

MCSCERTIFIED.COM

# Installer Operating Requirements



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## 1. Introduction

**MCS is the UK's quality mark for small-scale renewable energy technologies like solar PV, solar heating, heat pumps, biomass, and battery storage. We have two main roles – setting and maintaining standards and providing consumer protection.**

Our standards define how certified renewable energy installations should be designed and installed using MCS certified products. They are a benchmark for quality developed in close consultation with industry through independent technical working groups.

One of MCS's main responsibilities is to oversee, develop, and maintain the scheme, including the management of scheme documentation. Embedded in the Installer scheme is the Installer Operating Requirements.

### 1.1 SCHEME OVERVIEW

The objective of the scheme is to protect customers and ensure compliance amongst Installers, whose evidence of their consistent service delivery of quality installations in line with scheme requirements, is determined through assessments performed by Certification Bodies.

The Installer Agreement issued by MCS outlines an Installer's responsibilities once approved to operate as MCS certified, the scope of work to be delivered through the scheme, and the Installer's liability for installation quality and compliance with scheme requirements, including the Customer Commitment.

These Installer Operating Requirements, as referred to in the Installer Agreement, provide the framework for how Installers will gain and maintain MCS certification for the installation of low-carbon technologies. It defines the rules and processes that underpin the operation of the scheme.

## 1.2 OPERATING AS MCS CERTIFIED

The following documents outline the scheme requirements for Installers to operate as MCS certified. In all cases, the latest edition of each document (including any amendments) applies, as published on the MCS website.

To operate as MCS certified you'll need:

1. To demonstrate compliance with the **MCS Installation Standard** relevant to each technology that you wish to design and/or install. Your compliance with an MCS Installation Standard includes a need to comply with all applicable statutory regulations including, for example, Planning Regulations and Building Regulations (and to notify work accordingly).

**Air Source Heat Pump Sound Calculation (MCS 020 a) & Wind Turbine Sound Calculation (MCS 020 b)** also applies if you are installing small wind turbines and air source heat pumps, under Permitted Development Rights.

2. To demonstrate compliance with the **Pre-sale Information and System Performance Estimate Standard** relevant to each technology that you wish to design and/or install.
3. To adhere to these **Installer Operating Requirements**, which include implementing the necessary processes and controls within your business, to consistently deliver quality installations for your customers.
4. To abide by the **Customer Commitment**, ensuring that you provide the highest levels of customer care and protection.
5. To sign and operate under your **Installer Agreement**, which places contractual obligations on you to adhere to scheme requirements.

## 2. Scope of MCS

- 2.1 MCS is open to all Installers undertaking the supply, design, installation, set to work, commissioning and handover of the following low-carbon energy technologies:
  - Solar heating (solar thermal)
  - Solar PV (photovoltaic)
  - Small wind turbines
  - Biomass
  - Heat pumps
  - Micro CHP
  - Battery storage (electrical Energy Storage Systems)
- 2.2 Only products with an active certification listed in the MCS Product Directory can be installed under the scheme. The only exception is for battery storage products. The MCS Product Directory is accessible on the MCS website. All installed products and materials must be new and unused.
- 2.3 MCS applies to installations of low-carbon energy technology, up to a maximum capacity of 50kW for electrical technologies such as solar PV or battery storage, and up to 45kW for heat technologies such as heat pumps. In instances where multiple heat generating units are installed in a single installation, the total design heat load shall not exceed

70kW, and the output of no single heat generating unit shall exceed 45kW. Specific technology definitions can be found in the relevant MCS Installation Standard.

- 2.4 You may be able to 'adopt' an existing partially complete or complete installation, in line with the MCS Adoption Policy available on the MCS website.

### YOUR INSTALLATIONS IN SCOPE FOR MCS

- 2.5 To comply with your Installer Agreement, you are required to register all your in-scope installations, by raising an MCS certificate. Each MCS certificate represents your statement of compliance with scheme requirements.
- 2.6 The scope of MCS includes installations delivered via Domestic and Commercial Contracts, with your customer being defined as who you are contracting with to deliver the installation (e.g. a consumer or an organisation). Organisations can include but not be limited to, developers, main contractors and landlords (private or social).

Only the technologies not covered in the list above, or those that you do not hold certification for, are out of scope for MCS.

### 3. You and your Certification Body

**Your chosen Certification Body will perform an independent assessment to determine your compliance to the MCS Installation Standard, Pre-sale Information and System Performance Estimate Standard relevant to each technology you wish to design and/or install and will review the presence and effectiveness of your processes and controls.**

- 3.1 A list of all the Certification Bodies that offer MCS certification to Installers can be found on the MCS website. You should apply to a Certification Body that can provide assessments for the low-carbon energy technologies that you wish to design and/or install.
- 3.2 Your Certification Body will assess the compliance of your first installation and a sample of subsequent installations for each technology, as deemed necessary for your certification. You may recommission the installation you were fully responsible for, used in your initial compliance assessment, raising an MCS certificate.
- 3.3 For heat pumps, you can secure certification for design and/or installation. If you are certified for the design and/or installation of ground/water source heat pump systems, you can also be certified to design and/or install air source heat pump systems, but not vice versa.

3.4 For battery storage certification, you shall be assessed under either of the following scope categories based on the classification described in The Battery Installation Standard (MIS 3012) your certification will be noted accordingly:

- Limited scope, covering the installation of battery storage classes 1, 2, and 3 inclusive.
- Full scope, covering the installation of battery storage classes 1, 2, 3, and 4 inclusive.

For you to be certified as full scope, a class 4 system shall be assessed by your chosen Certification Body.

#### **APPLYING TO A CERTIFICATION BODY**

3.5 Your chosen Certification Body will guide you through their application process for MCS certification and will share your application with MCS to allow scheme checks to be undertaken as outlined in clause 4.1. You will need to pay the Certification Body fees, which will apply irrespective of whether you achieve MCS certification for your chosen technologies or not.

3.6 As part of your application, you will need to provide information about your business, including, for example, evidence and details about your:

- company trading status and registered address
- company ownership, control and management structure
- number of employees
- technologies you are applying for
- assigned Main Contact
- current and relevant insurances held
- certification history with MCS or other relevant schemes (if applicable).

