

Stroma Certification Ltd

Energy Assessor Support Policy

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On behalf of Stroma Certification Limited

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1.0 Introduction

Stroma Certification Ltd provides independent, third party assessment of all members and their work. This document details the extent (and limitation) of the support offered by Stroma Certification Ltd to scheme members in relation to the various schemes or systems operated by. This policy is only applicable to scheme members holding an active membership with Stroma Certification Ltd.

2.0 Extent of Support

2.1 General Information

All enquiries (in writing, by e-mail or telephone) must be accompanied with a unique Stroma Certification membership number. If this information is not supplied, the enquiry will be treated as a non-member query and Stroma Certification Ltd is under no obligation to respond or follow the remit of this document.

2.2 Response Time:

Stroma Certification Ltd will respond to a query within 48 hours, within the following working hours:

- Monday 8.30 am - 5.30 pm
- Tuesday 8.30 am - 5.30 pm
- Wednesday 8.30 am - 5.30 pm
- Thursday 8.30 am - 5.30 pm
- Friday 8.30 am - 5.00 pm

This will exclude bank holidays and other statutory holidays. Scheme members will be informed of any closures to the office, and consequent non-availability of the support service, by e-mail within a reasonable time frame (where possible).

E-mail specific: Stroma Certification Ltds service response time of forty eight hours will **not** apply if enquiries have been sent to an individual rather than the approved support e-mails listed below.

It is important that a scheme member directs their enquiry correctly to prevent a delayed response. The contents of this document are only applicable when an enquiry has been correctly directed to the appropriate support team.

2.3 Methods of Contact

Stroma Certification offers scheme members three different areas of support:

- **General Support**
- **Scheme Member Support**
- **IT Support**

2.3.1 General Support

The General Support team should be contacted when a scheme member has an enquiry relating to a specific certification membership, including but not limited to; correction to contact details, general enquiries, invoicing queries etc.

E-Mail

- Operations Department
 - certification@stroma.com

Phone:

- Operations Department
 - 0845 621 11 11
 - Option 1 (training and certification), then Option 5 (all other enquiries)

2.3.2 Support

The Support team should be contacted when a scheme member has an enquiry relating to specific technical issues regarding the scheme, including but not limited to; first level data input into software (any enquires beyond first level data input must be directed to the software vendor*) software installation assistance, interpretation of relevant guidance documents, QA queries, etc.

* SAP and iSBEM Enquiries: All software enquiries must be submitted to the related strand's Support team (contact details as below). In the event that the enquiry is beyond the remit of the Support team, the issue may be submitted to the software vendor by the Support advisor. The Assessor will be informed of this escalation. iSBEM has a 5 working day policy in place for responses.

E-Mail

- On-Construction Energy Assessment (SAP) - Domestic Team
 - sap@stroma.com
- Domestic Energy Assessment (DEA - RdSAP) - Domestic Team
 - domestic@stroma.com
- Non-Domestic Energy Assessment (iSBEM), Display Energy Certificates (DEC), Air Conditioning Inspection - Non-Domestic Team
 - Technicalsupport@stroma.com

Phone:

- Non-Domestic Enquiries:
 - 0845 621 1111
 - Option 1 (Training and Certification), then Option 3 (Non-Domestic Technical Support)
- Domestic - On Construction Energy Assessment (SAP) & Domestic Energy Assessment (DEA/RdSAP) Enquiries:
 - 0845 621 1111
 - Option 1 (Training and Certification), then Option 3 (Domestic Technical Support)

2.3.3 IT Support

The IT Support team should only be contacted when a scheme member has an enquiry that is specific to software developed by Stroma Certification. If the software is not developed by Stroma Certification, the assessor should contact the vendor directly*.

* SAP and iSBEM Enquiries: All software enquiries must be submitted to the related strand's Support team (contact details as below). In the event that the enquiry is beyond the remit of the Support team, the issue may be submitted to the software vendor by the Support advisor. The Assessor will be informed of this escalation. iSBEM has a 5 working day policy in place for responses.

IT Support should only be contacted if serious technical problems have been encountered (e.g. repeated software crashes), otherwise the enquiry should be directed to Technical Support.

