evidence.*

[2] *Follow-on audits from random failures will be selected from the next month's audit selections.*

[3] *Follow-on RBAS audits are called on the next instance of the rule being triggered by the assessor.*

[4] *Follow-on audits are requested for upload within 5 working days in order to quickly follow up on a previous auditing failure.*

APPENDIX B: Minimum Evidence Collection

For audit, DEAs are required to supply sufficient evidence for the auditor to be able to replicate the lodged report without question. The following list is the mandatory minimum for what DEAs should be collecting whilst on-site undertaking an assessment.

All data should be collected as applicable to the property being assessed, and the auditor must be able to replicate the EPC using a combination of the evidence listed below. Evidence will not always be photographic; documentary evidence may also be used where applicable. This is a minimum evidence list only; additional evidence may be required depending on the property being assessed and its specific characteristics.

Category	Required Evidence	Comments
Floor Plan	• A clear sketch plan covering all levels, including: • Measurements and area calculations of all building parts • Window measurements and orientation • Internal room layout • Identification of heat loss and party walls	All measurements and calculations must be in metric and to 2 decimal places. Window measurements & orientation may be directly input to site notes (mobile or paper)
Site Notes	• Must record any mandatory data not covered by floor plans and photographic or documentary evidence. • Must include any information used in support of decision making, reasoning, or amendments to recommendations (e.g. identification of property age, construction, assessing primary heating system, etc.).	
Photographic Requirements Photographs must be clear and date stamped, and geo-tagged where possible. Photos are only required where applicable to the property being assessed. A single photo can be used to evidence a number of applicable elements. Where photographic evidence is not possible, documentary evidence may be used instead to meet the requirement.		
All Dwelling Elevations	• Front elevation • Rear elevation • Side elevation, where appropriate • All alternative walls to be shown clearly in elevation evidence • Unheated/heated corridors leading to entrance to flat/maisonette	
Construction	• Wall construction type • Party wall construction type • Wall thickness for any building part, to include any alternative walls • Roof construction types	

Category	Required Evidence	Comments
	• Floor construction types • Conservatories — evidence of separation and heating, if heated	
Insulation	• Wall insulation — evidence of cavity drill pattern to walls. External and internal wall insulation evidence, or any documentary evidence confirming insulation presence and thickness • Loft insulation/Room in roof insulation — to include photograph of measured thickness and an overview of the loft to confirm recorded levels extend across the loft area. Photos/documentary evidence to confirm room in roof elements are insulated to what is recorded, if detailed assessment method is used • Floor insulation — clear evidence of insulation, visual or documentary • U-value calculations, if any are overwritten	
Openings	• Windows — differing glazing; at least one photo of each differing type/age/draught proofing; FENSA certificate if glazing details are known • External doors	
Lighting	• One example of each different type of lamp within a fixed fitting	
Space Heating	• Primary heating systems • All heating controls being recorded • Emitters • Fuel tank/storage (LPG/Oil) • Secondary heating system, including fuel where possible	i.e. – boiler/heat pump, boiler/heat pump ID label, key features, pump age and flue type.
Water Heating	• Hot water cylinder details including size, thickness and thermostat if applicable. Declared cylinder heat loss if present • Shower types • WWHRS evidence • FGHRS evidence	
Ventilation	• Chimneys, flues, fans, vents, flueless devices • Air pressure test certificate • Mechanical ventilation details (type, database details, duct type, duct insulation)	
Renewables	• Solar PV/hot water • Solar diverter	External photos for roof coverage or exact details;

Category	Required Evidence	Comments
	• Batteries — evidence of storage capacity being recorded • Wind turbines • Hydro — and evidence to confirm the power generation	documentary evidence required for exact details, e.g. MCS
Meters	• Gas and electric meters — showing dual rate or to confirm tariff, or to show smart/export ability	

Documentary Evidence

Documentary evidence may be used in place of, or alongside, photographic evidence where it is not possible to obtain a photograph, or where documentary evidence provides clearer confirmation of a data item.

All documentary evidence must be used in accordance with RdSAP Convention 9.02, be specific to the property being assessed, and be sufficient to allow an auditor to independently verify the item.

Documentary evidence must not be used as a default substitute for a site visit or photographic evidence where photographic evidence is reasonably obtainable, and its use should be recorded in the site notes along with the reason photographic evidence was not obtained.

APPENDIX C: Audit Process