3.7 If you are applying for MCS certification for the first time or are looking to extend the scope of your MCS certification to include new technologies, you will need to demonstrate compliance to the relevant MCS Installation Standard and Pre-sale Information and System Performance Estimate Standard through a site-based assessment of at least one installation of each technology. Latest versions of the MCS Installation Standards and Pre-sale

Information and System Performance Estimate Standards relevant to each technology, can be found on the MCS website.

- 3.8 Your Certification Body will also ask you to provide evidence of how you ensure consistent delivery of quality installations, via the operation of processes and controls. Appendix A includes requirements for the delivery of quality service which describe what constitutes appropriate processes and controls for your business, depending upon the size and complexity of your MCS related activities. Size and complexity is defined by the range, scale, extent of subcontracting, scope of work and geographical distribution of your MCS related activities.
- 3.9 A site-based assessment can take place at the same physical location for more than one technology, if the technologies being assessed are installed there.



## YOUR COMPLIANCE ASSESSMENTS

### Certification Bodies will work to the Conformity Assessment Guidelines which is the framework for conducting compliance assessments using the MCS Assessment Criteria.

3.10 As prescribed by the **Conformity Assessment Guidelines**, your Certification Body will conduct compliance assessments against prescribed **MCS Assessment Criteria** for the technology installed.

These incorporate:

- **Checks** to determine the presence and effective operation of your processes and controls.
- **Installation checks** specific to the requirements within the relevant MCS Installation Standard and Pre-sale Information and System Performance Estimate Standard.

3.11 Your Certification Body will need to visit at least one of your installations per technology, to assess your compliance at initial certification, and subsequently on a frequency determined by your Certification Body. Apart from your first installation used in your initial assessment prior to certification, your Certification Body will select which installation(s) they want to assess. You will need to arrange access to the installations chosen for assessment.

3.12 Your Certification Body may choose to assess the appropriateness of your processes and controls remotely and in advance, or as part of a site-based installation assessment, if you can provide evidence without the need for a physical visit to your trading address(es).

3.13 Your Certification Body will need to establish how your processes and controls have been adapted to maintain the consistent delivery of quality installations, if:

- Your Certification Body and/or MCS identifies issues with your compliance to scheme requirements or;
- You have made significant changes to your business that may impact on your MCS related activities.

3.14 While your assessments are likely to follow an annual cycle to maintain your certification, the frequency of your assessments per technology is determined by a risk-based surveillance model:

- During the first two years of operating as MCS certified, following initial assessment, you can expect a minimum of one site-based assessment per certified technology at the start of each annual certification cycle.

- Your Certification Body can schedule additional assessments at any time, based on evidence of non-compliance and/or significant changes to the size and complexity of your MCS related activities.
- Once you have maintained certification and operated as MCS certified for more than two years following initial assessment, you are eligible for fewer assessments, based on your compliance.

An assessment frequency will be assigned to each of your certified technologies, and this will be communicated to you by your Certification Body. You may have different assessment frequencies for different technologies.

### ADDRESSING ASSESSMENT FINDINGS

3.15 If your assessment concludes with non-conformities, you will need to address these before your Certification Body will award or agree to maintain your MCS certification. Non-conformities can represent things to improve, or if more significant, issues that need to be addressed urgently. Your Certification Body will indicate the severity of an identified non-conformity.

You should discuss the findings of your assessment with your Certification Body if these are unclear.

3.16 For each non-conformity found during an assessment, you will need to investigate and share details of the root cause(s), and evidence of corrective and preventive action(s), with your Certification Body.

This shall be completed within six weeks of receipt of the assessment report from your Certification Body, subject to the severity of each non-conformity identified. For each corrective and preventive action you identify, you will need to detail the timescale in which it will be delivered, within the timescales specified by your Certification Body. This action plan will need to be agreed with your Certification Body. If the prescribed timescales are missed, the Certification Body may impose sanctions, which may include suspension and/or withdrawal of certification.

- **Root cause** will need to be as specific as possible, describing the reason(s) that led to the non-conformity. Root causes of non-conformities are likely to relate to issues of inadequate training, supervision, use of inappropriate or missing materials, incorrect design or installation assumptions.

- **Corrective action(s)** that you plan to take to address and resolve the non-conformity in line with your assessment of the root cause, both for the installation assessed and for those installations that might also be affected, if the issue identified is systemic in nature.
- **Preventive action(s)** that you plan to take to ensure the compliance and quality of your future installations, in line with your assessment of the root cause, to avoid a recurrence of the identified non-conformity. This may include adapting your processes and controls.

3.17 Depending upon the severity of a non-conformity identified and the likelihood of it having occurred or possibly occurring in other installations, your Certification Body may need to assess additional or future installations, at your cost.

3.18 For non-conformities identified that present a safety risk to people and/or property, your Certification Body may impose sanctions including suspension of certification and require you to take immediate corrective action.

**If you don't have a first installation or have not completed one for some time**

3.19 For initial certification, your Certification Body will need to assess an installation for each technology, that you have been fully responsible for, however there is some flexibility to this rule as described here.

In these scenarios, you cannot recommission the installation used or raise an MCS certificate:

- Your Certification Body can assess an installation that you can evidence you have delivered as a sub-contractor for another Installer. In this scenario, you will need to ensure you gain permission from the main Installer to use this installation for your assessment.
- Your Certification Body may also assess an installation that you have performed, that is not fully within the scope of MCS, if that installation provides objective evidence of compliance against the requirements of the relevant MCS Installation Standard and Pre-sale Information and System Performance Estimate Standard. For example, an installation of a technology in scope for MCS but with an output that exceeds the defined MCS maximum output thresholds in kW.

3.20 Once operating as MCS certified, if you haven't completed and registered an installation of a technology for more than one year and wish to maintain your MCS certification, your Certification Body will need to conduct an examination of your processes and controls. Your next installation of that technology will need to be assessed by your Certification Body. To allow for this to happen, you will need to communicate this to your Certification Body, to allow for an assessment to be scheduled.

## 4. You and your MCS

**You are required to operate as a reputable business that protects and cares for its customers, whilst delivering quality installations consistently.**

### SCHEME CHECKS

4.1 MCS will carry out a series of initial, and ongoing scheme checks on your business.

These checks will include, but not be limited to the following:

- your financial performance
- your insurance status
- checks on your directors and persons with significant control
- information about your business in the public domain
- how you treat customers
- previous complaints and legal proceedings
- MCS monitoring activities associated with the compliance of your installations

For you to operate as MCS certified and use the MCS Certification Mark, you will need to pass these checks.

