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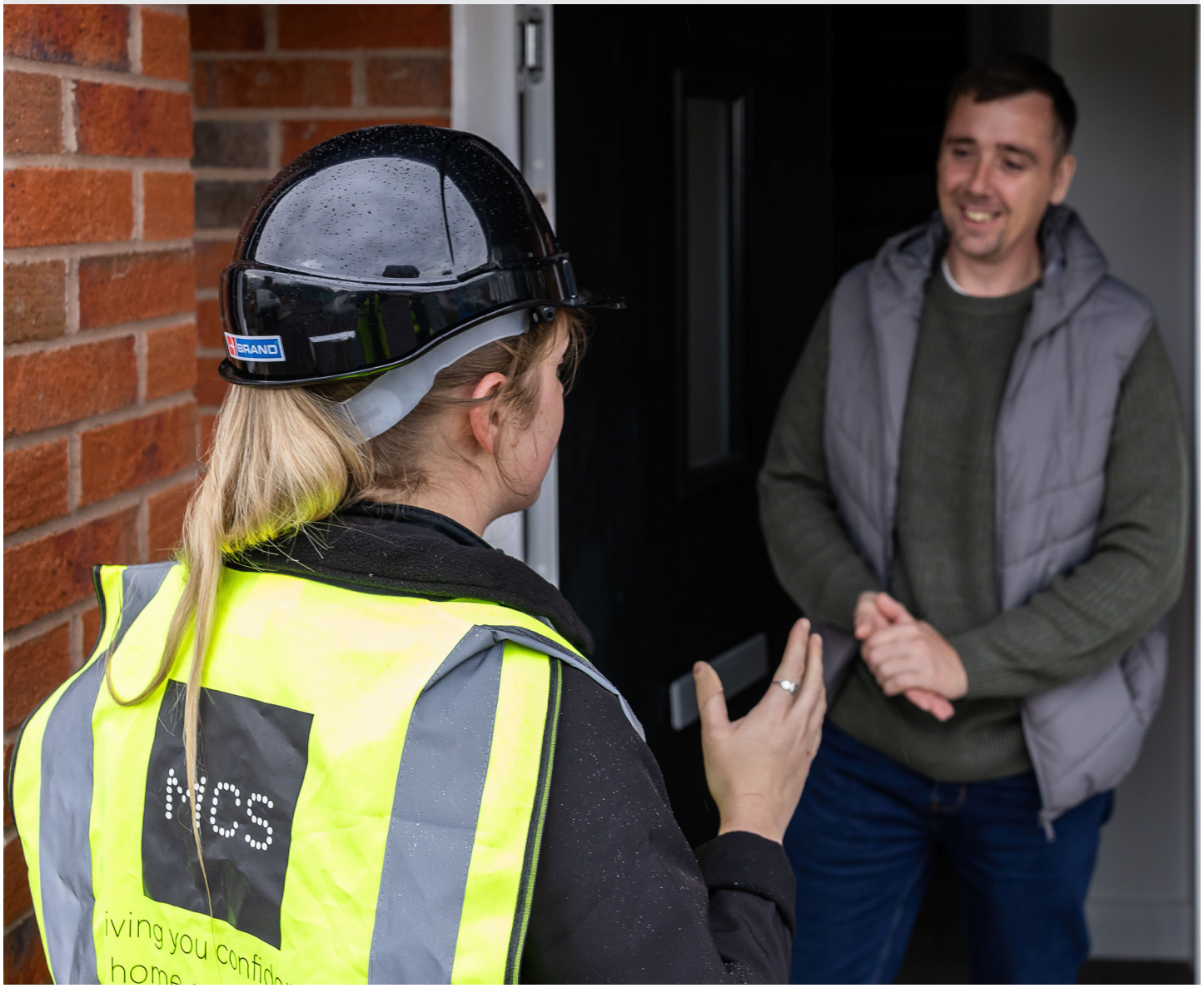
Conformity Assessment Guidelines



Contents

Introduction

This document is for use by UKAS-accredited Certification Bodies with MCS on their schedule of Accreditation, operating under agreement to the MCS Service Company Ltd.

MCS (the 'Scheme') 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.

The objective of the Scheme is to protect Customers and ensure compliance amongst Installers, by providing evidence of an Installer's consistent delivery of quality installations (the 'Service'), in line with Scheme requirements.

Conformity is determined through assessment of an Installer's processes and controls, with the evidence of their effectiveness established through site-based installation assessments, performed by MCS Certification Bodies (CBs).

