

OFTEC Registration...the first steps



Your OFTEC regional inspector has already contacted you and will be visiting you in the near future to carry out an audit of your business practices and an evaluation of your competency (or that of your registered technician(s) if you employ them) via an on-site technical assessment. This information sheet is designed to help answer any questions that you may have and to assist you in being fully prepared for your inspector's visit.

Why are my business practices being audited?

The application stage for your business's registration is complete and you have been granted probationary registration status. To complete the transition to full registration it is a requirement of our 'Rules for Registration R100'¹ that registered businesses in all regions must have an audit/evaluation by an OFTEC appointed inspector within three months of first registering, or following a break in registration for six months or more. The audit is to ensure that your business is able to operate in accordance with the requirements of the registration scheme, regional Building Regulations and the Health and Safety at Work etc. Act 1974.

How long will the audit and evaluation take?

It is advisable to allow half a day to meet your inspector. However, by being prepared and having a local site (or sites) available, you may reduce the duration of their visit.

What do I need to do before the inspectors' visit?

Most importantly, you must make arrangements for access to a site (or sites) so that your inspector can view a recent sample(s) of work that covers all of the scopes of registration for which you have applied. **For example, if you have applied to be registered to install oil-fired boilers or cookers your inspector will need to see a recent boiler or cooker installation that you have completed. If you have applied to be registered to install oil storage tanks your inspector will need to see a recent oil storage tank installation that you have completed. Similarly, if you have applied to be registered to install either solid fuel appliances or renewable technologies your inspector will need to see a recent relevant installation that you have completed. If you have applied to be registered to only service and commission, please can you arrange access to an existing working installation to enable your inspector to evaluate your competency (or that of your registered technician(s) if you employ them).**

If you have not yet completed any installation work in respect of a particular scope of registration for which you have applied, please discuss directly with your inspector how best they can evaluate your competence via alternative means.

The checklist below advises you of other items to have available for your inspector and is intended to help speed up the audit and evaluation process:

Checklist of things to prepare	Tick
A copy of your business's current public liability insurance ² certificate and policy schedule (min cover £2m or €2.8m)	<input type="checkbox"/>
Test equipment appropriate to your work and evidence of current calibration if required (e.g. flue gas analyser)	<input type="checkbox"/>
Current OFTEC Technical Books ³ including updates ⁴ or equivalent technical reference material ⁵	<input type="checkbox"/>
A copy of your business's health and safety policy ⁶ if held/required under the Health and Safety at Work etc. Act 1974	<input type="checkbox"/>
A log of any work related complaints received by your business and how they have been resolved ⁶	<input type="checkbox"/>
Evidence of continued professional development (e.g. details/certificates of training courses/seminars/events attended)	<input type="checkbox"/>
Documentation (e.g. CD/10, CD/11, TI/133D etc) that you use for reporting and recording of work (i.e. control documentation ³)	<input type="checkbox"/>

Please see footnotes overleaf.



What is involved in the auditing and evaluation process?

Your inspector will have arranged to meet you at your business address where, during an opening meeting, they will explain the format for the audit and evaluation, including likely timescales, paperwork requirements and the purpose of the visit to your chosen site (or sites). Your inspector will then carry out an audit of your office procedures and paperwork in relation to the requirements of the registration scheme. Following this audit, your competency (or that of your registered technician(s) if you employ them) will be evaluated for knowledge and understanding via questioning and by practical demonstration during an on-site technical assessment. This will be followed by a closing meeting where your inspector will provide feedback and any recommendations. You will be given a copy of your inspector's 'OFTEC R553 Surveillance Report' for your records.

What happens if the inspector finds something to be unsatisfactory?

If your inspector finds either a procedural or paperwork requirement of the registration scheme, or your work at the on-site inspection, to be unsatisfactory (non-compliant) OFTEC will require you to carry out corrective action or remedial work. You will be issued with an 'OFTEC R534 Non-Conformity Advisory Notice' and then have 28 days in which to rectify the non-conformity to OFTEC's satisfaction. Your continued registration, transition to full registration and the issuing of registration certificates and identity cards depends on the clearance of any corrective actions that OFTEC requests.

What if I disagree with the inspectors' findings?

Our 'Rules of Registration R100¹' provides a route for appeal. Your appeal must be made in writing within 28 days of the inspectors' findings.

FOOTNOTES

1. The 'OFTEC Rules for Registration R100' is available to download at: www.oftec.org/Media/Default/DocGalleries/Registration/OFTEC_R100_Rules_for_Registration.pdf
2. Discounted insurance products are available from our selected insurance partners at: www.oftec.org/technicians/insurance
3. OFTEC Technical Books, control documentation and other work reporting forms can be obtained from OFTEC Direct at: www.oftecdirect.com or Tel 01473 626 298 (UK) or 01-8645771 (Republic of Ireland)
4. When updates/amendments are necessary to OFTEC Technical Books these are available to download free of charge at: www.oftec.org/technicians/technical-book-updates
5. Details of the equivalent library of technical reference material can be found at: www.oftec.org/Media/Default/DocGalleries/Technical/OFTEC_Technical_Book_Equivalent_Reference_List.pdf
6. A generic health and safety policy, advice on how to handle complaints and a generic complaints log can be found at: www.oftec.org/technicians/how-to-become-oftec-registered



What happens if the evaluation cannot be completed?

If during the visit, your inspector is unable to view a recent sample(s) of work that covers all of the scopes of registration for which you have applied, a further visit will have to be arranged and may be chargeable. The issuing of registration certificates and identity cards may also be delayed. To minimise costs, including your time, it is best to have a site(s) where your competency can be evaluated for all of the scopes of registration for which you have applied, during the one visit.

What happens if I postpone the appointment?

If an appointment has been made and is subsequently postponed, an administration charge may apply. If following the three month probation period an audit and evaluation has not been able to take place OFTEC will withhold registration until undertaken.

What happens if I refuse or cancel an appointment?

Refusal to undertake, or the cancellation of, an audit and evaluation, may result in the withdrawal of your OFTEC business registration.

For more information please do not hesitate to contact our Registration Services Department at:

OFTEC, Foxwood House, Dobbs Lane, Kesgrave, Ipswich IP5 2QQ

t: 01473 626 298 or 01 864 5771 (Republic of Ireland)

f: 01473 636536 e: enquiries@oftec.org w: www.oftec.org