



Commission for Energy Regulation

An Coimisiún um Rialáil Fuinnimh

**COMPETENCY ASSESSMENT CERTIFICATION SCHEME
FOR INDIVIDUAL GAS INSTALLERS IN IRELAND**

**OPERATIONAL REQUIREMENTS FOR CERTIFICATION BODIES OPERATING A
COMPETENCY ASSESSMENT CERTIFICATION SCHEME FOR REGISTERED GAS
INSTALLERS IN IRELAND**

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1.0 INTRODUCTION AND SCOPE

1.1 The introduction of the regulation of the activities of gas installers under the Electricity Regulation Act, 1999, as amended¹, which is the parent legislation, has increased consumer and gas industry confidence in the competence of gas installers to carry out gas work safely.

Under the regulatory scheme the Commission for Energy Regulation (CER) appointed the Register of Gas Installers of Ireland (RGII) as the Gas Safety Supervisory Body (GSSB) with responsibility for registering gas installers and regulating their activities with respect to safety. In order to carry out 'gas works' a gas installer must register with RGII as a Registered Gas Installer (RGI). In order to maintain their registration status an RGI must hold a valid certificate of competence issued by a Certification Body that has been assessed and accredited against the requirements of ISO/IEC 17024, by a National Accreditation Body signatory to the IAF multilateral agreement (e.g. INAB, UKAS etc.) to certify the competence of personnel. Individuals are required to demonstrate competence in safe gas work by successfully completing agreed standard assessments administered by an accredited Certification Body.

1.2 The scheme brings about the need for assessment to be carried out separately from any training, to ensure the objectivity and impartiality of the assessment process. Effective separation is achieved by satisfying the requirements of ISO/IEC 17024:2012.

1.3 The objectivity and impartiality of the scheme is processed to give confidence that the individual who is awarded a certificate is competent to carry out gas work safely in the area of certified competence.

1.4 All of the assessment criteria and these Operational Requirements developed and used in the Scheme have been agreed, verified and approved by the Scheme Committee.

1.5 The CER will act as custodians of these Operational Requirements and Assessment Criteria for the scheme. The Scheme Committee will be responsible for the development and maintenance of the competence criteria.

1.6 The GSSB has responsibility for operating the Register of Gas Installers. The GSSB will hold details of all Registered Gas Installers (RGIs) who have undertaken competency assessments in Gas Safety e.g. Domestic Gas Safety (DGS) and any other developed modules as deemed necessary by either CER or the GSSB. The Register of Gas Installers contains details only of Registered Gas Installers.

¹ By the Energy (Miscellaneous Provisions) Act 2006 and the Biofuel (Obligation and Miscellaneous Provisions) Act 2010.

1.7 The GSSB will update the register based on information received from accredited certification bodies and the information is accessible to anyone with a legitimate interest, in accordance with any National Data Protection requirements.

1.8 The scheme applies to all individual gas installers who under the provisions of the Electricity Regulation Act, 1999, as amended, must be registered with the GSSB. The scheme is limited to competence in safe gas work. Gas installers who have been issued with gas safety certificates of competence from an accredited CB operating under the requirements of the scheme will be recognised by the GSSB as holding valid certification as required for continuance of registration. For the avoidance of doubt this scheme only applies to the Republic of Ireland, i.e. it does not apply to Northern Ireland.

1.9 Considerations

The following matters have been considered in the process of deciding the scope of the scheme:

- i. Gas legislation, gas standards etc, which impact directly on the competencies required to be able to carry out *gas works* safely. The specific gas legislation etc, relevant to that work, is set out in the section below.
- ii. Non-gas safety legislation that impacts not only on the trade of a gas installer business (employed or self-employed) but also on business in general.
- iii. The advice and views of industry and other interested parties were taken into account in deciding that assessment will be limited to competency in gas safety aspects relating to *gas works* as defined in the legislation including limited electrical safety (minor electrical works).
- iv. Technical and other ongoing advances in appliance design and manufacture and the safety requirements for the correct commissioning of these appliances including electrical requirements.—This will be included in the appropriate appliance Assessment Criteria and will form part of that appliance gas safety assessment.

1.10 Parameters

- a) The scheme will assess installers competence to carry out *gas works* safely either through:
 - i. **Initial assessment** - available to gas installers taking specific assessment(s) in the scheme for the first time.

- ii. **Reassessment** - only available to those gas installers renewing certificate(s) previously issued under this Scheme.

1.11 Specific gas legislation, normative and informative documents, relevant to safe gas work

- a) A list of relevant gas legislation and normative documents are referenced in the associated Practical Assessment Criteria and Knowledge & Understanding Assessment Criteria documents.

2.0 THE ASSESSMENT OF COMPETENCE IN SAFE GAS WORK

2.1 A Certification Body must approve each assessment location used for conducting assessments in accordance with the CB's Operating Procedures. The accredited Certification Bodies shall design, develop and implement the gas safety assessments using the agreed assessment criteria. Ref: Scheme Committee approved Practical Assessment, and Knowledge & Understanding Assessment Performance Criteria.

2.3 Gas Safety Assessments comprise of a combination of Performance (practical) Assessment with Oral Questioning clarifying the candidate's understanding/ response where appropriate by the assessor and written objective style Knowledge and Understanding questions.

2.4 Each Gas Safety Assessment reflects the competence that a candidate is required to demonstrate in accordance with assessment criteria.

2.5 Certification Bodies are responsible for ensuring that changes in content of normative and/or legislative documents that affect the outcome of performance and/or knowledge and understanding assessments approved by the Scheme Committee are required to:

a) Amend assessment documentation to take any changes into account.

b) Ensure that approved Assessment Centres conduct assessments which include the changes on a date agreed with the CER and/or the Scheme Committee which will normally be within 3 months of the publication of such amended Scheme Committee documents. Once the changes have been implemented, the Certification bodies are required to confirm this to the Scheme Committee'.

2.6 The assessment(s) require the candidate to:

a. Complete a practical assessment,

b. Complete a written assessment, and

c. Where necessary, correctly answer any oral questions posed by an assessor.

All practical, written and oral assessments undertaken by the candidate must be assessed by a competent Assessor and Internal Verifier. Persons undertaking these tasks must be approved by the a Certification Body.

2.7 Evidence of competence must be primarily provided through practical assessment. Ref: Scheme Committee approved Practical Assessment Performance Criteria.

2.8 Written questions must assess the essential knowledge and understanding of gas safety that the candidate must demonstrate in those aspects of safe gas work that the practical assessment is not designed to provide. This is to ensure that competence is demonstrated across the work range. Details are provided in the Knowledge and Understanding Performance Criteria for Domestic Gas Safety Assessments.

2.9 The written assessment(s) will all be multiple choice and open book with more than one suite of exams.

2.10 Candidate's responses will require 100% of the questions to be answered correctly.

2.11 The written assessment should be undertaken in close association with the practical assessment.

2.12 The written assessment must be undertaken in a suitable, quiet location, where candidates must be seated at separate tables with adequate space between them.

