



Wood Energy Adviser Registration Scheme

Guidance Document for Applicants and Assessors

**Wood Energy Adviser Registration Scheme
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Executive Summary

As the lead industry association for wood energy activities in Australasia and the Pacific, the Bioenergy Association provides a registration service for consultants and others undertaking wood energy technical work including feasibility studies, commercial analysis and plant scoping.

The Wood Energy Advisers Registration Scheme forms part of the Bioenergy Association's Wood Energy Quality Framework which has been developed to improve the efficiency of the wood energy market.

This Guidance Document sets out the details relating to the criteria that prospective applicants need to provide as part of their application for registration as Wood Energy Advisors. Independent assessors will consider the evidence submitted by the applicant and recommend registration to the Scheme Administrator. An appeal process is available for any applicant declined registration. It is also a guide for the assessors, setting out what they should consider when assessing an application from prospective Wood Energy Advisors.

Applications are welcomed from consultants who provide advice to existing or prospective wood fuelled heat plant owners, and those providing plant and equipment.

This document sets out the following:

- An outline of the assessment process, the timescale for processing applications, and the appeals process
- The evidence required from applicants seeking to be registered under the Wood Energy Adviser Registration Scheme (WEARS) that demonstrates that they have the knowledge and experience to provide sound advice so that heat plant owners can be confident that the advice they receive will be sound and any facility built will operate well and meet appropriate quality standards; and
- The criteria for initial registration, and for maintenance of the awarded registration

Appendix 1 lists the forms and documentation required in support of an application for registration while Appendix 2 contains the application form.

NOTE – applicants are advised that they should contact the Scheme Administrator executive@bioenergy.org.nz to discuss their application if they are in doubt about their ability to provide some elements of the information required for registration.

1 Introduction

The Bioenergy Association Wood Energy Interest Group (WEIG) represents suppliers and end users of wood fuel, consultants, and those who provide wood energy equipment (suppliers and installers of boilers and burners) in New Zealand, Australia and the Pacific.

There is a steady growth in the installation of wood fueled heat plant, particularly the conversion of existing units from coal to wood fuel. As a result heat plant owners are seeking advisers who have appropriate levels of knowledge and experience in wood energy.

Unlike coal and gas some types of wood fuel can be very variable in their quality and performance characteristics. As a result heat plant owners are seeking assurance that this potential variability can be managed by the plant that they install to give fully satisfactory operation and performance.

Heat plant owners who are considering using wood fuel have raised concerns with the Bioenergy Association about difficulties in identifying advisers who are knowledgeable, experienced and independent of equipment suppliers. They have indicated that they would welcome a scheme, administered by an independent body, to assess and approve adviser's capabilities. They also want the scheme to be about the competence of the individual advisers and not about the company which they may engage.

The Bioenergy Association has conducted studies on various aspects of wood energy such as; its classification in terms of type and quality; its use in new and converted coal boilers; data around the availability of wood fuel and market growth (residential and small commercial/industrial); and the conceptual design of plant. As a result the Association has developed the Wood Energy Quality Framework which includes a suite of technical guidance documents that relate to many aspects of the production and use of wood energy. It also regularly holds conferences, sites visits, short training courses and workshops on all aspects of wood energy. This registration scheme builds on that work to provide assurance to facility owners that their advisers are using that information, and meet minimum knowledge and experience criteria.

Renewable energy-focused government grant schemes have provided incentives to heat users to switch to wood fuel as a cleaner, greener more sustainable source of fuel. A picture of the growth in the use of wood fuel country wide can be seen on the [Bioenergy Facilities Database](#) where examples of wood energy in use are presented along with details of those experts involved with creating the facility. Details of those active in the sector (suppliers, producers, consultants, equipment retailers and installers) are available on the UseWoodFuelNZ website <https://www.usewoodfuel.org.nz/contact-expert-wood-energy>.

This guidance document sets out the rules for registration and gives direction to the Scheme Administrator and Assessors as to the criteria for registration. To become registered an applicant must meet the requirements set out in this document.

2 The scheme

2.1 Oversight

The WEIG Committee of the Bioenergy Association will oversee the registration scheme. Any issues or concerns about the scheme will be raised with them.

2.2 Purpose

The purpose of the Scheme is to provide a cost effective means of identifying those consultants and other practitioners who have the appropriate skills and experience to advise on the investigation and development of wood fuelled systems. The aim is to achieve well scoped and engineered heat plants that meet the requirements of owners and operators to increase the number installed and operational because of high customer satisfaction

and positive feedback. Quality and performance are the key factors in successful operation and will provide the necessary assurance to potential customers that wood energy systems perform with limited business risk.

2.2 Definitions

The following technical terms are defined in this document for clarity:

Conforming	Meeting minimum knowledge and experience criteria on which the scheme is based.
Professional Standards and Complaints Committee	The independent panel of three appointed by the Bioenergy Association AGM to consider appeals to any decision by the Scheme Administrator.
Registered Wood Energy Adviser	Any person qualified in accordance with this Scheme to providing advice in the form of oral or written reports on the feasibility, scope, commercial viability or any other matter pertaining to investigation, development of operation of wood fuelled heat plant.
Registration	A formal acknowledgement from the independent Scheme Administrator that the adviser meets specified knowledge and experience criteria.
Scheme Administrator	The independent person appointed by the Bioenergy Association AGM to be an administrator of the Wood Energy Adviser Registration Scheme or in the absence of an administrator appointed by an AGM the Bioenergy Association Executive Officer will act as the administrator and undertake all the relevant responsibilities.
Specified criteria for registration	The criteria set out in section 4 related to the knowledge and experience of wood energy best practices.

