



Registration
Services



Rules for Registration **R100**



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Introduction

OFTEC has been promoting excellence in oil fired heating and cooking since 1991. It has well established links throughout industry - in part through the trade association operation and with UK and Ireland government and European agencies.

OFTEC maintains a register of competent technicians which, in some regions, permits those registered to self-certify controlled services work they perform within their scope of registration. Types of controlled services work can include the installation of a fixed oil combustion appliance; installation of an oil supply, an oil tank, a wet or dry heating system, vented and unvented hot water systems and most recently electrical installations to Part P and some renewable technologies. Contact OFTEC on Tel 0845 65 85 080 or 01473 626 298 (UK) or 01-8645771 (Republic of Ireland) or visit our website www.oftec.org for a full list of registration scopes available.

In recognition of the high standards it promotes, OFTEC has acquired UKAS Accreditation for its registration schemes and has procedures in place that meet the requirements of ISO/IEC 17065:2012 (Requirements for bodies certifying products, processes and services).

This booklet has been prepared to provide registered technicians and those considering becoming registered, with information regarding the OFTEC registration schemes and

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the responsibilities and conduct expected of technicians performing installation and commissioning work under a scope of OFTEC registration. The aspiration of the OFTEC registration schemes is that customers employing the services of an OFTEC registered technician can be confident that the work will be performed to high standards and comply with relevant Building Regulations, British Standards, manufacturers installation requirements and industry codes of practice.

Please read this booklet carefully as it contains important information about the OFTEC registration schemes and explains the rules and conditions that you will need to follow to become registered and to maintain your registration status. This version (issue 11) supersedes previous versions and please periodically check the OFTEC website www.oftec.org that this issue has not been superseded.

These rules equally apply to England, Wales, Scotland, Northern Ireland, Republic of Ireland, Channel Islands and Isle of Man, unless an individual clause states otherwise.

If you need more information or advice on any aspect of the OFTEC registration schemes, please visit www.oftec.org or contact OFTEC registration services on Tel 0845 65 85 080 or 01473 626 298 (UK) or 01-8645771 (Republic of Ireland).

OFTEC registration scheme structure

The OFTEC registration schemes are designed so as to make businesses entering into contracts responsible for those contracts, whilst acknowledging the individual technical competence of operatives employed or contracted by registered businesses. The benefit being that the scheme allows technicians to change employer if so wished whilst retaining their individual competence.

OFTEC operate several schemes that a technician can join which have been developed to meet the many different installer scheme requirements in operation today -

- Competent Person Scheme for England, Wales, Isle of Man and the Channel Islands incorporating self-certification of controlled service work.
- Registration scheme for competent persons in Scotland, Northern Ireland and the Republic of Ireland.
- The Green Deal Installer Scheme in the UK.
- The Microgeneration Certification Scheme in the UK
- Non-Operative Registration for specifiers, consultants, trainers/ assessors etc.

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Full registration is open only to technicians who have suitable evidence of technical competence and who work for businesses that operate within the conditions set out in this booklet. OFTEC performs initial evaluation and then subsequent surveillance on registered businesses and technicians, which can result in steps being taken to ensure that high industry standards are being maintained. In the event that a registered business or technician does not comply with these rules of registration, their registration status may be suspended or withdrawn.

OFTEC is a company 'limited by guarantee' and a 'not for profit' organisation. Financial support is obtained solely via business and technician fees and through the work notification system when registrants self-certify controlled service installation work. Also OFTEC ask for re-imburement from registrants who miss inspection appointments or have a complaint upheld against them that needed an on-site inspection. Income is also obtained via policies sold via Trade Direct Insurance Services trading as OFTEC Insurance Services.

OFTEC Rules of Registration

1. Business registration – The Legal Entity

- 1.1 For a registered business to achieve and retain full registration status, the business must directly employ or use via a sub-contract arrangement at least one competent technician who is individually registered with OFTEC under the business for at least one scope of registration.

A registered business that offers a range of services must be able to demonstrate that it has a sufficient number of qualified and OFTEC registered technicians for the scope of its operation.

There is no limit to the number of operatives who can be registered as technicians within the same business.

Sole traders will require both business registration and individual technician's registration. This is because the business is regarded as the legal entity and the technician is regarded as holding the skill and competence.

- 1.2 When a business applies to become OFTEC registered, a business registration fee must be paid to OFTEC in addition to any individual technician registration fees associated with the scopes of registration that apply.

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However, if an enterprise is also a member of the OFTEC heating industry trade association and has paid the appropriate trade association membership fees, there is no additional business registration charge levied. Individual technician fees will still apply.

1.3 Certification

On being granted business registration following a successful evaluation, OFTEC will issue the business a certificate of business registration. The certificate remains the property of OFTEC and must be returned to OFTEC or destroyed if registration ceases for any reason. Identification Cards for registered technicians will also be produced to show individual competencies. If you need to provide a copy of your registration certificate to others please reproduce in its entirety.