MCS oversees, maintains and develops the Scheme, including management of MCS Standards and related documentation.

Assessments use prescribed **MCS Assessment Criteria** for each technology, evaluating the application of an Installer's processes and controls to ensure technical compliance with **MCS Installation Standards** and **Pre-sale Information and System Performance Estimate Standards.**

Assessment outcomes are used by CBs to certify the Service provided by Installers.

Scope

The CB Agreement issued by MCS, defines the CB's responsibilities for undertaking conformity assessments, in compliance with these **Conformity Assessment Guidelines**, and for the liability of certification accuracy.

This document describes the framework to be followed by CBs that provide conformity assessments to the **MCS Assessment Criteria**. The individual MCS Assessment Criteria for each technology refer to the requirements within the MCS Installation Standards and Pre-sale Information and System Performance Estimate Standards.

This document is not intended for Installers, although an understanding of its requirements may be useful for Installers wishing to secure or maintain MCS certification.

The scope of the Scheme is focused on determining an Installer's service delivery that results in compliant, quality installations (delivered quality) through evidence of the presence and effective operation of processes and controls, that allow an Installer to consistently deliver quality installations of the following low-carbon energy technologies:

a) Solar heating (solar thermal)
b Solar PV (photovoltaic)
c) Small wind turbines
d) Biomass
e) Heat pumps
f) Micro CHP
g) Battery storage (electrical energy storage systems)

Installations can be up to a maximum output of:

a) 50kW for electrical technologies, such as solar PV, and for battery storage;

b) 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 should 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.

Conformity Assessments

INITIAL CERTIFICATION AND EXTENSION TO SCOPE

APPLICATION

1. CBs shall provide Installers with an application process for one or more technologies, with details of the applicable fees, that includes but is not limited to:

   - The trading status of the Installer seeking certification (either as a sole trader, limited partnership, public limited company, limited company or non-limited company), including company name, company registration number (if applicable), registered address and the addresses of any other locations to be involved in MCS related activities.

   - Technologies to be included in, or added to an Installer's scope of certification

   - The size and complexity of the Installer's MCS related activities in line with the scenarios described in the requirements for delivery of quality service (forming Appendix A of the **Installer Operating Requirements**).

     This should include:

     o Company ownership, control and management structure

     o Number of employees

     o Use of subcontractors for installation work

     o Intended geographical spread of work

   - Details of the Main Contact applying on behalf of the Installer

   - Evidence of current and relevant insurances held (e.g. public liability insurance)

   - Current certifications that the Installer holds for other relevant schemes

   - Declaration of any previous certifications and/or legacy issues associated with MCS certification, to determine whether the Installer or its Person(s) of Significant Influence has been involved with another MCS certified Installer in the past, for example:

     o Is currently MCS certified with another CB and is looking to transfer their certification

     o Has had MCS certification suspended or withdrawn previously (including voluntary withdrawal)

     o Has ever made an unsuccessful application for MCS certification

     o Has any open non-conformities, improvement actions or open complaints associated with their MCS related activities

   - Declaration of any open or pending legal action against the Installer

2. CBs shall review applications prior to sharing with MCS and proceeding to assessment, considering whether:

   - Sufficient information has been supplied by the Installer to proceed

   - The Installer understands the requirements of the Scheme and its implementation

   - The Installer or Person(s) of Significant Influence do not have any unresolved issues associated with either an existing or previous MCS certification

   - The CB has the appropriate resource available to complete the Installer assessment, which includes the management of any non-conformities that may arise.

EVALUATION

3. Following approval of an application, assessments shall be conducted by CBs in accordance with the current **MCS Assessment Criteria**, which incorporate:

   a. **Generic service delivery checks** to determine the presence and effective operation of an Installer's processes and controls.

   b. **Minimum technical compliance checks** specific to the relevant MCS Installation Standard and Pre-sale Information and System Performance Estimate Standard.

4. Prior to a site-based installation assessment, the CB shall understand the size and complexity of the Installer's MCS related activities, to help determine which scenario for the delivery of quality service applies. These requirements detail the minimum processes and controls an Installer shall have for the management of their quality, as appropriate to the size and complexity of their MCS related activities.

   Note: Size and complexity is defined by the range, scale, extent of subcontracting, scope of work and geographical distribution of an Installer's MCS related activities.