3 Scheme design and operation

The Bioenergy Association is conscious of the need for the Registration Scheme to be credible but also affordable. While the scheme cannot guarantee the quality of advice provided by Registered Advisers, it is intended to ensure that any registered person has met specified criteria related to the knowledge and experience of wood energy best practices. Registration aims to support the reputation of wood energy as a reliable main stream energy source. It will remain important that customers who employ registered advisers to advise the Scheme Administrator when they encounter less than best practice.

- **Who can apply for Registration?**

Any person working in the New Zealand, Australian and Pacific wood energy markets can seek registration as a Wood Energy Adviser.

- **Requirements for registration**

In order to gain registration, wood energy advisers are required to demonstrate that they meet the specified criteria for registration.

- **Recognition of other registration schemes**

Applicants with a recognised qualification or registration issued by another body that demonstrates that they meet criteria equivalent to those of this scheme may be recognised by the Scheme Administrator who will advise the applicant what additional information, if any, is required in order to achieve registration under this scheme.

- **Recognition of registration**

The Scheme has a recognised logo that a Registered Adviser may use to indicate their registration and that they meet the predetermined knowledge and experience criteria.



- **Endorsements**

Advisers may have areas of specialisation for which they have specific knowledge and experience and only for which registration will apply. The areas of specialisation are recognized by endorsements to the registration. These are:

- **fuel and fuel handling** - includes biomass sourcing and fuel preparation; supply contracts
- **heat plant engineering and operation** - includes design of primary and ancillary equipment; tender, construction and commissioning
- **commercial feasibility and contracts** - includes commercial analysis; business case preparation; market analysis and development
- **engineering and commercial** - includes all aspects

Registered advisers who have an endorsement must indicate to customers and in promotional material the areas of endorsement. Registered Advisers with endorsement must not promote or infer that they have full registration covering all areas of specialization. The areas of specialization will be shown in the adviser's listing in the register on the www.usewoodfuel.org.nz website.

- **Limited registration**

Limited registration, including with the appropriate endorsement, may be awarded to an adviser who does not fully meet the criteria and lasts for 6 months after which time all criteria must be met. Limited registration indicates that applicants are working towards full registration under the Scheme.

An adviser with Limited Registration cannot display the registration logo and must indicate that their registration is "limited". The "limited" adviser may use the Wood Energy Adviser logo.



4 Criteria

Registered Wood Energy Advisers are professionals who are recognised by the Bioenergy Association as being qualified by education, knowledge and experience to research, scope, plan and supervise the feasibility and installation of wood energy plant and systems.

The Registered Wood Energy Adviser credential applies to the individual and not to a company and is valid for one year starting from the time of registration.

An applicant must have extensive experience and have been involved with a number of wood energy projects but for registration they also have to demonstrate that they are up-to-date with current market information and best practices. The criteria have been developed so that both experience and current knowledge are recognised.

- **Eligibility requirements**

To be recognised as a Registered Wood Energy Adviser under the scheme the individual must:

- Be an individual member of the Bioenergy Association, or work for an entity that is a member, and maintain this membership.
- Agree to work within the Bioenergy Association Members' Code of Conduct¹
- Hold a degree in engineering or equivalent² in fields of work relevant to the individual's area of wood energy specialisation.
- Have five years of relevant practical experience with at least two years in the area of wood energy specialisation³, or have at least two year's practical experience if having undertaken a relevant course of study and assessment⁴ approved by the Bioenergy Association.
- Be up-to-date in their knowledge of the wood energy market and the associated technical knowledge by attaining at least 20 credits of relevant wood energy activities in any previous two calendar years which may include:
 - o Wood energy related conference workshops, site visits and webinars
 - o Attending Wood Energy Interest Group meetings
 - o Recognised courses
 - o Responsible wood energy project work
- Not have had any complaints against their wood energy work upheld by a Court of law, Disputes Tribunal, or the Engineering Registration Board within the last two years.

- **Credits**

Credits are awarded for having completed appropriate projects, successfully completed training courses and participated in sector education activities.

Unless otherwise indicated* credits awarded are:

Attendance at a Bioenergy Association, Bioenergy Australia or relevant overseas conference (minimum 1 day)	6 credits
Attendance at a half day workshop	3 credits
Attendance at a webinar or site visit	1 credit
Attendance at a WEIG Committee meeting	1 credit
Completion of a bioenergy course	6 credits
Completion of a wood energy related project	1 credit

* Credits for participation in other wood energy related activities will be recognised on application to the Scheme Administrator.

¹ Members Code of Conduct, BANZ Policy and Procedures #9, available from the website

https://www.bioenergy.org.nz/documents/resource/BPP09_Code-of-Conduct.pdf

² Equivalent may include advanced trades, science etc relevant to the work being undertaken.

³ Areas of specialization are:

- o fuel and fuel handling - includes biomass sourcing and fuel preparation; supply contracts
- o heat plant engineering and operation - includes design of primary and ancillary equipment; tender, construction and commissioning
- o commercial feasibility and contracts - includes commercial analysis; business case preparation; market analysis and development
- o engineering and commercial - includes all aspects

⁴ This is a course recognised by the Bioenergy Association as having relevance and may be a short-term course provided by a tertiary training provider, or a training organiser such as IPENZ. Attendance at a recognized training course does not have to have been in the last three years

Projects: To indicate the experience gained from undertaking actual wood energy projects applicants can list up to ten projects* that they have undertaken within the last 5 years where they have been responsible for the bulk of the analytical and conceptual design work in any of the areas of specialisation. Each project will accrue 1 credit. Generally a project will be a report but other forms of wood energy experience may be acknowledged by the Scheme Administrator and accrue credits. The Scheme Administrator will advise if a project is acceptable.