1.4 Change of Details

OFTEC must be informed immediately if the details of a registered business, or any of its individual technicians, change. Changes that may affect registered status include, but are not limited to; legal status, trading name, address, contact details, and where a registered business ceases to directly employ or use via a sub-contract arrangement at least one competent technician who is individually registered with OFTEC for at least one scope of registration. Any major changes to quality management systems used must also be reported to OFTEC.

- 1.5 All registered businesses must ensure that the OFTEC registered technicians they employ or use via sub-contract comply with OFTEC's rules for individual technicians' registration. (See section 2).



1.6 A registered business must meet the regional requirements of registration as specified in the regional annexes of the OFTEC Technical Books.

1.7 **Health and Safety**

A registered business must comply with the relevant national requirements and legislation governing health and safety at work, have a written health and safety policy statement where required by law, and must conduct risk assessments where necessary.

1.8 **Complaints Log**

A registered business must record all complaints received about its work relating to materials, workmanship and compliance with building regulations, and record details of what was done to resolve the complaint. The business must keep these records for a minimum of six years and make available to OFTEC upon request.

1.9 **Workmanship Warranty**

OFTEC registered businesses self-certifying installation work in England and Wales must provide a workmanship warranty for their customers. Workmanship warranty gives customers peace of mind that any self-certified work will be covered by a six-year warranty. If any works directly attributable to the registered business do not comply with building regulations, and the business is no longer available to respond (i.e. ceased to trade), the warranty will cover the costs to rectify the defective work.

The warranty must last for a minimum of six years from the date the registered business notifies OFTEC that the installation is complete. The warranty cover must include any domestic properties and can be transferred to the new owner if the property is sold within this six-year period. If the method of providing this warranty is with OFTEC Insurance Services then end user warranty certificates will be provided when using the works notification system to self-certificate jobs. The policy will automatically be sent to the customer as part of the Building Regulation Compliance Certificate.

Installers may prefer to source their own policy which is acceptable providing they give the consumer similar cover.

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2. Individual technician registration

- 2.1 Before an application is made to become an OFTEC registered technician you must have passed an OFTEC or industry assessment in the scope of registration that you are applying for and hold a valid certificate of technical achievement. Alternatively, an assessment in an equivalent scope as defined by the Minimum Technical Competency (MTC) or by a relevant scheme document may be considered. For further details on MTC's see Glossary of Terms at the rear of this booklet.
- 2.2 For a technician to achieve and retain full technician registration status, they must be employed either directly or via a sub-contract arrangement by an OFTEC registered business. As an individual registered technician, OFTEC can register you with more than one registered business, but you must make clear on all documentation which registered business you are operating under contract for in each case.

2.3 Application or extending scope of registration

Applications for registration can be made by completing an OFTEC registration application form R250 for the competent person schemes or the R567 for the Green Deal Installer scheme or the R572 for the Microgeneration Certification Scheme. New registrations can only be processed by submitting the relevant application form with the required supporting information, passport photographs and appropriate fee to OFTEC. Alternatively, you can submit an application online through the OFTEC website www.oftec.org.

If a new applicant holds or has held a registration with an alternative Competent Person Scheme, Microgeneration Scheme or Green Deal Installer scheme then this must be made known to OFTEC upon application. If registration with a previous scheme was held then the reason for leaving must be disclosed.

- 2.4 A technician applying to become OFTEC registered must pay an individual technician registration fee to OFTEC in addition to any business registration fee. Registration periods can be for one year or for five year periods and further fees are payable when the registration is renewed. An individual technician's registration fee is personal to the technician only and does not give registration status to the business (i.e. legal entity) they work for.

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2.5 Once a technician's registration has been accepted, OFTEC will issue the technician with an identification card and a certificate of individual registration. Technicians should display their identity card at all times when performing the types of work for which they are registered and produce the card whenever asked to do so. The identification card and certificate remain the property of OFTEC and must be destroyed or returned to OFTEC if registration ceases for any reason. Registered technicians may extend their scope of registration during their registration period by completing and submitting an R526 extension of registration form with the applicable fee.

2.6 **Change of Details**

Individual technicians must inform OFTEC promptly of any changes to your personal details, or your employment status. See clause 1.4.

2.7 **Technical Reference**

Registered technicians are required to hold the current edition of the OFTEC technical books relevant to their scopes of registration when they undertook their last ISO/IEC 17024 competency assessment. Subsequent amendments to the OFTEC technical books should be maintained and managed in a retrievable format. Technicians will receive notification when a technical book is amended via the OFTEC electronic newsletter (if an email address is provided) otherwise notification of amendments will be published in the Oil Installer magazine.

As an alternative to the OFTEC technical books equivalent statutory and code of practice documents can be held, such as those listed in the additional information section located at the rear of this booklet. Technicians must familiarise themselves with their technical reference material and have access to other documents that OFTEC recommends registered technicians use as applicable to their scope of registration.

2.8 Registered technicians must have tools, equipment and instruments appropriate to perform their work in a professional manner, or have access to these through their employer. Tools, equipment and test instruments must be maintained and calibrated in line with the manufacturers' recommendations. Inspection of tools and proof of calibration must be made available to OFTEC upon request.

