

OFTEC information sheet and audit plan

An Inspector calls



Your OFTEC regional inspector will be in contact with you very soon to arrange an appointment to carry out an inspection of your installation or servicing work.

This information sheet is designed to answer any questions that you may have and to help you prepare fully for your inspector's visit.

Why am I being inspected?

It is part of the UK government's conditions of authorisation for Competent Person Schemes (CPS) and our 'Rules of Registration R100' that registered businesses in all regions must have periodic inspections by an OFTEC appointed inspector to ensure that they are continuing to operate in accordance with the requirements of the CPS, regional building regulations and the Health and Safety at Work Act 1974.

How long will the inspection take?

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

What do I need to do before my inspection?

Most importantly, you must make arrangements for access to a site(s), so that your inspector can view a recent example(s) of work covering all of your scopes of registration (or that of your technician(s) if you employ them).

For example:

- If you install oil-fired boilers or cookers, oil storage tanks, solid fuel appliances and/ or renewable technologies, your inspector will need to see a recent installation that you have completed for each of the technologies you are registered for.
- If you only service and commission, your inspector will need to accompany you on a service or commissioning visit.

Your inspection checklist

The checklist (right) contains other items to have available/prepared for your inspector and is intended to help speed up the inspection process.

Checklist

- Current technician(s) identity card
- A copy of your business's current public liability insurance certificate and policy schedule (*min cover £2m or £2.6m*)
- Test equipment appropriate to your work and evidence of current calibration if required (*e.g. flue gas analyser*)
- Access to regional approved documents or Technical Standards and other reference material covering your scope of registration
- A copy of your business's health and safety policy if required under the Health and Safety at Work Act 1974
- A log of any work-related complaints received by your business and how they have been resolved
- Evidence of continued professional development (*e.g. details/certificates of training courses/seminars/events attended*)
- Documentation and records that you use for reporting and recording work (*i.e. control documentation*)
- The full postal address, contact name and telephone number for the site(s) to be inspected and if applicable the works notification ID No(s)
- Evidence of upper tier waste carriers licence (if applicable)
- Evidence of heat loss calculations for heating equipment installations.



What is involved in the inspection process?

Your inspector will arrange to meet you at your business address to start an inspection in the following steps:

- The opening meeting explains the steps for the audit and evaluation, including likely timescales, paperwork requirements and the purpose of the visit to your chosen site(s).
- An audit of your office procedures and paperwork required for work completed under the registration scheme.
- Technical competency is evaluated. This is done by practical demonstration during an on-site work assessment as well as via questions.
- The closing meeting is an opportunity for your inspector to give feedback and recommendations. You will then receive an email of your inspection report, and if applicable a non-conformity report.

What happens if the inspector finds something to be unsatisfactory?

If your inspector finds that your business procedures, documentation or on-site technical competence does not meet the requirements of our registration scheme (what we term non-conformity) we will require you to carry out corrective action or remedial work. You will receive an email of an 'OFTEC R534 non-conformity advisory notice' and you then have 28 days in which to rectify the

non-conformity to OFTEC's satisfaction. The continued registration (of both the technician and the business) depends on complying with the corrective actions that OFTEC requests

What if I disagree with the inspector's findings?

Our '[Rules of Registration R100](#)' provides a route for appeal. Your appeal must be made in writing to OFTEC within 28 days of being issued the inspection findings.

What happens if the inspection cannot be completed?

If your inspector is unable to view a recent sample of work covering all your registration scopes during the visit, a further visit will have to be arranged and this may be chargeable. To minimise costs, including your time, it is best to have a site(s) where your competency can be evaluated for all your scopes of registration on a single visit.

What happens if I postpone my appointment?

If an inspection appointment has been made and confirmed and is subsequently postponed an administration charge may apply.

What happens if I refuse or cancel an inspection?

Refusal to undertake, or the cancellation of, an inspection may result in suspension of your OFTEC registration (both the technician and the business).

Useful links

- The OFTEC Rules of Registration R100 is available to download [here](#).
- Insurance products are available from our preferred partners more information is available [here](#).
- OFTEC publications, control documentation and other work reporting forms can be obtained [here](#).
- Registration and technical updates are notified through OFTEC E-News these are available to download free of charge [here](#).
- A generic health and safety policy, advice on how to handle complaints and a generic complaints log can be found [here](#).