



TrustMark Licence Plus

Requirements for
Scheme Providers
and Registered
Businesses





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01

Background

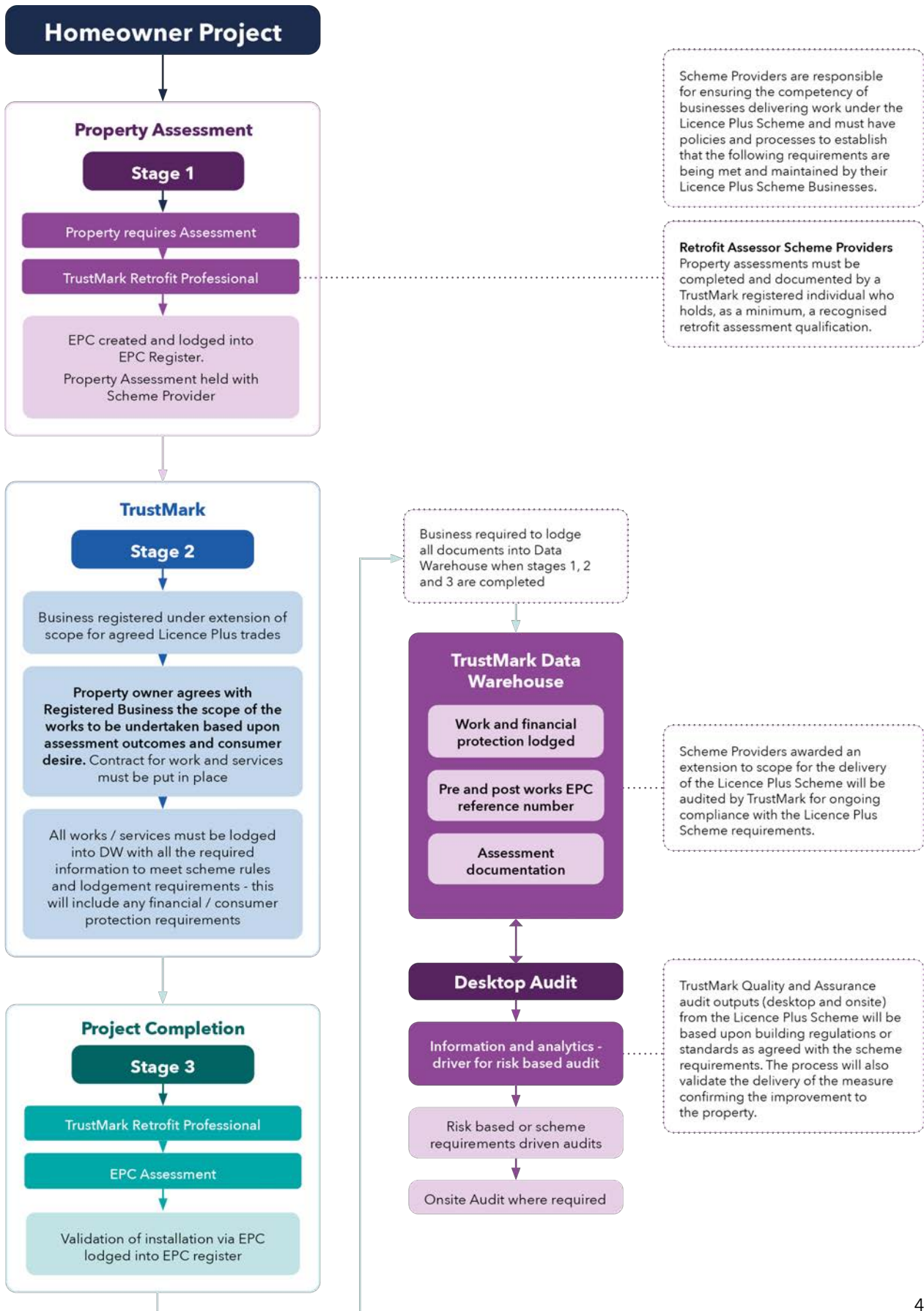
The Licence Plus Scheme provides a transitional adoption of a ‘whole house / fabric-first’ approach for tradespersons improving domestic properties within the energy efficiency sector. It has been designed with the aim of helping build the much-needed supply chains by supporting the increased engagement of competent tradespersons in facilitating the drive for achieving the UKs ‘net zero’ targets. As the Licence Plus Scheme develops TrustMark’s ambition is to open the Scheme into the wider trade areas that are supported.

For the Licence Plus Scheme, we are adopting the property assessment principle in using the Reduced Data Standard Assessment Procedure (RdSAP) process to produce an Energy Performance Certificate (EPC); identifying the staged improvements that can be incorporated into the homeowner’s project to create a plan of future improvements.

