



# **MCS CONTRACTOR ASSESSMENT GUIDANCE**



All MCS Contractors are subject to assessments of their companies operating procedures and installation standards against the current MCS standards and the scheme requirements. This will generally commence at your business address.

## **PREPARATION FOR THE VISIT**

The assessor will begin the assessment visit at your place of business. The assessment will normally last a full day and the Nominee must be available throughout the assessment. The Technical Representative will be expected to be in attendance at the site and adequate arrangements for access to the sites should be arranged. Where it is not possible to complete the assessment process in the allocated time, a further assessment will be necessary to complete the assessment of the company's compliance with the scheme. A fee may be payable for any such additional visits. To enable your business to gain the most benefit from the assessment, and to enable the assessment process to be successfully completed as quickly as reasonably possible, it is important that you are fully prepared and have the following available:

## **POLICY AND PROCEDURES**

Full supported access to the MCS 001 Quality Management system with all supporting documents. This will include:

- Review of the personnel allocated to the Roles required by MCS 025
- Quality policy
- Corrective/Preventative action procedures
- Customer requirements and contracts
- Review of Product and Purchasing
- Stock Handling and transportation
- Inspection and Testing procedure
- Consumer code of practice and Records
- Equipment log (Inc. calibration records)
- Complaints and appeals (process and records)
- Certification marks and Document control
- Training/Competence
- Health and Safety
- Internal review (minutes, actions and records)
- Consumer code membership
- Workmanship warranties

## **TECHNICAL REFERENCE DOCUMENTS**

The assessor will need to establish the business holds the latest edition of any relevant technical reference documents at your place of business, such as:

- MCS 001
- MIS relevant to the technologies you install
- Relevant Consumer Code
- MCS Branding Guidelines
- Planning Portal building regulations

Note: these documents can be held in hard copy or electronic links.

## **TEST INSTRUMENTS AND EQUIPMENT**

Sufficient, relevant, safe and usable test instrument and test lead items need to be available for review by the assessor, and subsequently for use on site by the Technical Representative.

Suitable plant and equipment for the assessment, such as hand tools, step ladder etc.

## **PUBLIC LIABILITY INSURANCE**

Evidence of a minimum of £2,000,000 cover detailing the scope of installation work undertaken by the business must be provided to the assessor.

## ***RECORDS OF ALL WORK COMPLETED***

A detailed list of all MCS installations completed by the business, all work in progress and quoted must be made available to the assessor. The assessor will sample from the range of files made available; against the standards and scheme requirements to evidence compliance.

## ***COMPLAINTS***

A record of all complaints made against the businesses together with details of the remedial action taken to resolve them, is to be available for the assessor to examine.

## ***HEALTH & SAFETY***

Evidence that your business has health and safety policies and procedures, including risk assessment, to ensure all installations are conducted safely must be demonstrated to the assessor.

## ***ACCESS AND TRANSPORT ARRANGEMENTS***

The technical representative(s) will be expected to make adequate arrangements for access to installation work at each of the premises selected, and to accompany the assessor to each of those places.

Suitable transport and equipment (test instruments, hand tools, step ladder etc.) for this purpose are required to be provided by the business.

## ***SAFETY***

We are committed to safety. It is paramount that health and safety procedures are observed at all times during the assessment visit.

## ***THE OUTCOME OF THE ASSESSMENT***

The report will indicate the outcome of the assessment and make one of the following recommendations to Head Office:

- **Compliant** - Acceptance will be recommended if the business is compliant with the scheme requirements
- **Major Non-compliances; Evidence required** - Evidence must be provided to Head Office, within 8 weeks, that all non-compliances, as recorded on the report, have been remedied
- **Major Non-compliances; Revisit required** - One or more major non-compliances from the scheme, as recorded on the report, require remedial action. A reassessment is necessary to confirm that all non-compliances have been remedied

## ***THE ASSESSMENT***

The length of your assessment will be agreed with you prior to the assessment date. It would be appreciated if a room/area could be made available for use by the assessment team. Access to photocopying /printing facilities would also be advantageous.

On this assessment we will require full access to the office management system and to one completed installation per technology. We require these sites to be within a 30 minutes traveling distance of the office, if the sites are too far we may not be able to cover all of the assessment requirements and this could result in additional chargeable assessment time. We will require that the nominee is available for the duration of the assessment and the nominated technical person for each measure is available on-site.

At the site assessment, installations selected should consist of:

- A sample visual assessment of installation work against the requirements of the relevant MIS document and the Building Regulations
- A review of installation/handover pack for the work carried out to assess if it is complete, appears correct, is meaningful, and reflects the true state of the installation
- The Nominated Technical Persons ability to demonstrate he or she understands the installation requirements of the relevant technology

During the course of the assessment it is possible that some non-conformances may be identified. As such it is important your Nominee is available to formally accept any such non-conformance reports.

The assessor will complete an Assessment Report which will indicate the level of the business' compliance with the scheme requirements.

For the full scheme standards we are assessing against please visit [www.microgenerationcertification.org](http://www.microgenerationcertification.org) and look at the MIS and MCS documents relevant.

The programme below identifies the main areas for review:

<b>Programme time</b>	<b>Assessment activity</b>	<b>Specific items</b>
At agreed start time	Introductions	Await arrival of assessment team (normally 1 person)
Initial undertaking	Opening meeting	Assessor, Nominee
Morning	Complete review against MCS 001- confirming details held on certification are correct and up to date.  Individual competence including: <ul style="list-style-type: none"> <li>• Health and Safety training</li> <li>• Policy and procedures</li> <li>• Availability</li> </ul>	Audit of quality systems <ul style="list-style-type: none"> <li>• Review of company details</li> <li>• Quality policy</li> <li>• Corrective/Preventative procedure</li> <li>• Customer requirements and contracts</li> <li>• Review of Product and Purchasing</li> <li>• Stock Handling and transportation</li> <li>• Inspection and Testing procedure and equipment</li> <li>• Consumer code of practice and Records</li> <li>• Complaints</li> <li>• Certification marks and Document control</li> <li>• Training/Competence</li> <li>• Health and Safety</li> </ul>
	Lunch and Travel	
Afternoon	Assessment of Technology(s)	Compliance with relevant MIS standard, Building regulations, MCS product requirements and applicable Building Control notification where applicable
	Collate report	Assessor
Final undertaking	Close out meeting	Issue any non-conformances and agree action plan and time frames.
	Complete Approval	Assessor will leave

## ***CANCELLATION OF AN ASSESSMENT***

All scheme registrants must be visited annually, assessments will be scheduled as close to 12 monthly as possible, should you know which dates are not available in advance of a booking, please let us know as soon as possible to prevent the need to cancel assessments once scheduled. Once your booking confirmation is received it is suggested that you confirm or decline this date to avoid cancellation costs where possible.

We are keen for your assessment to take place on a date that suits you and if you provide us with enough notice we will rearrange it. You will know yourself how frustrating it is when your own customers cancel appointments at the last minute and how costly this can be to your business; therefore if you cancel within 21 days of the assessment you will be charged a fee for each half day cancelled.

Businesses that repeatedly cancel, decline, are not present or fail planned assessments will have their registration reviewed against the scheme requirements; this may result in the suspension or commencement of action against your business.