

# QUIDOS QUARTERLY

June, 2023 | Issue: 04 |



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- Quidos on Tour
- Technical Support, & Accreditation Update



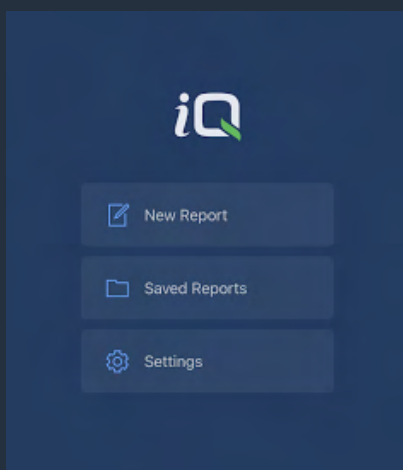
Quidos  
Excellence in Efficiency

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## **iQ Mobile now includes zPlan Floor Plan Software**

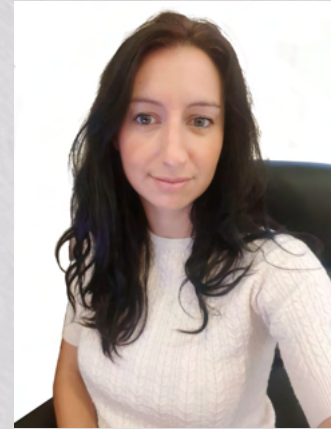
You can now draw your floor plans within iQ-Mobile at no extra cost. With the simple tap of a button, EPC information is automatically populated, saving you time. All for FREE.

## **Are you on the correct lodgement package?**

The more lodgements you do, the cheaper they become. Contact our friendly accreditation team today to check you are on the correct package.



# FOREWORD



Every newsletter we write about how exciting our industry has been and the changes that have been implemented or are ahead of us. We state how our industry is becoming more prominent; how Energy Assessors, energy assessments, and their roles are going to be crucial to improving the energy efficiency of the housing stock; how the Government and consumers are listening and understanding more. With the lead being taken by lenders (out of force maybe) we are now seeing real movement. They are looking at the properties on their mortgage portfolios and are pushing for properties to be updated.

The next step is addressing the following issue, the one that comes post assessment and how this all links together as an end-to-end solution for property owners. The issue being the lack of supply chain which is preventing installations. As an industry, this is an area being tackled from various angles and we are a part of these conversations and hopeful action.

As a Scheme, we will be out in force over the next six months on the road at events to see you all. What we have failed to do in the past is shout about how good we are at what we do and all that we have to offer. We are now able to be more present and tell everyone what we have been up to behind the

scenes so watch this space for news going forward that will benefit all our members.

As a company, Quidos has seen huge growth in our team in the last few months. With new relationships being built with third parties, we expect to see great growth in the coming months, and we are prepared for it. All our new staff members look forward to the challenge ahead.

The growth of Quidos members has also continued across all strands and we understand a need for change in the industry. There is a need for better technical support and improved communication, which we believe to be our strong points.

As your Accreditation Scheme, we are here to support you and look forward to everything the industry pushes our way going forward for our members. The start of 2023 has been a positive one for Quidos and we are prepared for what's ahead. We hope that you will continue to join us on this journey and steer us in the direction that you want.

Catherine Garrido, Operations Director



# INDUSTRY NEWS

## Tesla Electric: Solar-Powered EV Charging Revolutionises the UK!

Exciting news! Elon Musk's Tesla is launching Tesla Electric, an electricity supply firm focused on renewable energy in the UK. The company's flagship product, Powerwall, allows households with solar panels to sell excess electricity back to the grid, resulting in significant savings. Tesla Electric's entry into the UK aligns with the country's goals of banning internal combustion engine cars by 2030 and achieving net-zero carbon emissions by 2050. Prepare for a revolution in sustainable transportation as Tesla Electric brings solar-powered EV charging to the UK! Stay tuned for updates on Tesla Electric's game-changing solutions.

## Labour's Insulation Plan: 4 Million Jobs and a Greener Future!

Labour has unveiled a groundbreaking plan to insulate more UK homes, with the potential to create an astounding 4 million job opportunities. This initiative aims to enhance energy efficiency, reduce carbon emissions, and lower utility bills. It not only transforms energy



efficiency but also stimulates economic growth by creating employment on a massive scale. The demand for skilled workers in insulation and construction will skyrocket, providing numerous job openings. Labour's plan exemplifies proactive climate action and sustainable solutions, taking significant steps towards a greener future. Stay tuned as this initiative shapes the future of energy efficiency and job opportunities in the UK.