This document sets out the requirements that apply to TrustMark Licensed Scheme Providers and Registered Businesses, who want to participate in the Licence Plus Scheme.



Licence Plus - The Scheme





02

Scheme Provider Requirements

A Scheme Provider that chooses to participate in the Licence Plus Scheme will need to comply with the following requirements so that the businesses they permit to operate under the Licence Plus Scheme will deliver compliant quality works, consumer and financial protection.

Extension to Scope

To participate in the Licence Plus Scheme the following requirements apply to a Scheme Provider:

- Apply for an extension to scope of their existing Scheme Provider Sub-Licence.
- Agree to additional on-going risk-based audit and compliance for extensions to scope.
- Demonstrate full and on-going compliance with the TrustMark Framework Operating Requirements.
- Demonstrate how they ensure Registered Businesses are compliant with the TrustMark Code of Conduct and Customer Charter.

Should you be a Scheme Provider that would like to support the Licence Plus Scheme and need further information on the extension of scope process, please contact the TrustMark Compliance Team at compliance@trustmark.org.uk to discuss your needs and who can answer any questions you may have.

Licence Plus Scheme Delivery

Scheme Providers are responsible for ensuring the competency of businesses delivering work under the Licence Plus Scheme and must have policies and processes to establish that the following requirements are being met and maintained by their Licence Plus Scheme Businesses.

A Scheme Provider:

- Can permit a business to participate in the Licence Plus Scheme only where the Scheme Provider is satisfied that the business can meet the requirements of the Licence Plus Scheme.
- Must ensure that businesses do not hold the same Licence Plus Scheme trade(s) with more than one TrustMark licensed Scheme Provider at any one time.
- Must ensure the competence of the business and how they safeguard that work is conducted by individuals that are competent for all work delivered under the Licence Plus Scheme. Ensuring competence will take account of and recognise: Competent Person Schemes (CPS), Gas Safe Register, Microgeneration Certification Scheme (MCS) and PAS2030 certification.



- Must ensure that a business can and does provide the appropriate financial protection(s) for all works delivered under the Licence Plus Scheme.
- Must ensure where a business includes work with low carbon and renewable technologies, valid and on-going MCS certification must be held by the business.
- Will define competency under their scheme rules where no recognised competency applies. Scheme Providers must demonstrate to TrustMark how this aligns with existing recognised competency frameworks for the purpose of audit and compliance.
- Must ensure Registered Businesses are competent to work in compliance with all legal requirements including building regulations, statutory regulations; and normative technical standards applicable to any works undertaken within the scope of the Licence Plus Scheme.
- Must establish that a Registered Business has a process to ensure that a property is assessed and documented by a TrustMark registered individual who holds a minimum of a recognised retrofit assessment qualification where adequate information is gathered to ensure that any proposed works are suitable for that property.
- Must establish that a Registered Business has a process to manage works through a 'whole house' approach that considers 'fabric-first' to determine the appropriate measures that will be recommended.
- That elects to be actively involved in supporting TrustMark in its delivery of the compliance and audit functions of the Licence Plus Scheme must audit the initial five installations (per business) as a minimum, resulting in compliant outcomes before the business may be moved to a risk-based audit schedule.
- Who identifies a Registered Business that does not demonstrate the level of compliance required, must move (or hold) the business into a heightened audit surveillance schedule and manage them until compliance is evidenced.
- Where risk-based audits identify non-compliance, must return the business to a heightened audit surveillance schedule.
- Must apply, and evidence proportionate and effective interventions where non-compliance has been identified and share with TrustMark the results of any audits and interventions on request.
- Must ensure that robust remediation processes are delivered where non-compliance by a business is identified.
- Must ensure businesses comply with the TrustMark dispute process, the Dispute Resolution Ombudsman (DRO) and any independent and impartial binding decision made by the DRO.
- Under the Licence Plus Scheme for specific government-led deliveries and/or organisations, where additional obligations are mandated, must recognise that TrustMark may retain the responsibility of the audit and compliance processes.



03

Business Requirements

The following are the requirements for Registered Businesses to participate within the Licence Plus Scheme; inclusive of their obligations under the Framework Operating Requirements and any additional conditions placed by Scheme Provider(s).

For the Licence Plus Scheme, Registered Businesses are required to produce a pre- and post-EPC using a TrustMark registered individual who holds a recognised retrofit assessment qualification.