5. CBs may choose to assess the appropriateness of an Installer's processes and controls in compliance with the generic service delivery checks, remotely and in advance, or as part of the site-based installation assessment, if the Installer can provide evidence, without the need for a physical visit to the Installer's trading address(es).

6. A minimum of one site-based installation assessment is required for each technology applied for*. The same site can be used for assessment, if more than one of the technologies applied for are installed at that location.

   **See clauses 8 and 9 for assessment rules associated with subcategories of heat pump technologies and scope categories of battery storage.*

7. CBs can assess the following categories of installation, in support of an Installer's application:

   a) An installation for which the Installer has been fully responsible and has commissioned in accordance with the applicable MCS Installation Standard and Pre-sale Information and System Performance Estimate Standard.

   b) An installation that the Installer can evidence they delivered as a subcontractor, that has been commissioned in accordance with the applicable MCS Installation Standard and Pre-sale Information and System Performance Estimate Standard, and for which the Installer has gained permission from the main Installer to use this installation for assessment.

   c) An installation that is not fully within the scope of MCS, but the Installer has been fully responsible for, has commissioned and the installation provides objective evidence of compliance against the requirements of the relevant MCS Installation Standard(s) 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.

8. For heat pumps, Installers successfully assessed for the design and/or installation of ground/water source heat pump systems by a CB, are deemed able to also design and/or install air source heat pump systems, but not vice versa.

9. For battery storage, Installers shall be assessed under either of the following scope categories of battery storage, based on the classifications described in The Battery Installation Standard (MIS 3012) and their certification is to be noted accordingly by the CB:

   - 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 Installers to be certified as full scope, a class 4 system shall be assessed by the CB.

10. For each installation selected for assessment, CBs shall request access to the Installer's appointed Main Contact and the Technical Supervisor for the installation, who is contactable before and during the site-based assessment.

11. At the end of each assessment, a closing meeting is to be held with the Installer, to allow the assessor to discuss any non-conformities raised and communicate the required action which will be documented in an Assessment Report within 10 working days of completion of the Assessment. Each non-conformity raised against the **MCS Assessment Criteria** is categorised to indicate the severity of non-compliance:

Minimum technical compliance checks:

- **Minor**: the non-conformity presents no or minimal impact on system function, performance, or efficiency.

- **Major**: the non-conformity presents significant impact on system function, performance, or efficiency (and in some cases, presents a safety risk to people and/or property).

Generic service delivery checks:

- **Minor**: the non-conformity presents no or minimal impact on the Installer's ability to deliver the Service.

- **Major**: the non-conformity presents significant impact on the Installer's ability to deliver the Service.

12. For each non-conformity raised, CBs shall allow the Installer up to six weeks to provide a response and implement the required action, following the Installer's receipt of the Assessment Report. A quicker response and remediation period may be warranted and specified by the CB, if the non-compliance identified is considered serious enough e.g. there are imminent safety concerns.

13. For any identified non-conformities that present a safety risk to people and/or property, the CB shall communicate this to the system owner, notify MCS and work with the Installer to address the non-conformity.

14. The Installer's response to each non-conformity shall include:

    a) The outcome of the Installer's own investigation to determine the root cause(s) that led to the non-conformity.

    b) Details of the corrective action(s) necessary to remedy the non-conformity specific to the installation that has been assessed, detailing the timescale for completion of the proposed remedy, being within any timescale specified by the CB.

    c) Details of the preventive action(s) necessary to ensure that the non-conformity will not arise again on subsequent installations, detailing a timescale for completion of the proposed action, being within any timescale specified by the CB. Preventive actions should include improvements that the Installer will make to their processes and controls, as appropriate to the size and complexity of their MCS related activities as described in the requirements for the delivery of quality service (forming Appendix A of the **Installer Operating Requirements**), to prevent the repetition of the non-conformity.

15. CBs shall verify the adequacy of the Installer's response and the actions taken to address each non-conformity, and either:

- Confirm their satisfaction with the response

- Request an amendment to all or part of the response

- Reject the response, explaining grounds for rejection, and request a revised response

- Reject the response, explaining grounds for rejection, and close the application for certification

REVIEW

16. Once any non-conformities have been addressed and verified as per clauses 12-14, an independent review, distinct from the evaluation activity, shall be undertaken using the assessment outcomes, to determine whether the Installer has evidenced "delivered quality" and compliance with Scheme requirements.

