



Working Together for a Cleaner, Safer and More
Sustainable Environment

HETAS Competent Person Scheme

Conditions of Registration and Guidance

Isle of Man, Isle of Scilly and Channel Islands

For Businesses and Installers Involved in the Installation of
Wood, Biomass and Solid Fuel Burning Equipment
Solar Thermal, Plumbing and Sanitary Ware

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Introduction

The HETAS Competent Person Scheme for England & Wales reflect the Competent Person Self-Certification Schemes - Conditions of Authorisation – 1st April 2016. These conditions apply to HETAS as the scheme operator and to the Registered Business, and are reflected in these conditions of registration.

www.gov.uk/government/publications/competent-person-schemes-conditions-of-authorisation

The purpose of Competent Person Schemes is to allow approved persons to self certify the compliance of controlled work in buildings that are subject to the Building Regulations. This process removes the need to seek approval from building control before work starts.

HETAS Competent Person Scheme (CPS) aims to ensure competence of installers of solid fuel, wood and solid biomass burning equipment as well as any plumbing and heating works. Customers can expect that the work will be carried out safely and to a good workmanship standard. The scheme includes the monitoring of work undertaken by Registered Installers to ensure that standards are maintained.

In order to operate safely and efficiently, solid fuel, multi-fuel wood burning and biomass appliances, plumbing systems and associated systems, need to be correctly installed and maintained by competent individuals. Appliances and systems must operate in a safe and energy efficient manner as described in the various Building Regulations, Approved Documents, Codes of Practices and Standards.

To achieve this objective, HETAS has developed training and registration schemes that support installers and businesses involved in these types of work, helping them to work safely and efficiently and in compliance with the various regulations and laws that apply to the work involved. HETAS is named in the relevant Statutory Instrument as authorised to operate the scheme in line with Conditions of Authorisation for Competent Person Self-Certification Schemes for England and Wales.

Explanation of Terms Used in These Conditions

HETAS CPS (Competent Person Scheme) ~ a self-certification scheme operated by HETAS

Registered Business ~ A business accepted by HETAS as meeting the CPS requirements

Registered Installer ~ An individual Operative with competence in installing, registered through a Registered Business

Notification ~ Process to inform Local Authority of the installation and self-certification of a Controlled Service, as an alternative to applying for a Building Notice

Certificate of Compliance ~ Declaration from the installer that the relevant building regulations have been met in the form of a HETAS produced document

Controlled Service ~ Building work defined in the Building Regulations requiring notification. Flues and fixed combustion appliances are controlled services

Building Regulations ~ Statutory Instrument for Building and Buildings

Approved Documents ~ Guidance documents supporting the Building Regulations

Building Notice ~ For work not self-certified by a Registered Installer, an application made to a Building Control Body (such as a Local Authority) for Building Regulations approval

