

MICROGENERATION INSTALLATION STANDARD: MCS 001-2

MCS Contractor Certification
Scheme Requirements

Part 2: The Certification Process

This standard has been approved by the Steering Group of the MCS.

REVISION OF MICROGENERATION INSTALLATION STANDARDS

Microgeneration Installation Standards will be revised by issue of revised editions or amendments. Details will be posted on the website at www.mcscertified.com

Technical or other changes which affect the requirements for the approval or certification of the product or service will result in a new issue. Minor or administrative changes (e.g. corrections of spelling and typographical errors, changes to address and copyright details, the addition of notes for clarification etc.) may be made as amendments.

The issue number will be given in decimal format with the integer part giving the issue number and the fractional part giving the number of amendments (e.g. Issue 3.2 indicates that the document is at Issue 3 with 2 amendments).

Users of this Standard should ensure that they possess the latest issue and all amendments.

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FOREWORD

The following document contains provisions, which, through reference in this text, constitute normative or informative provisions of this document. At the time of publication, the editions indicated were valid. All documents are subject to revision, and parties applying this document shall investigate the possibility of applying the most recent editions of the documents referenced.

The following document is a minor update to MCS 001 issue 3.0. It is available for reference from the date of publication 10/11/2017. MCS Contractors of Microgeneration systems who wish to become certificated in accordance with MCS 001 may commence working in accordance with this standard from 10/11/2017. MCS Contractors who are certificated in accordance with MCS 001 shall commence working in accordance with this update from the date of implementation (10/11/2017).

This Standard is published in two parts, MCS 001-1 describing the requirements that MCS Contractors shall meet and MCS 001-2 describing the process that Certification Bodies shall follow to ensure the compliance of MCS Contractors with the scheme requirements. Both parts of this standard, read together, constitute MCS 001 and should be viewed as a single standard. Certification shall not be awarded against a single part of this standard, but against MCS 001 in its entirety and hence certification documentation must refer either to "MCS 001" or to "MCS 001-1 and MCS 001-2".

MCS Contractors who wish to demonstrate equivalence to PAS 2030 (e.g. for ECO or Green Deal work) to install microgeneration measures must be certificated to do so in accordance with MCS 023.

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1. INTRODUCTION

1.1 This certification Scheme provides an ongoing, independent, third party Compliance Assessment of MCS Contractors and technologies to ensure that the requirements of the appropriate standards are met and maintained. The requirements to be met by MCS Contractors is described in MCS 001-1, while the certification process is detailed below.

2. SCOPE

2.1 The scope of this Scheme covers the requirements for MCS Contractors undertaking the supply, design, installation, set to work, commissioning and handover of the following Microgeneration technologies:

- Solar domestic hot water
- Solar PV
- Micro Wind
- Biomass
- Heat Pumps
- Micro Cogeneration

Note: Micro-Cogeneration includes heat-led and electricity-led systems.

2.2 This Scheme is open to any MCS Contractors undertaking the supply, design, installation, set to work, commissioning and handover of Microgeneration systems and technologies.

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3. DEFINITIONS

Accredited Certification Body	A body that is accredited in accordance with ISO / IEC 17065 conformity assessment by UKAS or an equivalent (i.e. a member of the International Accreditation Forum (IAF) Multilateral Recognition Arrangement (MLA) and undertakes the Compliance Assessment of MCS Contractors against the requirements of this Scheme.
MCS Contractor	An organisation that is responsible for all of the following activities: supply, design, installation, set to work, commissioning and handover of Microgeneration systems and technologies.
Customer	The end-user for whom the Microgeneration installation will be carried out. In consumer contracts this may be the householder or property owner (e.g. a social or private landlord).
Compliance Assessment	The evaluation by an Accredited Certification Body which demonstrates the MCS Contractor complies with the requirements of this and the relevant technology MCS Installer Standards.
Nominee	The Nominee as defined in MCS 025.
Nominated Technical Person	The Nominated Technical Person(s) (NTP) as defined in MCS 025.

4. APPLICATIONS TO JOIN THE SCHEME

4.1 Applications should be made to an Accredited Certification Body operating this Scheme, who will provide the appropriate application form and details of the applicable fees.

Applicants may apply for more than one Microgeneration technology.

5. COMPLIANCE ASSESSMENT

5.1 GENERAL

5.1.1 The MCS Contractor, Nominee and Nominated Technical Person (NTP) must be present or available throughout the Compliance Assessment process.