4.2 You shall tell us and your Certification Body immediately if there are any changes to:

- the ownership of your business
- its legal structure
- your registered address

### OWNERSHIP AND LICENSE TO USE THE MCS CERTIFICATION MARK

4.3 MCS is the owner of the MCS Certification Mark and has the sole authority and right over the Mark. The MCS Certification Mark is a badge of quality and signifies that a business has been assessed as meeting the requirements of the scheme.

4.4 MCS will provide you with a non-exclusive, non-transferrable licence to use the MCS Certification Mark. The use of the MCS Certification Mark depends on you maintaining the conditions of the Installer Agreement.

4.5 You shall be bound by the terms and conditions of use of the MCS Certification Mark which are contained in the Installer Agreement. The MCS Certification Mark can only be used by those who hold an active, signed Installer Agreement.

## USE OF THE MCS CERTIFICATION MARK

4.6 You are bound to use the MCS Certification Mark according to the following guidelines:

- Retain the colour and format of the MCS Certification Mark in full as 'MCS CERTIFIED'.
- Enlarge or reduce the MCS Certification Mark uniformly and ensure that legibility is maintained. It shall not be reproduced smaller than 10mm width.
- Ensure that it appears on a clear background.
- Do not attempt to create or amend the MCS Certification Mark. It shall never be redrawn, recoloured, stretched, squeezed or distorted in any way.
- The MCS Certification Mark shall only appear on your materials (printed or digital) such as stationery, vehicles or advertising.
- The MCS Certification Mark shall only be used by your business in connection with your certified design and/or installation services. It shouldn't be used to create the impression that other services have been MCS certified if this is not the case.

The MCS Certification Mark is available in several file formats suitable for different applications. Please contact MCS if you are unsure as to a particular application of the MCS Certification Mark.

## MISUSE OF THE MCS CERTIFICATION MARK

4.7 MCS will take action to address incorrect references to the MCS Certification Mark in documentation or other publicity material. These incorrect references include, but are not limited to, misleading use of the MCS Certification Mark, or any other mechanism for incorrectly indicating a business is operating as MCS certified.

## INSTALLER DIRECTORY

4.8 Whilst operating as MCS certified, your details will be stored in the online Installer Directory, maintained by MCS and your Certification Body. These details will be published on the MCS website. The public directory will contain each certified Installer's:

- Company name
- MCS certification number
- Certification Body
- Certified technologies in scope
- Registered address
- Contact telephone number
- Contact email address
- Regions covered
- Website

## INSTALLER AGREEMENT

4.9 Contracts are essential for defining the rights, responsibilities and liabilities of the various parties involved. An Installer Agreement shall be in place, before you are able to operate as MCS certified and raise MCS certificates for your installations.

Your Installer Agreement will need to be signed by a Company Director or someone with the authority to sign on behalf of your business (Licensee). The individual who signs the Installer Agreement accepts ultimate responsibility for your adherence to scheme requirements.

This section titled 'You and your business' in this document describes in more detail the responsibilities that individual roles have for the MCS related activities of your business.

## COMPLYING WITH YOUR INSTALLER AGREEMENT

4.10 Signing an Installer Agreement places obligations on your business to:

- Adhere to these Installer Operating Requirements.
- Comply with the relevant MCS Installation Standard and Pre-sale Information and System Performance Estimate Standard all the time, for all installations in scope for MCS.
- Abide by the Customer Commitment in all interactions with your customers, including but not limited to, your sales activities, quotations and contracts, during the delivery of a customer's installation, its handover and in handling any customer complaints.

- Use the MCS Certification Mark in line with the Installer Agreement (described in the Ownership and Use of the MCS Certification Mark section).
- Register all in-scope installations and subsequently raise an MCS certificate, which is your declaration under the Installer Agreement, that the installation complies with the relevant scheme requirements.
- Record the Technical Supervisor for each installation when raising an MCS certificate. The role of Technical Supervisor is described in the 'You and your business' section.
- Raise an MCS certificate within 30 calendar days of commissioning an installation.
- Retain records pertaining to your installations for a minimum of six years

4.11 MCS may refuse to issue an Installer Agreement, or may suspend or withdraw an existing Installer Agreement at any time, if scheme requirements are not being met, including if, for example, any of the below occur:

- You fail the scheme checks.
- Non-compliance is identified against the relevant MCS Installation Standard or Pre-sale Information and System Performance Estimate Standard.
- You are found to have not complied with these Installer Operating Requirements or adhered to the Customer Commitment.
- Any information you have declared to us is subsequently found to be incorrect.

## 5. You and your business

**You will need to demonstrate that you operate as a reputable business with competent people and have put appropriate processes and controls in place to ensure consistent delivery of quality installations.**

### YOUR BUSINESS OPERATIONS

- 5.1 You shall operate processes and controls that allow you to deliver quality installations consistently for your customers. These shall be commensurate with the size and complexity of your MCS related activities. Size and complexity is defined as the range, scale, extent of subcontracting, scope of work and geographical distribution of an Installer's MCS related activities. The requirements for the delivery of quality service outlined in Appendix A, define what constitutes processes and controls appropriate to your MCS related activities.
- 5.2 You shall operate from an identifiable physical address, that can be checked and verified.
- 5.3 Your business must also comply with the requirements in all applicable statutory regulations, including the Health and Safety at Work Act and Building Safety Act.
- 5.4 You must comply with all requirements of the General Data Protection Regulation (GDPR) and all other current regulations regarding data protection, data security and privacy

### PEOPLE IN YOUR BUSINESS

- 5.5 Three core roles will need to be identified, which can all be operated by the same person or by different people in your business. For a sole trader, these roles will typically be held by the business owner.

All core roles shall understand and will ensure compliance with scheme requirements:

- **Licensee:** the individual within the business who has the authority to sign the Installer Agreement on behalf of the business and in doing so, accepts ultimate responsibility for adherence to scheme requirements.
- **Main Contact:** the individual within the business that handles scheme related queries, including being the main point of contact for your Certification Body. This role shall be fulfilled by an employee of the company. MCS and your Certification Body will need to know if your Main Contact changes.
- **Technical Supervisor:** the individual who for a specific installation takes overall responsibility for the safety, technical standard and quality of the work on behalf of the MCS certified Installer. The individual must ensure that the installation is fully compliant with the appropriate MCS Installation Standard,

Pre-sale Information and System Performance Estimate Standard, all other relevant industry standards and manufacturer's instructions pertaining to the installed technology.