2.13 The Assessment Centre will provide candidates with stationery required to complete the assessment.

2.14 The written assessment will be under the control of a qualified Assessor who is approved by the Certification Body. An invigilator may be appointed by the assessor, to administer, conduct and oversee written assessments on their behalf.

2.15 Candidates must be informed that they should only communicate with the assessor or invigilator during the written assessment.

2.16 Candidates may be allowed to use their own current reference material during the assessment.

2.17 Reference documents must be normative, industry or legislative source publications, or material adapted or adopted from training programmes or other sources provided they require gas safety knowledge to be used to select the information needed to demonstrate competence.

2.18 The marking and scoring of written assessments must conform to agreed Certification Body practice. The Assessment Centre must provide candidates who do not answer all written questions correctly with a new response sheet on which to record their subsequent answers.

2.19 For candidates carrying out assessments a result of less than 100% will require the candidate to re-answer those incorrect questions on a clean answer sheet. The timing of retaking will be at the discretion of the Assessment Centre. Retaken theory assessments must be of a different suite of exam papers than the previous paper and completion of retakes must be within three months from the commencement of the written. The Assessment Centre must make available to the candidate, written information to identify the areas where competence was not demonstrated. A maximum of three attempts to achieve 100% is permitted. If 100% is not achieved within the three month period, the candidate can re-apply for assessment. Candidates re-applying for assessment will be assessed on a new suite of written questions.

2.20 For candidates carrying out Assessments, where the candidate answers less than 100% correctly but not less than 80%, candidates can re-answer those incorrect questions in writing at a second attempt on a clean answer sheet or can be re-questioned for the second attempt orally at the discretion of the assessor. Only those questions to which the candidate gave incorrect or insufficient responses need be re-questioned and these oral questions and the candidate's responses must be recorded on the candidate's assessment documentation. A maximum of three attempts to achieve 100% is permitted. If 100% is not achieved the installer may re-apply for assessment at a later date. Candidates re-applying for assessment will be assessed on a new suite of written questions.

2.21 For candidates renewing Certificates of Competence after the five year period, the requirements as outlined in 2.19 and 2.20 above also apply.

2.22 The assessor will sign and date the candidate's written assessment documentation.

2.23 The Internal Verifier will verify, countersign and date the written assessment documentation as confirmation of the result.

2.24 Records of candidates' answers, both oral and written, must be kept secure and recoverable for verification in accordance with the requirements of the Certification Body.

2.25 Where competence is fully demonstrated in the written and practical assessment, oral questioning is not necessary. However, the assessor may question the candidate orally whenever the assessor considers it necessary to confirm that the candidate is competent.

2.26 The assessor may ask oral questions:

- a) During or immediately following a practical assessment and/or on completion of the written assessment.
- b) The questions must be relevant to the assessment criteria.
- c) Oral questions may be used to supplement the evidence provided by the candidate during the assessment.
- d) . Responses to oral questions must be recorded on the candidate assessment documentation.
- e) The assessor must not ask the candidate leading or closed questions.
- f) The assessor must not coach or lead the candidate towards providing correct answers.

2.27 A competent performance requires the candidate to complete assessments within the time allocated by the Certification Body in accordance with their procedures.

2.28 The assessor may at his/her discretion allow additional time for the candidate to complete the assessment if in their opinion the candidate would be able to complete the assessment in a competent manner. This additional time will also provide for flexibility where there are unforeseen assessment contingencies.

2.29 The allowance should only be made when it helps the candidate to progress to a successful completion during the extended period. The allowance cannot be made if the assessor decides that the candidate will not be competent at the end of the allocated time. In addition, the allowance cannot be made in order that the candidate has time for repeats or corrections that would help them pass.

2.30 At the discretion of the assessor a further time allowance may be granted for candidates with special needs. If an interpreter or reader is required, the person undertaking these duties must not lead or coach the candidate and must countersign the assessment documentation.

2.31 The assessor makes the recommendation on the outcome of the assessment. The only recommendations that can be made, based on the evidence provided by the assessment are;

- a) The candidate is recommended for certification.
- b) The candidate is not recommended for certification.

2.32 The Assessors recommendation must be independently reviewed according to the Certification Body requirements.

2.33 Only the Certification Body is able to make the Certification decision and decide whether to issue certificates based on the evidence of the assessment that has been provided by the Assessment Centre.

2.34 The Certification Body will, as part of its Quality Assurance procedures, describe the mechanism it has in place to carry out the Certification decision. The requirements and qualifications of individuals carrying out this function will be approved and monitored by the Certification Body in accordance with the requirements of ISO/IEC 17024 and this scheme document.

2.35 Due to the nature of the practical assessment, gas fittings used for the assessment(s) in Assessment Centres may not necessarily conform to legislative, statutory or codes of practice requirements. Where this is the case it is the responsibility of the designated person in the Assessment Centre to ensure that life and property are

not put at risk prior to, during or after an assessment. Assessment Centres must ensure that they discharge their duties relating to all legislation applicable to the operation of the Assessment Centre including, but not limited to, the legislative documents listed in section 1.2.3.

2.36 A safety risk assessment must be conducted in line with statutory health and safety requirements prior to carrying out assessments. Details of the safety risk assessment must be recorded and retained by the Assessment Centre. Periodic reviews must be conducted by the designated person in the Assessment Centre to confirm that satisfactory levels of safety are being maintained. These reviews shall be carried out at a period of not exceeding 12 months from initial report date and if any additions to approved scopes awarded by the Certification Bodies are made.

2.37 Assessors must be given information by the Assessment Centre that will enable them to take corrective action in the event of a dangerous situation occurring while they are conducting the assessment of candidates.

2.38 In the interests of safety:

- a) An assessor must intervene and stop an assessment when a candidate's action, or lack of action, is immediately or imminently dangerous to life, property or equipment.
- b) Where the cause for intervention is of a serious nature, the assessment will be terminated. Where the intervention is of a less serious nature, the assessor may decide to restart the assessment.

2.39 The assessor must record on the candidate's assessment documentation the reasons for stopping the assessment.

2.40 The retention and security of all assessment record documentation (candidate and assessor), generated through the assessment process are the property of and the responsibility of the Certification Body, which has approved the Assessment Centre.

2.41 On completion of assessment and/or in accordance with the Certification Body procedures, the Assessment Centre must forward the assessment record documentation to the Certification Body for review and decision on certification.

2.42 Alternative arrangements may be made between the Certification Body and the Assessment Centre for long term storage of assessment records. Under this arrangement the Certification Body retains the right to access the records in accordance with agreements made between the two parties, and security/storage arrangements will be checked during External Verification visits.