5.1.2 A Compliance Assessment is an objective examination of an MCS Contractor and the Microgeneration work they have conducted, or intend to conduct, to determine compliance with the Scheme; thus establishing the MCS Contractor has, or is likely to, carry out work in accordance with the relevant standards(s). Compliance Assessments are conducted using elements of questioning and observation techniques. Compliance Assessments start with an opening meeting to explain the purpose of the visit, the work that is to be assessed, the reporting method, the selection of the installation site(s) to be visited, and the approximate time, place and purpose of a closing meeting.

5.1.3 At the end of a Compliance Assessment or a surveillance visit, a closing meeting is held to discuss any non-conformity or observation reports raised and the Assessor's recommendation.

5.1.4 If the Compliance Assessment demonstrates compliance that is limited to a specific product type(s), the Assessor may recommend certification that is limited in its scope.

5.1.5 Where non-conformity reports are raised, they must be completed and returned to the Accredited Certification Body with completed corrective and preventative actions within 8 weeks of a Compliance Assessment or surveillance visit.

5.1.6 Where certification cannot be recommended at an initial Compliance Assessment visit, a full or partial Compliance re-assessment will be considered and may be required at additional cost.

The Compliance Assessment is therefore, conducted in two parts.

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5.2 INITIAL COMPLIANCE ASSESSMENT SITE ELIGIBILITY

5.2.1 For each of the MCS technologies for which certification is sought, a contractor may use the following process for one installation only.

- a) The contractor applies to an Accredited Certification Body for certification under MCS;
- b) Compliance Assessment of the contractor is undertaken by the Accredited Certification Body, including of an installation for which the contractor has been fully responsible and has commissioned in accordance with the applicable MIS document;
- c) At this stage the contractor is not MCS certificated. The contractor proposes corrective actions for any non-conformities raised by the Accredited Certification Body;
- d) The Accredited Certification Body assesses the corrective actions that have been implemented and, once fully satisfied that the relevant requirements of MCS have been met, certifies the contractor;
- e) The MCS Contractor then re-commissions the installation used for this Compliance Assessment, and issues a new commissioning certificate
- f) The MCS Contractor registers the installation on the MCS Installation Database (MID) and generates an MCS certificate which must use the date of re-commissioning.

5.3 OFFICE COMPLIANCE ASSESSMENT

5.3.1 This is a Compliance Assessment of the policies and procedures that the MCS Contractor has in place to meet the appropriate MCS Scheme requirements; in particular the requirements specified in MCS 001-1 and, where the MCS Contractor wishes to demonstrate equivalence to PAS 2030, the requirements of MCS 023. The Assessor shall also check the following:

- That the details on the application form or certificate(s) are correct
- The status of the MCS Contractor's Quality Management System documents
- That corrective and preventive actions associated with any previous non-conformities have been taken and have been satisfactorily completed and implemented
- The records of internal reviews, corrective and preventive actions (MCS 001-1, Clauses 4.3 and 4.4)
- That no changes have occurred that should have been notified to the Accredited Certification Body (see Clause 10)
- The correct use of certification marks (see Clause 8)

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5.3.2 This includes the contract review, design, installation, set to work, commissioning and handover of the appropriate Microgeneration system and technology.

5.3.3 Design is defined as the formulation of a written plan including a specific list of products and fixings to form a completed system for a defined Microgeneration technology. It includes extensions and alterations to existing Microgeneration systems.

5.3.4 All systems must be designed in accordance with the requirements set out in the appropriate Microgeneration Standards.

5.3.5 Where MCS Contractors do not engage in the design of Microgeneration systems, but work solely for a client who has already formally agreed a system design; then the MCS Contractor must be competent to review and verify that the design would meet the design requirements set out in the appropriate Microgeneration Standards and this should be recorded.

5.4 ON SITE COMPLIANCE ASSESSMENT

5.4.1 This is a Compliance Assessment of an installation to review the work that has been undertaken against the system design and the procedures for the installation, set to work, commissioning and handover of the system / technology.

5.4.2 Where requested, the MCS Contractor shall provide details of recent or current installations as required by the Accredited Certification Body. The MCS Contractor shall arrange access to installations selected by the Assessor.

5.4.3 An Accredited Certification Body may use an installation that is not fully within the scope of the Scheme for the on-site Compliance Assessment, if that installation provides objective Compliance Assessment evidence against specific requirements of the relevant Microgeneration Installation Standards.

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5.5 SURVEILLANCE VISITS

5.5.1 Certification is maintained through at least one annual visit which is similar in format to Compliance Assessment. This visit shall be arranged in accordance with Appendix A. Surveillance ensures that the MCS Contractor is continuing to comply with the requirements of the Scheme and is working within the scope of its certification. If a surveillance programme is via the minimum annual visit, this should take place during a time period that is between 2 months prior to and 4 months beyond the anniversary of the certificate issue date.

