

Overview

The energy accreditation requirements for Australian IBOs will be changing. This relaunch will enhance the IBO training experience, build your confidence in selling our Energy services and ensure we comply with energy partner contractual obligations. The changes will occur in two phases:

Phase 1: Thursday 1 June

This affects new IBOs and any existing IBOs who are not Energy accredited

Phase 2: Saturday 1 July

This will impact existing IBOs who have already completed Energy accreditation.

This document is intended to help existing IBOs understand the new requirements so they can clearly communicate it to new IBOs. Additionally, the following FAQs will cover important questions related to who must complete the accreditation, when they must complete it by and what happens if they don't.

New IBOs and existing IBOs who are not Energy accredited

1. When will the new Energy Accreditation training process launch?

Thursday 1 June 2017.

2. Is it mandatory to complete the accreditation?

Yes. It is mandatory for all IBOs wishing to sell energy to complete the accreditation. As of 1 June, all new IBOs and existing IBO who are not energy accredited must complete the new energy accreditation.

3. What happens if I'm not Energy accredited?

From 1 June, if you have not successfully completed the accreditation, your customers will not be able to order Energy from your Direct StoreFront. This means if your customers attempt to sign up to an Energy service, an online message will be displayed stating that they cannot proceed due to their IBO not being accredited. This means your customer cannot obtain an online energy quote or sign up to an Energy service and will be advised to contact you.

IBOs will receive an email advising that a customer has been unable to proceed with an energy quote/order as they are not accredited. The email will also provide step by step instructions on how to complete the accreditation.

4. Is there a grace period for new IBOs to complete the Energy accreditation?

No. From 1 June 2017 new and non-energy accredited IBOs must complete the energy accreditation training as soon as they want to sell EnergyAustralia and/or Click Energy services. We recommend that all accreditation is undertaken in the first 24 hours to ensure your customers can order from you. Once IBOs have completed the accreditation training and passed the associated quiz, their customers will be able to use their Direct StoreFront for energy services immediately (or within a few minutes).

Existing IBOs who are already energy accredited

1. When does the new Energy Accreditation process apply to me?

Saturday 1 July 2017.

2. Is it mandatory to complete the accreditation?

Yes. It is mandatory for all IBOs wishing to sell energy to complete the accreditation. As of 1 July, all existing IBOs who are energy accredited will need to re-sit the accreditation on their annual IBO renewal date before a customer can order Energy from their Direct StoreFront.

If: (1) your IBO Agreement renewal date is between 1 June and 1 July 2017, or (2) you are curious about what the new Energy Accreditation training material looks like, you're more than welcome to complete the new accreditation training earlier. However, you will still be required to complete the energy accreditation training on your annual IBO renewal date.



Important note: if you fail the accreditation assessment, the energy section of your Direct StoreFront will be blocked.

3. I'm an existing IBO already selling EnergyAustralia or Click Energy services, do I need to complete the new accreditation course?

If you have completed the energy accreditation training within the last 12 months, you are not required to complete the new accreditation until your annual IBO renewal date. You will receive a reminder email 15 days prior to your annual IBO renewal date.

4. What happens if I don't re-sit the accreditation training?

From 1 July onwards, if you have not completed the new energy accreditation training, which includes passing the assessment - on or before your IBO Agreement renewal date - the Energy section of your Direct StoreFront will be blocked. This means if your customers attempt to sign up to an Energy service, an online message will be displayed stating that they cannot proceed due to their IBO not being accredited. This means your customer cannot obtain an online energy quote or sign up to an Energy service and will be advised to contact you.

You will receive an email advising that a customer has been unable to proceed with an energy quote/order as you are not accredited. The email will also provide step by step instructions on how to complete the accreditation.

General FAQs

1. Why is there a new Energy Accreditation process?

There are 3 main reasons for the change:

- a. To improve the quality of the accreditation training materials and enhance the IBO training experience.
- b. To protect IBOs and their customers with the introduction of an accreditation quiz.
- c. To better align our accreditation processes with our energy partner contractual obligations

2. What does the new Energy Accreditation involve?

- An introductory video explaining the new process and an overview of the training modules
- 3 training modules that explain the important information you need to know and understand to sell Energy services
- A short online quiz consisting of 5 questions that must be successfully completed (80% pass rate) before you are permitted to sell Energy services.

Remember, if you do not pass the accreditation, the Energy section of your Direct StoreFront will be blocked and your customers cannot proceed with ordering from you.

After successfully completing the Energy Accreditation quiz you will be Energy accredited!

3. How does an IBO complete the new accreditation?

The new accreditation course including the quiz, will be available in Back Office. We'll provide detailed instructions at launch.

4. How long will it take to complete the accreditation training?

We estimate that you should allow approximately 45 minutes to comfortably read and understand the training material and complete the quiz.

5. What does the quiz involve and what is the pass mark?

Firstly, no need to panic as the quiz contains only 5 questions. The answers to the questions are contained in the training modules, which you'll need to watch and understand before you start the quiz.

To pass the quiz you need to correctly answer 4 out of 5 questions (80% pass mark). If you're not successful the first time, you are allowed as many attempts as you need until you have passed.

6. How will I know that I have passed my quiz and can sell our partner energy services?

A message will pop up on the quiz page after you submit your answers, alerting you to whether you've been successful or need to redo the quiz. Also, a confirmation email will be sent when you have successfully completed the quiz.

7. What happens in Back Office and in my PCL when I have passed my quiz?

In Back Office, once you have passed the quiz and clicked on "Mark Complete", your accreditation will be considered completed and the system will automatically update your status to "complete". You will also see that the Energy Accreditation training tile will show 100% complete (in your training dashboard). Please note, in your PCL, the accreditation status will update within 12-24 hours.

8. The Energy section of my Direct StoreFront is blocked because I haven't completed the Energy Accreditation. How long will it take to unblock it?

Once you have successfully completed the Energy Accreditation training and passed the quiz, it will be unblocked straight away.