# QUIDOS ON TOUR - EEA EVENT

## EEA Event (Energy Efficiency Association)

Quidos attended the Midlands ECO, GBIS & Sustainable Warmth Supply Chain Conference & Exhibition on 15th June with over 150 delegates that included exhibitors and speakers.

It was great to receive updates from Ofgem, TrustMark and the Department for Energy Security & Net Zero on the focus for the next quarter, including the plans around addressing the supply chain issues and further details on the funding streams that are currently present and in the pipeline.



There are many concerns around previously 'failed' schemes and challenges with current LAD3, Home Upgrade Grant and Boiler Upgrade Scheme. As an industry we need to understand how these Schemes are pushing forward and if they are reaching targets or in many cases not meeting targets.

It was reassuring to hear from Government departments on their focus for the future and for them to receive feedback from the industry in this type of session.

As Quidos, we look forward to working closer with Government Departments in relation to these Schemes and as always will feedback all comments from our members.





# EXPANDING THE QUIDOS TEAM

## Expanding the team

Over the past few months we have welcomed several new staff members to the Quidos team!

It's great how much we are growing as a company within the industry and we hope that this continues to increase as the year goes on.

We enjoy welcoming new staff into the industry and witnessing the passions that grow for the sector.



## SSIP Assessor for Salus Certification



Calling SSIP Assessors.....

Remote auditor position available on a price per audit completed basis. Do you hold NEBOSH or equivalent in Occupational Health & Safety? If so we would love to hear from you!

Full SSIP assessor training provided.

Apply today by emailing your CV to [hello@saluscertainment.co.uk](mailto:hello@saluscertainment.co.uk).

# ACCREDITATION & TRAINING

## Continued Professional Development

As an Accreditation scheme, Quidos aims to support the knowledge base and development of our assessors; this includes the completion of Continuous Professional Development (CPD). All assessors have a minimum requirement to complete 10 hours of CPD throughout their year of accreditation.

If your accreditation anniversary is approaching (July/Aug/Sept), we are required to check whether you have completed the required number of CPD hours.



## CPD deadlines:

July 24th

August 24th

September 25th

If you have uploaded CPD prior to your deadline, please do drop the Quidos Accreditation team a line and we will note this.



## Not yet completed your CPD?

### Check our Online Training Modules

Starting at just £12+VAT we have quick 30 minute to 1 hour courses as well as CPD bundles which include all round master-classes and practical guides to enhance your professional development.

<https://quidos.co.uk/our-courses>



# ACCREDITATION & TRAINING

## Training centre announcement

The training team here at Quidos have an exciting update - we have been working hard over the past few months re-establishing ourselves as an approved training centre. Having moved away from training several years ago, we now feel the time is right to re-enter this sector of the industry and use our experience and expertise to guide those starting out in their career.

Our aim as a company is to always push the industry forwards in improving energy efficiency and people's knowledge about the sector we work in; we believe this is the next step in our journey to do so. We have worked with several training partners and many recently qualified assessors over recent years and as a team we feel confident that we have much to contribute to the realm of training. As a quality focused scheme, this shall form the foundation for all of our courses and we have worked hard to endeavour that every course we offer delivers quality learning material delivered by tutors with extensive teaching and practical experience, ensuring learners are provided with both confidence and support throughout.

Starting with DEA and Retrofit Assessor courses, we aim to steadily increase the number of courses we offer over the coming months with Non-Domestic, On-Construction and Retrofit Coordinator qualifications to follow. Please do not hesitate to contact our training team at [training@quidos.co.uk](mailto:training@quidos.co.uk) if you would like to discuss your training needs or have any questions at all.

Watch this space, more details will follow once we have our first course dates finalised!