CERTIFICATION AND LISTING

17. Following the Review, the CB shall decide on certification using the assessment and review findings. Certification shall only be granted, and a Certificate of Conformity issued (Attestation) once the CB is satisfied that the Installer has evidenced "delivered quality" and all non-conformities have been resolved.

18. The Certificate issued to the Installer shall be valid for 12 months and shall include the following statement of conformity:

'This is to certify that the Installer's service has been successfully assessed against the requirements contained in the relevant MCS Installation Standards and Pre-sale Information and System Performance Estimate Standards'

19. The contents of the Certificate of Conformity shall also include the following information, as a minimum:

- The MCS logo, presented in line with the MCS Brand Guidelines

- Reference to the scheme, documented as: MCS (Microgeneration Certification Scheme)

- The trading name and registered address of the Installer

- Each technology that has been assessed, presented as certified to the relevant MCS Installation Standard and Pre-sale Information and System Performance Estimate Standard (for example 'MIS 3002 – The Solar PV Installation Standard' and 'MCS 032 - Solar PV and Battery Storage Pre-Sale Information and System Performance Estimate Standard'), including any limitations or conditions associated with the certification

- Unique certificate reference number of the Installer, which should include a prefix of the specific CB's name and a unique number
- Date of certificate
- Date of approval and expiry for each technology included in the scope of certification
- Validity period of the certificate being no greater than 12 months
- Name, address and relevant contact details of the CB
- Authorised signatory (including name and title of the individual signing the certificate on behalf of the CB).

20. The CB may choose to use the UKAS national accreditation symbols on the Installer certificate, which must be used in accordance with the conditions detailed in the National Accreditation Logo and Symbols: Condition guidance. CBs shall permit certified Installers to use the UKAS national accreditation symbol only when it is displayed in conjunction with the CB's certification mark.

21. If the Installer is granted certification as an extension to scope to include any additional technologies during an existing 12-month certification period, the CB shall issue an amendment to the existing certificate in line with the requirements in clause 19.

22. Following issuance of the certificate or amendment to an existing certificate, CBs will inform MCS that certification for the relevant technology has been awarded, via the MCS Installations Database (MID). The following details are to be provided/updated to form the Installer's central certification record:

- Company name of Installer
- Company type
- Company number (where applicable)
- Certification status
- Unique certificate reference number of the Installer, replicating the number on the Installer certificate, with the MID auto-generating the CB prefix
- Technologies included in scope (and relevant effective from dates)
- Main Contact name and email address
- Registered address
- Installer contact information
- Company website URL (if applicable)
- Operating region(s)

MAINTENANCE OF CERTIFICATION ANNUAL REVIEW

Installers will be subject to an annual review and ongoing assessments for the Installer to evidence consistent delivery of quality.

23. The annual review process shall be initiated by an Annual Return, requested by the CB, to be completed and submitted by the Installer, within three months prior of the certification anniversary. The Annual Return should provide the minimum information to allow a CB to conduct the annual review.

24. The annual review can either be remote or involve a physical visit to the Installer's trading address(es). The option for the review to be undertaken remotely shall be at the sole discretion of the CB.

25. To conduct the annual review, the CB shall obtain or gain access to the following information as a minimum, confirming any changes over the previous year relating to the size and complexity of the Installer's MCS related activities that may impact the Installer's certification and/or the processes and controls required to consistently deliver quality installations:

a) Confirmation that current and relevant insurances are still held (e.g. public liability insurance)

b) Confirmation of any changes to the Installer's registered address, and/or the addresses of locations involved in the delivery of MCS installations

c) Confirmation of any changes to the ownership, control and management structure of an Installer's business (including any changes to their scope and confirmation of the names of the Main Contact and Technical Supervisor(s))

d) Confirmation of any changes to the use of subcontractors for installation work

e) Confirmation of any other significant changes to MCS related activities e.g. scope and geographical spread of work

f) Details of any substantiated complaints received from customers, including their outcome and actions taken

g) Any additional information the CB deems necessary to conduct an effective annual review.

26. Once the CB has received the minimum required information to process the annual review and to establish the size and complexity of the Installer's MCS related activities, the annual review will be conducted and completed.

SURVEILLANCE

Surveillance will be conducted on an annual basis, in line with the annual review process, to allow for a CB's recertification of an Installer. Depending on an Installer's assessment frequency, as defined by the **MCS Quality Risk Model**, each Installer will receive a prescribed level of further surveillance assessments during their certification period.

