



**TRUSTMARK**  
Government Endorsed Quality

# TrustMark Quality Assurance Guidance

## Government Funded Schemes

V1.0 (December 2022)





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# 01

## Background

Established in 2005, TrustMark operates within a [Master Licence Agreement](#) issued by the Government's Department for Business, Energy and Industrial Strategy (BEIS). Scheme Providers then operate under a Sub Licence Agreement issued by TrustMark. Scheme Providers subsequently issue a Sub-Licence Agreement Registered Businesses.

Scheme Providers, using the TrustMark Licence Administration Portal (LAP), are required to ensure that information entered for their Registered Businesses remains up-to-date, accurate and includes which trades the business is licenced for. This data feeds directly into the Data Warehouse and allows the business to lodge work.

TrustMark uses a variety of methods to conduct the Quality Assurance of measures lodged into the Data Warehouse. These include a blend of onsite and desktop audits. TrustMark works in collaboration with its Scheme Providers through the sharing of data recorded within the Data Warehouse. This data includes but is not limited to:

- Registered Business performance
- Volumes of work lodged across government schemes

Sharing this data informs TrustMark Scheme Providers of lodgement activity.

Retrofit Assessor and Retrofit Coordinator Scheme Providers undertake Quality Assurance based on the scheme requirements outlined in the documents below.

[Retrofit Coordinator Scheme Requirements](#)

[Retrofit Assessor Scheme Requirements](#)



# 02

## Purpose

This document is applicable for work installed under the current version of PAS:2035, PAS:2030, Microgeneration Certification Scheme (MCS) standards delivered under associated government schemes.

TrustMark Quality Assurance encompasses all work(s) that require mandated lodgement into the TrustMark Data Warehouse including, but not limited to the following government funded schemes:

- Energy Company Obligation (ECO)
- Green Home Grant Local Authority Delivery Scheme (GHGLAD)
- Home Upgrade Grant (HUG)
- Social Housing Decarbonisation Fund (SHDF)
- Warm Homes Discount (WHD)

# 03

## TrustMark Quality Assurance Audits

TrustMark, using the lodgement and historic inspection data will assign a risk factor (risk model) against the lodgement.

The risk model will consider a variety of factors that will include, but not be limited to:

- Retrofit Assessor (RA) lodgement data
- Retrofit Coordinator (RC) lodgement data
- Registered Business (RB) lodgement data
- Monitoring outcomes by measure
- Property type, age, location and tenure
- Inherent technical risk

A targeted selection of work will be an integral part of the Quality Assurance process.

It is expected that any non-compliance identified during audit will be remediated.

TrustMark will conduct both desktop and on-site audit processes using the risk model to select properties and / or projects, this is based on a percentage of up to 10% of all RA / RB / RC projects lodged within the Data Warehouse.



# 04

## TrustMark Quality Assurance Audit Outcomes and Process

TrustMark will record all audit outcomes in the Data Warehouse. Where the TrustMark Quality Assurance process identifies non-compliance, TrustMark will inform the RA / RC / RB of the required follow-up actions and associated timescales for any remediation. Based on risk, the Scheme Provider will be advised of any non-compliance. Follow up actions may include:

- Details of the non-compliance
- Suggested remediation activity
- The required timeframe for remediation
- What is required to evidence compliance

In instances of non-compliance, regardless of the audit type the overall category applied to a result will be one of the following:

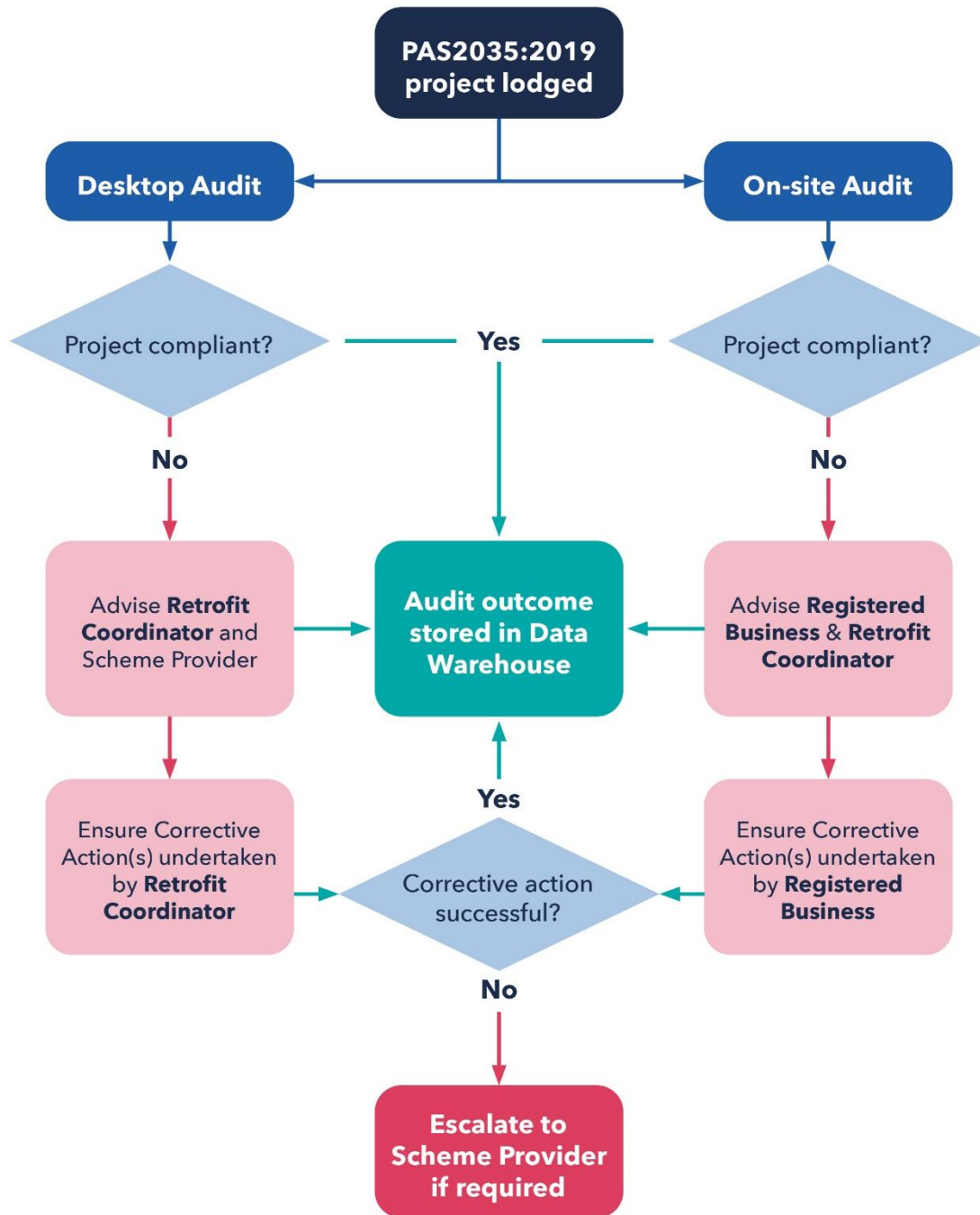
- High-risk non-compliance: Major non-compliance that represents a potential risk to life or property
- Non-compliance - Installation does not meet requirements of PAS:2035 / PAS:2030 / MCS or Building Regulations
- Request for evidence

Any high-risk non-compliance may be shared with the Scheme Provider and further action will be undertaken by TrustMark that may include:

- A requirement for mandatory training
- The application of bespoke conditions
- Increased audit
- Suspension of TrustMark registration
- Termination of TrustMark registration



## TrustMark Quality Assurance Process





# 05

## Remediation Evidence and Scheme Provider Escalation

All evidence must be submitted to TrustMark via the Data Warehouse by the responsible RA / RC or RB with an explanation as to what actions have been taken to remediate the project and / or measure.