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3. General Conditions of OFTEC Registration

3.1 Fees

OFTEC sets its registration periods and associated fees which are available by contacting OFTEC Registration Services Tel 0845 65 85 080 or 01473 626 298 (UK) or 01-8645771 (Republic of Ireland) or via the website www.oftec.org. Fees may be subject to change.



3.2 Business and individual technician's initial registration for the competent person scheme commences for a probationary period from the date of processing the application. Following the registration of a business or technician, registration fees paid to OFTEC are non-refundable and non-transferrable.

3.3 Registration fees vary for the businesses and individual technicians and vary for certain scopes of registration. When you first apply for registration, you must pay the application fee (if applicable) as well as your first period registration fee. If you held a previous registration that has lapsed for six months or more you will be treated when re-joining as new and pay the application fee (if applicable). Those re-joining after 6-months absence will be placed on a probationary period of registration pending an evaluation.

Each time registration is renewed, you must pay the appropriate renewal registration fee.

Direct Debit payment options are available in certain regions but payers should be aware that if you default on payments, your business registration will be suspended until OFTEC receives the outstanding balance in full. Please contact OFTEC registration services for advice on payment options applicable to your registration and/or region.

3.4 OFTEC registration is subject to a technician holding valid and current certificates of achievement (certificates of achievement under BS EN 17024 are normally valid for five years).

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For Part P Electrical registration a technician is required to meet the minimum technical competence as detailed in Appendix 4 of the Electrotechnical Assessment Specification for use by Certification and Registration Bodies in its latest version. See OFTEC information publication 07 for further details.

For renewables registration qualifications mapped to the Qualifications and Credit Framework (QCF) units will be acceptable or you may be eligible to join under the experienced workers route. See OFTEC information publication 73 for further details.

- 3.5 It is the responsibility of every registered business and registered technician to ensure that their qualifications, payments and registration are current and kept up to date to ensure no breaks in registration. Breaks in registration will mean all privileges are lost and access to the work notification system will be stopped.

3.6 **Standard of work**

Registered technicians and businesses must go about their work safely and professionally to ensure the best possible efficiency, performance and safe use from their customers' heating equipment.

- 3.7 All work undertaken must comply with the statutory requirements of regional Building Regulations, health and safety provisions and any other relevant legislation applicable to your regions. Where appropriate OFTEC technicians should also work to relevant British/European Standards and Codes of Practice. Please refer to the regional annexes in the OFTEC technical books for further information.
- 3.8 All registered technicians are expected to keep themselves up to date with industry matters/changes affecting their scope of registration. This can be evidenced through continual professional development (CPD).
- 3.9 Registered businesses must hold and maintain sufficient public liability insurance being no less than two million pounds sterling (£2.0m) or 2.8 million euros (€2.8m) at all times. If the insurance expires and is not maintained, or is invalidated, the registered business must inform OFTEC immediately and cease carrying out work under the OFTEC banner until cover is re-instated. Where design work is undertaken, it is recommended that the registered business holds a minimum of £250,000 Professional Indemnity Insurance or as appropriate for their scope of work.

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- 3.10 OFTEC registered businesses should not sub-contract work for which they are registered to technicians and/or businesses that are not OFTEC registered. If a registered business sub-contracts to other OFTEC registered technicians or businesses, OFTEC will hold both parties responsible for any non-compliance resulting from defective work.
- 3.11 If an OFTEC registered business does sub-contract work to a business that is not OFTEC registered, OFTEC will hold the registered business entirely responsible for the work. You may also need to consider regional variances in the laws governing sub-contracted works and particular scheme requirements.
- 3.12 If you are an OFTEC registered technician and you lose your identification card, you must report the loss to OFTEC immediately. OFTEC will replace your card but may charge for issuing a replacement.
- 3.13 If OFTEC does not renew your business or individual technician's registration for any reason, you must destroy or return all identification cards and registration certificates that OFTEC has issued.

3.14 **Self-Certification**

In regions where requirements for notifying relevant controlled services works apply, registered businesses are required to self-certify these works through the OFTEC works notification system or in some instances (large projects) it may be more appropriate for the owner/specifier to apply for a building notice to Local Authority Building Control or Approved Inspector before the work commences. Where a building notice exists it may still be a requirement for members of a competent person scheme to self-certify their own work. Please check with the relevant authority or Approved Inspector before you start work.

Self-certification can be done by registered businesses through the OFTEC work notification system and we will send your customer a building regulation compliance certificate as well as notifying your local authority. If you fail to comply with building regulations requirements you are breaking the law, and your work will be considered as non-compliant.

If you self-certify through the OFTEC work notification system, you must do so within 21 days of the completion of the works which will enable OFTEC to submit the information to the local authority in the 30 day period allowed for self-certification.

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Notifications can be submitted online www.ofteconline.com, by fax 09055 689 003 or by telephone to OFTEC Tel 0845 65 85 080 or 01473 626 298 (UK) or 01-8645771 (Republic of Ireland) on normal working days between 9.00am to 5.00pm.