Conditions of Registration

1 Summary Requirements

- 1.1 By applying for and then renewing their registration on any HETAS scheme, Businesses and Operatives agree to comply with the scheme Conditions of Registration as published by HETAS. Current Conditions of Registration are available on the HETAS website. It is the responsibility of Registrants to keep themselves updated on the scheme Conditions of Registration.
- 1.2 Registered Businesses may apply for HETAS listing in categories of work where they have proven competence through training and assessment. The Registered Business can only self-certify work through the HETAS CPS in categories where they have demonstrated their competence and have approval from HETAS. Registrants can check their listed areas of competence at: www.hetas.co.uk/consumer/services/installers/
- 1.3 The Registered Installer must only undertake work for which they and the business are competent. The Registered Installer must demonstrate their competence against HETAS requirements, National Occupational Standards (NOS) and where required prove their competence on a 5 year re-assessment cycle. www.hetas.co.uk/trade/
- 1.4 Works contracted between the Registered Business and their customer must be specified in a formal written contract, including any work sub-contracted to a third party by the Registered Business. Where the registered business hold the contract and sub-contracts part of the works to a third party, they remain wholly responsible for the installation. All contract documentation must be available to view by HETAS on request.
- 1.5 The Registered Business must ensure that any work carried out under their HETAS registration in any of their categories of competence adheres to the statutory requirements of the relevant Building Regulations, the Health and Safety at Work Act, and any other relevant legislation and standards as required by the country or region where the work is carried out, and is carried out in a safe, professional and competent manner.
- 1.6 The Registered Business must ensure that any work carried out under their HETAS registration in any of their categories of competence is covered by a relevant risk assessment. Evidence of this must be provided to HETAS on request. This may also include any required 'Construction Phase Plan' or evidence to support compliance to The Building Safety Act and Regulations.
- 1.7 Works must be carried out by a competent Registered Installer on behalf of the Registered Business. The Registered Business must ensure that the approved Registered Installer is competent in all the categories relevant to that work. For any work that requires testing, adjustment or commissioning to achieve safe and/or efficient operation, those activities must be done and verified by the competent Registered Installer. Any person involved in the work who is not registered with HETAS, or who is working outside the competencies for which they are registered, must be properly and adequately supervised by a Registered Installer with all the relevant competencies.
- 1.8 On completion of notifiable works, the Registered Businesses must notify HETAS in full and within the times specified in 11.2 of the work carried out. Notification of the installation affirms that the work and any associated ancillary equipment has been installed in accordance with these HETAS Conditions of Registration, and that the work complies with relevant Building Regulations or by-laws.
- 1.9 Registered Businesses must pay all subscription fees and any other fees due to HETAS by the due date. New applicants must agree to undergo a period of probationary registration if applicable.
- 1.10 HETAS reserves the right to reject any application following an internal review of information supplied. HETAS may suspend or remove registration at any time where it is considered that Conditions of Registration have been breached.

- 1.11 HETAS reserves the right to amend or extend these scheme Conditions of Registration at any time, including:
- updates to the Competent Person Scheme regime from the government or other regulatory authorities, and
 - any other changes which HETAS deems important to protect consumers and/or installers and/or to improve the scheme

Any changes to these conditions will be published on our website at www.hetas.co.uk.

2 Business Registration

- 2.1 Business Registration is only available to those businesses which employ or sub-contract work to a competent Registered Installer listed under their Business Registration. This may be a sole trader.
- 2.2 Where the Registered Installer supervises others, the Registered Installer must, as a minimum, be present during all of the points of the installation listed below:
- Inspection prior to installation, including testing of existing systems (or chimney if applicable)
 - Lining of the chimney or installation of system chimney (if applicable)
 - Fitting the register plate, and connecting the flue to the appliance
 - Installation and/or testing of key safety components
 - Testing & commissioning
- 2.3 Business Registration may be applied for in one or more areas of competence, provided competent installer(s) work within the business and have the relevant training or qualifications. The current areas of Registration are available on the HETAS website.
- 2.4 Installation of appliances and associated products/services will be declared as meeting the requirements of the appropriate Building Regulations by the Registered Installer and notified to HETAS by the Registered Business.
- 2.5 HETAS CPS includes the inspection and monitoring of Registered Businesses to ensure that standards are maintained. Businesses and a sample of Installers will be inspected/ assessed following application and you must agree to on-going inspections as requested by HETAS. An application fee is charged to cover this together with an annual registration fee.
- 2.6 HETAS CPS requires the Registered Business to have systems in place and documentation be made available to HETAS on request to ensure:
- i. work is carried out under a formal written contract between the business and their customer
 - ii. any work sub-contracted to a third party is covered under a written sub-contract agreement, confirming competence of the contractor and point of contact
 - iii. any complaints received are logged and actioned appropriately
 - iv. all complaints received concerning compliance with Building Regulations or by-laws, together with the details of the action taken to resolve these complaints, are recorded and made available to HETAS on request.
 - v. a formal risk assessment is completed and retained for every installation; template documents can be requested from HETAS at any time.
- 2.7 Applications may be rejected where HETAS considers a name inappropriate or could potentially prevent clear distinction from or between other businesses. The word "HETAS" shall not be used as or as part of the name of any Business, any website domain name or email address operated by the Business or any product or service. This includes any Business names that directly alludes to "HETAS".