2.43 Where a Certification Body withdraws its approval of an Assessment Centre, or by notice of intent, the Assessment Centre switches from its approved Certification Body to another accredited Certification Body, the Assessment Centre must either;

- a) Return all assessment record documentation associated with the Certification Body concerned, or
- b) allow by formal agreement that the EV of the new Certification Body be allowed to verify continuing record retention compliance.

2.44 When an Assessment centre ceases to trade it must return all candidates' documentation to the Certification Body (this agreement must form part of the Contract between the CB and the Assessment centre).

2.45 Where a CB ceases to trade, and the Assessment centre is in possession of candidates' records, the Assessment centre must retain all candidates' records and make them available as require to the Certification Body taking over that assessment centre (this agreement must form part of the Contract between the CB and the Assessment centre).

2.46 Where the CB and Assessment centre both cease to trade, or in cases where the CB ceases to trade and the Assessment centre is not in possession of candidates' records, the CB must ensure that all candidates' records are provided to the scheme committee or such parties as the scheme committee deem appropriate at that time.

3.0 DELIVERING ASSESSMENTS

3.1 Assessments will take place in a Certification Body approved Assessment Centre under controlled conditions. Assessments must be undertaken consistently with Certification Body requirements and the requirements of ISO/IEC 17024.

3.2 A description of an Assessment Centre is given in the Glossary of Terms.

3.3 An Assessment Centre can be owned and/or operated by a Certification Body. The Certification Body must ensure that the decision on Certification is independent and based on the results of the assessment-

3.4 Where assessments are sub-contracted to approved Assessment Centres, the decision on certification shall not be subcontracted and shall be made solely by the certification body. The Certification Body will be required to demonstrate how effective control of the assessment process and the Assessment Centre is achieved for all such centres.

3.5 Where assessments are sub-contracted to approved Assessment Centres, the Certification Body shall take full responsibility for such subcontracted work and maintain its responsibility for granting, maintaining, renewing, expanding and reducing the scope, and suspended or withdrawing certification in line with the requirements of ISO/IEC 17024.

3.6 An Assessment Centre must:

- a) Comply with relevant Data Protection Act requirements.
- b) be approved by a Certification Body which has itself been accredited by a National Accreditation Body signatory to the IAF multilateral agreement.

3.7 In giving approval/re-approval to an Assessment Centre, a Certification Body will need to be assured that the centre is able to effectively meet all of the requirements of the Certification Body, ISO/IEC 17024, the gas safety competence criteria, these Operational Requirements and any other relevant Scheme documentation. The Certification Body and approved Assessment Centre must enter a documented agreement in line with the requirements of ISO/IEC 17024.

3.8 The Certification Body will ensure that approved Assessment Centres are not involved, with training in such a way that confidentiality and impartiality could be compromised. Where an Assessment Centre is offering training relevant to the Scheme the Certification Body must ensure that controls are in place to ensure separation and impartiality is maintained to include the use of equipment differing from that used in Assessment and that Trainers cannot train candidates in the same areas. Trainers will also not be able to carry out dual assessments of candidates that they have trained.

3.9 Assessment Centre approval will be valid for three years, after which re-approval will be required or in accordance with Certification Body procedures which may differ from the 3 year period. The CB will be required to formulate a plan/matrix of EV activity to ensure that all approved assessment modules are verified/ checked as compliant over the period. Assessment processes and certification decisions must be independently based irrespective of ownership of Assessment centres i.e. owned or sub contracted.

3.10 The Assessment Centre performance will be subject to External Verification audits by the Certification Body. The initial frequency of these audits will be twice a year in the first year of Approval, and then, subject to satisfactory performance, set at intervals not greater than 12 months. Unsatisfactory performance will result in an increase of audits, as determined by the Certification Body and may lead to approval being suspended or withdrawn. Certification Bodies are responsible for the initial approval and on-going

Surveillances to maintain Assessment centres approval against the requirements of this document and ISO/IEC 17024:2012.

3.11 An Assessment Centre must:

- a) Define and document its quality policy, including objectives and its commitment to quality in accordance with the Certification Body requirements. The quality policy must be relevant to the Assessment Centre's organisational goals and the expectations and needs of its customers.
- b) It shall ensure that this policy is understood, implemented and maintained at all levels of the organisation.
- c) Establish, document and maintain a quality system that ensures that all activities within the Assessment Centre conform to the Assessment Centre policy, Certification Body requirements and the relevant requirements of ISO/IEC 17024.
- d) Review the quality system at intervals (at least once a year) to ensure its continuing suitability and document the results.
- e) Maintain records of all management/quality review meetings and make them available for inspection by an External Verifier.

3.12 Assessment Centres must include in their quality systems a reference to:

- a) Description of the Assessment Centre organisation.
- b) Standards of service offered, including provision of assessments and the time period of notification of results to the Certification Body.
- c) Quality system procedures.
- d) The designated person(s) involved in the assessment process.
- e) Staff training, development and qualification and CPD records.
- f) Internal Verifier duties and responsibilities.
- g) Internal verification reports.
- h) Register of approved Assessors/Internal Verifiers.
- i) Assessor duties and responsibilities.
- j) Assessor performance records.
- k) Assessment facilities.
- l) Register of assessments approved to offer.
- m) Register and description of practical assessment equipment.

- n) Assessment procedural data.
- o) Registration (Candidate Applications), assessment and complaint documentation.
- p) Arrangements for security of assessment installations, appliances, systems, areas, records and documentation.
- q) Assessment results.
- r) Assessment records.
- s) Arrangements for security of candidate records and information.
- t) Complaints and appeals procedures.
- u) Personnel who manage, perform and verify work affecting quality.,
- v) ii Identify and record any problems relating to the assessment process or to the quality system.
- w) iii Initiate, recommend or provide solutions through designated channels.
- x) iv Verify the implementation of solutions.

3.13 Assessment Centres must ensure that:

- a) An adequate number of Internal Verifiers are appointed and qualified and that they are approved and registered with the Certification Body.
- b) Assessors are qualified and competent to conduct assessments and must hold the qualification for each assessment they deliver
- c) Assessors are registered with and approved by the Certification Body.
- d) Assessors do not conduct assessments for which they are not approved.
- e) Assessors mark written question papers and performance assessments using the marking schedule, or rationale, provided by the Certification Body.
- f) Assessment results are not published prior to internal verification.
- e) Assessors and Internal Verifiers have not trained (within the previous 2 years) individuals for the scope being assessed.
- f) The Assessment Centre must maintain a record demonstrating how of training and assessment is independent and impartial.

3.14 Assessment Centres must ensure that:

- a) Assessments are conducted as specified by the Certification Body.
- b) Gas installations, appliances, and systems used for assessment of an individual should not be used in the training or preparation of the individual for assessment.
- c) Assessment installations and appliances are different in make and model from those used in any training and preparation of the candidate. Candidates must not have unauthorised access to Assessment areas whilst undergoing training prior to the Assessments being undertaken.
- d) Practical assessment areas in the Assessment Centre should simulate realistic work conditions and environment, ensuring the ratio of assessor to candidates will be such that the assessor can make an accurate judgement on each candidate's performance in accordance with the Certification Bodies approved ratio which will not be greater than 1:4.
- e) All tools and materials used to complete the practical assessment are in a safe and serviceable condition and that appropriate support documentation, such as the appliance manufacturer's instructions, calibration records and appropriate industry normative documents, are available for candidate use during the assessment.