4. Initial Evaluation and Surveillance Inspections

4.1 Probation Period of registration for competent person scheme

When a business is first registered (or has had a break in registration for six months or more) the business is registered 'on probation' for three months. During this probationary period, OFTEC will audit and evaluate the business to ensure that it meets all current scheme requirements. Businesses and technicians will be able to self-certify their works in accordance with the Building Regulations during this probation period, and businesses will be listed as registered on the OFTEC website. However, registration documentation (identity cards and registration certificate) are only sent out once the business has been successfully evaluated. If following the 3 month probation period an evaluation has not been able to take place OFTEC will temporarily suspend registration until undertaken.

4.2 Surveillance Inspections

OFTEC will periodically monitor both the business and an individual technician's competence. OFTEC appoint Inspectors with the necessary skills, knowledge and experience to evaluate the business procedures, an individual's competence and compliance of work with the OFTEC scheme rules of registration. All appointed OFTEC inspectors are employed on a contracted basis and any conflict of interest with contracted Inspectors can be notified to the OFTEC Inspection Services Manager. There may be a requirement for observers from OFTEC or a scheme

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owner or an accreditation body to observe inspections from time to time and you will be notified in advance of this requirement.

Whilst you are registered an OFTEC inspector will visit your workplace to audit your business and then accompany a technician on-site to inspect their work on a periodic basis. The inspector will need to see examples of all the categories of work that are covered by your scope of registration. Any scope of registration that cannot be checked satisfactorily may be withdrawn. If a particular scope of work is held and it can be proven that no work of that type has been undertaken to date then OFTEC, at its discretion, may allow registration to continue as long as it is satisfied the knowledge and understanding of the work is proven and that the business has the capability/tools/equipment to undertake the work competently when required (i.e. a desktop review). We may want to inspect the first sample of work undertaken with this additional inspection being chargeable.

You may receive more frequent inspections under a risk based approach with OFTEC wishing to inspect more than one sample of work undertaken at one time. OFTEC reserves this right to inspect more frequently and may wish to select sites from your internal records or from the work notification database. Additional inspections not covered by the normal registration fee may incur additional charges.

- 4.3 The inspector will make an appointment with the registered business giving sufficient notice for the inspection. In most cases once businesses are notified for



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an inspection OFTEC give a 3-month window for completion. Failure to have an inspection may result in registration being suspended until taken. The technician selected for inspection must be available on the appointment date and access to the business premises made available. If you do not keep an agreed and confirmed inspection appointment OFTEC will charge the registered business a post-ponement fee.

4.4 Compliance

If a routine inspection proves the work is non-compliant or unsatisfactory, OFTEC will require the registered business to take remedial action. You will be issued with a 'non conformity notice' and have 28 days in which to rectify the non-conformity to OFTEC's satisfaction. Your continued registration (of both the technician and the business) depends on complying with the corrective actions that OFTEC requests.

- 4.6 If OFTEC judges the non-compliance to be very serious, or if you do not comply with a non-conformity notice, OFTEC may decide to revoke registration from the registered business and/or from an individual registered technician working for that business.
- 4.7 If you disagree with an OFTEC Inspectors' findings or directions, a registered business and/or technician can appeal in writing to the OFTEC Inspection Services Manager.

5. Microgeneration Certification Scheme (MCS)

- 5.1 OFTEC can offer registration for the Microgeneration Certification Scheme in accordance with Microgeneration Installation Standard MCS 001 in its latest issue. OFTEC offers registration for various renewable technologies as listed on the website www.oftec.org.



- 5.2 Registrants holding MCS registration must have membership of the Renewable Energy Consumer Code (RECC) or equivalent approved by the Trading Standards Institute (TSI) and if they cease to be members must notify OFTEC immediately. More information about Renewable Energy Consumer Code (RECC) please visit their website www.recc.org.uk
- 5.3 For MCS registration businesses shall have in place a maintained documented quality management system and be able to demonstrate the use of the system on initial evaluation and subsequent surveillance inspections.

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- 5.4 The business shall specify a named individual 'nominee' whose responsibility shall be the control and to have overall supervision of all activities which fall within the scope of the scheme.
- 5.5 All MCS registrants will be registered with the Secretary of State for Energy and Climate Change appointed MCS Administrator and this will be done automatically upon initial acceptance of registration or renewal. The MCS Administrator Licence fee will be paid for by OFTEC collected via the OFTEC MCS registration fee.
- 5.6 All renewable technology installations done under MCS must be notified by the registered business through the MCS Installation Database for which there will be a fee per installation collected directly by the MCS Administrator. A certificate will be obtained from the MCS Installation Database and this shall be provided to the customer no later than 10 working days after the date of commissioning and hand over. This notification to the MCS Installation Database is in addition to any Building Regulations approval required from Local Authority Building Control or self-certification via a Competent Person Scheme.
- 5.7 Surveillance of MCS businesses will be in accordance with scheme document MCS 001 in its latest edition available off the MCS website www.microgenerationcertification.org. Where requested, the Company shall provide details of recent or current installations as required by OFTEC. The Company shall arrange access to installations selected by the Inspector.

