

1. Introduction

These scheme rules describe the Cert-ain Certification Ltd. (CCL) requirements for the certification of an individual under the OFTEC Heat Pump Assessment Scheme.

2. Scope

The scheme rules only apply to the assessment and certification process. They do not apply to any training taken prior to the assessment.

The scheme shall assess an individual's competence to carry out related work safely. The scheme is not intended to assess an individual's competence in other areas of work.

3. Impartiality

CCL is committed to ensuring the impartiality of the certification process. Impartial assessment shall be available to all eligible applicants.

CCL shall identify and address any actual or perceived conflicts of interest in order to ensure and maintain the objectivity of its certification activities.

It is not implied that certification would be easier, simpler, or cheaper should the candidate use any specific education or training service.

Applicants are invited to indicate any specific requirements that they wish to be taken into consideration at the time of application.

CCL shall take all reasonable steps to offer methods of assessment that provide for the needs of individuals with learning and physical difficulties without compromising the assessment standards.

4. OFTEC Heat Pump Assessment Scheme

First time applicants under this scheme will undertake an initial assessment, however, those applicants who are renewing their assessments under this scheme, may be eligible to take a re-assessment.

Applicants undertaking re-assessment are eligible for the 'MOT style' certification process. This enables applicants to undertake re-assessment up to six months prior to the expiry date of their 'initial' OFTEC certificates.

For advice regarding the appropriate modules required to cover an applicant's work activities, contact should be made with a CCL approved assessment centre.

The assessment criteria are produced by OFTEC.

5. Application

All formal applications shall be made on the application form which must be completed in full before certification can be processed.

Applicants must declare any known conflicts of interest or any threats to the impartiality of the assessment and certification process.

6. Applicant Categories

Category 1

Applicants in this category are regarded as experienced heat pump technicians holding OFT accredited certificate(s) for the assessment(s) they wish to undertake; they will need to provide an original certificate as evidence to the Assessment Centre prior to taking OFTEC assessments,

and:

- hold a current and valid Water Regulations certificate
- hold a current and valid Unvented Hot Water certificate

Applicants seeking an extension to scope from either OFT21-504A to OFT21-504G or vice-versa may do so after undertaking training at an OFTEC Approved Training Centre, are therefore Category 2.

Category 2

Applicants in this category are regarded as holding a nationally recognised qualification and/or registration in a trade associated with heating and/or plumbing work for a period of not less than two years.

Candidates must provide evidence of relevant qualifications and / or registration to support entry,

or:

must provide written evidence to the Assessment Centre confirming that the candidate has 'on the job' heating installation and/or maintenance experience for a period of not less than two years, that would support their application for the range of assessments to be undertaken and evidence of ongoing continual professional development. The evidence shall be in writing from the employer detailing precisely the type, range and volume of work carried out,

and:

- hold a current and valid Water Regulations certificate
- hold a current and valid Unvented Hot Water certificate

and:

undertake heat pump training at an OFTEC Approved Training Centre prior to accessing the OFTEC assessments. This training will be provided impartially by the Approved Training Centre

Category 3

Applicants in this category are regarded as new to the heating industry, and do not hold any national qualifications in a related field nor have any related work experience. Application conditions for this category require that the Category 3 applicant must:

- obtain experience with a competent person (CPS) and/or Microgeneration Certification Scheme (MCS) installation business who are willing to provide an auditable 'on the job' training programme prior to the applicant taking the OFTEC assessment. The training must be of a minimum six months duration, and incorporate, as a minimum, five completed installations,

and:

undertake at least one heat pump manufacturer's training course for installation and commissioning which is planned, managed and certificated as professional development (PD). Completion certificates must be provided for these courses.

and:

undertake planned and managed heat pump training at an OFTEC Approved Training Centre prior to accessing the OFTEC assessments. This training will be provided impartially by the Approved Training Centre.

and:

- hold a current and valid Water Regulations certificate
- hold a current and valid Unvented Hot Water certificate

7. Conduct of candidates

When attending the centre, individuals are always required to conduct themselves in a suitable manner and adhere to the instructions given to them, particularly in relation to the requirement to work safely without endangering themselves or others.

Candidates undertaking assessment shall not release confidential examination materials or participate in any fraudulent test-taking practices e.g. colluding with other candidates, using mobile phones or unauthorised electronic aids, or unauthorised notes or reference materials.

Inappropriate conduct, physical or verbal abuse, any form of harassment or discrimination directed at or to any member of staff or other individuals will not be tolerated and may result in termination of the assessment and the subsequent loss of any fees paid.

8. Assessment

Individuals are required to demonstrate their competence in safe work by completing practical assessments in a realistic working environment and/or written assessments, normally based in a classroom environment.