* Applicant may list up to 20 projects each providing 1 credit on approval of the Scheme Administrator.

- **Maintaining eligibility**

To maintain registration the adviser must:

- Undertake to use, where applicable, the Bioenergy Association Technical Guides,
- Obtained 10 credits during the preceding 18 months, and
- Submit a renewal declaration every year.

5 Applications

To apply for registration, consultants must complete the application form WEARS 02 (Wood Energy Adviser Registration Scheme Application Form) contained in Appendix A, and:

- Submit a portfolio of current work showing at least two and up to ten relevant projects that demonstrate a satisfactory level of activity and responsibility⁵ for work undertaken by the application on that project.
- Submit a record of Continuing Professional Development over the previous three years relevant to wood energy.
- If an employee, provide a declaration from their employer indicating that:
 - o The employer is a member of the Bioenergy Association
 - o The applicant is employed by the employer to work for significant periods in the area of wood energy
 - o The employer considers that the applicant has the relevant skills and experience to be registered as a specialist Wood Energy Adviser.
 - o The employer confirms that the applicant was principally responsible for the activities claimed.
- If self-employed submit evidence indicating that you:
 - o Are a member of the Bioenergy Association
 - o Undertake significant periods of paid time in the area of wood energy
- Provide contact details of three customers, supervisors or industry professional peers as referees. The Scheme Administrator will contact referees for feedback on the breadth and quality of the applicant's wood energy advice, their work and the overall experience of doing business with them as a customer. Supplying the referee's contact details confirms the applicant's approval for the Scheme Administrator (or an Application Assessor under the Scheme) to contact these person(s).
- Sign a declaration that the applicant:
 - o Will adhere to the Bioenergy Association Member's Code of Conduct,
 - o Will where applicable use the Bioenergy Association Technical Guides,
 - o Was the person with principal responsibility for the activities claimed,
 - o Has not had any complaints against their wood energy work upheld by a Court of law, Disputes Tribunal, or the Engineering Registration Board in the last 5 years.
 - o Agree to participate in the Bioenergy Association complaints process if required.

⁵ Responsibility means that the applicant must have been the principal person undertaking the work.

Application Form WEARS 02 should be used to make an initial application for registration and Form WEARS 03 for the annual renewal of registration. Upgrading from limited or endorsed registration to full registration should be on Form WEARS 04.

The information requested will be the evidence to support the application being made. It's important that as much information and explanations as possible are presented for assessment.

All information received from the Applicant by the Scheme Administrator and the Assessors will be held in confidence and no information will be shared with any other party.

5.1 About you and what you do

The following information is also required on the application form WEARS 02:

- **Your full contact details**
- **Brief description of your wood energy advisory business.** This is intended to provide the Scheme Administrator and the Assessors with a brief overview of your area of business so that the application can be placed in context. Applicants should clearly indicate any limitations in their area of business, knowledge or expertise that would affect full registration.
- **Information about your involvement with the wood energy sector** – The information provided should show why you are making the application and that you are active in the sector. Remember that in seeking registration you need to be demonstrating that you are a wood energy expert.

5.2 Information required on areas of specialisation

Information related to at least two actual wood energy projects that have been undertaken in the last two years should each be provided in the following format.

Project stages	Description	Requirements	Role and responsibilities	Evidence attached to the application
1	Project scoping and initial assessment	Broad knowledge of all aspects of biomass use: technologies, fuel supply and characteristics, conversion efficiencies etc. plus project economics		
2	Feasibility study: initial technical, commercial and environmental assessment	As above, but in greater depth, and with a clear understanding of project economics and project drivers: costs and benefits		
3	Business case development	Strong commercial and economic capability, and understanding of technology, plus knowledge of business requirements		
4	Tendering process and contract administration	Sound knowledge of contract requirements and law, and ability to interpret site and customer requirements. Contracts may cover equipment supply (turnkey?), fuel supply, foundations and ancillary equipment and other aspects if supply is split		
5	Operational support and system optimization	Knowledge of heat plant operation, performance and potential, plus experience of potential issues		

Where specific reports can not be provided because of confidentiality the applicant should provide contact details of the client so that they can be contacted to discuss your level of responsibility and contributions to the project

5.3 Timing

The Scheme Assessors will endeavour to complete each initial assessment within 3 weeks from the date of receipt of a complete and accurate set of application documents by the Scheme Administrator. Further consultation with the applicant or other interested party may be required.

The Scheme Administrator accepts no responsibility for any effects:

- from any delay in the completion of an assessment of an application; or
- of an applicant not being granted Full Registration by the Scheme Assessor(s).

For annual renewals, the Scheme Administrator will be able to confirm that applicants have maintained their registered status (or if there are additional details required) within 2 weeks of the receipt of a completed application form.

6 Renewal

A renewal of registration by submitting Form WEARS 03 must be undertaken within 1 month of the registration annual expiration otherwise registration will lapse and a new application will be required.

Fees will be charged by the Bioenergy Association for the initial application and annual renewals.