Calibration, inspection or test certificates are retained.

- f) Candidates intending to use their own tools and equipment do so only in agreement with the Assessment Centre.
- g) Where a candidate intends to use their own tools, instruments or equipment for the assessment, the candidate is required to present evidence to the assessor before the assessment, that any calibration, inspection or test documentation is valid.
- h) Operating procedures are in place which ensures that candidates cannot gain an unfair advantage nor have the opportunity to collude with other candidates.
- i) Assessment provision is designed to prevent predictability and written questions are regularly rotated to ensure the confidentiality and impartiality of the assessment.

- j) Any assessment documentation amendment proposals must be submitted to the Certification Body and can only be implemented with the written approval of the Certification Body.

3.15 Assessment Centres must:

- a) Maintain a description of appliances, systems and faults placed on any of these components of assessment. This may be achieved by written text, schematic diagram, or photograph.
- b) Identify each significant assessment appliance.
- c) Make sure assessment areas are fitted with all the necessary safety cut-off and isolation devices and that all assessors are familiar with the location and operation of such devices and are conversant with the emergency and evacuation procedures for the site. Records of routine testing of safety cut off devices must be maintained.
- d) Make sure only authorised Assessment Centre staff have access to assessment material and records.
- e) Make sure assessment confidentiality and impartiality are maintained at all times.
- f) Make sure accidents and incidents are reported, investigated and recorded in accordance with health and safety legislation requirements.
- g) Have a procedure in place to cover first-aid should the need arise.

3.16 Where an Assessment Centre intends to use the same practical facilities for this and any other scheme, it must notify the appropriate Certification Bodies of its intention to do so to gain their approval.

3.17 The Assessment Centre must at all-times ensure that in working to satisfy another scheme, the requirements of the Certification Body are not compromised in any manner.

3.18 The Assessment Centre must ensure the:

- a) Assessment Centre management and competence of personnel is maintained.

- b) Provision of equipment to meet assessment requirements is maintained.
- c) Confidentiality and security of assessment documents and records are maintained.
- d) Equipment for use under this scheme required for assessment purposes must be suitably protected to prevent unauthorised interference.

3.19 Assessment documentation must not be used in connection with any other assessment or training schemes delivered in the Assessment Centre.

3.20 Only documentation approved by the Certification Body may be used within the assessment process.

3.21 Internal Verification activities and audits and External Verification Surveillances/Audits must be conducted specifically and not integrated with other schemes delivered in or by the Assessment Centre.

3.22 Assessment Centres are required to keep details of completed assessments and results for examination by the External Verifier after which the assessment records are stored in accordance with the Certification Body procedures¹.

3.23 The assessment documentation must include:

- a) The Assessment Centre approval reference number.
- b) Name, address and date of birth of candidate.
- c) Dates of assessment undertaken, both practical and written.
- d) Candidates GSSB registration number, where applicable².
- e) Candidate's practical and written assessment records.
- f) Assessor(s) & Internal Verifier(s) identification and recommendations or not for certification.
- g) A passport style photograph of the Candidate verified as a true likeness by the assessment centre and securely attached to the Certification application form signed on the reverse.

3.24 Candidates assessment documents and assessment records must be retained by the Certification Body and/or the Assessment Centre for a minimum period of six years.

² This does not apply in cases where a candidate is not registered with the GSSB. For example, Certification Body and Assessment Centre Assessors, Internal Verifiers and External Verifiers.

3.25 The candidate's assessment documentation provides the documentary evidence of competence. It must:

- a) Give the method of achievement in specific practical assessments and the knowledge and understanding required to carry them out.
- b) Contain the performance criteria that were assessed and the evidence showing how each performance criteria has been satisfied.
- c) Be signed by the Assessor and countersigned by the Internal Verifier.
- d) Be securely retained by the Assessment Centre or in accordance with Certification Body requirements.

3.26 Assessment Centres must produce and maintain accurate and up-to-date statistical data on assessment performance of gas installers, Assessors and verifiers.

Note: Such data may include:

- a. For each Assessor, the number of assessments conducted, the number of candidates who passed and failed the assessment and the results of retaken assessments
- b. For each IV, the number of recommendation rejected by the Certification Body and the actions taken where deficiencies have been identified.

Data shall be made available in accordance with the Certification Body requirements.

3.27 Internal Audits.

The Assessment Centre must conduct an internal audit of the whole quality system at least annually. The frequency of internal audits may be reduced by the Certification Body where the Assessment Centre demonstrates that its management system continues to be effectively implemented.

- a. Competences.

Personnel conducting internal audits shall be able to demonstrate the following competencies:

- i. Experience in administration.

- ii. Understanding of the scheme and Certification Body requirements relevant to the certification and the documented quality system and not had a direct input into the process being audited.

b. Responsibilities.

Personnel conducting internal audits shall be responsible for:

- i. Planning to audit.
- ii. Conducting the audit.
- iii. Documenting results.
- iv. Documenting corrective actions.

3.28 Assessment Centre Management/Quality review meetings

- a) Assessment Centres will retain evidence ~~by way of formal minutes~~ of management/quality review meetings conducted by the Assessment Centre designated person to include the centre's Assessors and Verifiers and any other Staff considered relevant.
- b) These meetings will review:
 - i. Assessment results.
 - ii. Assessment procedures.
 - iii. Assessors' roles and responsibilities.
 - iv. Assessment facilities.
 - v. Consistency of assessment standards.
 - vi. Results of Internal Audits and Internal Verifier reports on assessor performance.
 - vii. Staff training and development.
 - viii. Security of assessment areas and materials.
 - ix. ~~conformity~~ with quality procedures.
 - x. External verification results.
 - xi. Complaints and Appeals.

3.29 Internal verification

3.29.1 The main responsibilities of the Internal Verifier are to:

- a) Monitor assessments. To report to the responsible person on assessment issues, trends and the development needs of Assessors.
- b) Ensure that scheme and Certification Body procedures are followed.
- c) Ensure that assessments are consistent, reliable, conducted fairly, and meet the standards of the scheme.

3.29.2 The Internal Verifier must:

- a) demonstrate ongoing competence in IV processes and procedures
- b) Be appointed by the Assessment Centre and approved by the Certification Body.
- c) Be familiar with the requirements of the scheme.

