

EPC ASSESSOR'S JOURNEY

△ Before - The introduction

○ During - The training

□ After - The service

1

INFORM AND MOTIVATE

Access to adequate information is the key prerequisite to spark an interest in prospective EPC Assessors to begin their training journey. Potential candidates need to understand the general purpose & goals of the EPC System, and to grow motivated, they need to understand how EPCs are related to their personal professional goals and aspirations.

KEY CHALLENGE: Recognition of the role of EPCs.

How to onboard committed professionals that will bring the purpose of the EPC System to life?



Want to become an EPC Assessor

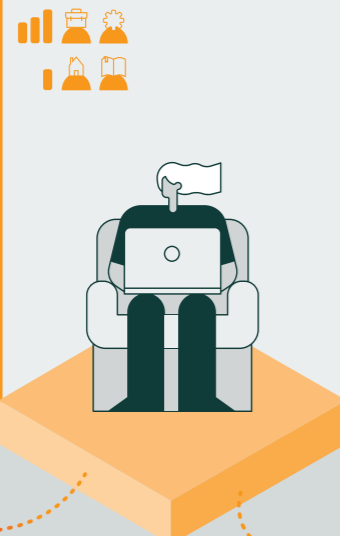
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ENGAGE

As the first step, interested candidates need to apply with the establishments that offer training courses or certification. In most EU countries, candidates must meet specific educational background requirements (in engineering, architecture, or similar technical expertise) or prove specific professional experience in a relevant field of work.

KEY CHALLENGE: Differences in EPC training frameworks.

How to harmonize the training frameworks across Europe for enhanced effectiveness of EPC Systems?



Attend training

3

TRAIN AND BUILD COMPETENCE

Following successful application, the candidates receive a combination of theoretical courses and materials, practical training, and learning support from the training provider. The institutional frameworks across Europe vary substantially both in terms of content (structure, length, and balance of theory and practice) and organisation (the degree to which they are regulated, institutionalized, or open to the market).

KEY CHALLENGE: Unharmonized training content.

How to design the training to optimize the learning experience and maximize the benefit for training participants?



Study hard!

4

CERTIFY

In most European countries, candidates need to pass an official post-training examination if they wish to obtain the status of a certified EPC Assessor. Typically, the exam consists of a theoretical and practical part, the latter being focused on mastering the process of collecting and processing of data for production of the EPCs.

KEY CHALLENGE: Different competences of the EPC Assessors.

How to harmonize the learning objectives across Europe to ensure optimal qualification standards for EPC Assessors?



Do the first EPC assessment

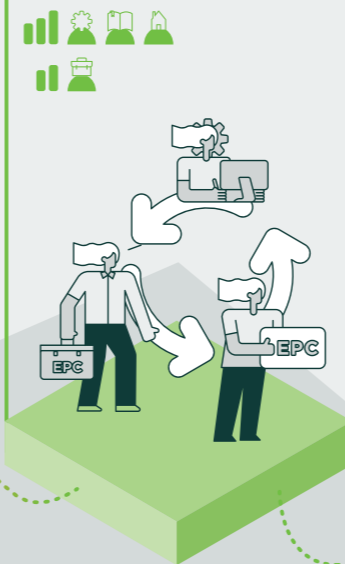
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PRACTICE EPC ASSESSMENT

Certified EPC Assessors are the primary ambassadors of the EPC System, raising public awareness about the relevance of the EPC System and offering their services to all segments of the system. This implies communication with the clients, gathering and processing of the necessary data and information, energy modelling, identifying suitable energy savings measures, and ultimately issuing and delivery of the EPCs.

KEY CHALLENGE: Inconsistent quality of EPC assessments.

How to motivate EPC Assessors to deliver top quality service to their customers and the system?



Strive for excellence

6

PERFORM QUALITY CHECKS

Continuous quality control and efforts for improvement are essential for maintaining high quality standards and public trust in the EPC System. In this regard, all EPC Assessors should periodically undergo performance checks. Poor performance should be adequately addressed while outstanding performance should be recognised and rewarded.

KEY CHALLENGE: Insufficient quality control.

How to streamline quality control and reward top-performing EPC Assessors?



Gain experience

7

CONTRIBUTE TO THE EPC COMMUNITY

Experienced assessors should share their knowledge and experience with peers, promote best practices, and contribute to the overall development and improvement of the EPC System. The focus is on fostering professional growth of community members through mutual support and cooperation for the advancement of the field of expertise.

KEY CHALLENGE: Lack of positive identification with the role of an EPC Assessor.

How to motivate EPC Assessors to actively contribute towards the community of EPC professionals?



Seek professional advancement

8

UPSKILL AND GROW PROFESSIONALLY

Energy performance in buildings is a rapidly evolving field of expertise. Periodic refresher courses, advanced qualification trainings, and other forms of upskilling are available in several European countries. Although not universally obligatory, practicing EPC Assessors are widely expected to participate and pursue continuous professional growth.

KEY CHALLENGE: Adequate response to the growing ambition in building renovation.

How to motivate EPC Assessors to actively seek professional advancement for the benefit of the EPC System?



Advocate sustainable future for Europe



Why This infographic Matters

EPC Assessors are the cornerstone of the **EPC System** and are widely recognized as key actors in realizing the purpose of EPCs. The crossCert **EPC Assessor's Journey** maps key steps by which they progress in their career and contribute towards keeping the system in function. Each step of the journey represents a reflection point to understand better the role of EPC Assessors, and search for potential improvements of the existing system in the future. Despite the specific focus on EPC Assessors, the purpose of this infographic is to support future advancement of the EPC System for the benefit of all **EPC Profiles** involved in its functioning.

EPC System

The EPC system is a functional network of stakeholders and institutions that enable, co-create and otherwise support the existence and functioning of the national EPC schemes. Besides people who drive the system, it includes the **EPC Scheme** – a conceptual and legislative framework that includes protocols and methods that define the national rules and standards regarding the issuing of EPCs – and other non-animate means they use in their efforts to keep the system working.

EPC Profiles

EPC Service Support Network refers to profiles that develop the conceptual framework for implementation of the national EPC schemes, as well as stakeholders that enable and/or implement (enforce or exercise) the official conceptual framework.

EPC Expert Users are people assumed to possess considerable knowledge in the area of buildings and the built environment, which also implies a capacity to interpret EPCs as advanced users, and possibly use EPCs as part of their professional practice.

EPC Assessors are people trained and certified to do EPC assessments. In essence, they are part of the EPC service support network yet play a pivotal role in translating EPC theory into practice, connecting the EPC system with the public.

EPC General Users are people assumed to possess a lesser extent of relevant EPC-related knowledge yet are expected to interpret and use EPCs meaningfully in pursuit of their specific goals related to buildings.

Involvement level

- KEY** The level of involvement and responsibility is high.
- INDIRECT** The level of involvement and responsibility medium.
- CONTEXTUAL** The level of involvement and responsibility is low.

Legend

- KEY CHALLENGE** Key issues associated with individual steps, complemented with a guiding question aimed at provoking solution-oriented thinking.
- Key signpost



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