27. Once the Installer's annual review is complete and the size and complexity of the Installer's MCS related activities is established, the CB shall schedule the Installer's surveillance for each certified technology to undertake Evaluation, using the **MCS Assessment Criteria** as outlined in clause 3. Knowledge of the size and complexity of the Installer's MCS related activities will determine which scenario for the delivery of quality service applies. The evaluation of the Installer's delivery of quality service shall be conducted in line with the generic service delivery checks included within the MCS Assessment Criteria.

28. CBs shall conduct further surveillance assessments as determined by the **MCS Quality Risk Model** described in Appendix A, until satisfied that the Installer's installations evidence compliance and "delivered quality". Any further surveillance shall be conducted using the **MCS Assessment Criteria** as described in clause 3.

29. If the previous annual review evidenced little or no change to an Installer's MCS related activities, and subsequent site-based assessments have not highlighted any significant failings in an Installer's processes and controls for managing the quality of their installations, surveillance assessments need not focus on generic service delivery checks.

30. Surveillance should take place during a period that is between two months prior and four months beyond the anniversary of the original date of certification for the technology*.

**Excludes any further surveillance assessments required, in line with the MCS Quality Risk Model.*

31. For surveillance, CBs shall select installations of each technology as candidates for site-based assessments*, based on a:

a) random selection of installations completed and registered on the MID by the Installer since their last assessment, within a geography to maximise the time available for site-based assessments.

b) selection of at least three alternatives to support each assessment to be conducted, as determined by the **MCS Quality Risk Model**.

**The CB shall retain the right to select a specific installation to be visited for reasons other than surveillance, such as part of a complaint and/or compliance investigation.*

32. If the Installer has completed less than three installations in total per technology since their last assessment, then the CB shall choose one installation at random and ask the Installer to coordinate with the customer to provide access to it for assessment.

33. The CB shall share the candidate list of installations for assessment with the Installer, explaining how many installations of a given technology the CB needs to assess, to satisfy any further surveillance assessments required.

34. The Installer will need to arrange site visits for the number of assessments the CB has specified, for each certified technology.

35. If it is not possible for the Installer to arrange access to enough of the candidate installations for assessment, the CB shall offer the Installer a further list of candidate installations, selected at random from the MID. This process will continue until the specified number of site-based assessments can be arranged.

36. If the Installer regularly fails to cooperate with the installation sampling and selection process or changes the installation to be visited on the day of the assessment, the CB shall consider sanctions against the Installer, including suspension of their certification.

37. If an Installer has not carried out installation work for a particular technology during the previous year, meaning there is no available installation work to assess, and wishes to maintain their certification, the CB shall conduct an examination of the Installer's processes and controls in line with the generic service delivery checks included in the **MCS Assessment Criteria**. The CB shall conduct a site-based assessment of the Installer's next installation of that technology.

38. In line with the Evaluation process described for Initial Certification and Extension to Scope, the CB shall conduct the site-based assessment(s) for each technology in accordance with the **MCS Assessment Criteria**, as described in clause 3. The principles of clauses 8 and 9 can also be applied for the surveillance of Heat Pump and Battery Storage installations.

39. For each installation selected for assessment to maintain certification, CBs shall request access to the Installer's Main Contact and the Technical Supervisor for the selected installation, as detailed against the installation record on the MID. If the original Technical Supervisor for an installation is no longer employed/contracted to the Installer or is not available for legitimate reasons (such as absence from work) the CB shall request access to an alternative Technical Supervisor for the relevant technology.

40. Following each assessment required to maintain certification, the processes outlined in clauses 12-14 shall be applied in relation to the management of any non-conformities arising from assessments.

41. Depending on the severity of any non-conformity identified, the CB may suspend an Installer's certification until an adequate response to each identified non-conformity has been agreed and addressed in full.

42. For any identified non-conformities that present a safety risk to people and/or property and those that may be systemic in nature, the CB shall work with the Installer to address the non-conformity. They shall notify MCS and work with them to communicate the identified risk to any system owner(s) where necessary.

43. In line with the processes described in clauses 12-14, if any non-conformity is deemed systemic, then the Installer must determine implications for other installations that may also exhibit the non-conformity and identify such installations to ensure corrective action(s).

44. If an Installer fails to meet the timescales for completion of either the response to each non-conformity, or of the agreed remedial actions* (as outlined in clause 12) the CB may suspend an Installer's certification until satisfied with the Installer's response and that all the remedial actions have been completed satisfactorily. CBs may also impose the need for additional site-based assessments to evaluate the implementation of the corrective and preventive actions.