Where necessary, the individual may also be orally questioned by the assessor. (The pass-mark for the assessments is 100%)

9. Certification

The assessment centre will inform individuals of the assessment recommendation within 5 working days of the completion of their assessment. This recommendation will be transmitted to CCL (Assessment Centres can only recommend certification; the final decision rests with CCL).

CCL will subsequently make the certification decision and endeavour to provide successful individuals with certification and download the scope of certification to OFTEC within 20 working days of receipt of correctly completed paperwork from the assessment centre.

Although given in good faith, times quoted for the provision of the certification service above are

intended as estimates only and are not to be treated as being part of the contractual agreement with the applicant.

Unless CCL has a specific formal arrangement with an applicant, certificates will be issued directly to the applicant. The certificate always remains the property of CCL.

Replacement or duplicate certificates can be obtained from CCL for a fee, paid in advance.

10. Fast-track certification

Individuals can opt for 'fast-track' certification for the payment of an additional administration fee to the assessment centre.

The fast-track certification process will provide a 3-working day turnaround from the completion of the assessment to the issue of the certificate and download of the result to OFTEC (providing the information is complete and correct).

11. Certificate holder agreement

By completing and signing the application for assessment form, the candidate (certified person) shall agree:

- to declare to the centre manager or CCL, prior to the assessment taking place, any risks or conflicts of interest that may affect the impartiality of the assessment process;
- to comply with the relevant provisions of the certification scheme and these 'scheme rules';
- to make claims regarding certification only with respect to the scope for which certification has been granted;
- not to use the certification in such a manner as to bring the certification body into disrepute, and not to make any statement regarding the certification which the certification body considers misleading or unauthorised;
- to discontinue the use of all claims to certification that contain any reference to the certification body or certification upon suspension or withdrawal of certification, and to return any certificates issued by the certification body;
- not to use the certificate in a misleading manner.

12. Suspension or Withdrawal of Certification

Where a certificate holder is deemed to be acting contrary to the scheme rules and requirements, CCL may at its discretion suspend or withdraw all or part of that certificate. Certificated individuals are required to:

- Always work competently in the areas of certification;
- Maintain competence throughout the period of certification;
- Not misuse the certificate;
- Not misuse the CCL trademark or logo;
- Show the certificate where required to do so;
- Pay the agreed certification fees.

Where CCL decides to suspend or withdraw a certificate, it will write to the individual concerned advising that the certificate has been suspended or withdrawn and request its return.

Upon receiving written notification of the suspension or withdrawal of certification, the individual shall immediately:

- return to CCL appropriate certificates;
- cease carrying out work within the scope of certification that has been suspended or withdrawn;
- refrain from further promotion of the certification while it is suspended;
- refrain from use of all references to a certified status;
- resolve the issues that have resulted in the suspension, in a time established by CCL, and;
- follow any other instructions included in the written notification.

Failure to resolve the issues that have resulted in the suspension, in a time established by CCL shall result in withdrawal of the certification or reduction of the scope of certification.

Details of the suspension or withdrawal will be submitted to OFTEC. Individuals have the right of appeal to CCL as described in clause 13 below.

13. Complaints

An individual may make a complaint about any aspect of their assessment and certification under the scope of the scheme, but not about any training matters which are outside the scope of the scheme.

Complaints will be thoroughly investigated, reported, resolved and the results of any investigation will be communicated in writing to the complainant.

Complaint procedures shall be in place at each assessment centre and at CCL and shall be made available to any individual on request. The individual has the right of appeal against any decision reached by CCL (see clause 13).

14. Appeals

Individuals have the right of appeal against any of the following:

- The recommendation made by the assessor;
- CCL's a decision not to issue a certificate;
- CCL's decision to withdraw or suspend a certificate;
- The decision of a CCL complaint investigation.

The initial appeal must be made within 10 days of notification of the decision. The total cost of appeals by an individual shall be borne by them where the appeal, at any stage, is not upheld by CCL under these scheme rules.

15. Publicity

The scope of certification of an individual shall be available to members of the public. Information about an individual's certification may be given by CCL and shall be limited to facts concerning the scope of certification.

Certification does not allow the use of either CCL logo unless a formal agreement for such use is given.

16. Confidentiality

CCL shall hold an individual's details in accordance with data protection legislation.

CCL and its approved assessment centres shall ensure that their staff shall keep confidential all information of a private, confidential or secret nature. At no time shall such information be disclosed to any third party except as permitted within these scheme rules to enable the official parties to carry out their duties and obligations.

17. Fees

Assessment centres shall collect the fees for certification/administration on behalf of CCL. The certification/administration fee applies to both successful and unsuccessful candidates.

Assessment documentation shall not be processed by CCL until payment has been received by the assessment centre.

18. Registration

Applicants should seek guidance from OFTEC on the requirements of registration.

19. Contact details

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