- 2.8 Registered Businesses must hold and provide to HETAS on request information relating to their works to enable quality control checks.

This includes;

- i. a list of all work carried out
- ii. all design data, specifications, drawings, commissioning records, logbooks, needs and requirements, user advice and compliance certificates* relating to installation work, carried out and in progress as appropriate

*HETAS provides access to the Technical Hub to view registered notifications

Where the installation work involves design of systems or ordering of bespoke components, the Registered Business shall retain copies for at least six years after the date of installation and shall make these available to HETAS on request.

- 2.9 Registered Businesses must inform HETAS within 3 working days of any circumstance relating to:
- i. changes in contact details
 - ii. changes in business name or legal status
 - iii. changes to the Responsible Person listed on the HETAS registration
 - iv. changes relating to Public Liability Insurance
 - v. changes relating to any of their Registered Installers including termination/withdrawal of employment or of sub-contract arrangements
 - vi. the addition and/or removal of work categories
 - vii. significant changes in workload, e.g. increasing the number of sub-contractors or taking on larger contracts

It is the responsibility of the business to ensure HETAS are aware of changes. HETAS may charge an administration fee for changes made at their discretion.

- 2.10 HETAS Registered Businesses must notify all applicable solid fuel/biomass installation work through the HETAS self-certification scheme. HETAS reserves the right to contact any interested party relating to a notification submission and invalidate where necessary.
- 2.11 Details of all installation works must be notified to HETAS on completion of the installation within 10 days using the online notification portal. Registered Business must ensure that the work is undertaken and verified by Registered Installers with the relevant competencies. The notification is only valid where the works have been carried out in accordance with the requirements of the Building Regulations applicable to the locality where the work was undertaken.
- 2.12 Registered Businesses must ensure that they only install appliances that meet the efficiency requirements as laid down in the current guidance documents covering Building Regulations applicable to the locality where the work is undertaken. The HETAS Cleaner Choice website lists gross efficiencies for approved appliances to assist in complying with this requirement.
- 2.13 CE or UKCA marking. Under the Construction Products Regulation, or other similar regulations (e.g. the machinery directive), any solid fuel heating appliance placed on the market since 1st July 2013 and manufactured in small batches or in continuous production must have a CE or UKCA mark and the availability of a Declaration of Performance.
- 2.14 Any solid fuel appliances installed in the UK must comply with the Ecodesign regulation which came into force in January 2022.
- 2.15 Registered Businesses should, where appropriate, recommend the use of HETAS Approved Products and Services if such a product or service meets their customers' needs. Any appliance on the HETAS Approved list complies with the relevant standards and regulations. Appliances marked as DEFRA Exempt can be used in Smoke Control Areas when operated correctly and when burning a fuel specified by the appliance manufacturer.

2.16 The insurance cover shall be appropriate to the risk, nature and scale of the work undertaken. The business shall hold a minimum of £2 million of public liability insurance covering all of the work that it carries out within the scope of their Competent Person Scheme certification. HETAS will require a completed annual declaration and the policy schedule to confirm the above PLI requirements are met.

Note: Where installation design is undertaken, it is recommended that the business holds a minimum of £250,000 of Professional Indemnity insurance or as appropriate to their scope of work.

2.17 Registered Businesses must ensure that all work undertaken complies with the Statutory Requirement of the Building Regulations for the country or region, Health and Safety legislation, and any other relevant legislation. Additionally any works undertaken should comply with the appropriate British Standard Code of Practice and/or any European Codes and Regulations which may apply.

2.18 Registered Businesses will be expected to have available for use by their Registered Installers the latest versions of the following (as applicable for the type of work):

- i. access to the HETAS Approved Products and Services
- ii. appropriate sections of the relevant Building Regulations guidance and approved documents
- iii. any relevant Standards and Codes of Practice
- iv. any domestic heating compliance guide or equivalent for the locality
- v. access to HETAS Technical Bulletins and Guidance Notes via the HETAS Technical Hub
- vi. Water Regulations

2.19 Any business seeking registration must fully complete an Application Form and submit it together with any supporting documents and registration fees due. A further fee will be payable on annual renewal of Registration.