- d) Qualified in, or currently working towards, a nationally recognised formal qualification in Verification, i.e. D34/V1 qualification or equivalent

or

- e) Must be competent in IV of assessment processes and procedures to the satisfaction of the Certification Body by undertaking a programme of learning which meets the requirements of the Learning and Development National Occupational Standard at the time of the award; Internally Monitor and Maintain the Quality of Assessment and to the satisfaction of the Certification Body.

or

- f) Alternatively hold a certificate of IV competence that has equivalence to the above IV awards and has been awarded by a Certification Body accredited by a National Accrediting Body to award such certificates in accordance with the requirements of ISO/IEC 17024.

3.29.3 Internal Verifiers intending to use the assessment for evidence gathering must, because of the security of the assessment and verification documentation, seek approval from the Certification Body concerned of the intention to present evidence that contains that Certification Bodies assessment documentation in their portfolio.

3.29.4 Assessment Centres and Certification Bodies must satisfy themselves that Internal Verifiers are occupationally competent to perform their role, i.e. have attained D34/V1 qualification or equivalent

3.29.5 Occupational competence requires the Internal Verifier to be aware of the requirements of ISO/IEC 17024, assessment strategies contained in this Operational Requirements document, the Assessment Criteria, Assessment Centre quality procedures, Certification Body assessment documentation and Certification Body processes and procedures.

3.29.6 Where the Internal Verifiers themselves are not holding current certificates of gas safety competence, they must have access to technical expertise from qualified personnel to support them.

3.29.7 Although Internal Verifiers are not required to hold current certificates of gas safety competence they must keep themselves up to date on gas safety matters and must demonstrate to Certification Bodies through the external verification process how this has been achieved through a documented programme of Continuing Professional Development (CPD).

3.29.8 Internal verification will be undertaken through:

- a) Conducting dual or observed assessments.
- b) Discussion with candidates and assessor.
- c) Examining and verifying assessment records in accordance with Certification Body requirements.

3.29.10 The frequency of these activities must be such that the Internal Verifier is confident that the performance of the Assessors and the assessment process are in accordance with Certification Body and Assessment Centre requirements. The Internal Verifier is required to maintain documented evidence of these activities.

3.29.11 The Internal Verifier will also:

- a) Verify samples of candidate assessment documentation to ensure accuracy and completeness. The size of the verification sample will be set by and agreed with the Certification Body. A copy of this agreement must be recorded.
- b) Help to identify and resolve any issues of concern relating to the assessments.

- c) Keep records of actions taken to address deficiencies in the process.

3.29.12 Assessors may also act as Internal Verifiers for assessments other than their own, providing they hold the appropriate qualifications listed above.

3.30 External Verification

3.30.1 The CB must ensure that the AC continue to meet approval requirements and operational standards through a programme of regular external quality assurance audits, those audits are carried out by a CB appointed External Verifier (EV) on an approximate annual basis.

3.30.2 Appointment and qualification requirements of personnel responsible for the external quality assurance of assessment processes and practices. These personnel shall be known as External Verifiers (EVs).

a. EVs must be:

- i. Approved by the CB.
- ii. Be familiar with the requirements of the scheme and BS EN ISO/IEC 17024.
- iii. Be qualified or registered with a CB whilst working towards a qualification in external quality assurance of assessment processes and practices in one of the following qualifications:

Note: where working towards a qualification all reports and decisions must be agreed with an approved EV.

- D35 Externally Verify the Assessment Process.
- V2 Conduct External Quality Assurance of the Assessment Process.

or

- iv. The EV must demonstrate competence in external quality assurance of assessment processes and practices to the satisfaction of the CB that meets the requirements of the Learning and Development National Occupational Standard at the time of the award; Externally Monitor and Maintain the Quality of Assessment.

Or

Alternatively hold a certificate of IQA competence that has equivalence to the above IV awards and has been awarded by a Certification Body accredited by a National Accrediting Body to award such certificates in accordance with the requirements of ISO/IEC 17024.

b. Occupational competence of External Verifiers (EV)

3.30.3 EV must either hold a current demonstrate occupational competence by holding a current certificate of competence in the scheme being subject to external verification or maintain a verifiable CPD record which demonstrates how occupational competence is being maintained.

3.30.4 Where an EV is not occupationally competent in the gas sector, they must have access to technical expertise from occupationally competent personnel to support them where the external quality assurance process requires technical support and interpretation when:

- i. Conducting dual assessments.
- ii. Carrying out technical appraisals of assessors and or IVs.
- iii. Verifying Assessor and IV CPD records.
- iv. Liaising with the IVs on technical matters and assessment processes and procedures.
- v. Other matters requiring technical interpretation relating to assessment or internal quality assurance is required.
- vi. Investigating and resolving complaints and or appeals.

c. Responsibilities of EVs

3.30.5 EV shall be undertaken through:

- i. Monitoring the AC for its standards of assessment, management and administrative processes and procedures.
- ii. Where required, undertake duties in connection with an AC initial approval.
- iii. Not be an employee of the same organisation as the AC for which they are carrying out EV duties.
- iv. Fulfilling duties in connection with the quality assurance arrangements to include for example the following:
 - Monitoring AC documented systems and administrative arrangements.

- Monitoring quality assurance controls and procedures.
- May be required to undertake duties in connection with AC approval.
- Ensuring that physical assessment resources are adequately maintained.
- Ensuring compliance with correct/approved assessment practices and procedures.
- Checking assessments are correctly administered and methods and performance criteria are consistently applied.
- Resolving any issues of uncertainty relating to assessment.
- Maintaining a record of visits/audits and reporting to the CB regarding operation of the AC.
- Ensuring impartiality is maintained and specifically that assessments are carried out independently of any training associated with the assessment process.

3.31 Appointment and competence requirement of assessors.

3.31.1 Assessors must be:

- i. Appointed by the AC and approved by the CB prior to conducting assessments.
- ii. Competent in assessment processes and procedures.
- iii. Occupationally competent.

Assessment competence of assessors

3.31.2 Assessors must demonstrate ongoing competence in assessment processes and procedures and hold certification in one of the following:

- i. D32 Assess Candidate Performance.
- ii. A1 Assess Candidates Using a Range of Methods.
- iii. A2 Assess Candidates' Performance through Observation.

or

- iv. The assessor must be competent in assessment processes and procedures to the satisfaction of the CB by undertaking a programme of learning which meets the requirements of the Learning and Development National Occupational Standard at the time of the award; Assess Learner Achievement and to the ongoing satisfaction of the CB.

or

- v. Alternatively hold a certificate of assessor competence that has equivalence to the above assessor awards and has been awarded by a CB accredited by UKAS to award such certificates in accordance with the requirements of BS EN ISO IEC 17024.