It is expected that the following details will be included:

- Date of revisit to the property
- Element of the property remediated
- Remediation action taken
- How this action has made the installation compliant
- Pre & Post photographs that are *Geo-Tagged and Date-stamped* showing details of the remediated work(s). (Video clips are also acceptable).

If the remedial action is sufficient to evidence the works as compliant, then TrustMark will update the audit as a "Resolved non-compliance" and this status change will impact the risk model.

If the remediation is considered incomplete or insufficient TrustMark will use its discretion to escalate any non-compliance to the Scheme Provider.

If there is no engagement into the process, TrustMark will deem the non-compliance as high-risk. TrustMark will then escalate to the Scheme Provider for immediate investigation. Sanctions may then be applied and these include:

- A requirement for mandatory training
- The application of bespoke conditions to the registration.
- Increased audit regime through a managed intervention process for improvement
- Suspension of the TrustMark registration
- Termination of the TrustMark registration.

Where an identified non-compliance has an impact on the validity of lodgement data, a re-lodgement or new project creation into the Data Warehouse will be required as part of any remedial action.

Should the required remediation not be within the specified timeframe the TrustMark Scheme Provider will be informed as a point of escalation.

Where non-compliance is found following an onsite audit, a revisit will be conducted where TrustMark deems it appropriate. TrustMark reserves the right to recover on any additional costs incurred from the RA / RC / RB.



## Scheme Provider Escalation

Where instances of non-compliance have been escalated, both TrustMark and the associated Scheme Provider may suspend the registration of any party responsible for the work(s), whilst an investigation is on-going.

Where any remediation of work(s) is required the relevant Scheme Provider will be advised.

Should the Scheme Provider Escalation not achieve the agreed outcome TrustMark may take the following action:

- A requirement for mandatory training
- The application of bespoke conditions to the registration
- Suspension of the TrustMark registration
- Termination of the TrustMark registration
- Notify the administrator of the government scheme e.g., Ofgem, Local Authorities, BEIS, etc

# 06

## Energy Company Obligation (ECO 4)

ECO 4 scheme relevant documentation must be lodged by a TrustMark Registered Retrofit Coordinator (RC) within the Data Warehouse. More information can be found regarding ECO 4 lodgement on the TrustMark website at:

<https://www.trustmark.org.uk/tradespeople/eco4>

TrustMark will undertake both desk-top and onsite audits of ECO projects lodged by an RC within the Data Warehouse.

The audit purpose is to evaluate the lodgement evidence submitted by the RC to measure compliance against the requirements of the current version of:

- PAS:2035
- PAS:2030
- MCS
- TrustMark Framework Operating Requirements
- Any Scheme Provider specific requirements
- Pre and post RdSAP Data including the usage of
  - Domestic Energy Assessor (DEA) Energy Performance Certificate (EPC) conventions
  - RdSAP ECO 4 Energy Performance Report (EPR) Conventions





## Retrofit Assessments

ECO4 Retrofit Assessments using RdSAP are expected to be undertaken by following the existing DEA EPC conventions published by RA Scheme Providers. RA and RC Scheme Providers have developed, in conjunction with TrustMark, a separate RdSAP ECO 4 Energy Performance Report (EPR) Conventions document. This document has been developed to aid RA's to provide accurate ECO 4 pre- and post-RdSAP assessments which are aligned to ECO 4 rules outside of the standard EPC Scheme Provider conventions document.

ECO 4 specific lodgements within the TrustMark Data Warehouse are subject to additional requirements for the Retrofit Assessment and post-installation RdSAP data. These additional requirements are outlined within the documents:

- [RdSAP Data Production for Retrofit Projects](#)
- [ECO4 Energy Performance Report \(EPR\) Conventions](#)

The most recent versions of these documents are located on the TrustMark website at:

<https://www.trustmark.org.uk/tradespeople/eco4>

TrustMark will audit the information lodged into the Data Warehouse. Any instance where a discrepancy is discovered the RA / RC will be required to supply corrected assessment information which may require voiding the existing project before re-creating a project with corrected data.



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



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