



Retrofit Coordinator Auditing Guide

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Welcome to the Elmhurst Retrofit Coordinator Auditing Guide

This guide is here to help you gain a better understanding of the auditing process and show how you can make the most of the opportunity to learn, develop, and showcase your expertise and professionalism. Whether you're an experienced Retrofit Coordinator or new to this role, read on for valuable information and handy tips to ace your audits

Please remember that we're always here to support you. If you have questions or concerns, get in touch and a member of our team will be happy to help.

Auditing Overview

What is Auditing?

It's our way of monitoring the various reports our members produce, ensuring they are high-quality and accurate. Auditing isn't just about catching mistakes - it's also a constructive experience, giving you the opportunity to learn and develop, as well as get a thumbs up for your excellent work.

Why do we Audit?

Under the government's Scheme Requirements, all certification/accreditation schemes in the UK are required to audit their members. This ensures that everyone is up to par with industry standards and gives you a chance to see if there are any areas you can improve on.

Audits are more than just paperwork - they're crucial for the integrity of Retrofit Projects and other reports that our members produce. This isn't just about ticking boxes; it's about helping homeowners and businesses make smarter energy decisions. The auditing process reinforces the importance of the energy assessment sector and ensures that Retrofit Coordinators across the UK maintain a solid reputation.

How often are you audited?

Auditing is your chance to showcase the quality of your work and how well you align with industry standards. **Auditing requests can occur under the following scenarios:**

Random Audits

A minimum of 2% of all Assessments lodged through the scheme are audited.

New Entrant Audits

All recently qualified members who have joined the scheme for the first time will have their first lodged Retrofit Project audited.

Complaint Audits

Audits undertaken due to a complaint.

Follow-on Audits

These audits result from failing another audit type to ensure members understand the feedback and correct any knowledge gaps.

? Misconception

If you call the support team, you are more likely to be audited

FALSE.

Audits are not called following a phone call or email asking for assistance. **There are no repercussions** for asking for support, and our team is always happy to help.

? Misconception

Elmhurst complete more audits than needed

FALSE.

As a scheme, we audit just over the required 2% for all strands per year.

What to expect from an Elmhurst Retrofit Coordinator audit?

A Retrofit Coordinator audit can be broken down into three steps:



Request for Audit

You are chosen for audit due to one of the reasons above. This triggers an auditing email to be sent to you containing the audit details, relevant timescales, and accompanying resources.

Following this, you have 5 days to submit your evidence. If you have any questions, you can contact our support team (this will not affect the result of your audit).



Reminder Emails

Following the initial email, you will receive another email on the 5th day as a final reminder to submit your audit.

We always try to ensure that audit emails are not sent on weekends, holidays, or during festivities (such as Christmas). This ensures that you can enjoy your free time and celebrations without interruptions and still have plenty of time to submit your audit evidence.



Audit Review and Result

Once you submit your evidence, an appointed auditor will review it and provide the results.

The auditor will send you an email with either a pass or a failure notification with accompanying feedback and the next steps.

Remember, our auditors are people. If you have any questions throughout this process, please contact the support team who will be happy to help.



Submitting Your Evidence



QA Hub

As a Retrofit Coordinator, you will need to have access to all documents that were uploaded to TrustMark and fill in the **Retrofit Project Audit Submission Form**.

Once you have both of the above ready, you can submit them as a ZIP folder on the QA Hub.

All evidence must be uploaded through the software and not sent via email, due to the large size of the files.

What happens if you fail an audit?

Failing an audit should not be seen as an attack on your ability or professionalism. It simply means that a mistake was made and there is an opportunity to learn.

Audit Fail Process

If you fail an audit, feedback is sent to you with the next steps. In most situations, a follow-up audit will be required to ensure that you understand and have taken on board the improvement feedback.

In some instances, you may be able to provide further evidence that proves that the report is correct. If this is the case, you will not have to re-lodge, but the audit will still be marked as a failure.

?

Misconception

Auditors are required to fail a certain number of audits

FALSE.

Our auditors review submissions objectively and as per the evidence requirements. Failed audits are only classed as such should they not meet the pass criteria

Common reasons for audit failure

- Failure to provide correct guarantees, or invalid guarantees issued.
- Retrofit Designs missing vital information, such as how insulation has been undertaken in all corners and junctions, or thermal bridging.
- Existing Loft hatch insulation remediation not undertaken or evidenced.
- No u-value calculation provided were default u-values have been amended.
- Missing ventilation upgrade evidence, where ventilation has been identified as inadequate.

Important note: While not covered by Elmhurst, we would like to draw your attention to a serious on-site audit failure we often see issued by TrustMark: ‘buried shower cable within insulation’.

Where loft insulation is part of your proposed measures, it is imperative that you ensure this issue is taken into consideration. This is defined as a Category 1 failure and needs immediate attention due to the risk to safety of the occupant of the property.

Important note: As defined in PAS 2035, Traditional Construction or Protected Buildings require the assessor to hold the Level 3 in Energy Efficiency for Older and Traditional Buildings. This evidence must be uploaded with the Coordination assessment.



Top Tips for Auditing Success

Record Organisation

As a member of the Elmhurst Accreditation scheme, it's important to keep track of all your projects. By keeping everything organised and in its proper place, you'll find it much easier to submit evidence if a project is ever called for an audit. It's just good practice!

Stay up to date with CPD

The industry is constantly changing. Completing your annual CPD ensures you have the most up-to-date knowledge and understanding of the Retrofit Coordinator scheme and RdSAP/SAP methodology.

Check Your Evidence

Before you submit your evidence for audit, double-check that you have everything you need. This can easily prevent a failed audit due to missing evidence or incomplete information.

Frequently Asked Questions

What happens if I am unable to meet the Audit deadline?

If there are exceptional circumstances where it is not possible for you to complete your audit, feel free to reach out to the Elmhurst support team. In certain situations, they can grant extensions to accommodate. However, this is not guaranteed.

What do I need to submit as evidence?

A complete list of **evidence requirements** is available in Access Elmhurst. When sending your evidence over, please ensure the files are under **30MB**; this reduces the risk of missing files as it ensures all the information gets through to the auditor.

How long does it take to submit evidence for an Audit?

When your records are well-organised and easily accessible, submitting evidence for audit can take as little as 30 seconds.

What if I don't understand my failure feedback?

If you have any questions or are unsure about your feedback, contact the Elmhurst support team. A team member will be happy to help and will talk through the feedback to ensure you have a clear understanding.



Retrofit Coordinator Auditing Guide

Helpful Resources

[QA Hub and
Audit Zone
Guide](#)

[Minimum
Evidence
Requirements](#)

[QA Hub
Walkthrough](#)

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