

PAS 2030

ASSESSMENT GUIDANCE



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All approved Installers are subject to an assessment of their companies operating procedures and installation standards against the current PAS 2030 standard and the scheme requirements. This will generally commence at your business address.

PREPARATION FOR THE ASSESSMENT

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. A competent installer 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 assessments. 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 Quality Management system with all supporting documents. This will include:

- Pre-installation building survey
- Method statement
- Design specification mapped to PAS 2035
- Equipment and tools - handling and storage
- Installation instructions to operatives
- Intermediate inspections
- People - training and competency
- Engagement of subcontract installers
- Commissioning
- Handover
- Installation control
- Documents and record keeping
- Process management
- Internal audit, corrective and preventative action
- Complaints procedure
- Interaction with customers
- Claims of compliance

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:

- PAS 2030
- Building Regulations
- Access to PAS 2035

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

TEST INSTRUMENTS AND EQUIPMENT

Sufficient, relevant, safe and usable test instrument need to be available for assessment by the assessor, and subsequently for use on site by the proposed competent person.

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

INSURANCE

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

In addition, evidence of Professional Liability cover sufficient to cover the scale of work undertaken, needs to be available for review on the day.

RECORDS OF ALL WORK COMPLETED

A detailed list of all PAS 2030 installations completed by the business (including all ECO), all work in progress and in pipeline 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 business together with details of the remedial action taken to resolve them, is to be available for the assessor to examine.

HEALTH AND SAFETY POLICY

Evidence that your business has a written health and safety policy statement and undertakes risk assessments must be provided to the assessor.

ACCESS AND TRANSPORT ARRANGEMENTS

The competent person(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 with the scheme requirements identified at the assessment, have been addressed
- **Major Non-compliances; Revisit required** - One or more major non-compliances from the scheme, as recorded on the report, require remedial action. A revisit 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 a minimum of one completed installation per technology. We require these sites to be within a 30 minutes travelling 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 the nominee to be available for the duration of the assessment and the nominated competent person for each measure to be available on-site.

At the site assessment, installations selected should consist of:

- A sample visual assessment of installation work against the requirements of the PAS 2035 Design, relevant annex of PAS 2030, the manufacturer's requirements and the Building Regulations
- A review of pre installation building survey, design, method statement and 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 competent person's ability to demonstrate they understand the installation requirements of the relevant technology
- Competence records mapped to relevant Annex

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-conformances.

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 refer to your PAS 2030 document and the relevant annexes.

The programme below identifies the main areas for review;

Programme time	Assessment activity	Specific items
<i>AT AGREED START TIME</i>	Introductions	Await arrival of assessment team (normally 1 person)
<i>INITIAL UNDERTAKING</i>	Opening meeting	Assessor, Nominee
<i>MORNING</i>	Assessment of quality systems to show compliance with PAS 2030	<p>Nominated Competent Person & Assessor. A sample of the below procedures and records will be assessed:</p> <ul style="list-style-type: none"> • Method statement • Pre installation building surveys • Design specification • Equipment and tools, handling and storage • Installation instructions to operatives • Intermediate inspections • People Training and competency • Engagement of subcontract installers • Commissioning • Handover • Installation control • Documents and record keeping • Process management • Internal audit, corrective and preventative action • Complaints procedure • Interaction with customers • Claims of compliance
	Lunch and Travel	
<i>AFTERNOON</i>	Assessment of Technology(s)	Compliance with relevant Specifications and Building Regulations where applicable
	Collate report	Assessor
<i>FINAL UNDERTAKING</i>	Close out meeting	Issue any non-conformances and agree action plan and time frames

CANCELLATION OF AN ASSESSMENT

All Approved Installers are subject to surveillance and as required by the volume of work, should you know of any dates which 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. On receipt of your booking confirmation it is suggested that you confirm or decline this date to avoid potential cancellation costs.

We are keen for your assessments 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 assessment will have their registration reviewed against the scheme requirements; this may result in the suspension or commencement of action against your business.

SURVEILLANCE REQUIREMENTS

Surveillance under PAS 2030 is a minimum of an at-location assessment of the office and sites representative of the scope of registration, with additional site assessments based on the % of the work undertaken. Calculated based on a review of the work undertaken as having been completed and the measures which the client has installed and is certified for.

The requirements for surveillance are stipulated within PAS 2031 with details of the % requirements and costs associated contained on the scheme fee sheet available at niceic.com. Site assessments are required to be delivered at installations at a variety of stages including; pre-installation building survey, mid and post installation.



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