# ACCREDITATION & TRAINING

## Quidos Community

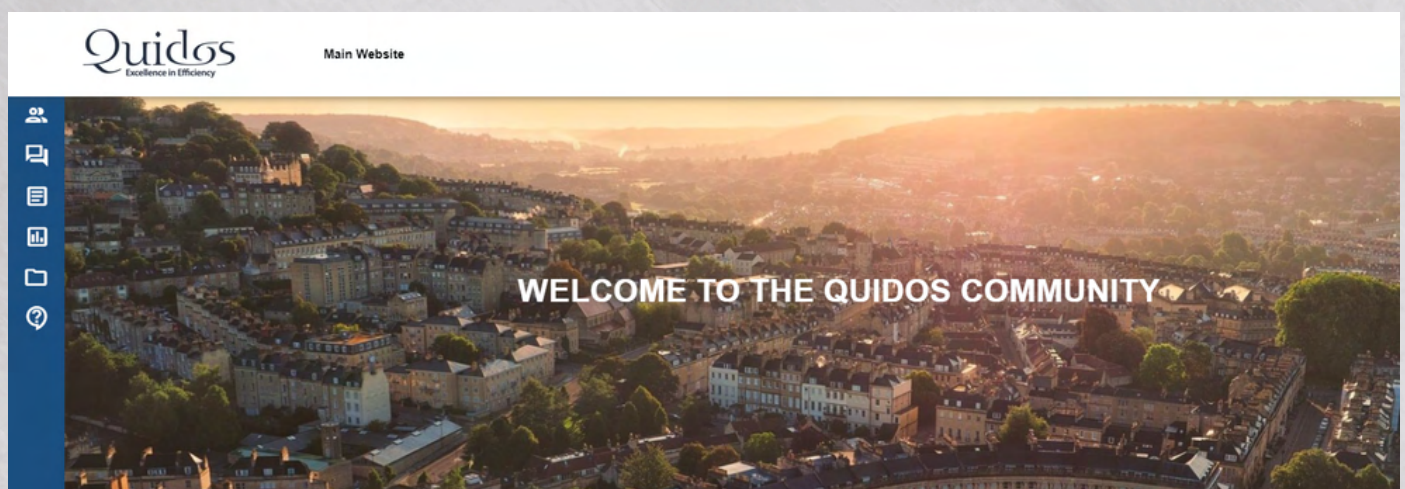
At Quidos we are committed to building and developing your Quidos Community, and for those who have yet to sign up here are some benefits in doing so:

- Forums where you can freely network with your peers, share your success stories, gain knowledge and chat 24/7
- Regular Industrial and Quidos News Updates and Events
- Quidos Polls so we can get to know your thoughts
- Potential job opportunities within the Quidos network and nationally

But here is a sneaky peak at what else is to come:

- Future personal development opportunities
- A CPD module based on the Quidos Community that is free exclusively for the Quidos members signed up to the platform
- Possible freebies to be given away.....and much more

You can sign up to the platform [here](#).





# QUIDOS TECHNICAL SUPPORT

Quidos pride ourselves in the support we give our members. It improves the knowledge of the assessor and in turn improves the quality of EPCs across the industry. Each edition of Quidos Quarterly will play host to a whole host of technical support tips, hints and reminders to keep our members on their toes. This edition we have the following:

## Update to Quidos Audit File Uploader

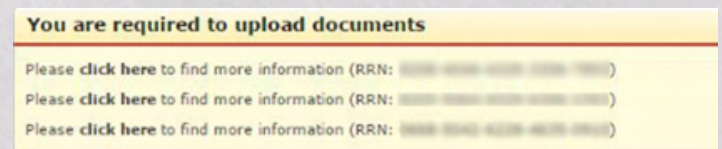
At Quidos over the past few weeks, we have been making changes to our photo uploader following constructive feedback from our accredited assessors. These updates will help ensure all files are uploaded and are less likely to fail.

### How to upload:

- You will first receive an email from Quidos to state that you have been selected for an audit. This will have details about the property address including an RRN (0000-0000-0000-0000-0000) as well as the amount of time you have to upload.

Included in this email will be the QA standards which will includes guidance minimum evidence requirements.

The next step from here would be to log into your iQ Energy account and select the audit you are required to upload documents for as per the below image:



Alternatively, you can also enter this under the "Upload Files" section on the right-hand side of IQ Energy control panel. Here you can click on the report that needs to be uploaded, and select "Upload for Q/A".