6. Green Deal Installer Scheme

- 6.1 OFTEC offers a range of registration classes for installers wishing to install under the Green Deal Finance Scheme and Publicly Available Specification (PAS) 2030 (Improving the Energy Efficiency of Existing Buildings). The scopes of registration offered are for Building Services Mechanical (BSM) measures and the current list of Annexes available can be obtained via the OFTEC website www.oftec.org/technicians/green-deal-registration



- 6.2 Green Deal registrants are required to hold a copy of PAS 2030 in its latest edition and a copy of the latest Green Deal Code of Practice issued by the Department of Energy and Climate Change.

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- 6.3 For Green Deal registration businesses shall have in place a maintained documented quality management system acceptable under PAS 2030 and be able to demonstrate the use of the system on initial evaluation and subsequent surveillance inspections.
- 6.4 Installations carried under a Green Deal finance plan are to be notified to OFTEC within 7-days of the work being completed. Notifications for Green Deal can be carried out via the OFTEC online works notification system for self-certifying controlled service work under Building Regulations.
- 6.5 Surveillance of Green Deal businesses will be in accordance with the latest edition scheme document PAS 2031 (Certification of Energy Efficiency Measure Installation Services).

7. Leaving the OFTEC Registration Schemes

- 7.1 If you wish to resign from any of the schemes, you must give OFTEC written notice.
- 7.2 The registered business remains liable for any outstanding debts payable to OFTEC which must be paid promptly.
- 7.3 Your resignation will become effective only when you have:
 - Paid all fees and any other monies owed to OFTEC
 - Satisfactorily completed any remedial works as required by OFTEC if under a non-conformity notice following an inspection or complaint investigation.

7.4 **Withdrawal of Registration**

OFTEC may initially suspend or revoke your registration if a registered business or technician does not comply with these rules of registration, or brings OFTEC into disrepute.

- 7.5 When the business or individual registration is suspended or revoked, OFTEC may still require the registered business to undertake remedial works to OFTEC's satisfaction or engage a third party to rectify on their behalf.
- 7.6 A registered business and/or individual registered technician can appeal to OFTEC to review their case against suspension or a registration being revoked by writing in the first instance to the OFTEC Compliance Manager within 28 days of the date of notice of registration being suspended/revoked.

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All appeals will be forward and considered by OFTEC's Registration Services Director and the outcome relayed back to the business/technician.

- 7.7 If the outcome of your appeal is for the suspension or revocation to remain in force after appeal, you have a further route for a 2nd appeal to the OFTEC Scheme Committee (OSC). The 2nd appeal must be made in writing within 28 days of the Registration Services Directors outcome addressed via OFTEC to the current Chairperson of the OFTEC Scheme Committee. The OSC chair's decision will be final and binding.
- 7.8 While your case is under appeal (that is, from the date you lost registration to the date of notification of the result of the appeal) your registration will remain withdrawn. During this period the registered business/technician must comply with the rules of registration, but not make any new use of the OFTEC logo, describe themselves as OFTEC registered, or display OFTEC certificates or identification cards. During this period you will be unable to self-certify any works in participating regions or appear on the OFTEC 'Find a Technician' website search.
- 7.9 If OFTEC revokes your registration, you can only apply for re-registration after the second anniversary of the date the business/technician lost registration. Further registration will only be granted if OFTEC is satisfied that the issues leading to your loss of registration have been rectified, and that the management of the business will not allow similar issues to re-occur. OFTEC may require that technicians re-train and be re-assessed, and pay for an additional inspection before re-registration can be granted.
- 7.10 Under the Competent Person Scheme licence with Department of Communities and Local Government (DCLG) and the Welsh Government details of registrants who have had their registration revoked will be detailed on the Competent Person website accessible only by other licenced CPS organisations. Details may also be published in OFTEC trade publications.

8. Use of the OFTEC Registration Logo and other Scheme logos

- 8.1 Businesses and technicians registered with OFTEC may display the OFTEC registration logo when issued on letter headings, vehicles, premises, websites, advertisements and other documents in accordance with the official guidance for the logo use.

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- 8.2 If a business or technician ceases to be registered they must immediately withdraw any documentation showing the logo and remove the logo from letter headings, vehicles, premises, websites, advertisements and other documents. Failure to do so may result in Trading Standards being advised who may take action for misuse of a registered trade mark. Registration certificates and technician ID cards must also be removed from display and either returned to OFTEC or destroyed.
- 8.3 MCS and Green Deal logos are allowed to be used by participating registered businesses for those schemes once the required sub-sub-licence is signed by both parties. Guidelines for the use of the logos will be provided and must be adhered to.

9. Complaints against registered businesses

- 9.1 When a registered business receives a complaint from a consumer alleging that work carried out does not comply with Building Regulations or is unsafe, the registered business must respond to the complainant to address the complaint without delay and in accordance with their own complaints procedure. Any remedial action must be taken as appropriate and the details recorded in the businesses complaints log. Business complaint logs must be made available to OFTEC upon request.
- 9.2 In the event that a complaint is made by a consumer to OFTEC about a registered business or technician, an inspection may be required as part of an investigation

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as required by the OFTEC Technical Dept. Customer complaint information will remain confidential to OFTEC unless required in a Court of Law.