7 Upgrading to full registration

An adviser with limited registration or registration with endorsements may upgrade to full registration by use of Form WEARS 10. The information provided should cover the areas of experience not addressed in the earlier application or the gaps why only limited registration was awarded previously.

8 Registration oversight

The Bioenergy Association maintains a list of Registered Advisers on the Association website www.bioenergy.org.nz and on the UsewoodfuelNZ outreach website www.usewoodfuel.org.nz. The list will provide the name of the individual, specialist areas, contact details and date of initial registration. A link will go from the adviser's name to the member's individual or company profile elsewhere on the website.

The Bioenergy Association has established a process where the public can refer any complaint against a Registered Wood Energy Adviser. Where a complaint is upheld registration will be withdrawn for a period of 12 months or other appropriate penalty and remedy applied at the discretion of the Professional Standards and Complaints Committee.

The registration scheme is managed by the Bioenergy Association Executive Officer with oversight from the Wood Energy Interest Group and the Bioenergy Association Professional Standards and Complaints Committee.

A complaint will trigger investigation by the Scheme Administrator and if successfully upheld will result in the Adviser being invoiced for a processing fee of \$400 plus GST plus any other costs.

9 Adviser continuing professional development

To assist members to become registered advisers, or maintain registration, a number of "training" webinars and short courses are held throughout the year. These complement the conference/workshop programme which also contributes to continuing professional development credits.

In addition the site visits programme will provide experience of actual applications.

10 Information for registration listing

Assuming that an application for registration has been made successfully, the information provided to the Scheme Administrator for the purposes of promoting the applicants registration status will be used in the listing on the UseWoodFuelNZ web-site. All other information provided to the Scheme Administrator is done so in confidence and remains confidential.

For listing purposes applicants should supply 200 words of text describing their operations and services. The information will be attached as a profile of the adviser.

A successful application will lead to the award of registration under the Wood Energy Adviser Registration Scheme as '**Registered Wood Energy Adviser**'. The registration may be endorsed for specific work categories.

The Scheme Administrator will make it clear in the listing what categories the adviser has been accredited for. (refer Section 3 for endorsement categories)

Registered Wood Energy Advisers are encouraged to list projects on the projects directory www.bioenergyfacilities.org.nz. This will allow interested parties to identify all projects that are undertaken by listed Advisers.

11 Maintaining accredited status

Accredited status is maintained by the annual provision to the Scheme Administrator of a required set of details to keep the accredited status current.

Form **WEARS 03 – Annual Registration Renewal** – should be used to submit the information required to maintain accredited status.

The following information is required annually to maintain accredited status:

11.1 Ethical conduct requirement

A registered wood energy adviser is expected to conduct their activities according to ethical standards generally accepted in New Zealand business. Further, this conduct should be such that the aims and objectives of the Scheme and the reputation of the industry sector generally are not jeopardised as it works towards establishing sector recognition for quality wood fuel.

Registration may be suspended by the Scheme Administrator if the Scheme Administrator considers that the accredited party's behaviour has not met Scheme standards.

The Scheme Administrator requires registered parties to disclose any problems raised by customers or issues as part of the registration process and to seek assistance from the Scheme Administrator in the resolution of any such issues.

The Scheme Administrator endeavours to support and work with registered parties in the attainment of their registration and its maintenance. It is in the best interest of the wider sector for all advisers to work towards the delivery of the highest quality wood fuel at all times. In the event of a first complaint the Scheme Administrator will work with the adviser to remedy any problems so it doesn't happen again rather than take punitive action.

11.2 Best practice standards

A Registered Adviser is expected to use the Bioenergy Association's best practice guides. These are generally in the form of Technical Guides and information provided through wood energy Continuing Professional Development activities.

12 Application fees

[Note: To establish the scheme fees will be kept low for the first two years.]

An application fee will cost \$460 incl GST and needs to be paid at the time of making the application. If the application is not successful half the fee will be returned.

Annual Renewals will cost \$230 incl GST and needs to be paid at the time of the renewal.

The application and renewal fee also allows for maintenance of website listing, monitoring of listed participants throughout the year and promotion of the scheme and the registered advisers.

Parties seeking registration must be a Bioenergy Association member, or be a staff member of a company that is a member of the Bioenergy Association. As a consequence advisers are entitled to reductions in the fees for attendance at wood energy focused events and training courses. They also have free access to Technical Guides and associated resources.

13 Assessment process – How an application is assessed

When the application is received, the Scheme Administrator will check firstly if all the required information has been provided. The Administrator may wish to refer the application to one of the Scheme's Panel of Independent Wood Energy Assessors. The Administrator will discuss with the applicant possible Assessors (including the Administrator) and agree one acceptable to the Applicant who is not in competition with the applicant.

The Scheme Administrator or the Assessor will review the application supporting material and may contact the applicant to discuss aspects of their application.

The Scheme Administrator, on the basis of the advice from the Assessor or otherwise, will make an overall decision on whether an application for registration passes or fails. In the situation where an applicant fails in their attempt to become registered, the Assessor will outline to them why this decision was made and what they need to do in order to improve things. Equally so, if an applicant is successful but the Assessor feels there are some aspects that warrant attention over the year ahead, these issues will be highlighted to the newly registered party, or limited registration will be awarded.

When the process is complete the Scheme Administrator will contact the applicant with the outcome of their application. Assuming a positive outcome, applicants will be issued with a Registration Certificate, a unique registration number and their details (as provided by the applicant) will be listed on the Scheme web-site. In addition, successful applicants will be issued with the Scheme logo in hard and soft copy forms.