**Flexibility may be afforded to Installers on a case-by-case basis, if the timescales cannot be met due to reasons outside of their control.*

45. To review and confirm ongoing improvement and the effectiveness of an Installer's corrective and preventive actions, the CB shall review the implementation of the actions in the assessment of subsequent installations. If ongoing improvement cannot be evidenced, and repeat non-conformities are identified, the CB may suspend the Installer, until receipt of a further response.

46. If the same non-conformities continue to be raised during installation assessments and/or CBs are not satisfied with an Installer's response, the Installer's certification for the relevant technology may be suspended or withdrawn.

47. CBs shall retain records associated with Installer assessments, certificates, suspensions and withdrawals for a minimum of six years, following withdrawal of an Installer's certification, to support the maintenance of the Scheme.

RECERTIFICATION

48. Following a Review using the assessment outcomes as outlined in clause 16, the CB shall make a decision to recertify the Installer for the relevant technologies, and recertification shall only be granted once any non-conformities have been resolved.

49. Following recertification, the CB shall reissue an Installer's certificate for another 12-month period in line with the certificate content rules detailed in clauses 18-22, confirming continued compliance with Scheme requirements.

50. In line with clause 30, CBs can maintain an Installer's certification 4 months beyond the expiry date of certification, after which clauses 48 and 49 apply.

SUSPENSION, REDUCTION AND WITHDRAWAL

51. If there is evidence of non-compliance which is not adequately addressed, the CB can decide to suspend, reduce (suspend or withdraw certification for one or more technologies in scope) or withdraw an Installer's certification.

52. It is the responsibility of the CB to promptly record any suspensions, reductions or withdrawals, including the justification, in the Installer's central certification record held on the MID. This will update the public installer directory on the MCS website accordingly and restrict an Installer's ability to raise certificates for their customer's installations.

Appendix A – MCS Quality Risk Model

OVERVIEW

The objective of the MCS Quality Risk Model is to enhance the effectiveness of CB surveillance, by focusing assessor resources on Installers that present a higher risk to compliance and quality.

CBs shall operate their surveillance activity in accordance with the MCS Quality Risk Model, which will inform the frequency of site-based surveillance assessments that Installers receive during their annual certification cycle, for each certified technology.

The Installer risk calculation methodology underpinning the MCS Quality Risk Model is to be followed by CBs to determine the risk profile of an Installer per certified technology (outlined in Table 1 and 2). This will lead to either of the following being assigned to each certified technology (as outlined in Table 3):

- Standard Assessment Frequency
- Enhanced Assessment Frequency
- Reduced Assessment Frequency

The MCS Quality Risk Model allows for an Installer's risk profile and assessment frequency per certified technology to be updated. CBs should be prepared to identify emerging risks in a timely manner, amending assessment schedules in response.

OPERATION OF THE MCS QUALITY RISK MODEL

A.1. During the first two years of operating as MCS certified, following initial assessment:

- Installers are to receive a minimum of one site-based surveillance assessment per year for each certified technology, aligning with the Installer's annual review (**Standard Assessment Frequency**).
- Within this period, if risk indicators determine that an Installer presents a higher risk with respect to a specific technology, the Installer can attract additional surveillance assessments for that technology (**Enhanced Assessment Frequency**).

A.2. Following this period and at all subsequent certification anniversaries, a risk calculation is to be conducted by the CB to determine the assessment frequency for each technology the Installer is certified for (for the forthcoming year).

A.3. During a certification year, as evidence of non-compliance becomes available, the CB shall recalculate the risk which may lead to an increase in assessment frequency for a technology.

A.4. For an Installer to be eligible for **Reduced Assessment Frequency** for a technology, they must present a 'low risk' as per the methodology outlined in Table 1. Upon the assignment of Reduced Assessment Frequency, the Installer can request to remain on Standard Assessment Frequency for a technology if they wish to do so or are required to do so for contractual reasons.

A.5. To support the operation of the MCS Quality Risk Model, CBs shall retain Installer assessment records to obtain non-conformity data and gather information on the size and complexity of an Installer's MCS related activities to undertake the risk calculation.

A.6. Various risk factors with different percentage weightings (see Table 1) contribute to the overall risk score for a certified technology.
The individual risk score per risk factor shall be totalled and weighted according to each factor, to determine the overall risk score. Table 2 shall be used by the CB to determine the Installer's risk profile per technology based on the overall risk score. Table 3 shall be used to establish the assessment frequency for each technology according to the Installer risk profile.