For further information about how OFTEC handle consumer complaints please see Publication 09 'What to do if you have a complaint' available to download via www.oftec.org or by contacting Registration Services on Tel 0845 65 85 080 or 01473 626 298 (UK) or 01-8645771 (Republic of Ireland).

- 9.3 On receiving a complaint from a consumer and following an initial internal review by the OFTEC Technical Dept. we will notify the registered business concerned in writing. When required the registered business must respond promptly to any request for information from OFTEC and must provide full co-operation in resolving the matter. During any investigation you may be required to submit supporting evidence/documentation before, during or after any required site inspection.
- 9.4 If a site inspection is required as part of an investigation the registered business/ technician will be required to attend throughout the inspection or if not possible then be available to respond to queries from the investigating team and/or provide information to support their view of the complaint.
- 9.5 If an investigation concludes that work carried out by a registered business does not comply with Building Regulations or is unsafe, the registered business must, at its own expense, complete remedial action as required by OFTEC if covered by the original contract of work.



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OFTEC cannot get involved in contractual or financial disputes so where any remedial work is required that was not included in the original contract of work OFTEC will expect the homeowner, or the person ordering the work, and the registered business to reach an amicable agreement regarding apportioning of costs associated with the remedial work.

- 9.6 If a registered business fails to co-operate with OFTEC we may at our discretion still arrange an inspection and/or appoint another registered business to undertake remedial action. The registered business shall be liable to pay all costs incurred in this instance.
- 9.7 If you disagree with the outcome of a complaint investigation, you can appeal to OFTEC against the decision. Appeals, including grounds for the appeal, should be made to the OFTEC Compliance Manager in writing within 28 days of the date of notification of a decision from OFTEC. The Compliance Manager will instruct the OFTEC Inspection Services Manager to review the appeal.
- 9.8 On receiving an appeal, the Inspection Services Manager will evaluate the findings of the complaint inspection/investigation against the grounds for appeal and any new evidence submitted by the business or technician. The business and/or technician will be notified of the outcome.
- 9.9 If you do not agree with the outcome of your appeal, you may submit a second appeal in writing, and within 28-days of notification of the outcome to the Registration Services Director. On receipt of a second appeal the Registration Services Director will consider the grounds for your appeal and any new evidence to support your appeal. Any outcome will be relayed in writing.
- 9.10 If you disagree with the outcome of your second appeal you will be allowed one final appeal to the OFTEC Scheme Committee. This final appeal must be made in writing within 28-days addressed via OFTEC to the current Chairperson of the OFTEC Scheme Committee (OSC). The OSC chair decision will be final, conclusive and binding.
- 9.11 A registered business/technician is responsible for their own appeal costs.

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9.12 Where a consumer complaint is upheld, you will be asked to reimburse OFTEC for any costs it incurred to investigate the complaint. If you do not meet these costs, OFTEC may suspend registration of the business and/or the technician concerned.

10. Complaints about OFTEC

10.1 OFTEC will investigate any expression of dissatisfaction about its services, decisions or employees. If you wish to complain about OFTEC, you should do so in writing to the OFTEC Director General, who will appoint an appropriate person to investigate the complaint.

10.2 On completion of an investigation, OFTEC will advise you of the outcome of your complaint and where appropriate, take corrective action.

10.3 If you disagree with the outcome of your complaint, you can appeal to OFTEC against the decision. Appeals, including grounds for the appeal should be made to the OFTEC Director General in writing, and within 28 days of the date of notification of a decision from OFTEC.

10.4 On receiving an appeal, the OFTEC Director General will appoint a committee of three independent people to consider your appeal. The committee will include one member of the OFTEC Scheme Committee (OSC) who will act as chair-person of the Appeal Committee. The decision of the Appeal Committee is final, conclusive and binding.

11. Non-Operative Registration

11.1 If you work in the oil heating sector but 'off the tools' holding OFTEC non-operative registration means you benefit from being part of an organisation that shows your professionalism and states you hold competence in the chosen scopes of registration. You will benefit by obtaining regular industry updates, Oil Installer magazines, access to technical help, access to a dedicated section of the website for oil technicians and discounts on industry products via OFTEC Direct.

11.2 Application is via application form R252 available via the OFTEC website www.oftec.org

- 11.3 If you do still want to be active (i.e. on the tools) in oil heating and be able to self-certify work in accordance with Building Regulation (in participating regions) then you must register as a full operative and gain full registration status by registering using OFTEC R250 application form. See clause 2.3
- 11.4 Registering as a non-operative means you will not be able to access the OFTEC work notification system for self-certifying installation work nor will you appear on the 'find a technician' website search for consumers.
- 11.5 To register as a non-operative you must hold a current ISO/IEC 17024 assessment/qualification for the categories in which you wish to register. Registration is for five year periods after which you will be invited to renew. Assessments also need to be renewed every five years.
- 11.6 Businesses utilising solely non-operatives are not required to undertake initial evaluation or subsequent surveillance. This scheme operates outside of the accreditation of ISO/IEC 17065:2012 (Requirements for bodies certifying products, processes and services).