13.1 Registration assessors – the panel of assessors

The Scheme Administrator may engage the services of independent sector experts (a 'Panel of Assessors') to assess applications. A single assessor from the panel may be appointed to each application. The assessor will be under contract to the Bioenergy Association and will be bound by confidentiality clauses in the contract. The Assessor will not be a person in a similar line of business to the applicant and may be the Scheme Administrator.

All details provided in an application are confidential to the Scheme Administrator and the Assessor.

14 Issuing registration certificates

Successful applicants will be issued with a Certificate of Registration and a Registration Number.

The Certificate will confirm that the applicant is registered under the Scheme. The Certificate will be numbered and entered in the Register which will be maintained by the Scheme Administrator. The Certificate will record any endorsements under which the applicant has been registered. Endorsements may be removed on request and on the provision of suitable evidence.

The list of registered parties under the Scheme will be shown on the web-site <https://www.usewoodfuel.org.nz/registered-wood-energy-advisors>

14.1 Display of registration logo – terms and conditions of use

The registration logo are shown in section 3. The logo is available as a hard and soft copy and will be provided to the successful applicant on their registration.

The Scheme Logo is a clear sign that the holder is registered under the Scheme

The logo can only be used by paid up parties registered under the Wood Energy Adviser Registration Scheme subject to the Terms and Conditions of Use as follows:

Terms & Conditions For The Use Of the Wood Energy Adviser Registration Scheme Logo

The use of the Wood Energy Adviser Registration Scheme Logo once awarded is subject to applicants agreeing to these terms:

1. The Bioenergy Association is the sole owner of the Wood Energy Adviser Registration Scheme Logo ('the logo')
2. The Bioenergy Association reserves the right to take action against any use of the logo that does not conform to any of the conditions herein, or that infringes any intellectual property or other rights of the Scheme. All use of or goodwill associated with the logo will convey to the benefit of the Scheme.
3. Use of the logo by registered parties is evidence that their capabilities as Wood Energy Advisers have been independently assessed against the Scheme criteria and found to be acceptable.
4. Use of the logo does not guarantee the quality or suitability or otherwise of a product or service and the Bioenergy Association is not liable for any issues arising from the improper use of the logo.
5. Use of the logo is solely at the risk of the user.
6. As a Registered Wood Energy Adviser, the Bioenergy Association grants permission to use the logo, provided that there is agreement to the following:
 - The logo can be used on an adviser's web-site for the purpose of promotion of advisory services.
 - The logo may be used to link to the www.usewoodfuel.org.nz website and Wood Energy Adviser listing.
 - The logo will always stand alone and will not be combined with any other graphical elements.
 - The logo will not be altered in any manner.
 - The logo will not appear more prominently than the personal, company, product or service web-site name of the applicant.
 - The logo will be displayed in a positive manner and will not be used in any way that adversely affects the Scheme or the Bioenergy Association.
 - Registered parties will not transfer, assign, sell, reproduce, distribute or otherwise exploit their link to the Scheme or their use of the Scheme logo.
 - The logo will appear as provided by the Bioenergy Association in an electronic form.
 - The Bioenergy Association will issue registered parties with a set number of hard copy logo's
 - Registered parties will remove the logo from their web-site and/or operational activities in the event that their Registration has not been renewed or has been suspended for more than 3 months.

15 Post assessment processes

15.1 Suspension of registered status

Parties registered under the Scheme are expected to carry out their operations in a manner consistent with normal business ethics as outlined in Section 11.1 – Ethical Conduct Requirement.

Should a situation arise in which a registered party brings themselves or the Scheme into disrepute, the Scheme Administrator will advise the applicable registered party that their registered status is to be suspended. Parties will be advised in writing and where appropriate will be granted an opportunity to explain the details of an identified situation as appropriate.

15.2 Complaints process

If applicants are unhappy with any aspect of the administration of the Wood Energy Adviser Registration Scheme they can make a complaint. Complaints should be directed to the Scheme Administrator in the first instance. In all cases, complaints are to be made in writing.

All complaints are made in confidence. Decisions on complaints will be made by the Scheme Administrator and complainants will be kept informed on the status of their complaint by the Scheme Administrator.

Depending on the nature of the complaint, complainants (and any other parties identified may be contacted by the Scheme Administrator. The complaint may also be forwarded directly to the Professional Standards and Complaints Committee, or when the Scheme Administrator has concluded that the complaint can not be addressed without the involvement of the Committee. All communications between the complainant and the Scheme Administrator and the Bioenergy Association Professional Standards and Complaints Committee will be held on file. Details of the steps in dealing with complaints are available on request.

The Scheme Administrator will aim to try and resolve the complaint or ensure that action is taken by the adviser such that the issue being complained of wont happen again. Reference to the Professional Standards and Complaints Committee should be a last resort.

If applicants are unhappy about the outcome of their complaint, they may appeal the decision of the Scheme Administrator to the Professional Standards and Complaints Committee.

15.3 Appeals process

An appeals process has been established to manage cases where unsuccessful applications for registration are disputed by applicants who may complain and then appeal the Scheme Administrator's decision.

An appeal against the decision made by the Scheme Administrator must be made in writing to the Bioenergy Association Professional Standards and Complaints Committee, within one month of being notified of the Scheme's decision.

All appeals are made in confidence. The appeal will be tabled at a special meeting of the Professional Standards and Complaints Committee, which will make the appeal decision.