2.20 Registered Businesses must nominate a responsible person who will be the main point of contact for the registration. The registered Business is fully responsible for HETAS certification requirements and compliance for the business including its Registered Installers and for communications.

2.21 Businesses who meet the conditions outlined in this document will be issued a Certificate of Registration to cover their registration with the scheme. This remains the property of HETAS, and must be returned to them if for any reason registration ceases.

2.22 HETAS will handle personal data given to it by Registered Businesses and applicants in accordance with its Data Protection policy and the General Data Protection Regulation (GDPR). The HETAS Privacy Notice is published online at www.hetas.co.uk/hetas-privacy-notice/. Where Registered Business or applicants act as Data Controller in giving personal data of customers or third parties with consent of the consumer to HETAS, HETAS will act as Data Processor in accordance with the document linked.

2.23 HETAS may use notification data to contact customers where there is a legitimate interest and to provide safety or compliance advice. HETAS will handle personal data about consumers in accordance with its Data Protection policy and the General Data Protection Regulation (GDPR).

2.24 Registered Businesses will be able to promote their business as being HETAS registered under the following brand guidance;

- i. the Registered Business must only use the HETAS logo for the particular scheme(s) that they are registered on; businesses must not infer registration on any other HETAS scheme unless they have been approved and authorised by HETAS
- ii. use of the logo must be clear and never misleading
- iii. other HETAS logo use is not permitted at any time including the use of the UKAS logo
- iv. all businesses must comply with rules and guidelines for logo use issued by HETAS
- v. The use of the HETAS logo must not be used to imply applicability to other trades carried out by the business which are not covered by its registration with HETAS

- 2.25 Installer Businesses will be listed on the HETAS website through the "Find Installer" search. Those with the relevant accreditation may also be listed through associated HETAS schemes. Any Business not wishing to be listed on these searches must make the request in writing, for consideration, giving their reasons for being hidden from the search facility.
- 2.26 Registration may, be removed or altered where a business is subject to poor credit, CCJ's, unspent criminal convictions or insolvency. Any registered company must be viable for the duration of registration.

3 Registration of Competent Installers

- 3.1 Registered Installers for combustion appliances must successfully complete the appropriate HETAS Training Course and Assessment (or equivalent) every 5 years, to ensure that they are up to date with appropriate Building Regulations and safety related subjects.
- 3.2 Registered Installers will be issued with a personal identification card. The card is valid for 12 months and will indicate which categories of competence the installer is registered for. It should be available for inspection by any customer. The card remains the property of HETAS and must be returned to HETAS if the individual and/or business registration ceases for any reason.
- 3.3 Work on un-vented systems, and other specialist areas of competence requires additional training and/or assessment not covered by standard HETAS courses. Anyone intending to undertake these categories of work must be competent to do so. HETAS may require the Registered Installer to demonstrate competence by some form of certification or assessment. Maintaining Competence – Registered installers must keep themselves up to date with any changes to Building Regulations applicable to their locality, Standards or Technical Revisions. HETAS provides routine information through newsletters, technical bulletins, on-line and technical updates.
- 3.4 Registered installers must keep up to date with legislation and changes to standards etc in between their 5-yearly re-assessment for combustion appliances.
- 3.5 HETAS provides a Technical Helpline for the support of its registrants. This service is subject to the following restrictions:
- i. Help given to Registered Installers is based on information provided to HETAS by or on behalf of the registrant and the support given is based on the information provided to us; the installer is on site and must utilise the information competently in relation to site conditions
 - ii. HETAS cannot assess or control the correctness of the information provided to it, and the interpretation or application of its advice by the recipient
 - iii. HETAS may not be aware of project specific conditions such as (but not limited to) building construction, fabric, specific local Building Control requirements, properties and quality control of building materials, or the specifications and configuration of other building components
 - iv. HETAS does not accept any liability for losses and/or damages of whatever kind (and sustained by whomever) that might result from the above
 - v. Help can only be given to Businesses or Installers who hold a current live Registration with HETAS
- 3.6 Where an individual operative is registered with two or more businesses as a Registered Installer, the individual must state clearly on all documents which of their registrations is applicable. HETAS will, on request from a Registered Business, supply details of notifications submitted to HETAS in their name by their Registered Installers.

