Fee Schedule & Service Level Agreements

1. Introduction

This document provides transparent pricing information and service level agreements for prospective and current members of Kaizen Certification Ltd's accreditation schemes. This ensures compliance with Level 1 SORs §4 (ii) and Level 2 SORs §9.2 (3) transparency requirements.

2. Fee Structure Overview

All fees are subject to VAT where applicable. Central Register Fees are VAT exempt as noted.

2.1 Initial Membership Fees

- Application Fee: One-time fee covering application processing, review, and initial assessment
- Covers: Document review, qualification verification, DBS checks (where applicable), initial audit/inspection

2.2 Annual Membership Fees

- Annual Service Charge: Covers certification maintenance, regular audits, scheme updates, and member support
- Includes: Access to scheme resources, customer service, regulatory updates, member portal access

3. Detailed Fee Schedule by Strand

3.1 On Construction Domestic Energy Assessor (OCDEA)

Annual Software Licence Fee	£500.00 + VAT (TBC)
Central Register Fee (VAT exempt)	£1.50
Central Register Fee Scotland (VAT exempt)	£2.60
Lodgement Fee	£8.50 + VAT

Notes for OCDEA:

- Software licence is mandatory for all OCDEA members
- Central Register fees vary by jurisdiction (England/Wales vs Scotland)
- Lodgement fees apply per certificate lodged

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3.2 Non-Domestic Energy Assessor (NDEA) Level 3 & 4

Annual Service Charge	£250.00 + VAT
Central Register Fee (VAT exempt)	£1.70
Central Register Fee Scotland (VAT exempt)	£12.10
Lodgement Fee	£25.00 - £35.00 + VAT

Notes for NDEA L3 & L4:

- Lodgement fees vary based on volume of lodgements
- Higher volume members receive preferential rates
- Annual service charge covers all administrative functions

3.3 Non-Domestic Energy Assessor (NDEA) Level 5

Annual Service Charge	£250.00 + VAT
Central Register Fee (VAT exempt)	£1.70
Central Register Fee Scotland (VAT exempt)	£12.10
Lodgement Fee - Level 5	£150.00 + VAT

Important Note for NDEA Level 5:

- Per lodgement Public Liability Insurance is NOT available for Level 5
- Assessors must arrange their own insurance to meet scheme compliance requirements
- Higher lodgement fee reflects complexity of Level 5 assessments

3.4 Display Energy Certificate (DEC) Assessor

Annual Service Charge	£250.00 + VAT
Central Register Fee (VAT exempt)	£1.70
Central Register Fee Scotland (VAT exempt)	£12.10
Lodgement Fee	£35.00 + VAT

Notes for DEC:

- Fixed lodgement fee regardless of volume
- Includes both DEC and Advisory Report lodgement

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4. Additional Services & Charges

4.1 Optional Services

- On-site Audits: Fees agreed in advance based on location and complexity
- Consulting Services: Hourly rates available on request
- Duplicate Certificates: Service charge applies for replacement documentation
- Additional Site Certifications: Fees vary by scope and requirements

4.2 Disciplinary & Training Charges

- Competency Testing: Only charged following disciplinary-mandated training
- Remedial Training: Costs vary based on training requirements
- All charges clearly outlined and agreed before service provision

5. Service Level Agreements (SLAs)

5.1 Application Processing

- Initial Review: Applications reviewed within 72 hours of receipt
- Decision Notification: Acceptance/rejection notification within 2 weeks of complete application submission
- Appeal Response: Appeal decisions communicated within 7 business days

5.2 Customer Service Standards

- Phone Support: Available Monday-Friday, 9 AM - 5 PM
- Call Answer Target: 90% of calls answered within 90 seconds
- Call Back Service: Provided when immediate assistance unavailable
- Email Response: Initial acknowledgment within 1 business day

5.3 Audit & Quality Assurance Timelines

- Audit Notification: Members notified by email when selected for audit
- Evidence Submission: 15 working days from audit request email
- Reminder Process:
- Day 7: No contact during first 7 working days
- Day 8-14: Follow-up email/phone reminder if needed
- Day 12: Final reminder 72 hours before deadline
- Audit Completion: Results provided within 7 business days of evidence receipt

5.4 CPD Audit Process

- Initial Submission Period: 7 working days for CPD documentation
- Follow-up Contact: Email/phone reminder if not received within 7 days
- Final Deadline: 15 working days total submission time

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- Non-compliance Action: Suspension if evidence not received within deadline

5.5 Certificate Lodgement

- Maximum Timeline: Certificates must be lodged within 3 months of site visit
- Recommended Practice: Lodge as soon as possible after survey completion
- Extension Requests: Considered for exceptional circumstances

5.6 Complaint Resolution

- Acknowledgment: Complaints acknowledged within 1 business day
- Investigation: Full investigation and response within 7 business days
- Appeals Process: Independent appeals panel available for unresolved matters
- Escalation: Clear procedures for complex or disputed cases

6. Payment Terms & Conditions

6.1 Payment Methods

- All major credit/debit cards accepted
- Bank transfer facilities available
- Annual fees typically due on membership anniversary
- Lodgement fees charged per certificate

6.2 Late Payment

- Grace Period: 30 days from invoice date
- Suspension Warning: Members notified before any action taken
- Status: Late payment does not result in 'suspended' status on EPB Register
- Resolution: Full access restored upon payment

6.3 Refund Policy

- Application fees: Partial refunds may apply if application withdrawn before processing
- Annual fees: Pro-rata refunds considered for exceptional circumstances
- Lodgement fees: Non-refundable once certificate processed

7. Fee Transparency & Updates

7.1 Annual Review

- Fee schedules reviewed annually
- Members notified of any changes with minimum 30 days notice
- Significant changes communicated via email and member portal

7.2 Central Register Fee Changes

- Central Register fees set by government and may change without notice

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- Kaizen Certification Ltd passes through actual costs without markup
- Members notified of changes as soon as information available

7.3 Volume Discounts

- NDEA L3/4 lodgement fees vary based on annual volume
- Discounts applied automatically based on previous year's activity
- New members assessed after first full year of membership

8. Contact Information

Customer Services Kaizen Certification Ltd

Bishops Court

17a The Broadway Hatfield

Hertfordshire AL9 5HZ

Phone: 0330 223 6278

Email: hello@kaizencertification.co.uk

Website: www.kaizencertification.co.uk

Business Hours: Monday - Friday, 9:00 AM - 5:00 PM

SOR cost and SLA controls

- Kaizen may recover reasonable costs from the member where the scheme has to replace a defective certificate because the member is no longer practising, suspended, struck off or refuses to cooperate.
- Kaizen may charge for higher audit surveillance where a member is identified as high risk, provided this is permitted by the membership terms.
- Exceptional complaint-handling costs may be recovered only where the member fails to follow scheme or insurer instructions.
- Published SLAs are service targets and do not override SOR maximum timescales, statutory rights or appeal rights.