Appellants will be kept informed about the status of their appeal, and may be contacted by the Professional Standards and Complaints Committee. All communication between the appellant and the Scheme Administrator and the Professional Standards and Complaints Committee with regard to an appeal will be held on file. Details of the steps in the appeal process are available on request.

16 Communications

The Bioenergy Association Executive Officer takes the lead on communications on or about the Scheme. No other person or persons have the authority to speak on behalf of the Scheme or its activities unless written permission has been granted by the Scheme Administrator. Any queries should be addressed to. executive@bioenergy.org.nz

Appendix 1: Scheme documentation

A number of documents have been developed as part of the process to assist applicants in their preparation of an application for registration. The Guidance document outlines what the process is and how the evidence submitted will be assessed.

Title	Description
<u>WEARS 01 Scheme Guidance Document</u>	A Guide to completing the Application Forms, Fees and General Procedures. This document offers supporting information to Applicants as they complete their forms for the initial application and maintenance of registration and also provides a brief Guide to Assessors as they consider the information submitted for assessment.
<u>WEARS 02 Application form</u>	This form is used to apply for initial registration under the Scheme.
<u>WEARS 03 Registration renewal</u>	This form is used to apply for renewal of registration under the Scheme.
<u>WEARS 04 CPD record sheet</u>	Form to use supporting CPD activities
<u>WEARS 05 Application process</u>	A short version of the process of becoming accredited
<u>WEARS 06 Referee request form</u>	Form sent by the Scheme Administrator to referees seeking a reference
<u>WEARS 07 Now you are registered</u>	Information on promotion protocols and supplier responsibilities
<u>WEARSS 08 Scheme Governance and Administration Document</u>	A description about how the Scheme operates, including roles and responsibilities and how applications, complaints and appeals are processed.
<u>WEARS 09 Assessors Recording Form</u>	This form is used by an assessor to record their findings and observations on the application submitted for registration.
<u>WEARS 10 Registration upgrading</u>	This form is used for upgrading from limited or endorsed registration to full registration.



Appendix 2: Application form

WEARS 02

Wood Energy Adviser⁶ Registration Scheme – Application Form

[NOTE THAT THE SCHEME IS CONSTANTLY EVOLVING SO INFORMATION ABOUT YOUR EXPERIENCE IN USING THIS FORM WOULD BE APPRECIATED]

Information box 1: About this form and the registration process

This form is to be submitted as part of a number of items of evidence for initial registration under the **Wood Energy Adviser Registration Scheme**.

Use the **Wood Energy Adviser Registration Scheme Guidance Document** (WEARS 01) to assist you to complete this form.

The Bioenergy Association of New Zealand (Bioenergy Association) Executive Officer is the designated '*Scheme Administrator*'.

Further details about the scheme can be found at www.usewoodfuel.org.nz or by contacting the Scheme administrator

Note - Information you provide as part in relation to the scheme is confidential to the Scheme Administrator and any Scheme Assessor contracted to assess applications for registration. Your details will not be disclosed to any other party.

1. About you

Note: registration relates to an individual and not a company or other entity.

Name	Contact Details (1)	Contact Details (2)
Name:	Tel:	Physical Address:
Position:	Mobile:	Postal Address (if different):
Company for which you work:	Email:	Web-site:

Are you an individual Bioenergy Association member, or are you applying on the basis that that the company you work for is a member of the Bioenergy Association—[Individual/Company]

Name of member:....

Your personal experience and qualifications

1. Give a brief outline below of your wood energy experience and your current wood energy activities to give the Scheme Administrator and any Assessors an overview of your experience in the wood energy sector. You may wish to include the following: how long you have worked with wood energy projects, your areas of expertise, which companies you have worked for on wood energy projects, your experience with heat plant and experience with wood fuel supply.
2. Details of individual projects should be provided as detailed at the end of this application form.

[Use the boxes below, expand as required or attach the information]

Brief description of your wood energy experience

[Expand this box as required]

Tip: The more information you provide the easier it is for you to demonstrate your experience in the wood energy sector and thus supports your registration.

⁶ An adviser is the party providing advice directly or through their employer to another party on wood energy matters.

3. Qualifications and experience:

Do you have any qualification, certification or registration as a wood energy adviser from any other training or certifying body	[Yes / No] Please detail the qualifications ⁷ you hold and attach copies of relevant documentation.
What other relevant major qualifications do you hold?	
Have you undertaken any relevant ⁸ course of wood energy specific study?	
How many years of practical heat plant experience do you have?	
How many years have you been working with wood energy projects? Show years for each relevant levels of responsibility?	Graduate level: Registered/Chartered engineer: Senior engineer: Principal engineer: Other (specify):
If employed by a company what position do you hold and how many years have you worked in your current employment position?	
If self-employed provide evidence indicating that you undertake significant periods of paid time in the area of wood energy	
Provide details of previous employment positions relevant to wood energy work showing the type of work, levels of responsibility and years in the position.	
Outline your involvement with the Wood Energy Interest Group of the Bioenergy Association	
Are you a member of any other professional association eg IPENZ. If so please list.	
Are you a member of any other relevant wood energy related organization eg EMANZ, FICA, If so please list.	

[Expand sections as required]

⁷ You must be an engineer or equivalent in fields of work relevant to your area of wood energy specialisation. Equivalent may include advanced trades, science etc relevant to the work being undertaken.

⁸ A relevant course of study is a course recognised by the Bioenergy Association and noted on the scheme website as having relevance and may be a course provided by a tertiary training provider within New Zealand or internationally.