A.7. The assessment frequency determined for each certified technology is to be recorded by CBs, along with the Installer risk profile and supporting methodology. The assessment frequency should then be communicated to the Installer by the CB, with a justification behind the decision.

INSTALLER RISK CALCULATION FRAMEWORK

TABLE 1: RISK CALCULATION METHODOLOGY PER CERTIFIED TECHNOLOGY

Risk factor	% Weighting
Assessment outcomes	70%
Size and complexity of MCS related activities	20%
Repetition of non-conformities	10%

Risk factor	Risk score
Assessment outcomes*	
1 or more major non-conformity identified, that presents a risk to life or property	Automatic high risk assigned
4 or more major non-conformities identified	7
3 major non-conformities identified	4
1 or 2 major non-conformities identified	3
Multiple minor non-conformities identified	2
Isolated minor non-conformities	1
No non-conformities	0
Size and complexity of MCS related activities *As defined in the requirements for the delivery of quality service (forming Appendix A of the Installer Operating Requirements)*	
Scenario D	7
Scenario C	5
Scenario B	2
Scenario A	1

Risk factor	Risk score
Repetition of non-conformities over the last 12 months	
Same major non-conformities repeated from previous CB assessment(s), indicating failed preventive action	10
Same minor non-conformities repeated from previous CB assessment(s) indicating failed preventive action	5
No repetition of non-conformities from previous CB assessment(s)	0

**Non-conformity data to be identified through CB assessments and MCS Monitoring Activities. Risk scores to be calculated per Assessment completed in the previous certification year and combined to form an average across all Assessments.*

TABLE 2: INSTALLER RISK PROFILE PER TECHNOLOGY

Total overall risk score	Installer risk profile
Equal to or more than 3.5	High
Equal to 2 but less than 3.5	Medium
Equal to 0 but less than 2	Low