3.31.3 Occupational competence of assessors

3.31.4 Assessors must demonstrate occupational competence by holding either of the following:

- i. Valid DGA certification
- ii. DGS / GID Certificate which is not more than five years old

Responsibilities of Assessors

3.31.5 The Assessor shall:

- i. Brief the candidate on the requirements of the assessment process, including safe working practices.
- ii. Conduct assessments according to the rules and quality procedures of the CB
- iii. Uphold the quality and standards of the assessment process
- iv. Be impartial in judging candidate performance by reference to the assessment criteria and CB assessment documentation
- v. Observe candidates' performance at appropriate stages of the assessment
- vi. Evaluate candidates' performance against the performance criteria in each gas safety assessment/job category and record assessment results

- vii. As required, invigilate and administer K& U assessments (see note below)
- viii. Question the candidate orally, during or immediately following assessment, as required.
- ix. Record the assessment outcomes on the appropriate assessment documentation
- x. Make available completed assessment documentation to the AC's designated person
- xi. Record the reasons for an assessment being referred, terminated or not started as prescribed by the CB.

Note: an invigilator trained and under the supervision of the assessor can carry out this role when undertaking K&U assessments. Where confirmation of a criteria is required by oral questioning, this shall be undertaken by an assessor.

3.31.6 The functions of the Assessment Centre designated person (e.g. centre manager) and the Assessor may be undertaken by the same person providing that this does not negate the impartiality of the assessment and certification process.

3.31.7 The assessor must:

- a) Declare to the designated person at the Assessment Centre, prior to the assessment, any information that may prejudice the impartiality of conducting an assessment of a particular candidate. Where the designated person and the assessor are the same person and there is no alternative acceptable arrangement for conducting the assessment, the assessment must not go ahead without an alternative assessor. In such circumstances the Assessment Centre must contact the CB for guidance.
- b) Be familiar with the location and operation of emergency isolation controls in the assessment area, the procedures required to summon emergency help and the Assessment Centre evacuation criteria.
- c) Ensure that the assessment area, materials and equipment are safely and effectively prepared, reinstated and/or replenished, prior to the commencement of the assessment.
- d) Ensure that all assessor and candidate documentation, including reference material, is available and where appropriate correctly and legibly completed.

3.31.8 The assessor must:

- a) Conduct assessments according to the rules and quality procedures of the Assessment Centre/Certification Body.

- b) Uphold the quality and standards of the assessment process.
- c) Be impartial in judging candidate performance by reference to the assessment documentation..
- d) Observe the candidate's performance at appropriate stages of the assessment.
- e) Judge the candidate's performance against each gas safety assessment and record assessment results.
- f) Invigilate and administer the written knowledge and understanding assessments. (However, a trained and authorised invigilator may carry out this role on behalf of the assessor.)

3.31.9 The assessor must:

- a) Record the assessment results on the appropriate assessment documentation.
- b) Return completed assessment documentation to the Assessment Centre's designated/nominated person or responsible person.
- e) Record the reasons for an assessment being terminated.

3.31.10 Assessment results must be verified by an Internal Verifier. The Certification Body requirements for receipt of the result must include notification of assessment failures. Assessment Centres must forward verified assessment documentation to the Certification Body in accordance with Certification Body requirements.

3.31.11 Prior to the practical assessment, the assessor must inform the candidate of:

- a) The scope and range of the activity to be assessed.
- b) The methods of assessment that will be used and how the evidence will be recorded.
- e) The supporting documentation available for use during the assessment. , for example the appliance manufacturer's instructions and all normative documents including their issue status. A record must be kept of the documents and their issue status.
- d) The possibility that the oral questioning process may be used during or immediately following the assessment.

- e) The need to demonstrate safe working practices ~~and procedures~~ throughout each stage of the assessment.
- f) The locations and requirements for each task.
- g) The restrictions on communication during assessment, for example communication is not permitted with any person other than the assessor during the assessment.
- h) The need to stop the assessment if the actions or inactions of the candidate present immediate or imminent danger to themselves, others or the surroundings of the assessment area.
- i) The actions to be taken in the event of fire or emergency evacuation procedures being implemented during the assessment.
- j) The time allocated for the assessment and when the assessment will commence.
- k) When the candidate will be notified of the assessment result.

3.31.12 Assessment Centres will designate a person responsible for:

- a) Safety by ensuring that a safety risk assessment is undertaken and recorded.
- b) Ensuring that the quality system is established, implemented and maintained in accordance with Certification Body requirements.
- d) Maintaining the impartiality of the assessment process by reviewing on an ongoing basis any conflicts of interest, potential risks or impartiality issues. These must be recorded including any resolutions required eg. A Risk Register.
- e) Receiving and dispatching assessment documents.
- f) Handling and keeping records of complaints.
- g) Ensuring that none of its candidates are given any impression that the use of both training and assessment services would bring an advantage to an applicant (and ensure that this does not happen in practice).
- h) Ensuring that trainers do not assess the same candidate in the training subject area for a minimum period of two years of that training, unless the

CB can demonstrate a shorter gap does not compromise impartiality of the exam process, outcomes and subsequent certification.

3.32 Assessment Centres must submit to Certification Body completed candidates paperwork within 10 working days from the date that the candidate completes the assessment (subject to submission of all necessary prerequisite information), and the Certification Body must process the paperwork (as long as it is complete and correct) within 20 working days of receipt from the centre.

3.33 Assessment Centres will make available their standards of service in accordance with Certification Body requirements. The standards of service must include a time period for notification of the assessment result and issue of certification by the Certification Body. Notification should be prompt and in writing with reasons for failure in that event.

3.34 Assessment Centres must inform candidates of the Certification Bodies rules and procedures and information regarding application-

3.35 These will include:

- a) Candidate application, including the provision of recent passport size photographs.
- b) General conduct.
- c) Provision of tools and equipment, including arrangements for use of the candidate's own.
- d) Provision of protective clothing and safety equipment, including arrangements for use of the candidate's own.
- e) Provision of reference documentation, including arrangements for use of the candidate's own.
- f) Assessment procedure information, including arrangements for retaking assessments.
- g) Disclosure of personal and assessment information to third parties in compliance with Data Protection requirements.
- h) Standards of service.
- i) Complaints and appeals.

- j) Provision by the Assessment Centre of any additional information required by the candidate in advance of their assessment.
- k) Arrangements for Special Needs candidates and Equal Opportunities policies.

3.36 Candidate responsibilities and Application for Initial Assessment

3.36.1. The candidate must provide:

- a) Their name, address and date of birth.
- b) Official Photographic identification e.g. Passport or Driving Licence.
- e) Two recent photographs (passport style) signed on the reverse.
- d) Current GSSB Identification card and registration number, where applicable³.
- e) In cases such as, Assessment Centre Assessors, Internal Verifiers and External Verifiers, where the candidate may not be a RGI he/she must provide evidence of valid Gas Installation Domestic (GID) award or Domestic Gas Safety (DGS) award or equivalent.
- f) Other details as required by the Certification Body Application Form.

3.37 Application for Re-Assessment (5 Yearly Renewal of Certification)

3.37.1 The candidate must provide:

- a) Their name, address and date of birth.
- b) Official Photographic identification e.g. Passport or Driving Licence.
- e) Two recent photographs (passport style) signed on the reverse
- d) Original valid previously held Competency Assessment Certificate for the competency under assessment.