Extension to Scope

To participate in the Licence Plus Scheme the following requirements apply to a Registered Business:

- Apply to its Scheme Provider for an extension to scope of their existing TrustMark Licence.
- Agree to additional on-going risk-based audit and compliance.
- Demonstrate full and on-going compliance with the TrustMark Framework Operating Requirements.
- Demonstrate how they are compliant with the TrustMark Code of Conduct and Customer Charter.

Licence Plus Scheme Delivery

A Registered Business:

- Is not permitted to hold the same Licence Plus Scheme trade(s) with more than one Scheme Provider at any one time.
- Must hold and apply competence and comply with all legal requirements including building regulations, statutory regulations; MCS standards and all normative technical standards applicable to its work.
- Must hold valid and on-going MCS certification for the delivery of any low carbon and renewable technologies.
- Accept a direct relationship with TrustMark where TrustMark is responsible for the audit and compliance processes.
- Must have provisions in place to provide appropriate financial protection for all work undertaken.



- Ensure the financial protection mechanism¹ meets the TrustMark Framework Operating Requirements - Section 10; and be declared within the Data Warehouse.
- Ensure that customers have access to unbiased advice about measures that could be installed as part of their project² before they agree to the contract.
- Must use an established process to ensure that a property is assessed and documented by a TrustMark registered individual, who holds as a minimum, a recognised retrofit assessment qualification where adequate information is gathered to ensure that any proposed works are suitable for that property.
- Must establish a process to manage works through a 'whole house' approach that considers 'fabric-first' to determine the appropriate measures that will be recommended.
- Must use a TrustMark registered individual who holds valid accreditation for both the pre- and post-installation EPCs.
- Will be permitted to use an existing EPC that is on the EPC Register and is less than 6-months old.
- Accept that TrustMark will provide audit outcomes to the appropriate Scheme Provider who may complete their own audit and/or interventions.
- Continue to deliver consumer protection that meets the requirements of the TrustMark Framework Operating Requirements, Code of Conduct and Customer Charter.
- Must comply with the TrustMark dispute process, the Dispute Resolution Ombudsman (DRO) and any independent and impartial binding decision made by the DRO.
- Ensure only suitable systems and products³ are used that comply with the relevant legislation e.g., building regulations and requirements.
- Lodge all works in the TrustMark Data Warehouse for the purpose of audit and compliance processes within 30-calendar days of the completion of the works.

¹ <https://www.trustmark.org.uk/ourservices/financial-protection>

² This will be a person competent to offer such advice, by referencing an applicable Energy Performance Certificate; or by signposting to trusted sources of energy efficiency advice, such as the government site <https://find-energy-improvements-suitable-for-your-home.service.gov.uk/energy-efficiency>

³ It has been brought to our attention that some mortgage lenders or similar, may not lend or may apply conditions to any lending if spray foam insulation is used. The property owner must be made aware of potential issues that may arise in relation to mortgaging the property prior to the measure being installed.



04

Data Warehouse Lodgement

All works delivered under the Licence Plus Scheme must be lodged into the TrustMark Data Warehouse.

Lodgement Costs

Where Registered Businesses are delivering work through a Scheme Provider that has opted to complete the onsite audit functions, the cost of lodgement will be £45 + VAT and TrustMark will conduct a risk-based audit process.

Where TrustMark retains the onsite audit function, TrustMark will assess the compliance of the initial 5 lodged works at a cost of £175 + VAT and if the business has met the audit and compliance requirements they will move to the risk-based audit model, reducing the lodgement cost to £45 + VAT. TrustMark reserves the right at any point where non-compliance is identified to return the business to a higher level of risk and subsequently undertake onsite audit and compliance visits at a lodgement cost of £175 + VAT.

TrustMark reserves the right to move or maintain a business at a heightened audit surveillance schedule where non-conformity is identified. Please refer to the published Quality Assurance Policy.

NB: The fees may be subject to change and will be communicated before being implemented.



Lodgement Documentation

To support the compliant lodgement of works delivered under the Scheme, the following list of documents is required as part of the lodgement process:

Document	Mandatory	Where Applicable
Property Assessment	✓	
*Building Condition Report		✓
*Ventilation Report ⁴		✓
*Building Assessment Report		✓
Handover and Commissioning Documents	✓	
Electrical Certificate		✓
Gas Appliance Commissioning Checklist		✓
Building Regulations Sign-off and/or CPS		✓
Financial Protection / Guarantee	✓	

* These reports are elements of the Property Assessment but may be uploaded as individual documents

⁴ <https://www.gov.uk/government/publications/ventilation-approved-document-f> and for Scotland, <https://www.gov.scot/publications/building-standards-2017-domestic/3-environment/314-ventilation/>



Ensuring that property and home improvement
businesses deliver quality services with
effective protection for consumers



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Government Endorsed Quality