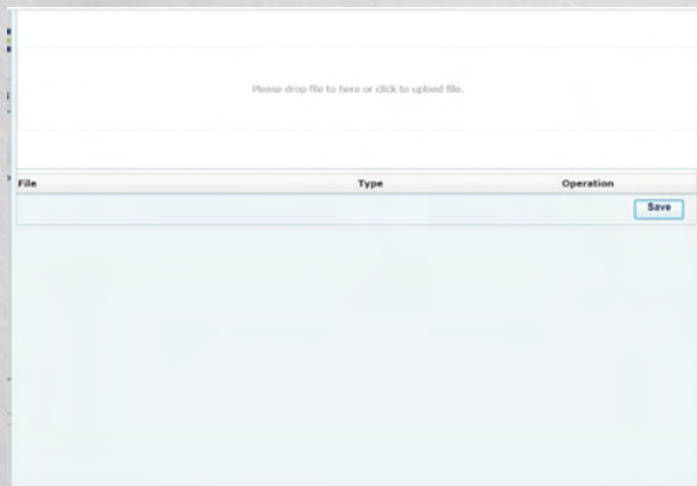
Both of these methods will take you to the following screen:





# QUIDOS TECHNICAL SUPPORT

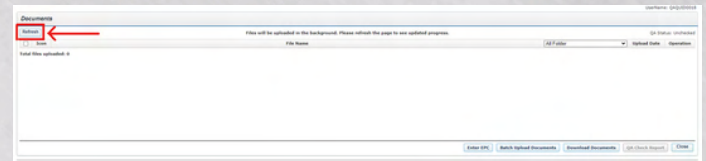
Here you will need to press the button 'Batch Upload Documents'. This will bring up a screen that will allow you to either drag your files into the uploader or if you double-click in the middle it will bring up your folder which you can navigate through to find your files. See below:



You can upload a range of files from photographs, NCT files, PDFs and other Suitable file formats you may have.

Once you have selected the files you must ensure you press save. Once you have clicked the "Save" button, it may take some time for certain files to appear on the screen, giving the impression that they have not been uploaded. However, it is important to note that these files are indeed being uploaded in the background.

If you wish to monitor the progress of your upload, we have introduced a "Refresh" button, conveniently located in the top left corner. By pressing this button, you can view the uploaded images as they are being processed and uploaded.



Additionally, you may observe a new file counter displayed in the top left corner. This counter keeps track of the number of files you have uploaded, ensuring that all files are being successfully transferred.

At the bottom, there is a comprehensive upload counter that provides the total number of files uploaded. If any files encounter issues during the upload process, this counter will indicate the total count of unsuccessful uploads.

Therefore, if you have a total of 40 files to upload, the counter at the top will incrementally process and upload each file in the background.

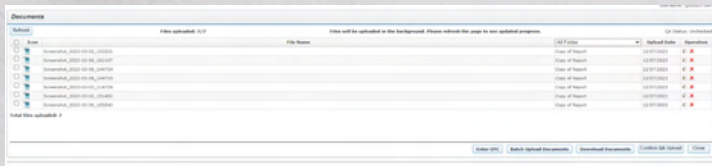




# QUIDOS TECHNICAL SUPPORT

Subsequently, you can return to the report and revisit this section at any time to verify the successful completion of the upload process by referring to the "Total Files Uploaded" counter.

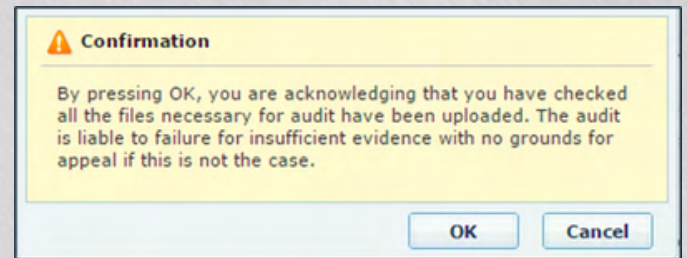
When these files are uploaded, they will look something similar to this:



Confirming your upload:

- Now it's time to confirm the upload,
- before pressing the button stating
- "Confirm Q/A Upload", if you hover your
- mouse over the images that have been
- uploaded you can check through your
- images to see if they are the correct ones
- you need to be uploaded. When you're
- happy after seeing the preview images
- you can proceed and press "Confirm Q/A
- Upload".

When you press the Confirm Q/A Upload button you are acknowledging that all the files you are uploading



Any outstanding evidence should always be sent through the batch uploader in iQ Energy rather than through email.