³ This does not apply in cases where a candidate is not registered with the GSSB. For example, Certification Body and Assessment Centre Assessors, Internal Verifiers and External Verifiers. (Note: The DGA is specifically designed for RGIs who are required to provide evidence of their competence to the GSSB for registration purposes and not for any other gas installers who wish to demonstrate their competence for any other reason)

- e) Current GSSB Identification card and registration number, where applicable⁴.
- f) Other details as required by the Certification Body Application Form.

3.38 Assessment Centre Responsibilities

3.38.1 Assessment Centres must on behalf of the Certification Body:

- a) Confirm eligibility of candidates applying for assessment.
- b) Validate the candidate's current GSSB identification card and registration number (where applicable)
- c) Verify the likeness of photographs, identity and signature provided by the candidate, and forward one photograph to the Certification Body.
- d) Notify candidates in writing that it is a criminal offence to carry out gas work unless registered with the GSSB.

N.B. It is important to note that false, inaccurate or misleading declarations by applicants may result in Certification Bodies withdrawing or cancelling certificates held under the scheme.

3.38.2 As a condition of application, the Certification Body must require the applicant, with the exception of approved Assessors, Internal Verifiers and External Verifiers, to supply evidence of their registration with the GSSB.

3.38.3 Where there is specific or material cause to doubt the validity of an application, the Assessment Centre must validate the information provided with every application as necessary, in the process of approval or rejection of that application.

3.38.4 If an application is rejected, the Certification Body/Assessment Centre must give the applicant prompt written notification with the reasons.

3.39 A person must be designated with responsibility for Assessment Centre co-ordination of all assessment activities with the Certification Body. Any changes to this designated person must be notified in writing to the Certification Body.

⁴ This does not apply in cases where a candidate is not registered with the GSSB. For example, Certification Body and Assessment Centre Assessors, Internal Verifiers and External Verifiers. (Note: The DGA is specifically designed for RGIs who are required to provide evidence of their competence to the GSSB for registration purposes and not for any other gas installers who wish to demonstrate their competence for any other reason)

3.39.1 The designated person's responsibilities shall include:

- a) Candidates' assessment application records.
- b) Availability of qualified and approved Assessors and Internal Verifiers.
- c) The quality, integrity and impartiality of the assessment process.
- d) Maintenance and security of assessment documentation.
- e) Maintenance of assessment records.
- f) Notification of assessment results to the Certification Body.
- g) Helping to resolve issues concerning the assessment process.
- h) Ensuring that when practical assessments are being conducted, the ratio of assessor to candidates will be such that the assessor can make an accurate judgement on each candidate's performance in accordance with the Certification Bodies approved ratio for each assessment in the centre. Typically the ratio will not be greater than 1:3 for Initial assessment and 1:4 for Reassessment. Assessment Centres intending to operate at ratios greater than those above must submit an application to the Certification Body for approval.

4.0 THE CERTIFICATE OF COMPETENCE

4.1 Certification Bodies must:

- a) Recognise certificates issued to candidates by other accredited Certification Bodies under this scheme.
- b) Provide information to enable the GSSB to update its database in accordance with a specification issued. Updating must include details of certificates awarded and withdrawn and details of every individual who fails assessment.
- c) At the time of certification issue, notify individuals in writing:
 - i. That it is a criminal offence to carry out 'gas works' unless a Registered Gas Installer with the GSSB.
 - ii. That the certificate should be produced on request from any person with a valid reason to see it.

4.2 The Certification Body will issue a certificate of competence when it is satisfied that the candidate:

- a) Has demonstrated competence in the area of gas work covered by that certificate.
- b) Satisfies all eligibility pre-requisites.

4.3 The Certification Body must issue certificates to individuals in accordance with the agreements made when arranging assessments.

4.4 Candidate enquiries regarding certification and the entry of results onto the GSSB Database should be addressed to the Certification Body.

4.5 Each certified area of gas works contained on the certificate will be valid for up to five years, unless the issuing Certification Body withdraws it. An installer may present for re-assessment with up to 6 calendar months remaining on existing Certificate(s) of Competence. If successful, the installer will receive a Certificate of Competence expiring 5 years from the end date on the existing certificate.

NOTE: If an installer presents for reassessment with Certificate(s) of Competence with more than 6 calendar months remaining on existing Certificate(s) and is successful he/she will be issued with a certificate(s) expiring 5 years from date of assessment.

4.6 The design of the certificate is the responsibility of the Certification Body issuing the certificate, but in all instances will include the items described below.

4.7 The security of the certificate shall be designed to make counterfeiting difficult.

4.8 The certificate must contain the following information:

- a) The certificate will be titled “Domestic Gas Safety Assessment (DGA)”
- b) The name of the Certification Body.
- c) The Accrediting Body’s registered Logo, with the Accrediting Body’s registration number allocated to the Certification Body.
- d) The date that the Certificate was issued.
- e) The name and contact telephone number of the Certification Body.
- f) The forenames and surname of the certificate holder.
- g) The date of birth of the certificate holder.
- h) The Code, as described on the criteria documents, with a full description of each gas safety assessment **with its expiry date** (which will be five years from the date when each assessment described has been completed). If the current certificate of Competence is presented with up to 6 months remaining then the new Certificate will be issued with expiry date of 5 years from the expiry date of the current certificate
- i) The certificate holder's signature.
- j) The Certification Body representative’s signature.
- k) A clear warning statement:
 - i. The certificate is only valid when presented on original paper by the certificate holder, duly signed. Certificate photocopies are not evidence of competence and should not be accepted as such.
- l) Other statements:
 - ii. “The holder of this certificate has been deemed competent in the areas of gas safety detailed on the certificate. For the holder of this certificate to undertake gas works legally they must be registered with the Gas Safety Supervisory Body as required under the Electricity Regulation Act, 1999.

- iii. "Certificates are not valid beyond the expiry date or if withdrawn by the Certification Body".
- iv. "Certificates remain the property of the Certification Body and must be surrendered on demand".

4.9 An accredited Certification Body will have the authority to withdraw an individual installer's certificate of competence in the event that:

- a) Information supplied by the GSSB confirms negligence in matters of gas safety to the satisfaction of the Certification Body.
- b) There is certificate misuse by a certified gas installer.

4.10 The Certification Body issuing the certificate withdrawal notice to the installer as a result of a justified complaint in matters of gas safety covered by the certificate will:

- a) Request the installer to return the certificate(s) concerned to the Certification Body.
- b) Provide a confirmation of the withdrawal to the Gas Safety Supervisory Body.

4.11 The gas installer will have the right of appeal against the ~~proposed~~ decision to withdraw the certificate of competence.

4.12 Transmittal of Data by Certification Bodies to the GSSB is described within the Heads of Agreement between CB's and the GSSB.

4.13. General

4.13.1 The process of surveillance for this scheme will be satisfied by satisfactory audits and inspections of gas work undertaken by GSSB and the five yearly reassessment of certificated operatives.

