



MCS Contractor Scheme

Assessment Guidance

All MCS Contractors are subject to assessments of their business 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 Assessment

The assessor will begin the assessment at your place of business. The assessment will normally last a full day and the Nominee must be available throughout. The Technical Person(s) will be expected to be in attendance at the site assessment with adequate arrangements for access to the sites arranged in advance. It is important that sufficient samples of work which are reflective of work undertaken within your NICEIC certification are within an area to allow the Assessor time to travel to all sites and back to your contracting office within the allocated time. If this isn't possible and we are unable to complete the Assessment, then an additional chargeable assessment will be required. To enable your business to gain the most benefit from the assessment, and for 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 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

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 leads need to be available for review by the assessor, and subsequently for use on site by the Technical Person(s).

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

Insurance

The business has a minimum of £2 million Public Liability Insurance and where appropriate Professional Indemnity Insurance/Employers liability insurance. Insurance must be appropriate to the risk, nature, scope and scale of work undertaken. Insufficient Public Liability Insurance will prevent a site assessment being carried out. This could be insufficient financial cover, business name(s), address etc.

NICEIC Insurance Services offer NICEIC certificated business's 10% discount on contractor insurance, a free, no obligation insurance Health Check and highly competitive rates - Visit our insurance [website](#) for more information

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 business together with details of the remedial action taken to resolve them, is to be available for the assessor to examine.

Health & 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 the assessor.

Access and Transport Arrangements

The Technical 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 premises.

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.

Assessment Outcome

At the end of your assessment, the assessor will make one of the following recommendations:

- **Recommended** - Your business will be recommended for certification if your management system and installation work are compliant.
- **Further action required** - Your business will be notified of any areas that need to be addressed. In some cases you will need an additional half day or full day assessment dependant on whether the matter relates to your office, installation or both. Alternatively, only supporting evidence may need to be supplied for a remote assessment.
- **Not Recommended** - Your business did not comply with the requirements of the scheme at either the office or on-site.

The recommended outcome of your assessment will then be reviewed by a different assessor who will grant certification if you have been successful.

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 measure. The travel time between the office and the site should typically be no more than 30 minutes. We will require that the Nominee is available for the duration of the assessment and the Technical Person for each measure is available on-site.

Note - if we cannot see sufficient work types for assessment or we are unable to complete the assessment in the allocated time you may need additional chargeable assessments.

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 Persons 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' compliance with the scheme requirements.

For the full scheme standards we are assessing against please visit <https://mcs-certified.com/standards-tools-library/> and look at the MCS and MIS documents relevant.

The programme below identifies the assessment schedule.

Programme time	Assessment activity	Specific items
At agreed start time	Introductions	Await arrival of assessment team (normally 1 person)
Opening meeting		Assessor, Nominee
Office assessment	<p>Complete review against MCS 001- confirming details held on certification are correct and up to date.</p> <p>Individual competence including:</p> <ul style="list-style-type: none"> • Health and Safety training • Policy and procedures • Availability 	<p>Audit of quality systems</p> <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
	Lunch and Travel	
Site assessment	Assessment of Technology(s)	Compliance with relevant MIS standard, Building Regulations, MCS product requirements and applicable Building Control notification where applicable
	Collate report	Assessor
Closing meeting		Issue any non-conformances and agree action plan and time frames

Cancellation of the Assessment

All scheme registrants must be assessed annually, assessments will be scheduled as close to 12 monthly as possible, should you know that any dates are not available in advance of a booking, please let us know 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 can reschedule 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 certification reviewed against the scheme requirements; this may result in the suspension or commencement of action against your business.