

Application for TrustMark Registration



TrustMark is the Government Endorsed Quality Scheme covering work a consumer chooses to have carried out in, or around their home. When a consumer uses a TrustMark registered business, they know they are engaging an organisation that has been thoroughly vetted to meet the required standards and has made a considerable commitment to good customer service, technical competence and trading practices.

TrustMark delivers consumer confidence through OFTEC's registration scheme and their registered businesses. OFTEC commits to meeting the Framework Operating Requirements and ensuring registered businesses maintain the required standards of technical competence, customer service and trading practices. TrustMark is available throughout the UK and recognises business registration (i.e. an enterprise). This scheme sits outside of OFTEC's UKAS ISO17065 accreditation but is subject to periodic compliance audits from TrustMark. TrustMark registration can only be an extension to scope of your existing competent person scheme (CPS) registration. If you do not already hold CPS registration with OFTEC please call 01473 626 298 to discuss your options before you apply for TrustMark.

Please supply the following information and check the declarations before submitting your application to OFTEC at registration@oftec.org. All applications are subject to a desktop audit of your business and you may be asked to supply supporting information once we have reviewed your application.

1. BUSINESS DETAILS

OFTEC business registration number: C <i>(if already registered)</i>	
Business trading name:	
Business address:	
Postcode:	
E-mail:	Tel:
Mobile:	Website:

2. TRUSTMARK REGISTRATION REQUIRED

Please note these must mirror your competent person scheme (CPS) registration.

TrustMark scope	TrustMark code	OFTEC CPS registration scopes required	Tick to apply
Heating engineer (oil fired heating and hot water)	29	OFT10-105E or OFT10-101 or OFT10-102 or OFT10-201 or OFT107	
Electrical	24	OFT 103	
Solar Thermal	56	OFT 501	
Biomass	51	OFT 505	
Heat Pumps	53	OFT 504	

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3. DECLARATIONS (this section must be completed)

Please complete this section to declare that you will comply with the TrustMark scheme requirements

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| a) Have you been refused TrustMark membership before? | Yes / No |
| b) Do you agree for OFTEC to carry out a credit rating check if required? | Yes / No |
| c) Do you have any outstanding or spent County Court Judgements ? | Yes / No |
| d) Will your invoices, terms of business etc. include your business details? | Yes / No |
| e) Will you comply with the Construction, Design and Management Regulations ? | Yes / No |
| f) Will you comply with the TrustMark Code of Conduct and Customer Charter ? | Yes / No |
| g) Will you comply with the OFTEC Rules for Registration R100 ? | Yes / No |
| h) Will you comply with the General Data Protection Regulations (GDPR) ? | Yes / No |
| i) Will you take appropriate steps when dealing with vulnerable people ? | Yes / No |
| j) Will you ensure that technicians hold a Disclosure and Barring Service (DBS) ? | Yes / No |
| k) Will you comply with the Advertising Standards Authority (ASA) ? | Yes / No |
| l) Will you ensure that work completed outside of scheme is compliant? | Yes / No |
| m) Will you act in a non-discriminatory fashion and comply with equality regulations? | Yes / No |
| n) Do you agree not to use high pressure selling techniques or unsolicited visits? | Yes / No |
| o) Will you provide honest, clear and helpful advice on work undertaken? | Yes / No |
| p) Will you provide written quotations, and contracts on values over £500? | Yes / No |
| q) Will you assess for protection of protected species (i.e. bats, newts, native plants)? | Yes / No |
| r) Will you provide consumers with a written report following a survey/assessment? | Yes / No |
| s) Will you comply with TrustMark requirements for the lodgements of works ? | Yes / No |
| t) Do you agree to allow OFTEC to review your customer files for surveillance purposes? | Yes / No |
| u) Will you participate in dispute processes for work outside of the scheme? | Yes / No |
| v) Will you promote the benefits of the scheme to consumers? | Yes / No |

4. MANDATORY DOCUMENTS TO ENCLOSE WITH YOUR APPLICATION

- A copy of a template invoice that displays your business details.
- Details of any subcontractors used (inc competence records).
- Information Commissioner's Office [registration certificate](#).
- If you work regularly with vulnerable people, please enclose at least one member of staff's [Disclosure and Barring Service](#) record as a sample.

Tick

Print name:
Signature:
Position held in company:
Date:

Once your application has been reviewed, one of our administrators will contact you for the £80 + VAT annual TrustMark registration fee. Payments can be made by credit or debit card.