2. Information required for registration

The Scheme Guidance Document (Wears 01) sets out information on the requirements for training and continuing professional development.

Please submit a record of your training and the continuing professional development (CPD) you have carried out over the previous five years that is relevant to wood energy. To be registered an adviser you must be “up-to-date” with the wood energy market and related technical knowledge. This is determined by attaining at least 20 credits of relevant wood energy activities in the previous 2 calendar years. These may be earned on the basis of:

- a. Wood energy related conference workshops, site visits and webinars⁹
- b. Attendance at Wood Energy Interest Group meetings¹⁰
- c. Completion of recognised training courses¹¹, noting that the successful completion of a recognized training course does not have to have been in the last two years
- d. Responsible wood energy project work¹²

Information box 2: Information required for registration

The following questions relate to your wood energy experience, what you have done, what you do and how you do it and in particular how you work to deliver quality wood energy advice. The information identified is required for a successful application, but is often different for each applicant, so provide information specific to yourself that demonstrates that you are knowledgeable and experienced in wood energy projects. (registration is of experts and not someone with limited wood energy experience so you should provide information which shows that you are an expert).

The information you provide should focus on your personal knowledge and experience of wood energy technologies, markets and applications and where requested, provide explanations and supply the requested evidence. Where you are unable to provide the information please advise why this is the case and indicate your plans (and timescale) to address the issue. If the information is confidential we are happy that you provide an appropriate client contact who we can discuss your work with.

The Scheme Administrator may issue you with a ‘Limited’ registration subject to your commitment to provide any missing information within an agreed timeframe. Avoid leaving blank spaces or unanswered questions. If you have no experience in an area please say so.

Categories for registration

Advisers may have areas of specialisation for which they have specific knowledge and experience and only for which registration will apply. The areas of specialisation are recognized by endorsements to the registration. Tick the categories relevant to this application.

fuel and fuel handling	includes biomass sourcing and fuel preparation; supply contracts	
heat plant engineering and operation	includes design of primary and ancillary equipment; tender, construction and commissioning	
commercial feasibility and contracts	includes commercial analysis; business case preparation; market analysis and development	
engineering and commercial	includes all aspects	

⁹ Unless otherwise indicated attendance at a minimum one day Bioenergy Association or Bioenergy Australia conference will accrue 6 credits, a half day workshop 3 credits, a webinar or site visit 1 credit. Attendance to an overseas one day conference will accrue 6 credits.

¹⁰ Attendance at a WEIG Committee meeting will accrue 1 credit

¹¹ A successful completion of a Bioenergy Association training course will provide a number of credit specific to the relevant course. Successful completion of a one day training course will accrue 6 credits. The credits accrued from longer time courses will depend on the nature of the course, is at the discretion of the Scheme Administrator, and will be published on the website.

¹² Up to 10 relevant projects may be listed each providing 1 credit. Applications received prior to 1 December 2018 may list up to 20 relevant projects each providing 1 credit.

Part A. Wood energy qualifications and continuing professional development

Provide the following information (including CPD credits for each itemised activity) supported by relevant documentation/evidence:

Training courses attended

	Date attended	Credits
	Total	

Conferences and webinars attended

	Date attended	Credits
	Total	

Meetings of the Wood Energy Interest Group attended

	Date attended	Credits
	Total	

Details of any other training or continuing professional development undertaken over the last two years.

	Date attended	Credits
	Total	

Part B – Wood energy work experience

To recognize the experience gained from undertaking actual wood energy projects applicants can list up to 10 projects¹³ that they have undertaken within the last 5 years where they have been responsible for the bulk of the analytical and conceptual design work. Each project will accrue 1 credit. Generally a project will be a report but other forms of wood energy experience may be acknowledged by the Scheme administrator and accrue credits. The Scheme Administrator will advise if a project is acceptable.

Work experience

	Date of work	Credits
	Total	

¹³ Up to 10 relevant projects may be listed each providing 1 credit. Applications received prior to 1 December 2018 may list up to 20 relevant projects each providing 1 credit.

This section is to provide more in depth information on your experience by reference to actual projects. See the [Scheme Guidance Document](#) (WEARS 01) for more information.

For each project complete the table below and submit a portfolio of the work you were responsible for. Show the level of activity and responsibility for specific tasks undertaken by you on that project.

Name of Project #1:

Clients' Contact person for further information:

Contact details:

Date of project activities:

For this project please describe your role and responsibilities for each project stage.

Project stages	Description	Requirements	Role and responsibilities	Evidence attached to the application
1	Project scoping and initial assessment	Broad knowledge of all aspects of biomass use: technologies, fuel supply and characteristics, conversion efficiencies etc. plus project economics		
2	Feasibility study: initial technical, commercial and environmental assessment	As above, but in greater depth, and with a clear understanding of project economics and project drivers: costs and benefits		
3	Business case development	Strong commercial and economic capability, and understanding of technology, plus knowledge of business requirements		
4	Tendering process and contract administration	Sound knowledge of contract requirements and law, and ability to interpret site and customer requirements. Contracts may cover equipment supply (turnkey?), fuel supply, foundations and ancillary equipment and other aspects if supply is split		
5	Operational support and system optimization	Knowledge of heat plant operation, performance and potential, plus experience of potential issues		

A senior person also involved in the project must certify that the information provided is correct. If that person is not able to sign on this application form then contact details so that they can be contacted must be provided.

