



Quality Assurance Process

CHEERS Quality Assurance staff annually evaluate the greater of (1) verification or (1%) of a rater's total number of verifications for each HERS measure verified by a rater in the past twelve (12) months. After a quality assurance review is completed, a pass or fail notification is sent directly to the rater.

If a measure fails, CHEERS uses a 5-step process that can include education, probation, suspension, and decertification.

Education

1st Failure:

- Schedule a training session.
- Demonstrate understanding of code requirements.
- Remedy the failure within a specified timeframe.

Quality assurance reviews for the same measure will resume after the failure is addressed.

Probation

2nd Failure:

A measure must fail a second quality assurance review to be deemed a 2nd failure.

- Schedule a training session.
- Demonstrate understanding of code requirements.
- Six (6) month probation.
- QA reviews will increase from 1% to 2% of overall sites for six (6) months.
- Other HERS providers will be notified of the rater's status.
- Remedy the failure within a specified timeframe.

3rd Failure:

A measure must fail a third quality assurance review to be deemed a 3rd failure.

- Twelve (12) month probation.
- QA reviews will remain at 2% of overall sites for twelve (12) months.
- \$250 Quality Assurance Review Fee will be charged to the rater's company account.
- Other HERS providers will be notified of the HERS rater's status.
- Remedy the failure within a specified timeframe.

Quality assurance reviews for the same measure will resume after the failure is addressed. If a rater does not fail the same measure again during the probation period, probation will conclude.



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Suspension

4th Failure:

- Rater's CHEERS Registry account will be suspended for three (3) months with access to completed projects.
- \$500 Quality Assurance Review Fee will be charged to the rater's company account.
- Other HERS providers will be notified of the HERS rater's status.
- Remedy the failure within a specified timeframe.

Decertification

5th Failure:

HERS rater has demonstrated inability to fulfill the required duties of a Certified HERS Rater.

- Rater is permanently decertified.
- Decertification status is filed with the California Energy Commission (CEC).
- Other HERS providers will be notified of the rater's status.

CHEERS reserves the right to take necessary actions at anytime, including decertification, if a HERS Rater is found to be negligent or in violation of [CHEERS Terms of Use and/or Special Requirements for HERS Raters](#).