GLOSSARY OF TERMS USED IN THIS BOOKLET

CPS

Competent Person Scheme licenced by the Department of Communities and Local Government (DCLG) and The Welsh Government. Also authorised to operate in Jersey, Guernsey and the Isle of Man.

Certification Body

A Body Accredited by a national accrediting authority (for example, the United Kingdom Accreditation Service (UKAS) or equivalent).

Controlled Service Works England and Wales

The Building Act 1984 requires a person engaging in certain types of building works to give Building Notice or Building Regulations approval to Building Control. Members of Competent Person Schemes are exempt from the need to give such notice and can self-certify their work through their registration body. In most instances the registration body will automatically notify the local building control of the works and will issue a building regulations compliance certificate to the occupier.

Glossary of Terms

The Building Act states that work must be notified to the local authority building control within 30 days of completion of the works. To enable the registration body to make this notification on behalf of its members, members must have submitted their self-certification for the work within 21 days of completion.

Disrepute (this list is not exhaustive)

Bringing the name or reputation of OFTEC into disrepute could include:

- works that do not comply with regional Building Regulations or where appropriate British/European Standards and Codes of Practice
- not notifying controlled service works
- not complying with non-conformity notices
- not co-operating with an OFTEC official
- not replying to communications
- not allowing surveillance inspections
- not following OFTEC requests
- withholding relevant information relating to a complaint or inspection findings
- elusive behaviour
- making defamatory comments about OFTEC

Minimum Technical Competency (MTC)

Minimum technical requirements for work undertaken through Competent Person Schemes approved under Schedule three of the Building Regulations for England and Wales. MTC documents are available via DCLG [https://www.gov.uk/competent-person-scheme-current-schemes-and-how-schemes-are-authorised](https://www.gov.uk/competent-person-scheme-current-schemes-and-how-schemes-are-authorised#how-schemes-are-authorised)

OFTEC

OFTEC (Oil Firing Technical Association) is a trade association made up of member companies and a registration body for businesses and registered technicians.

OSC

OFTEC Scheme Committee operating as the impartiality committee for ISO/IEC 17065:2012 (Requirements for bodies certifying products, processes and services).

Equivalent Documents

Operative

A technician who installs, commissions, maintains or repairs heating system equipment.

Non-Operative

A person who holds a current certificate of technical achievement and is involved in the oil heating industry but is not actively installing, commissioning, maintaining or repairing equipment (i.e. off the tools)

Regions

Some areas within the United Kingdom and the Republic of Ireland operate Building Regulations specific to their area and local government. These Building Regulations requirements can vary regionally.

UKAS (United Kingdom Accreditation Service)

21-47 High Street, Feltham, Middlesex. TW13 4UN, Tel: +44 (0) 20 89178400

The organisation recognised by the UK Government as the national body for accreditation.

Works Notification

OFTEC provides an online self-certification process for its registered businesses. Using the Works Notification system ensures that your work is notified to Local Authority Building Control within the agreed timescales and that the occupier is provided with a building regulations compliance certificate. Notification states that the work undertaken complies with Regulations 4 and 7 of the Building Regulations in England or Wales or regional equivalents in the other regions.

EQUIVALENT DOCUMENTS TO OFTEC TECHNICAL BOOKS

Technical Book 1 – Scopes OFT10-101 / OFT10-102 / OFT10-105E / OFT10-600a

The Management of Health and Safety at Work Regulations 1999

The Manual Handling Operations Regulations 1992

The Personal Protective Equipment at Work Regulations 1992

The Health and Safety (Display Screen Equipment) Regulations 1992

The Provision and Use of Work Equipment Regulations 1998

The Noise at Work Regulations 1989

The Work at Height Regulations 2004 (WAHR)

Equivalent Documents

The Control of Substances Hazardous to Health Regulations 2002
The Control of Asbestos at Work Regulations 2002
The Control of Lead at Work Regulations 1980
The Health and Safety Information for Employees Regulations 1989 (amended 1995)
The Carriage of Dangerous Goods by Road Regulations 1996
Safety Representatives and Safety Committee Regulations 1977 and Health and Safety (Consultation with Employees) Regulations 1996
The Health and Safety (First Aid) Regulations 1981
The Chemicals (Hazard Information and Packaging for Supply) Regulations 1994 amended 2002

Technical Book 2 – Scope OFT10-101

BS 2869 Fuel oils for agricultural, domestic and industrial engines and boilers - Specification

BS 5410 - 1 Code of practice for oil firing - Part 1: Installations up to 45 kW output capacity for space heating and hot water supply purposes

BS 5410 - 2 Code of practice for oil firing - Part 2: Installations of 45 kW and above output capacity for space heating, hot water and steam supply services

BS 7671 Requirements for electrical installations - IEE Wiring Regulations - Seventeenth edition

BS 799 - 8, EN 226 Oil burning equipment - Specification for connecting dimensions between atomizing oil burners and heat generators