Signed as correct..... Print Name..... Date.....

Name of Project #2:

Clients' Contact person for further information:.....

Contact details:.....

Date of work activities:

For this project please describe your role and responsibilities for each project stage.

Project stages	Description	Requirements	Role and responsibilities	Evidence attached to the application
1	Project scoping and initial assessment	Broad knowledge of all aspects of biomass use: technologies, fuel supply and characteristics, conversion efficiencies etc. plus project economics		
2	Feasibility study: initial technical, commercial and environmental assessment	As above, but in greater depth, and with a clear understanding of project economics and project drivers: costs and benefits		
3	Business case development	Strong commercial and economic capability, and understanding of technology, plus knowledge of business requirements		
4	Tendering process and contract administration	Sound knowledge of contract requirements and law, and ability to interpret site and customer requirements. Contracts may cover equipment supply (turnkey?), fuel supply, foundations and ancillary equipment and other aspects if supply is split		
5	Operational support and system optimization	Knowledge of heat plant operation, performance and potential, plus experience of potential issues		

A senior person also involved in the project must certify that the information provided is correct. If that person is not able to sign on this application form then contact details so that they can be contacted must be provided.

Signed as correct.....

Print Name.....

Date.....

Part C – Total credits

Total credits

	Credits
Training courses attended	
Conferences and webinars attended	
Meetings of the Wood Energy Interest Group attended	
Other training	
Work experience	
Total	

2. References

In support of your application for Wood Energy Adviser Registration please provide the contact details of five customers, supervisors or industry professional peers as referees (at least one of each if possible and at least two of customers). The Scheme Administrator will contact at least two of these referees for feedback on the breadth and quality of your wood energy advice, work you have undertaken and their overall experience of doing business with you.

The Scheme Administrator will contact these referees. Provision of their contact details confirms your approval of this contact taking place.

Customer /Contract Details	
Name: Contact details (e-mail preferred): Relationship: Fuel supplied:	Name: Contact details (e-mail preferred): Relationship: Fuel supplied:
Name: Contact details (e-mail preferred): Relationship: Fuel supplied:	Name: Contact details (e-mail preferred): Relationship: Fuel supplied:
Name: Contact details (e-mail preferred): Relationship: Fuel supplied:	

3. Information for registration listing

The Scheme Administrator will maintain the names, contact information, and the details of Registered Wood Energy Advisers on the Scheme web-site as a profile so that your registration and services offered can be promoted to potential customers.

To assist with appropriate promotion of your specific activity, please provide no more than 200 words to outline the service you offer, who you are and what you do. Please also provide you or your company's logo as a high resolution jpeg file.

[Enter your 200 words here]

By signing this application you authorize the Scheme Administrator to publish your name, contact details and other information provided by you on the Wood Energy Adviser Registration Scheme website if you are registered

4. Privacy

The Scheme Administrator will retain one copy of your application documents on file. For your application to be processed, all questions must be answered.

The Scheme Administrator may seek the assistance of an external Assessor to consider your application. Your approval to any external assessor to be used will be sought prior to engagement and prior to them receiving any of your application material.

All details provided to the Scheme Administrator are provided in confidence to the Scheme Administrator and any agreed external Assessor. Your details and any information that you have provided (except that which is to be publically listed) will not be disclosed to any third party and they will be securely held.

5. Declarations and authorization for registration

If an employee provide a declaration from your employer:

Declaration from employer

1.[Applicants name].....(The Applicant) is currently an employee of[Name of company].....
2. The applicant is employed to work for significant periods in the area of wood energy
3. The applicant has the relevant skills and experience to be certified as a specialist Wood Energy Adviser.
4. The information provided in this application as regards his working for this company is appropriate.

Declaration from applicant

I am applying for registration under the Wood Energy Adviser Registration Scheme. If accepted I agree to;

1. be bound by the rules and regulations of registration.
2. work within the BANZ Members' Code of Conduct
3. where applicable, will use BANZ Technical Guides and recommended best practices
4. participate in the BANZ complaints process
5. submit a renewal declaration every year

I confirm that I have:

1. not had any complaints against me upheld by a Court of law, Disputes Tribunal, or the Engineering Registration Board in the last 5 years relating to any wood energy business activity, or
2. had any conviction for dishonesty, theft or similar crimes in a court of law, or
3. not been the subject of any successful complaint to the Bioenergy Association Professional Standards and Complaints Committee within the last two years.

I confirm that my responses to all questions in this application are correct to the best of my knowledge and attest that these statements are true.

For the purposes of assessment of this application, I authorize the Scheme Administrator and any agreed Scheme Assessors to use all information provided by me in making this application and contact my referees and other persons directly or indirectly associated with the information that I have supplied.

Signed _____ Date _____
(Applicant)

6. Processing this application

Please send your completed application, with \$460 (Incl GST) payment covering the application and initial assessment fee payment, to the Wood Energy Adviser Registration Scheme Administrator at the address below.

Please ensure you enclose all details / evidence required to support your application.

Postal address: Wood Energy Adviser Registration Scheme Scheme Administrator c/o Bioenergy Association PO Box 11-595 Wellington	Electronic address: executive@bioenergy.org.nz
Payment of Fees	
1. By Cheque: payable to the 'Bioenergy Association of New Zealand' (to the above postal address) Or by Direct Credit: to Bioenergy Association of NZ Inc by direct debit to 030510:0812287:00 . Noting Wood Energy Adviser Registration Scheme – [your organisation]	