

MCS Approved Contractor scheme assessment

Guidance and checklist



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Introduction

We know your time is important. So whether you're applying to gain certification for the first time or completing a surveillance assessment, this guide will help you know what to expect, the steps involved and explain the terminology we use.

Your assessment is a fundamental part of your business's certification with NICEIC. It allows your business to display the NICEIC brandmark with pride knowing that your business has met the high standards that people expect from NICEIC-certified businesses.

It's your chance to show that your business:

- has insurances, documentation and records in place to support you and your customers
- carries out work that complies with the relevant industry standards.

It also gives you an opportunity to ask your Assessor any technical questions you might have.

This assessment guide and checklist explains how to book and fully prepare, including what to have ready to show your Assessor, as well as some top tips to ensure a successful outcome.

**Anyone can carry a toolbox.
Only the best carry our badge.**



Your assessment

Assessments are not one size fits all.

Ideally, the samples of work in all the work categories you undertake should be within a local area, so the Assessor has time to travel to all sites and back to your contracting office within the allocated time. If this isn't possible, an additional chargeable assessment will be required.



Booking your application assessment

Once your online application, insurance and qualifications documents have been validated and payment made, we will contact you to agree a suitable assessment date.

Booking your surveillance assessment

- Eight weeks before your assessment is due, we will send you an email asking you to get in touch with our scheduling team to arrange a mutually acceptable date.
- Remember: without regular assessments your business risks losing its certification.
- Missed the email? Contact us and we can get your date booked in.

Important

If anything significant has changed since your last assessment – such as your Nominee leaving the business, or the work categories you undertake differing – please contact us so we can update the details we hold and ensure the appropriate assessment is scheduled.

The Technical Person will be expected to make adequate arrangements for access to installation work at each of the sites selected, and to accompany your Assessor to each of those sites. Suitable transport and equipment (test equipment, hand tools, step ladder etc.) for this purpose are required to be provided by you.

We are committed to safety. It is paramount that Health and Safety procedures are observed at all times during your assessment.

On the day

Your Assessor will need to meet two key people: your Nominee and your Technical Person. In some businesses the same person can fulfil both positions.

Your Assessor will start the assessment at your contracting office address. They will review your office management systems; including documents, records and equipment to ensure it is appropriate to the range and scale of work your business carries out against the current MCS standards and scheme requirements.

For the full scheme standards we are assessing against please visit the [relevant MCS and MIS documents](#).

Assessment activity	Specific items
Introductions / opening meeting at agreed start time	Present for the meeting will be the Assessor, and Nominee.
Office based assessment: 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"> • Health and Safety training • Policy and procedures • Availability. 	Audit of quality systems: <ul style="list-style-type: none"> • Review of company details • Quality policy • Corrective/preventative procedure • Customer requirements and contracts • Review of product and purchasing • Stock handling and transportation • Inspection and testing procedure and equipment • Consumer Code of practice and records • Complaints • Certification marks and document control • Training/competence • Health and Safety • Insurance • Risk assessments.
Site assessment: assessment of sites for technology(s) sample selected by Assessor	Compliance with relevant MIS standard, Building Regulations, MCS product requirements and applicable Building Control notification where applicable.
Close-out meeting	Closing meeting with the Assessor and Nominee.

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 Technical Person's ability to demonstrate they understand 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 and agree any remedial action required.

The Assessor will complete an assessment report which will indicate the level of the business's compliance with the scheme requirements.

Assessment checklist

To ensure your business is managing electrical work effectively, your Assessor will assess the following areas.

✓ Scheme rules

A business directly carrying out electrical work and wishing to be assessed by NICEIC must adhere to the relevant scheme rules and where the business's resources and electrical work are subsequently assessed and found to meet the scheme rules, the business may be granted certification.

✓ Insurance

- Where appropriate £2 million public liability insurance.
- Where appropriate, at least £250k professional indemnity insurance.
- Employee liability insurance.

Insufficient public liability insurance will prevent a site assessment from being carried out. Issues could include insufficient financial cover or business names/addresses etc.

Did you know?

NICEIC Insurance Services offer certified contractors 10% discount on contractor insurance, a free business insurance check and highly competitive rates. Visit our [insurance website](#) for more information.

✓ Policy and procedures

Full supported access to your business's MCS 001 Quality Management system with all supporting documents. The assessment will include a review of your:

- Personnel allocated to the roles as per the guidance within MCS 025
- Quality policy
- Corrective/preventative action procedures
- Customer requirements and contracts
- Product and purchasing procedures and records
- Stock handling and transportation
- Inspection and Testing procedure
- 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

Your 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 equipment

Sufficient, relevant, safe and usable test equipment and test leads need to be available for review by the Assessor, and subsequently for use on site by the Technical Person(s).

✓ Records of all work completed

A detailed list of all MCS installations completed by your business, all work in progress and quoted must be made available to your Assessor. Your 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 your business together with details of the remedial action taken to resolve them, is to be available for your Assessor to examine.

✓ Health and Safety

Evidence your business has Health and Safety policies and procedures, including risk assessment, to ensure all installations are conducted safely must be demonstrated to your Assessor.

Assessment outcomes

The Assessment report will indicate the outcome of the assessment and make one of the following recommendations to our Head Office for validation.

- **Pass** – Certification will be recommended if the business is compliant with the scheme requirements.
- **Evidence required** – Evidence must be provided to confirm that all non-compliances, as recorded on the report, have been remedied.
- **Reassessment required** – One or more major non-compliances were recorded at the assessment. A reassessment is necessary to confirm that adequate procedures have been put in place to prevent non-compliances occurring and to check all non-compliances noted at the original assessment have been remedied.

- Additional assessment required – Further assessment time required, possibly due to range, scale and scope of works carried out or additional Qualified Supervisor assessment time.

The majority of additional assessment outcomes are due to insufficient representative examples of work put forward for assessment.

Additional information

Being fully prepared for your assessment is the key to a good outcome.

Being organised not only helps the Assessor to perform their task more efficiently, but also means you can use the time to your own advantage.

This means more time for your own questions about technical standards, industry best practice and advice on how NICEIC can support you more in your business.

Please visit our [MCS scheme webpage](#) for more information.

About NICEIC

For almost 70 years, NICEIC has been the UK's largest certification body for electrical businesses with over 40,000 currently certified with us. As the industry leader, we drive the highest standards of competence and safety.

We assess, certify and train electricians, plumbers, renewable energy installers, and gas and heating engineers. To become certified, businesses must demonstrate their compliance with technical standards and industry best-practice through rigorous assessments and continuing professional development.

Trade professionals look to us for certification and technical leadership, and value the credibility our name gives theirs. We provide ongoing advice and support, and list their businesses on our online 'Find a trusted NICEIC tradesperson' tool.

We help build public trust in trade professionals – and we never compromise on that trust. We work alongside government and industry to shape policy and drive standards. Many UK businesses, government organisations, local authorities and landlords will only work with NICEIC-certified businesses.

The NICEIC brand is owned and managed by Certsure LLP.

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