

OFTEC Information Sheet

OFTEC registration... the first steps



Your OFTEC regional inspector will soon carry out an audit of your business practices and evaluate 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 answer any questions that you may have and to help you prepare fully for your inspector's visit.

Why is my business being audited?

The application stage for your business's registration is complete and you have been granted probationary registration status. To complete your registration, a business audit and technical evaluation must now be completed by an OFTEC inspector. This must take place within three months of your application or following a break in your registration of six months or more. The inspection will ensure that your business operates in accordance with the requirements of our registration scheme, regional Building Regulations and the Health and Safety at Work Act 1974. For more information, see OFTEC's Rules of Registration R100¹.

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 inspector's visit?

The most important thing is to make arrangements for access to a site (or sites), so that your inspector can view recent examples of your work (or that of your registered technician(s) if you employ them) covering all of the scopes of registration you have applied for.

For example:

- If you have applied to be registered to 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 wish to be registered for.
- If you have applied to be registered to service and commission, please arrange access to an existing working installation to enable your inspector to evaluate your competency.

If you have not yet completed any installation work for the scope of registration you have applied for, please contact your inspector to discuss how best they can evaluate your competence by alternative means.

The inspection checklist

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

- A copy of your business's current public liability insurance² certificate and policy schedule (min cover £2m or €2.8m)
- Test equipment appropriate to your work and evidence of current calibration if required (e.g. flue gas analyser)
- Current OFTEC Technical Books³ including updates⁴ or equivalent technical reference material⁵
- A copy of your business's health and safety policy⁶ if held/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 resolved⁶
- Evidence of continued professional development (e.g. certificates of training courses, seminars or events attended)
- Documentation (e.g. CD/10, CD/11, TI/133D etc) that you use for reporting and recording of work (i.e. control documentation³)
- 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)



What is involved in the auditing and evaluation process?

An inspection normally starts at your business address and has the following format:

- The opening meeting explains the format 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 our registration scheme is completed.
- Technical competency is evaluated. This is done by practical demonstration during an on-site assessment as well as via questions.
- The closing meeting is an opportunity for your inspector to give feedback and recommendations. You will also 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 that your business procedures, documentation or on-site technical competence does not meet the requirements of our registration scheme (what we term a non-conformity) we will require you to carry out corrective action or remedial work.

Your inspector will issue you with an 'OFTEC R534 non-conformity advisory notice' and you then have 28 days in which to rectify the non-conformity to OFTEC's satisfaction. Your full registration will not be complete and your registration certificates and identity cards will not be issued until any corrective actions that OFTEC requests have been completed.

What happens if I disagree with the inspector's findings?

Our 'Rules of Registration R100'¹ provides a route for appeal. Your appeal must be made in writing within 28 days of the inspector's findings.

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 need to be arranged and this 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 the site(s) where your technical competency can be evaluated available during a single inspection 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.

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
- 4 Updates to OFTEC technical books are notified through OFTEC E-News and Oil Installer magazine and 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: <https://www.joinoftec.com/how-to-become-registered/>