E-Mail

- IT Development Department
 - itsupport@stroma.com

3.0 Escalation Process - General Support

The escalation policy for dealing with general support enquires is as follows:

1. All enquiries received will be initially reviewed to ensure that they have been directed to the appropriate area of support. In the event this is incorrect, the enquiry will be redirected correctly and the originator of the enquiry will be informed of this.
2. All enquiries received will be categorised into member support enquires and non-member support enquires.
 - a. Non-member support is not provided to those not holding an active membership with Stroma Certification Ltd.
3. All enquiries received are logged centrally and referenced to the scheme member's certification membership number.
 - a. If the enquiry is not in its nature a general enquiry it will be passed on to the relevant support team.
4. The operations department will resolve all support enquiries relating to individual certification strands.
5. The General Manager will investigate and respond to all enquiries which cannot be resolved by the operations department.
6. All enquiries will be recorded for future analysis and reviewed annually to inform service provision, training and CPD delivery.

4.0 Escalation Process

Stroma Certification Ltd provides feedback to the Department Communities and Local Government (DCLG), along with any relevant technical steering group on all new queries for resolution. The escalation policy for dealing with technical support enquiries is as follows:

1. All enquiries received will be initially reviewed to ensure they have been directed to the appropriate area of support. In the event this is incorrect, the enquiry will be redirected correctly and the originator of the enquiry will be informed of this.
2. All enquiries received will be categorised into member support enquires and non member support enquires.
3. All enquiries received, are logged centrally and cross referenced to the member's certification membership number.
 - a. If in the event that a member makes multiple enquiries, the majority of which demonstrate a general lack of understanding, this may result in a recommendation for re-training, attendance of a CPD event, or a greater level of surveillance auditing.
4. The appropriate departmental Technical Support Advisors (domestic/non-domestic) will resolve all technical support enquiries relating to their particular scheme. All irresolvable enquiries shall be passed to the appropriate Scheme Manager.
5. The Scheme Manager will investigate and respond to all enquiries which cannot be resolved by the domestic/non-domestic Technical Support Advisors.
6. If the enquiry, in its very nature, is not within the remit of the scheme, then this will be e-mailed to the appropriate Government/ Awarding Body for resolution and the member shall be informed of the escalation.
7. All relevant items and responses from the appropriate Government/ Awarding Body will be posted on the member's area of the Stroma Certification Ltd website, for the benefit of all scheme members. In addition, all relevant Stroma Certification Ltd staff will be informed of the new inclusion, and the response will be sent to the member.
8. All queries will be maintained for future analysis and reviewed annually to inform service provision, and training and CPD delivery. The relevant steering group will be informed of all major trends.

5.0 Escalation Process - IT Support

Stroma Certification Ltd provides feedback to the Department for Communities and Local Government (DCLG) and relevant technical steering groups on all new queries for resolution. The escalation policy for dealing with IT support enquires is as follows:

1. All enquiries received will be initially reviewed to ensure they have been directed to the appropriate area of support. In the event this is incorrect, the enquiry will be redirected correctly and the originator of the enquiry will be informed of this.
2. All enquiries received will be categorised into member support enquires and non-member support enquires.
3. All enquiries received, are logged centrally and referenced to the scheme member's certification membership number.
 - a. If in the event that a member makes multiple enquiries, the majority of which demonstrate a general lack of understanding, this may result in a recommendation for re-training, attendance of a CPD event, or a greater level of surveillance auditing.
4. The IT Development department will resolve all IT support enquiries relating to the relevant software produced by Stroma Certification Ltd. All unresolvable queries shall be passed to the Technical Director.
5. The Technical Director will investigate and respond to all enquiries which cannot be resolved by the team of IT Developers.
6. If the enquiry, in its very nature, is not within the remit of the scheme, then this will be e-mailed to the appropriate Government/ Awarding Body for resolution and the member shall be informed of the escalation.
7. All relevant items and responses from the appropriate Government/ Awarding Body will be posted on the member's area of the Stroma Certification Ltd website, for the benefit of all scheme members. In addition, all relevant Stroma Certification Ltd staff will be informed of the new inclusion, and the response will be sent to the member.
8. All queries will be maintained for future analysis and reviewed annually to inform service provision, and training and CPD delivery. The relevant steering group will be informed of all major trends.