Scheme representative

Roles
- Scheme representative
- Advisor to scheme assessors
- Auditor

Goals
- Spot anomalies in the data submitted by assessors within their scheme
- Audit assessors within their scheme to maintain quality of the register
- Liaise with other schemes through regular forums to highlight potential instances of fraud
- Update scheme software based on changes to the register

Needs
- Download existing certification information submitted by assessors
- Central view of information on assessors
- Ability to flag inaccuracies/fraudulent patterns on the register and share this with other schemes

Expectations
- Schemes will have a more detailed viewed of EPC data to conduct better audits
- Commercially sensitive data will not be visible to other schemes

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Task: Conduct audit of data submitted to the register

Task
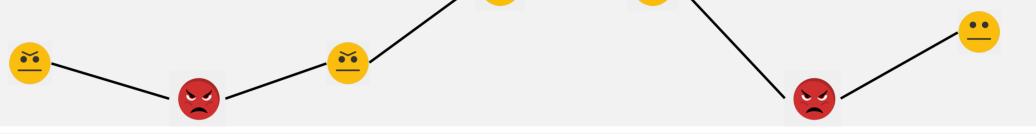| Request received for audit of scheme submissions to the register | Request data from EPC register to reconcile register data with scheme data | Analyse scheme's repository of submission data to identify anomalies and trends | Send request to specific assessors within scheme for evidence to verify submissions | Evidence received from assessors | Analysis done on evidence to ensure that it coincides with both register and scheme records | Results of audit sent to requester |

Persona

Emotion

Touch points
Face-to-face	EPC register service		Face-to-face	Face-to-face		Face-to-face
Phone call			Phone call	Phone call		Phone call
Email			Email	Email		Email

Pain points

- Feels that there is a lack of understanding from the register team of what level of audits are possible without access to the data submitted to the register by an assessor across all schemes

- Limited access to the data on the register that was submitted by own assessors
- Inability to view historic data of a property makes it difficult to spot anomalies

- No central view of assessors makes it difficult to spot any trends of fraud that they may be involved in
- Lack of UPRN or other unique mean of referencing a property means that it is not easy to see duplicate entries for that property

- Difficult to identify anomalies as only scheme specific data is visible - unable to spot trends that may be conducted across a number of schemes