BS EN 267 Automatic forced draught burners for liquid fuels

Technical Book 3 – Scope OFT10-101 / OFT10-102 / OFT10-105E / OFT10-600a

BS 5410 - 1 Code of practice for oil firing - Part 1: Installations up to 45 kW output capacity for space heating and hot water supply purposes

BS 5410 - 2 Code of practice for oil firing - Part 2: Installations of 45 kW and above output capacity for space heating, hot water and steam supply services

Equivalent Documents

BS 7671	Requirements for electrical installations - IEE Wiring Regulations - Seventeenth edition
BS 799 - 5	Oil burning equipment - Carbon steel oil storage tanks - Specification
BS EN 1254 - 2	Copper and copper alloys - Plumbing fittings. Fittings with compression ends for use with copper tubes

Regional Requirements

England

Building Regulations Approved Document J
The Control of Pollution (Silage, Slurry and Agricultural Fuel Oil) Regulations 1991
The Control of Pollution (Oil Storage) (England) Regulations 2001
PPG 2 - Above ground oil storage tanks
PPG 27 - Installation, decommissioning and removal of underground oil storage tanks

Wales

Building Regulations Approved Document J
The Control of Pollution (Silage, Slurry and Agricultural Fuel Oil) Regulations 1991

Scotland

Scottish Domestic Technical handbook 2010 – Section 3 Environment
The Water Environment Oil Storage (Scotland) Regulations 2006
The Building (Scotland) Regulations
The Control of Pollution (Silage, Slurry and Agricultural Fuel Oil) (Scotland) Regulations 2003
PPG 2 - Above ground oil storage tanks
PPG 27 - Installation, decommissioning and removal of underground oil storage tanks

Northern Ireland

Building Regulations Technical Booklet L
The Control of Pollution (Silage, Slurry and Agricultural Fuel Oil) Regulations (Northern Ireland) 2010

Republic of Ireland

Building Regulations Part J

Jersey

Building Regulations Technical guidance Part 3

Guernsey

Building Regulations Part 3

Equivalent Documents

Isle of Man

Building Regulations Part J

Technical Book 4 – Scope OFT10-101 / OFT10-102 / OFT10-105E

BS 12828	Heating systems in buildings - Design for water-based heating systems
BS 1443	Chimneys - General requirements
BS 1566 - 1	Copper indirect cylinders for domestic purposes. Open vented copper cylinders - Requirements and test methods
BS 1856 - 1	Chimneys - Requirements for metal chimneys - System chimney products
BS 1856 - 2	Chimneys. Requirements for metal chimneys. Metal flue liners and connecting flue pipes
BS 5410 - 1	Code of practice for oil firing - Part 1: Installations up to 45 kW output capacity for space heating and hot water supply purposes
BS 5410 - 2	Code of practice for oil firing - Part 2: Installations of 45 kW and above output capacity for space heating, hot water and steam supply services
BS 6700	Design, installation, testing and maintenance of services supplying water for domestic use within buildings and their curtilages - Specification
BS 7671	Requirements for electrical installations - IEE Wiring Regulations - Seventeenth edition

Regional Requirements

England

Building Regulations Approved Document J
Building Regulations Approved Document L1
Building Regulations Approved Document L2

Wales

Building Regulations Approved Document J
Building Regulations Approved Document L1
Building Regulations Approved Document L2

Equivalent Documents

Scotland

Scottish Domestic Technical handbook 2010 – Section 3 Environment
Scottish Domestic Technical handbook 2010 – Section 6 Energy
The Building (Scotland) Regulations

Northern Ireland

Building Regulations Technical Booklet L
Building Regulations Technical Booklet F1
Building Regulations Technical Booklet F2

Republic of Ireland

Building Regulations Part J
Building Regulations Part L

Jersey

Building Regulations Technical Guidance Part 3
Building Regulations Technical Guidance Part 11

Guernsey

Building Regulations Part J
Building Regulations Part L

Isle of Man

Building Regulations Part J
Building Regulations Part L

Technical Book 5 – Scope OFT10-102

BS 2869	Fuel oils for agricultural, domestic and industrial engines and boilers - Specification
BS 5410 - 1	Code of practice for oil firing - Part 1: Installations up to 45 kW output capacity for space heating and hot water supply purposes
BS 7671	Requirements for electrical installations - IEE Wiring Regulations - Seventeenth edition
BS 799 - 2	Oil burning equipment. Specification for vaporizing burners

Technical Book 7 – Scope OFT10-201

BS 2869	Fuel oils for agricultural, domestic and industrial engines and boilers - Specification
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Equivalent Documents

BS 5410 -1	Code of practice for oil firing - Part 1: Installations up to 45 kW output capacity for space heating and hot water supply purposes
BS 5410 -2	Code of practice for oil firing - Part 2: Installations of 45 kW and above output capacity for space heating, hot water and steam supply services
BS 7671	Requirements for electrical installations - IEE Wiring Regulations - Seventeenth edition
BS EN 267	Automatic forced draught burners for liquid fuels

Note: The publications identified may only cover in part the relevant sections of the technical book and all would be required to be held to demonstrate equivalence to the relevant technical book.

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