- 5.6 The number of Technical Supervisors your business engages with will need to be appropriate to the size and complexity of your MCS activities. If your Technical Supervisor isn't directly employed, you'll need to have a contract in place for the services they provide.
- 5.7 You shall ensure that all employees and sub-contractors delivering installations are adequately supervised and be able to demonstrate how you have determined their supervision. The requirements for the delivery of quality service described in Appendix A includes requirements for the supervision of installation work.
- 5.8 You shall take responsibility for the aspects of an installation that you are completing, as defined by the contract that you hold with your customer. Whilst you will not be liable for the workmanship of any work undertaken by another contractor who is not sub-contracted by you, including any pre-existing elements of an installation (if applicable), you are responsible for validating another contractor's design of any works that can directly impact the quality of the installation.
- 5.9 If you work with sub-contractors for any design and/or installation work, you must ensure:

- They are appropriately qualified, have the necessary capacity and have received all relevant information to deliver the work.
  - Contractual obligations are in place that clearly set out the scope of work to be undertaken and the standards expected, to ensure that you can hold them to account in line with your responsibilities described in clause 5.8 (specifically for the remediation of issues arising from your sub-contractor's design and/or installation work that may have led to an installation issue and/or customer complaint).
- 5.10 You shall not undertake or self-certify any installation work without a Technical Supervisor available to sign off on the technical compliance of the work. A Technical Supervisor's "sign off" constitutes their agreement that the installation is fully compliant, as per the responsibilities described in clause 5.5.
- 5.11 The Main Contact and Technical Supervisor associated with an installation that is chosen for assessment, shall make themselves available for a site-based installation assessment, if required by either MCS or your Certification Body. Upon assessment, if the original Technical Supervisor for an installation is no longer employed or contracted to you, you will need to provide an alternative Technical Supervisor for the relevant technology.



## COMPETENCY OF TECHNICAL SUPERVISOR

5.12 At the time of certifying an installation, the assigned Technical Supervisor shall hold either:

- an in-date qualification, or
- an in-date personnel certification (in accordance with ISO/IEC 17024)

5.13 The MCS website provides the current list of MCS approved training courses, that can lead to either a qualification or personnel certification.

Your Technical Supervisor(s) will need to evidence to your Certification Body at least one of these, for the installation of the technology they are declaring to be technically compliant. If the assigned Technical Supervisor is found to not comply with this requirement, a non-conformity shall be raised against the relevant installation(s).

5.14 A Technical Supervisor shall maintain and update their MCS approved qualification or personnel certification in line with the requirements of each technology. These requirements may change over time, necessitating further training and/or reassessment, depending upon the nature and extent of changes to standards, technology and working practices. If any further training and/or reassessment is necessary, details will be outlined on the MCS website with timescales for its completion.

## 6. You and your customers

### **Your relationship and communications with your customers are critical to achieving a quality installation that meets your customer's needs, which is why you'll need to abide by the Customer Commitment.**

- 6.1 You must inform your customers of their rights and comply with all relevant consumer protection legislation currently in force.
- 6.2 In addition, you shall comply with the Customer Commitment, which describes your responsibilities to your customer. You are required to share a copy of the Customer Commitment with your customers before entering a contract for the delivery of their installation. The latest version of the Customer Commitment is available on the MCS website.
- 6.3 MCS will perform outreach activity and will contact every customer to check on their experience, including how you have demonstrated adherence to the Customer Commitment. To support this activity, you shall:
- Enter your customer's contact details when raising an MCS certificate for an installation.
  - Inform your customers of how their personal data will be used, by way of your Privacy Policy or otherwise (in line with clause 5.4).

### **INSTALLATION HANDOVER**

6.4 A key responsibility of the Customer Commitment is to provide an effective handover to your customer, ensuring that they understand their new system. To support your handover, you will need to follow the technology specific Handover Checklists, published on the MCS website.

### **IF SOMETHING GOES WRONG**

- 6.5 As the MCS certified Installer intending to or having already raised an MCS certificate for an installation, your Installer Agreement holds you responsible for the work delivered defined in the contract that you hold with your customer, including adherence to the Customer Commitment. If something were to go wrong, you will be required to remedy any issues associated with an installation (irrespective of whether the installation is complete or not) within the scope of MCS.
- 6.6 Given your responsibilities as an MCS certified Installer you shall make sure you have the necessary contractual arrangements in place to also hold any subcontractors to account. If a subcontractor fails or is unable to take any action needed to address a compliance issue, you will be responsible for the installation that you certified.

6.7 If your customer complains to us, we will work with you along with your Certification Body, offering support to achieve the appropriate resolution.

6.8 In signing the Installer Agreement, you agree to engage with MCS on the resolution of any customer and installation issues and participate in the MCS complaints process, as outlined on the MCS website.

6.9 If either you and/or your customer can't reach a resolution through participation in the MCS complaints process you must agree to engage in Alternative Dispute Resolution (ADR) with a provider appointed and funded by MCS (irrespective of the status of your certification).