4.14 Information from interested parties

- a) The GSSB and the Certification Bodies shall have in place arrangements for dealing with complaints and similar information. These shall be documented within the Heads of Agreement and shall require the transfer of relevant information where the outcome is such that there is doubt about the competence of a certified person.

5.0 COMPLAINTS AND APPEALS

5.1 Complaints regarding the gas safety competency of Registered Gas Installers are the remit of the GSSB. The GSSB will provide information to the relevant Certification Body(s) if it has any concern regarding the gas safety competency of any individual gas installer registered with the GSSB.

5.2 Certification Bodies have the responsibility for dealing with:

- a) complaints concerning the assessment of and issuance of gas safety competency certificates to individuals who hold their certificate(s) in the area(s) of gas work covered by that certificate(s).
- b) appeals that arise from (a).

5.3 On receipt of a complaint or appeal, the Certification Body must initiate their complaints and/or appeals procedure.

5.4 The Certification Body must promptly inform the GSSB of the removal of certification.

5.5 Complaints regarding an Assessment Centre must be referred to the designated responsible person at the Assessment Centre. The designated person must ensure that details of all complaints made about the Assessment Centre are forwarded promptly to the relevant Certification Body. The Certification Body must ensure that the complaint has been dealt with satisfactorily and that appropriate action has been taken where necessary.

6.0 EQUAL OPPORTUNITIES

6.1 Certification Bodies must develop an equal opportunities policy that satisfies the General Requirements of ISO/IEC 17024 and takes account of current National equal opportunities and diversity legislation.

7.0 SPECIAL NEEDS

7.1 Certification Bodies must ensure they offer methods of assessment that cater for the needs of candidates with special needs.

APPENDIX A

A.1 Health and Safety & Other Legislation

A.1.1 The Person (Centre Manager) responsible for the operation of approved Assessment Centres need to satisfy themselves that in addition to meeting specific scheme requirements that they have discharged their duties and responsibilities under current Health and Safety and other legislative requirements.

A.2 General Legal Requirements

It is a requirement that the Assessment Centre have current and adequate insurance cover for the following areas which extends to cover candidates undertaking assessment at the assessment centre:

- i. Employers Liability Compulsory Insurance
- ii. Public Liability Insurance
- iii. Professional Indemnity Insurance

APPENDIX B

Scheme Committee membership

The following members comprise the Scheme Committee for Ongoing Competency Assessment of Gas Installers.

#	Organisation	Role
1	CER	Regulatory Body
2	RGII	Gas Safety Supervisory Body
3	ERS	Certification Body
4	Blue Flame Certification	Certification Body
5	Metac	Assessment Centre
6	Martin Hogan Energy Training	Assessment Centre
7	Flogas	Utilities provider
8	Gas Networks Ireland	Utilities provider
9	Calor	Utilities Provider
10	Member of the RGII Installers Representative Panel	Registered Gas Installer

Note: Aspirant Certification Bodies, Assessment Centres and any other party may be invited at the discretion of the Chair with observer status only

GLOSSARY OF TERMS

GSSB

Gas Safety Supervisory Body

RGII

Register of Gas Installers of Ireland

Assessment Centre

A location which is equipped to conduct practical and written knowledge, and understanding assessments, in accordance with the rules of the scheme and within the scope for which approval has been granted by a Certification Body.

Assessor

An examiner, approved and registered with a Certification Body who will collect, judge and mark practical and written knowledge and understanding evidence against assessment criteria and make assessment decisions on the evidence presented.

Certification Body

A body that conducts certification of conformity in accordance with ISO/IEC 17024 General Requirements for Bodies Operating Certification of Persons and has been accredited by a National Accrediting Body.

Competence in safe gas work

Competence in safe gas work in relation to gas fittings requires, experience, knowledge and understanding and practical skills to carry out the work in hand in such a way as to prevent danger to life and property.

Designated-Person

A nominated person at an Assessment Centre who is registered with and approved by a Certification Body to undertake the role of managing and co-ordinating the assessment process and for ensuring that effective communication is maintained between the Assessment Centre and the Certification Body on matters affecting the assessment of candidates (sometimes known as the Centre Manager).

External Verifier

A person appointed by a Certification Body to undertake external quality assurance activities.

Gas fitting

Defined as; any Natural Gas or non-portable LPG Appliance, apparatus or other thing including associated pipework and flueing⁵.

Gas installer

A person who undertakes gas works under the provisions of the Electricity Regulation Act, 1999, as amended⁶.

Gas safety assessment

The gas safety assessment details the range and scope of assessment, the knowledge and understanding and practical requirements, pre-requisite criteria and assessment provision.

The Gas Safety Installation Standards and Legislation

A list of the Gas Safety Installation Standards and Legislation that are applicable to the scheme are listed in the Practical and Knowledge & Understanding Assessment Criteria documents.

Assessment

Any assessment not previously undertaken by an installer, under this scheme.

Re-assessment

The re-assessment of Certificate of Competence holders, under this scheme, after the initial 5 year period.

Internal Verifier

A person appointed by an Assessment Centre to advise and support Assessors, maintain and monitor arrangements for processing assessment information and to verify assessment practice.

Invigilator

A person appointed by an Assessment Centre, under the control of an assessor, to administer and conduct written assessments in accordance with the procedures of the Assessment Centre and/or Certification Body.

Open book

⁵ As defined by Statutory Instruments: S.I. No 225 of 2009 and S.I. 299 of 2011.

⁶ By the Energy (Miscellaneous Provisions) Act 2006 and the Energy (Biofuel Obligation and Miscellaneous Provisions) Act 2010.

A method of answering written knowledge and understanding questions by direct reference to documents while undertaking the written assessment.

Practical assessment

An assessment based on a candidate's performance during a practical assessment while being observed by an Assessor.

Practical evidence

The evidence that the installer will produce while undertaking the practical assessment. It is this evidence, compared against the performance criteria, that the Assessor will use when judging whether or not the candidate has achieved a competent performance.

INAB

The National Body for accrediting Certification Bodies operating ISO/IEC 17024, General Requirements for Bodies Operating Certification of Persons.

UKAS

The National Body for accrediting Certification Bodies operating ISO/IEC 17024, General Requirements for Bodies Operating Certification of Persons-

Work (gas work)

As defined by the parent legislation; the Electricity Regulation Act, 1999, as amended.

DOCUMENT CHANGE RECORD

OPERATIONAL REQUIREMENTS	ISSUE DATE
SECOND DRAFT ISSUE	07/2011
THIRD DRAFT ISSUE UKAS Comments / tracking in blue added 13/03/2012	08/2011
FOURTH DRAFT ISSUE	04/2012
FIFTH DRAFT ISSUE	08/2014
Sixth Draft (V2.1)	11/2014
Seventh Draft (V2.2)	01/2015
Issue 2	04/2015