## DID YOU KNOW?

Quidos' software is available on iOS and Android. Linking to floor plan software through zPlan, you can draw a plan and it self populate your EPC data inputs, create an EPC and lodge within minutes. Try it out today!





# QUIDOS TECHNICAL SUPPORT

## Hot Water Cylinder Insulation - Convention 6.05

Hot water cylinders all come in different shapes and sizes and with this, they all contain different levels of insulation types. It is extremely important to get the insulation correct in cylinders as it can have a big effect on the cost of heating water and therefore a big impact on the SAP rating.

Within RdSAP there are 3 options for cylinder insulation type. These are:

- None - There is no insulation present at all.
- Jacket - There is a foam jacket, which has been retrospectively fitted around the cylinder.
- Factory applied foam - This is where the insulation was applied at the point of manufacturing.

This bulletin is going to attempt to show you:

- How to identify insulation
- How to measure insulation
- Whether there are any defaults or assumptions which can be made

1) Enclosed hot water cylinder: The image to our right shows an unvented pressurised steel or plastic-encased hot water cylinder.

When completing an assessment assessors sometimes can receive information on the insulation on the hot water cylinder plate which details the capacity and general information about the cylinder including insulation.

However, this is not available all the time. Because of the design of these systems, you are not able to get a physical measurement of the system as it is 'encased'

Systems like this have been researched and given a convention to apply in a situation like this. RdSAP Convention 6.05 states that an insulation type of "factory-applied foam" can be assumed with a value of "50mm". This is a default that assessors should use in this circumstance and only for these types of water cylinders.





# QUIDOS TECHNICAL SUPPORT

2) Foam insulated cylinder: This cylinder causes a few issues in the auditing world when it comes to insulation thickness.

By looking at it we can see that this is foam insulation on this water cylinder painted green. In order to measure this water cylinder we would simply fit a ruler through gaps in the water cylinder.

In this image, we can see where the immersion element protrudes from and creates a gap in the foam insulation. We can fit a ruler in this gap and receive a thickness to enter in our RdSAP assessment.

- If you cannot get a measurement, then
- the default is the lowest amount you can
- enter which is 12mm. The auditor will not
- allow for anything which isn't evidenced
- and will assume a "worst case scenario" of 12mm. You should not be using 50mm as it's not an encased plastic or metal cylinder.



3) Jacket insulated: Jackets are very simple to identify and are usually coloured red. The process for assessing a jacket's insulation is the same as foam insulated cylinders.

A measurement can be done with a ruler and poking it through gaps that you can find on the cylinder. The worst-case scenario applies to measurements of a jacket, 12mm should be used when measurement can not be taken either to do with data loss or unable to access space for measurement.



# QUIDOS ASSESSOR ZONE - EVENTS

We have several events that we will be attending over the coming months, some of them taking place very soon!

Keep an eye out on our social media pages to see what events we are attending as there will be further details on how to attend them.



MEP Workshop - 18th July

Energy Efficiency Association North and  
Scotland Event - 20th July



Trustmark Scheme Provider Day - 6th  
September



IESVE Event - 13th September

Energy Efficiency Association Awards - 29th  
September

PEPA Conference - 31st October



**TRUSTMARK**  
Government Endorsed Quality



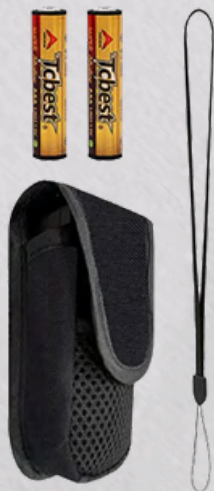
# QUIDOS ASSESSOR ZONE - MERCH SALE

## Merch sale

Have you had the chance to look at our big Merchandise Summer sale yet?!

We have ***HUGE*** reductions on our store that we are excited to announce is now being extended until the end of August!

Don't miss out, why not browse our [merch store](#) now to see what deals you can grab!



Do you want your success story in the next edition?

This area of the newsletter, will have the sole purpose of recognising Assessor feats both within the industry and externally. If you wish to tell of your achievements in the next edition, please contact [qas@quidos.co.uk](mailto:qas@quidos.co.uk)



# WANT TO KEEP UP TO DATE MORE FREQUENTLY?

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Or contact us using the details below:

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[info@quidos.co.uk](mailto:info@quidos.co.uk)

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