## GUARANTEES AND FINANCIAL PROTECTIONS FOR DOMESTIC CONTRACTS

6.10 You shall provide your customer with a written guarantee for:

- The system's design
- The workmanship of the installation

6.11 You shall provide your customer with an MCS approved financial protection as listed on the MCS website.

## 7. Glossary of terms

Term	Definition
Domestic Contract	A contract for the provision of goods, services or both, by an MCS certified Installer to a consumer (as defined under the Consumer Rights Act)
Commercial Contract	A contract for the provision of goods, services or both by an MCS certified installer to an organisation.
(MCS) Certification Body	An organisation accredited by UKAS to offer conformity assessments to MCS (as part of their scope of Accreditation) under ISO/IEC 17065, operating under a CB Agreement.
(MCS Certified) Installer	A business that has achieved and maintains MCS certification for the design and/or installation of a low-carbon energy technology(ies) and holds an MCS Installer Agreement to operate through the scheme. Also used interchangeably with MCS Contractor defined in the MCS Installation Standards, and Pre-sale Information and System Performance Estimate Standards.
Installer Agreement	A contractual agreement between MCS and an MCS certified Installer allowing the Installer to operate through the scheme and use the MCS Certification Mark.
MCS Certificate	A statement of compliance that an installation has been completed in line with scheme requirements. The MCS certificate shall be raised and provided to the customer no later than 30 calendar days after commissioning of the installation.
MCS Certification Mark	The trademark, as defined in section 5, which can be used by MCS certified Installers operating under a signed Installer Agreement.
MCS Installation Standard(s) (MISs)	The standard(s) providing for the technical requirements associated with the design and/or installation of a low-carbon energy technology in scope for MCS. Latest versions of these Standards are available on the MCS website.
Non-conformity	A compliance or quality issue found during an assessment.
Pre-sale Information and System Performance Estimate Standard(s)	The standard(s) which define the pre-sale requirements and methodology for system performance estimates and shall be provided to the customer before entering a contract with the MCS certified Installer. Latest versions of these Standards are available on the MCS website.

## Appendix A - Requirements for the delivery of quality service

To allow you to consistently deliver quality installations, you will need to operate processes and controls that ensure:

- Maintenance of the competency of your staff and any sub-contractors (including Technical Supervisors).
- Compliance with the MCS Installation Standards, Pre-sale Information and System Performance Estimate Standards and related industry standards associated with your installations.
- Customer satisfaction, including in the management of customer feedback and complaints .
- Maintenance of effective business records that relate to the delivery of your installations.

Table 1 describes a series of operating “scenarios” that relate to the size and complexity of your business’s MCS related activities. These scenarios are then mapped into tables, which build in terms of the processes and/ or controls that are needed, as the size and complexity of your business’s MCS related activities increase.

Judgement is required to determine which scenario described in Table 1 is relevant to your business’s MCS related activities, based on consideration of the following factors:

- Number of employees directly involved in MCS related activities.
- Use of subcontractors to deliver installation work.
- Spread of installation work across geographical regions.

*For example, if you are using subcontractors to deliver installation work and operating in multiple geographical regions, you would be recognised as Scenario D and your processes and controls need to be commensurate with that.*

**TABLE 1: DESCRIPTION OF OPERATING SCENARIOS**

Scenario	Description
<b>D</b>	Installer with equal to or more than 250 employees directly involved in MCS related activities <b>Or</b> Installer that is utilising subcontractors (including as Technical Supervisor(s)) to deliver installation work <b>and</b> is operating in multiple geographical regions e.g. North West and North East
<b>C</b>	Installer with equal to or more than 50 employees directly involved in MCS related activities, but less than 250 employees <b>Or</b> Installer with less than 50 employees directly involved in MCS related activities, and is <b>either</b> utilising subcontractors (including as Technical Supervisor(s)) to deliver installation work or is operating in multiple geographical regions e.g. North West and North East
<b>B</b>	Installer with more than 1 employee but less than 50 employees directly involved in MCS related activities, not utilising subcontractors to deliver installations and operating in a single geographical region e.g. North West
<b>A</b>	Installer that is a sole trader, not utilising subcontractors to deliver installations and operating in a single geographical region e.g. North West

*The greater the size and complexity of your business’s MCS related activities, the greater the need for robust processes and controls to ensure consistent delivery of quality service.*

A Certification Body’s assessment of your service delivery will establish evidence of appropriate processes and controls that are aligned to these scenarios and assess whether these have been effective via site-based assessments of a sample of your installations.

*Assessments prioritise capturing evidence of quality installations for customers as a result of your business’s processes and controls. This is something we refer to as “delivered quality”.*

**Scenario A**

Item	Requirements
<p><b>Maintaining the competency of an Installer's employees and any subcontractors, including Technical Supervisors</b></p>	<p>Understand and be able to refer to MCS requirements for the competency of Technical Supervisors by being able to access the list of MCS approved qualifications and personnel certifications that are published on the MCS website.</p> <p>Retain and be able to make available as requested, copies of own, in date (not expired) qualification certificates, in compliance with the MCS competency requirements associated with the technologies the Installer is, or wishes to be certified to design and/or install.</p>
<p><b>Complying with the MCS Installation Standards, Pre-sale Information and System Performance Estimate Standards and related industry standards associated with an installation</b></p>	<p>Understand where to find the most up to date versions of the applicable MCS Installation Standards, Pre-sale Information &amp; System Performance Estimate Standards, and other related industry standards, appropriate to the technology(ies) the Installer is, or is applying to be certified for.</p> <p>Describe the approach taken to new work, to ensure that the Installer can deliver a customer's installation with the necessary resources and in compliance with the applicable Standards.</p> <p>For example, the Installer maintains an order book of quotations accepted by the Installer's customers, showing how orders do not extend beyond an Installer's capabilities and scope of MCS certification.</p>
<p><b>Managing customer satisfaction, including the management of customer feedback and complaints</b></p>	<p>Maintain a record of any complaints received in relation to the Installer's MCS related service delivery, either as a paper-based log or simple electronic register, for example, a record of complaints in a secure Microsoft Excel spreadsheet.</p> <p>Records of any complaints received, either justified or otherwise, shall include as a minimum:</p> <ul style="list-style-type: none"> <li>i. details of the complainant and specific installation concerned</li> <li>ii. nature of the complaint</li> <li>iii. date the complaint was received</li> <li>iv. date of resolution and description of the outcome</li> <li>v. determination of the root cause of the complaint</li> <li>vi. action taken to resolve the complaint and outcome achieved</li> <li>vii. action taken to prevent future similar complaints arising</li> </ul> <p>Installers may choose to utilise the <b>MCS Principles for Good Complaint Handling</b> available on the MCS website.</p> <p>Be able to acknowledge and learn from any direct or indirect customer feedback in relation to an Installer's service delivery, in addition to any complaints received.</p> <p>For example, responding to general communications from customers that give rise to improvements the Installer could make to their service delivery.</p>
<p><b>Maintaining effective business records as they relate to the delivery of installations</b></p>	<p>Operate a simple, accessible and secure record management/filing system that keeps all an installation's documentation in one place, retained for a minimum of six years.</p> <p>In line with the requirement described in clause 5.4, ensure that processes are in place to ensure GDPR compliance is maintained in relation to installation records that may contain personal data.</p> <p>For example, an electronic or paper-based folder containing all an installation's documentation and any associated correspondence.</p> <p>Steps should be taken to protect against the loss of records/filing system. For example, creating an electronic back up stored off site/in the Cloud.</p>