5.5.2 If the MCS Contractor has not carried out installation work for a particular technology during the year, the surveillance may proceed on the basis of a desktop review of capability at the MCS Contractor's office, subject to the MCS Contractor agreeing to inform the Accredited Certification Body the next time they accept a contract to carry out an installation of the type concerned. When such an installation goes ahead, an additional site Compliance Assessment shall be required.

5.5.3 Additional surveillance visits may be required;

- If substantiated complaints against the MCS Contractor are received;
- As a result of a significant number of non-conformities being raised during a visit (in this circumstance an additional visit may be required within 12 weeks of the original visit date);
or
- Where a change occurs within the organisation as specified in Clause 10.

5.5.4 Where non-conformities cannot be resolved within 12 weeks of the original visit date, the MCS certification of the Contractor may be suspended or withdrawn.

5.5.5 The MCS Contractor may be expected to bear the costs of investigating complaints relating to any installation carried out under MCS, including any additional surveillance visits.

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6. CERTIFICATION AND LISTING

6.1 Certificates are awarded to Contractors when all Compliance Assessment activities have been satisfactorily completed, the Assessor has recommended that certification is granted, any non-conformities raised during Compliance Assessment are cleared and the Accredited Certification Body has formally reached a certification decision in accordance with its procedures.

6.2 Certificates contain the name and address of the MCS Contractor, the Microgeneration technology(s) that have been assessed, any limitations on the scope of the certification, a unique certificate reference number and the issue number and date.

6.3 Certificates are maintained and held in force subject to satisfactory completion of the requirements for maintenance of certification (see Clause 7) but remain the property of the Accredited Certification Body.

6.4 Details of the successful MCS Contractor are listed on the website at: www.mcscertified.com

7. MAINTENANCE OF CERTIFICATION

7.1 An MCS Contractor shall be eligible to remain certificated provided it continues to be engaged in Microgeneration installation work for the scope indicated on the certificate and continues to comply with the MCS standards. Certificates are valid from the date of issue and are maintained and held in force subject to satisfactory surveillance Compliance Assessments but remain the property of the Accredited Certification Body.

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8. CERTIFICATION MARK

8.1 The MCS Contractor shall use the Certification Mark(s) only in accordance with their Accredited Certification Body's instructions.

8.2 An example of the Certification Mark(s) that can be used for this Scheme is as follows:

From the 1st December 2019 the new MCS Certification Mark is available for use:



Prior to the 1st December 2019, the previous MCS Certification Mark has been in use. It's continued use is subject to a migration plan, to be agreed with their Certification Body:



*Certificate Number 'xxxx'

**Technology

* Where 'xxxx' is the certificate number

** Add the appropriate technology(s) which appear(s) on your certificate. Examples of wording to be used: Solar Thermal Systems, Photovoltaic Systems, Micro and Small Wind systems, Heat Pumps, Biomass, Fuel Cells, Combined Heat and Power (CHP) Systems, Micro Hydro Systems

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9. COMPLAINTS AND APPEALS

9.1 An assessed MCS Contractor may appeal against any decision of the Accredited Certification Body in respect of its certification.

9.2 The appeal shall be made in writing, setting out clearly the grounds for such an appeal. Such an appeal shall be served on the Accredited Certification Body within twenty-one days of the date of notification of the decision being questioned. Any such appeal will be dealt with under the procedures published by the Accredited Certification Body, which shall be made available to the assessed MCS Contractor.

10. CHANGE OF DETAILS

10.1 The MCS Contractor shall give notice in writing to the Accredited Certification Body of any change to any significant particulars. These include but are not limited to:

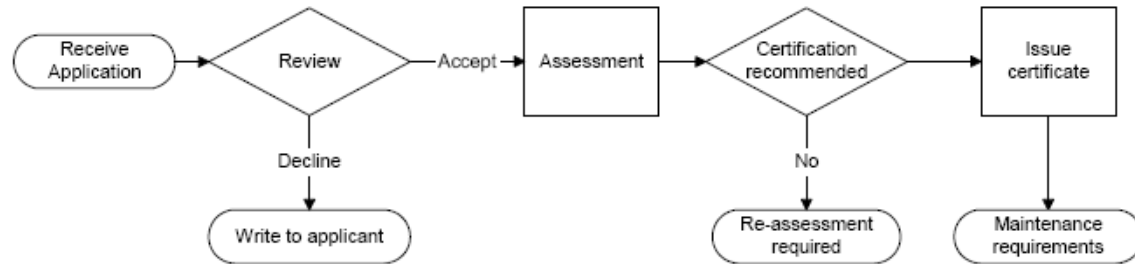
- legal constitution;
- director(s);
- trading status, title or address;
- Nominee; and
- Nominated Technical Person(s).