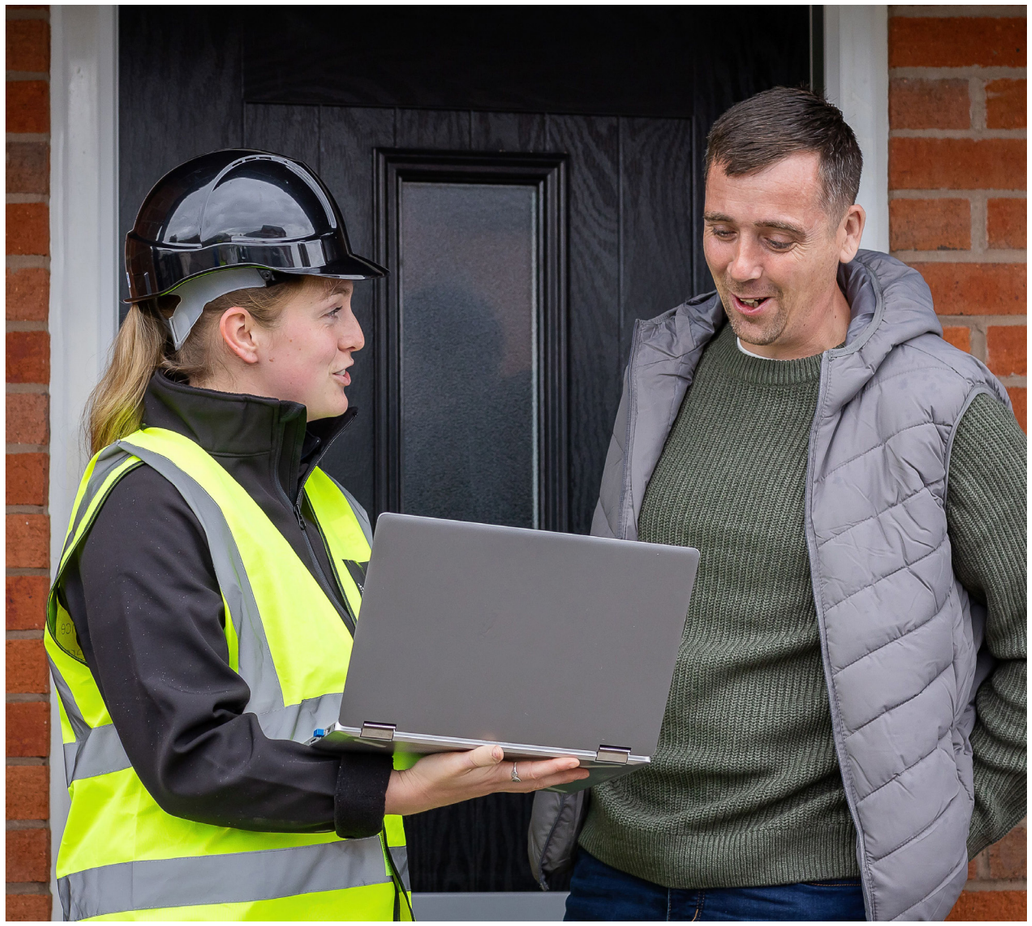


TABLE 3: ASSESSMENT FREQUENCY PER TECHNOLOGY BY INSTALLER RISK PROFILE

Installer risk profile	Assessment frequency
Low	**Reduced Assessment Frequency** A minimum of one site-based installation surveillance assessment required only at the end of a three-year certification cycle, with an annual review required every 12 months at certification anniversary, to determine ongoing compliance and delivery of quality service.
Medium	**Standard Assessment Frequency** A minimum of one site-based installation surveillance assessment required per year, aligning with an annual review at the end of a certification cycle. No additional surveillance assessments in the 12-month certification period.
High	**Enhanced Assessment Frequency** Number of surveillance assessments should equate to 1% of installations delivered in the previous certification year (or pro rata if the Installer has been certified for less than a year), subject to the following considerations: • If the total number of installations by technology delivered last year by the Installer is less than five, all installations shall be assessed, **or** • If 1% of installations equates to less than five, a minimum of five assessments shall be conducted, **or** • If 1% of installations equates to five or more, then a minimum of five assessments shall be used as a sample to determine whether further assessments are required to establish an Installer's evidence of compliance and "delivered quality", up to assessments totalling 1% of installations.

Glossary of Terms

Term	Definition
Assessment (and Assessment Report)	Assessments of an Installer's processes and controls and their delivered installations, conducted by MCS Certification Bodies using the MCS Assessment Criteria. An Assessment will result in an Assessment Report that contains any non-conformities found.
(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.
Certificate of Conformity	A document issued by a Certification Body following a certification decision, that attests that an Installer's service has been successfully assessed against the requirements contained in the MCS Installation Standards and Pre-sale Information and System Performance Estimate Standards.
Customer	The owner of the installed system who entered a contract with the MCS Installer for the sale of the installation. Customers can be consumers and/or organisations, including developers, main contractors, landlords (private and social) and other MCS Installers.
Installer Agreement	A contractual agreement between MCS and an MCS certified Installer, allowing the Installer to operate the Scheme and use the MCS Certification Mark.
MCS Assessment Criteria	The assessment criteria to be applied at the assessment of each certified technology.
MCS Brand Guidelines	The brand guidelines, which apply to use of the MCS logo and will be made available to MCS Certification Bodies by MCS.
MCS Certificate	A statement of compliance that an installation has been completed in line with Scheme requirements.
MCS Quality Risk Model	The system to be used by MCS Certification Bodies to ensure consistency in the frequency of surveillance assessments that are required to provide the necessary evidence of an Installer's compliance to MCS requirements.
MCS Service Company Ltd	The legal entity that trades as MCS and is wholly owned by the non-profit MCS Charitable Foundation.
Main Contact	The individual appointed by the MCS certified Installer, who will be the main point of contact for and manage the relationship with the Certification Body and MCS, including handling queries in relation to certification.
MCS Installations Database (MID)	The Scheme's central online database that holds the information of MCS certified installations.
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.
(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.
MCS Monitoring Activities	Activities undertaken by the MCS Service Company, including proactive monitoring and assessments of an Installer, in line with Scheme requirements.
Non-conformity	A compliance or quality issue found during an assessment.
Person(s) of Significant Influence	An individual who either owns and/or controls the Installer company.
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.
Technical Supervisor	The individual who for a specific installation, takes responsibility for the safety, technical standard and quality of the work, on behalf of an MCS certified Installer, ensuring that it is fully compliant with the appropriate MCS Installation Standard, Pre-sale Information and System Performance Estimate Standard, and all other relevant industry standards and manufacturer's instructions pertaining to the installation.
UKAS	United Kingdom Accreditation Service, the sole national accreditation body recognised by the UK government, to assess the competence of Certification Bodies that provide certification, testing, inspection and calibration services. Certification Bodies offering Installer certification to MCS, are required to be UKAS accredited.

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