**Scenario B**

Item	Requirements
<p><b>Maintaining the competency of an Installer's employees and any subcontractors, including Technical Supervisors</b></p>	<p>Understand and be able to refer to MCS requirements for the competency of Technical Supervisors by being able to access the list of MCS approved qualifications and personnel certifications that are published on the MCS website.</p> <p>Retain and be able to make available as requested, copies of own, in date (not expired) qualification certificates, in compliance with the MCS competency requirements associated with the technology(ies) the Installer is, or wishes to be certified to design and/or install.</p> <p>Maintain a register/log of each Technical Supervisor's qualifications (either separately or as part of the Installer's training register/log).</p> <p>The training register/log shall include as a minimum:</p> <ul style="list-style-type: none"> <li>i. the name of the Technical Supervisor</li> <li>ii. date of employment or (sub) contract agreement with the Installer</li> <li>iii. qualification(s) held</li> <li>iv. issue date of qualification(s)</li> <li>v. expiry date of qualification(s) (if specified), and a mechanism for triggering a reminder of qualification expiry to support scheduling of retraining and/or reassessment to ensure the maintenance of qualification(s).</li> </ul>
<p><b>Complying with the MCS Installation Standards, Pre-sale Information and System Performance Estimate Standards and related industry standards associated with an installation</b></p>	<p>Understand where to find the most up to date versions of the applicable MCS Installation Standards, Pre-sale Information &amp; System Performance Estimate Standards, and other related industry standards, appropriate to the technology(ies) the Installer is, or is applying to be certified for.</p> <p>Describe the approach taken to new work, to ensure that the Installer can deliver a customer's installation with the necessary resources and in compliance with the applicable Standards.</p> <p>For example, the Installer maintains an order book of quotations accepted by the Installer's customers, showing how orders do not extend beyond an Installer's capabilities and scope of MCS certification.</p> <p>Utilise checklists, work instructions and/or manuals (either electronic or paper-based), that ensure installations are compliant with the relevant MCS Installation Standard, Pre-sale Information &amp; System Performance Estimate Standards and other related industry standards. Demonstrate how the Installer ensures that checklists, work instructions and/or manuals are version controlled and monitored so that they are kept up to date with current scheme requirements.</p> <p>Where installation work does not have the direct involvement of the Technical Supervisor, other than fulfilling their responsibility to sign off the installed system as per the Installer Operating Requirements clause 5.5, the Installer shall deploy processes and/or controls that enable the Technical Supervisor to monitor the use of checklists, work instructions and/or manuals by installation teams. Processes and/or controls should also be in place to undertake quality checks on the installation work as it is performed, based on the competency of the operatives delivering the installation and the degree of risk associated with the installation work, as described in the <b>MCS Guidance for the Supervision of Installation Work</b>, available on the MCS website.</p> <p>Where installation work is always carried out by the Technical Supervisor themselves, or they are directly involved in the delivery of the installation as part of the installation team(s), the requirement for adequate supervision to ensure adherence to the Standards is satisfied.</p>



Scenario B - Continued

Item	Requirements
<b>Managing customer satisfaction, including the management of customer feedback and complaints</b>	<p>Maintain a record of any complaints received in relation to the Installer's MCS related service delivery, either as a paper-based log or simple electronic register, for example, a record of complaints in a secure Microsoft Excel spreadsheet.</p> <p>Records of any complaints received, either justified or otherwise, shall include as a minimum:</p> <ul style="list-style-type: none"> <li>i. details of the complainant and specific installation concerned</li> <li>ii. nature of the complaint</li> <li>iii. date the complaint was received</li> <li>iv. date of resolution and description of the outcome</li> <li>v. determination of the root cause of the complaint</li> <li>vi. action taken to resolve the complaint and outcome achieved</li> <li>vii. action taken to prevent future similar complaints arising.</li> </ul> <p>Installers may choose to utilise the <b>MCS Principles for Good Complaint Handling</b> available on the MCS website.</p> <p>Be able to acknowledge and learn from any direct or indirect customer feedback in relation to an Installer's service delivery, in addition to any complaints received.</p> <p>For example, responding to general communications from customers that give rise to improvements the Installer could make to their service delivery.</p> <p>Operate a process that ensures the right people in the Installer's organisation are involved in managing and resolving complaints, and that there is a process of sharing and communicating the learning from complaints and customer feedback and share further instructions more generally with staff.</p> <p>For example, having a standing item on the agenda of an Installer's management team meetings that considers and implements the learning from complaints and customer feedback received over the prior period.</p>
<b>Maintaining effective business records as they relate to the delivery of installations</b>	<p>Operate a simple, accessible and secure record management/filing system that keeps all an installation's documentation in one place, retained for a minimum of six years.</p> <p>In line with the requirement described in clause 5.4, ensure that processes are in place to ensure GDPR compliance is maintained in relation to installation records that may contain personal data.</p> <p>For example, an electronic or paper-based folder containing all an installation's documentation and any associated correspondence.</p> <p>Steps should be taken to protect against the loss of a record/filing system. For example, creating an electronic back up stored off site/in the Cloud.</p> <p>Ensure that those involved in the delivery of an installation and the management of the customer have appropriate access to the Installer's record management/filing system.</p> <p>Ensure that users of the record management/filing system have received adequate training and/or associated instructions on how to maintain the integrity of records.</p>