Such notice shall be given to the Accredited Certification Body within 30 days of any change becoming effective.

10.2 Where the changes are such that the conditions under which certification was granted are significantly affected, the MCS Contractor will be advised of the actions, and any associated fees, that will be required to be completed to maintain certification.

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11. THE CERTIFICATION PROCESS



12. ADDITIONAL INFORMATION

12.1 Please note that all details of applicants and certificate holders may be shared with the operator(s) of the Chartered Trading Standards Institute (CTSI) 'code of conduct' for the purposes of complaints handling and for compiling statistics on this Scheme.

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APPENDIX A

1. SCOPE

This Appendix sets out the process for MCS Contractor Certification Bodies selecting the installation for annual surveillance for each technology that the MCS Contractor is certified for.

2. PROCESS

2.1 MCS CONTRACTOR COMPLETED MORE THAN FIVE INSTALLATIONS IN TOTAL

- 2.1.1 The Accredited Certification Body uses the MCS Installation Database (MID) to select at least five installations at random that were normally commissioned within the last year.
- 2.1.2 The list of installations is sent to the MCS Contractor and the MCS Contractor is asked to choose one and arrange the site visit with the consumer.
- 2.1.3 If it is not possible to visit any of the first five selected installations, the Accredited Certification Body will select another five at random and the process will continue from section 2.1.2.
- 2.1.4 The Accredited Certification Body shall record the reason why the first five selected installations were unavailable. If the MCS Contractor has commissioned less than five installations move to section 2.2.

2.2 MCS CONTRACTOR COMPLETED LESS THAN FIVE INSTALLATIONS IN TOTAL

- 2.2.1 The Accredited Certification Body will choose one at random and ask the MCS Contractor to arrange the site visit for that one.
- 2.2.2 If it is not possible to visit the first selected installation, the Accredited Certification Body will select one more installation from the MID and ask the MCS Contractor to arrange the site visit.

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2.3 ACCREDITED CERTIFICATION BODY PROCEDURES TO BE TAKEN INTO ACCOUNT

- 2.3.1 Monitor when MCS Contractors regularly fail to cooperate with the site selection process.
- 2.3.2 Monitor how often the MCS Contractor changes the site to be visited on the day of the surveillance visit.
- 2.3.3 In the event that issues are identified via clauses 2.1.4, 2.3.1 or 2.3.2, the Accredited Certification Body shall consider sanctions against the MCS Contractor.

NOTE: The Accredited Certification Body retains the right to select a specific site to be visited for other reasons such as a complaint investigation.

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AMENDMENTS ISSUED SINCE PUBLICATION

Document no.	Amendment details	Date
1.1	'UK' removed from Scheme name; 'Department of Trade and Industry' MCS mark replaced by 'BERR' MCS mark	11/01/2008
1.2	Revision details added; website address updated from ukmicrogeneration.org to microgenerationcertification.eu; BRE Certification Limited mark replaced by BRE Global mark	25/02/2008
1.3	Gemserv details added as Licensee. Document reformatted to reflect brand update. References to BERR updated to DECC, MCS logo updated accordingly. Website and email addresses updated to reflect new name.	01/12/2008
1.4	Quality review.	10/01/2009
1.5	MCS Mark updated	25/02/2009
2.0	Standard re-ordered to aid understanding; Enhanced requirements around contracting and sales activities	01/12/2011
2.1	Update clause 5.2 referencing MCS 023	28/01/2013

2.2	Update to Clause 12 and Clause 1 in Appendix A both referencing Trading Standards Institute in place of the OFT	01/04/2013
2.3	Updates to Clause 8: Contracts and Customer Requirements	20/11/2013
2.4	Updates to Clause 8: Contracts and Customer Requirements	21/11/2014
2.5	Update to definitions	01/05/2015
3.0	Updates to Clauses 2.1, 2.2, 3.0, 10 sections 2: MCS Contractor Responsibilities, 7: Software Control, 10: Subcontracting, 12: Control of work in progress; 15: Records, 16: Complaints, 17: Training and Competence.	16/12/2016
3.1	Separation into two parts MCS 001-1 and MCS 001-2. Updates to Foreword and Introduction in both parts, Updates to Definitions in both parts. In MCS 001-1: updates to Appendix A Clause 3 Internal Review. In MCS 001-2: inclusion of 5.2 Initial Compliance Assessment Eligibility, Updates to Clause 5.4.1, Updates to Clause 5.4.5, inclusion of Appendix A process for selecting annual surveillance site.	10/11/2017
3.2	Update to Section 8: Certification Mark. Rebranding of document, update of email and website addresses and cosmetic changes.	01/12/2019