

## Certified Home Performance Advisor training programme (Level 2)

### Page 1: Background Information

The Home Performance Advisor training programme is a pathway for practitioners to become highly competent and effective advisors.

Certification helps New Zealanders know who to trust for high quality, independent, personalised advice to help them improve the performance of their homes and their quality of life. It also allows certified advisors to demonstrate their competency and professional standards.

The Home Performance Advisor training programme has been developed by a group of not-for-profit organisations through a collaborative initiative<sup>1</sup>. The training reflects the core principles of the Practitioners' Hub and an agreed approach to providing advice.

#### **Our core principles**

Advice must be:

1. Independent;
2. Based on good science and best practice; and
3. Personalised and in the best interests of the client.

#### **Our Approach**

Advice should be provided on the basis of:

1. Assessment - An assessment of the house informed by a comprehensive understanding of the science of home performance, best practice and a consultation with the occupants<sup>2</sup>;
2. Diagnosis - Diagnosis of the underlying cause or causes of problems in the house and identification of actions to address the causes; and
3. Recommendations – Prioritised recommended actions to address the underlying causes of the problems in the first instance<sup>3</sup>, which meet the needs of the client and their personal circumstances<sup>4</sup>.

Therefore advice must not be driven by an advisors interest in selling a predetermined product or service. However good advice does not exclude recommendations of products and services where, based on an assessment of the situation, an advisor considers they will address the underlying causes of problems in a house in the first instance, and meet the needs and preferences of the client. Home Performance Advisors are required to comply with a Code of Conduct that reflects these core principles and approach.

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<sup>1</sup> The key partners are Beacon Pathway Incorporated, Community Energy Network and Toimata Foundation. Beacon administers the joint project on behalf of the partners

<sup>2</sup> An assessment may be provided in the home or by other appropriate means, such as over the telephone, but must include a comprehensive assessment of the house and clients in question.

<sup>3</sup> Recommendations should follow a hierarch whereby they address the underlying causes of a problem in the first instance and manage or mitigate where that is not possible.

<sup>4</sup> This should take into account what the client can afford and the client's personal preferences or needs.

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### Page 2: Registration information

#### Eligibility for the course

To be eligible for the Home Performance Advisor programme a candidate must meet the following pre-requisites and be able to demonstrate that they subscribe to the core principles and approach above, and will reflect its intent in their practice. To be eligible for the course, you must:

- i. Have passed the 'Home Energy Awareness' (level 1) course (85% pass rate)
- ii. Be able to demonstrate that the business model you work with is based around providing clients with independent advice guided by a balanced assessment of the house and recommendations of actions that are appropriate in the situation,
- iii. Confirm that you are prepared to comply with the Code of Conduct if you pass the course and seek certification, ([see separate document](#))
- iv. Confirm that you are prepared to meet the requirements for on-going certification and professional development, ([see separate document](#))

Note that the HPA registrar reserves the right to decline entry to the course if the applicant cannot adequately demonstrate they meet these eligibility criteria.

#### 2018 Course fees

These tables specify the fees for this training course. The fee covers all course materials, accommodation and food for the 2.5 day course.

*It is a requirement of the course that you stay 'in residence' for its duration.*

HPA Partners (CEN, Beacon, Toimata Foundation)	\$1600.00 + GST
NGO's, Charities and NFP	\$1800.00 + GST
All other organisations	\$2400.00 + GST

Payment is required no later than 20 working days prior to the start of the course (sorry we are unable to accept credit card payments). You will receive confirmation of acceptance onto the Home Performance Advisors course and an invoice for course fees within 5 working days of us receiving this completed registration form. Note the finances for HPA are managed by Beacon Pathway Incorporated who will send out the invoices. The training manual will be posted to you upon receipt of the full registration fee. Cancellation of your registration will be refunded in full if received 1 month prior to the start date of the training. A 25% administration fee will be charged for cancellation received between 1 month and 2 weeks prior from the start date and no refund will be provided if cancellation is received with 2 weeks of the start date.

Please scan pages 3 and 4 of this form and email to: [info@homeperformanceadvisor.org.nz](mailto:info@homeperformanceadvisor.org.nz)

For any queries please contact [info@homeperformanceadvisor.org.nz](mailto:info@homeperformanceadvisor.org.nz)

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### Page 3: Registration Form to be completed, scanned and returned

Participant Full Name	
Position title	
Number of months/years in the role	
Postal Address	
Contact number	<i>Prefer mobile</i>
Email	<i>Prefer work email</i>
Any dietary requirements? (Fee covers food)	

**Please note that it is the individual advisor who receives certification provided all requirements of the course are met, not the organisation they work for.**

Organisation Name			
Organisational Structure (circle one)	Sole Trader	Charitable Trust*	NFP
	Ltd Liability	Partnership	Government
Charity registration #*			
2016 fee to be invoiced (circle option)	CEN member	Not for profit	Other
	\$1,600+gst	\$1,800+gst	\$2,400+gst
Contact details of the person and organisation <b>who will pay your HPA registration fee, i.e. where do we send the invoice?</b>	Name		Organisation
	Email		Phone
	Address		Purchase Order number

**Certified Home Performance Advisor training programme (Level 2)**  
**Page 4: Registration Form to be completed, scanned and returned:**

	<b>Please circle one</b>
<p>I have completed the certificate in Home Energy Awareness course and passed the test with 85%</p> <p>OR</p> <p>I have enrolled in the next Home Energy Awareness course and acknowledge I must pass the test with 85%.</p>	<b>YES / NO</b>
I accept that if I pass the course I must comply with the Code of Conduct in order to become a certified Home Performance Advisor.	<b>YES / NO</b>
I understand the certified Home Performance Advisor course consists of a 2.5 course as well as 2 assignments and 1 exam and will meet the relevant deadlines for each.	<b>YES / NO</b>
The organization I work for, or am contract to, has a Health & Safety policy compliant with all laws and regulations which also take into consideration personal safety of advisor during home visits and I will comply with these policies.	<b>YES / NO</b>
I accept that if I become a certified Home Performance Advisor I must meet on-going personal development requirements to maintain my certification.	<b>YES / NO</b>

<p>Please sign to confirm the information provided in this form is true and correct and that you understand the registration process and eligibility requirements.</p>	<p><b>Signature:</b></p>  <p><b>Print Name:</b></p>  <p><b>Date:</b></p>
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