Scenario C

Item	Requirements
<b>Maintaining the competency of an Installer's employees and any subcontractors, including Technical Supervisors</b>	<p>Understand and be able to refer to MCS requirements for the competency of Technical Supervisors by being able to access the list of MCS approved qualifications and personnel certifications that are published on the MCS website.</p> <p>Retain and be able to make available as requested, copies of own, in date (not expired) qualification certificates, in compliance with the MCS competency requirements associated with the technologies the Installer is, or wishes to be certified to design and/or install.</p> <p>Maintain a register/log of each Technical Supervisor's qualifications (either separately or as part of the Installer's training register/log).</p> <p>The training register/log shall include as a minimum:</p> <ul style="list-style-type: none"> <li>i. the name of the Technical Supervisor</li> <li>ii. date of employment or (sub) contract agreement with the Installer</li> <li>iii. qualification(s) held</li> <li>iv. issue date of qualification(s)</li> <li>v. expiry date of qualification(s) (if specified), and a mechanism for triggering a reminder of qualification expiry to support scheduling of retraining and/or reassessment to ensure the maintenance of qualification(s).</li> </ul>
<b>Complying with the MCS Installation Standards, Pre-sale Information and System Performance Estimate Standards and related industry standards associated with an installation</b>	<p>Understand where to find the most up to date versions of the applicable MCS Installation Standards, Pre-sale Information &amp; System Performance Estimate Standards, and other related industry standards, appropriate to the technology(ies) the Installer is or is applying to be certified for.</p> <p>Describe the approach taken to new work, to ensure that the Installer can deliver a customer's installation with the necessary resources and in compliance with the applicable Standards.</p> <p>For example, the Installer maintains an order book of quotations accepted by the Installer's customers, showing how orders do not extend beyond an Installer's capabilities and scope of MCS certification.</p> <p>Utilise checklists, work instructions and/or manuals (either electronic or paper-based), that ensure installations are compliant with the relevant MCS Installation Standard, Pre-sale Information &amp; System Performance Estimate Standards and other related industry standards. Demonstrate how the Installer ensures that checklists, work instructions and/or manuals are version controlled and monitored so that they are kept up to date with current scheme requirements.</p> <p>Where installation work does not have the direct involvement of the Technical Supervisor, other than fulfilling their responsibility to sign off the installed system as per the Installer Operating Requirements clause 5.5, the Installer shall deploy processes and/or controls that enable the Technical Supervisor to monitor the use of checklists, work instructions and/or manuals by installation teams. Processes and/or controls should also be in place to undertake quality checks on the installation work as it is performed, based on the competency of the operatives delivering the installation and the degree of risk associated with the installation work, as described in the <b>MCS Guidance for the Supervision of Installation Work</b>, available on the MCS website.</p> <p>Where installation work is always carried out by the Technical Supervisor themselves, or they are directly involved in the delivery of the installation as part of the installation team(s), the requirement for adequate supervision to ensure adherence to the Standards is satisfied.</p>

Scenario C - Continued

Item	Requirements
<b>Managing customer satisfaction, including the management of customer feedback and complaints</b>	<p>Maintain a record of any complaints received in relation to the Installer's MCS related service delivery, either as a paper-based log or simple electronic register, for example, a record of complaints in a secure Microsoft Excel spreadsheet.</p> <p>Records of any complaints received, either justified or otherwise, shall include as a minimum:</p> <ul style="list-style-type: none"> <li>i. details of the complainant and specific installation concerned</li> <li>ii. nature of the complaint</li> <li>iii. date the complaint was received</li> <li>iv. date of resolution and description of the outcome</li> <li>v. determination of the root cause of the complaint</li> <li>vi. action taken to resolve the complaint and outcome achieved</li> <li>vii. action taken to prevent future similar complaints arising.</li> </ul> <p>Installers may choose to utilise the <b>MCS Principles for Good Complaint Handling</b> available on the MCS website.</p> <p>Be able to acknowledge and learn from any direct or indirect customer feedback in relation to an Installer's service delivery, in addition to any complaints received.</p> <p>For example, responding to general communications from customers that give rise to improvements the Installer could make to their service delivery.</p> <p>Operate a process that ensures the right people in the Installer's organisation are involved in managing and resolving complaints, and that there is a process of sharing and communicating the learning from complaints and customer feedback and share further instructions more generally with staff.</p> <p>For example, having a standing item on the agenda of an Installer's management team meetings that considers and implements the learning from complaints and customer feedback received over the prior period.</p> <p>Retain records of complaints and customer feedback, with associated responses, which distinguish the involvement of subcontractors to determine whether their delivery has given rise to a complaint or customer feedback.</p>
<b>Maintaining effective business records as they relate to the delivery of installations</b>	<p>Operate a simple, accessible and secure record management/filing system that keeps all an installation's documentation in one place, retained for a minimum of six years.</p> <p>In line with the requirement described in clause 5.4, ensure that processes are in place to ensure GDPR compliance is maintained in relation to installation records that may contain personal data.</p> <p>For example, an electronic or paper-based folder containing all an installation's documentation and any associated correspondence.</p> <p>Steps should be taken to protect against the loss of records/filing system. For example, creating an electronic back up stored off site/in the Cloud.</p> <p>Ensure that those involved in the delivery of an installation and the management of the customer have appropriate access to the Installer's record management/filing system.</p> <p>Ensure that users of the record management/filing system have received adequate training and/or associated instructions on how to maintain the integrity of records.</p>

Scenario D

Item	Requirements
<b>Maintaining the competency of an Installer's employees and any subcontractors, including Technical Supervisors</b>	<p>Understand and be able to refer to MCS requirements for the competency of Technical Supervisors by being able to access the list of MCS approved qualifications and personnel certifications that are published on the MCS website.</p> <p>Retain and be able to make available as requested, copies of own, in date (not expired) qualification certificates, in compliance with the MCS competency requirements associated with the technology(ies) the Installer is, or wishes to be certified to design and/or install.</p> <p>Maintain a register/log of each Technical Supervisor's qualifications (either separately or as part of the Installer's training register/log).</p> <p>The training register/log shall include as a minimum:</p> <ul style="list-style-type: none"> <li>i. the name of the Technical Supervisor</li> <li>ii. date of employment or (sub) contract agreement with the Installer</li> <li>iii. qualification(s) held</li> <li>iv. issue date of qualification(s)</li> <li>v. expiry date of qualification(s) (if specified), and a mechanism for triggering a reminder of qualification expiry to support scheduling of retraining and/or reassessment to ensure the maintenance of qualification(s).</li> </ul> <p>The training register/log shall clearly identify subcontracted Technical Supervisors, ensuring copies of their qualifications and contractual arrangements are stored and readily accessible.</p> <p>Contractual arrangements should as minimum, outline the requirement for subcontracted Technical Supervisor(s) to maintain the currency of their qualifications and/or personnel certifications, and provide the Technical Supervisor(s) with the necessary authority to require changes to an installation to ensure its compliance, allowing for their "sign off" of MCS certified installations on behalf of the Installer as though directly employed.</p>
<b>Complying with the MCS Installation Standards, Pre-sale Information and System Performance Estimate Standards and related industry standards associated with an installation</b>	<p>Understand where to find the most up to date versions of the applicable MCS Installation Standards, Pre-sale Information &amp; System Performance Estimate Standards, and other related industry standards, appropriate to the technology(ies) the Installer is or is applying to be certified for.</p> <p>Describe the approach taken to new work, to ensure that the Installer can deliver a customer's installation with the necessary resources and in compliance with the applicable Standards.</p> <p>For example, the Installer maintains an order book of quotations accepted by the Installer's customers, showing how orders do not extend beyond an Installer's capabilities and scope of MCS certification.</p> <p>Utilise checklists, work instructions and/or manuals (either electronic or paper-based), that ensure installations are compliant with the relevant MCS Installation Standard, Pre-sale Information &amp; System Performance Estimate Standards and other related industry standards. Demonstrate how the Installer ensures that checklists, work instructions and/or manuals are version controlled and monitored so that they are kept up to date with current scheme requirements.</p> <p>Where installation work does not have the direct involvement of the Technical Supervisor, other than fulfilling their responsibility to sign off the installed system as per the Installer Operating Requirements clause 5.5, the Installer shall deploy processes and/or controls that enable the Technical Supervisor to monitor the use of checklists, work instructions and/or manuals by installation teams. Processes and/or controls should also be in place to undertake quality checks on the installation work as it is performed, based on the competency of the operatives delivering the installation and the degree of risk associated with the installation work, as described in the <b>MCS Guidance for the Supervision of Installation Work</b>, available on the MCS website.</p>

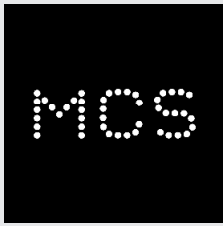
Scenario D - Continued

Item	Requirements
<p><b>Complying with the MCS Installation Standards, Pre-sale Information and System Performance Estimate Standards and related industry standards associated with an installation</b></p>	<p>Where installation work is always carried out by the Technical Supervisor themselves, or they are directly involved in the delivery of the installation as part of the installation team(s), the requirement for adequate supervision to ensure adherence to the Standards is satisfied.</p> <p>Operate and maintain processes and controls that cover:</p> <ul style="list-style-type: none"> <li>i. identifying and providing access to the relevant MCS Installation Standards, Pre-sale Information &amp; System Performance Estimate Standards and other related industry standards.</li> <li>ii. maintain checklists, work instructions and/or manuals which are version controlled and kept up to date with current MCS requirements.</li> <li>iii. implementation of regular monitoring and effective audits of processes and controls for their continual improvement; and, in the scenario that a Technical Supervisor is not part of the installation team, a process to determine the degree of supervision necessary, based on the competency of the operatives delivering the installation and the degree of risk associated with the installation work (as described in the <b>MCS Guidance for the Supervision of Installation Work</b>, available on the MCS website).</li> </ul>
<p><b>Managing customer satisfaction, including the management of customer feedback and complaints</b></p>	<p>Maintain a record of any complaints received in relation to the Installer's MCS related service delivery, either as a paper-based log or simple electronic register, for example, a record of complaints in a secure Microsoft Excel spreadsheet.</p> <p>Records of any complaints received, either justified or otherwise, shall include as a minimum:</p> <ul style="list-style-type: none"> <li>i. details of the complainant and specific installation concerned</li> <li>ii. nature of the complaint</li> <li>iii. date the complaint was received</li> <li>iv. date of resolution and description of the outcome</li> <li>v. determination of the root cause of the complaint</li> <li>vi. action taken to resolve the complaint and outcome achieved</li> <li>vii. action taken to prevent future similar complaints arising.</li> </ul> <p>Installers may choose to utilise the <b>MCS Principles for Good Complaint Handling</b> available on the MCS website.</p> <p>Be able to acknowledge and learn from any direct or indirect customer feedback in relation to an Installer's service delivery, in addition to any complaints received.</p> <p>For example, responding to general communications from customers that give rise to improvements the Installer could make to their service delivery.</p> <p>Operate a process that ensures the right people in the Installer's organisation are involved in managing and resolving complaints, and that there is a process of sharing and communicating the learning from complaints and customer feedback and share further instructions more generally with staff.</p> <p>For example, having a standing item on the agenda of an Installer's management team meetings that considers and implements the learning from complaints and customer feedback received over the prior period.</p> <p>Retain records of complaints and customer feedback, with associated responses, which distinguish the involvement of subcontractors to determine whether their delivery has given rise to a complaint or customer feedback.</p> <p>Operate and maintain processes and controls that cover:</p> <ul style="list-style-type: none"> <li>i. the collection and management of customer complaints to incorporate acknowledgement of receipt, investigation, resolution and follow-up.</li> <li>ii. Implement a customer feedback procedure, the results from which should inform improvements to the Installer's processes and controls.</li> </ul>

Scenario D - Continued

Item	Requirements
<p><b>Maintaining effective business records as they relate to the delivery of installations</b></p>	<p>Operate a simple, accessible and secure record management/filing system that keeps all an installation's documentation in one place, retained for a minimum of six years.</p> <p>In line with the requirement described in clause 5.4, ensure that processes are in place to ensure GDPR compliance is maintained in relation to installation records that may contain personal data.</p> <p>For example, an electronic or paper-based folder containing all an installation's documentation and any associated correspondence.</p> <p>Steps should be taken to protect against the loss of records/filing system. For example, creating an electronic back up stored off site/in the Cloud.</p> <p>Ensure that those involved in the delivery of an installation and the management of the customer have appropriate access to the Installer's record management/filing system.</p> <p>Ensure that users of the record management/filing system have received adequate training and/or associated instructions on how to maintain the integrity of records.</p> <p>Operate and maintain processes and controls that cover:</p> <ul style="list-style-type: none"> <li>i. document control</li> <li>ii. structured record retention/filing per installation</li> <li>iii. storage and retention protocols</li> <li>iv. access and retrieval rights (authorisation)</li> <li>v. monitoring for completion and quality of issued documents</li> </ul>





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