4 Business and Installer Monitoring

- 4.1 To check that Businesses and their Installers are capable of providing customers with the required standards of work, an inspection of a representative installation relating to the business's areas of registration will be undertaken at intervals to be specified by HETAS. Application to join HETAS CPS will require assessment of an initial installation prior to full registration. Frequency of routine inspection will be subject to a risk-based approach.. In any case, applicants and registrants must consent to be inspected as often as HETAS requires.
- 4.2 The risk-based monitoring will consider the following where available:
- results from site installation visits by a HETAS nominated inspector
 - complaints received
 - feedback from HETAS Technical and Training staff
 - postal, email or telephone questionnaire to individual customers
 - information received by HETAS that has a bearing on the risk presented by the business
 - any other information which HETAS deems relevant
- 4.3 Additional inspections not covered by the standard registration fees may be required if there are complaints, non-compliances or significant changes to the way the business operates or to allow further monitoring of an installer's competence. Examples may include:
- complaint inspections, whether or not those relate directly to issues raised by the complainant
 - repeat visits to properties already inspected, due to the original state of that installation not allowing a satisfactory inspection, or significant concerns over completion of remedial work
 - additional monitoring at other properties, due to the state of an installation not allowing a satisfactory inspection and/or significant faults which raise concern, requiring further monitoring of an installer's competence
 - changes to the scope of a business's registration which mean that regular inspections are no longer sufficient evidence of all the relevant competencies and require additional inspections to be scheduled
 - in order to demonstrate competency as part of any internal review carried out by HETAS
- These additional inspections are not covered by the standard registration fees and will be charged at the rate set by HETAS to cover additional costs and expenses. Additional inspection charges will be invoiced and require payment before completion.
- 4.4 The Registered Business is responsible for ensuring access to the property selected for inspection. The Registered Business is responsible for the attendance of the Registered Installer who carried out and commissioned the installation, unless HETAS confirm in advance that the Installer is not required to attend.
- 4.5 The Registered business must have access to a sufficient number of test instruments to enable them to accurately carry out and record the outcome of tests required for compliance.
- 4.6 The Registered Business must issue as required an appropriate commissioning record for every installation, detailing the results of performance tests carried out as required by relevant Standards and Regulations.
- 4.7 Any work found to be below standard must be rectified to the satisfaction of HETAS and must comply with the relevant regulations and standards within a time period stated by HETAS and without charge to the customer.
- 4.8 Failure to provide an appropriate installation for inspection will result in a review of the Business Registration. If the Business has not carried out any recent installations of work notifiable through HETAS, HETAS may at its discretion accept inspection of equivalent work in other categories. Where this is not possible, registration may be suspended until such time as appropriate monitoring can be undertaken.

- 4.9 Where an inspection visit has been requested by HETAS or a HETAS appointed inspector, the Registered Business will be liable to a cancellation fee where:
- i. it cancels or fails to fulfil any arranged appointment in writing to the inspector, unless it gives at least five clear working days' notice in writing
 - ii. where a second appointment date is arranged and the business fails to provide a suitable confirmation and site details to the inspector within the requested timeframe

5 Application

- 5.1 Businesses applying for registration with the HETAS CPS must complete;
- i. an appropriate HETAS application form
 - ii. provide evidence of at least one suitably qualified installer (and in any case, all competent installers that will undertake work); this includes evidence of suitable qualifications and experience to demonstrate skills and knowledge applied for
 - iii. provide evidence of appropriate public liability insurance
 - iv. declare acceptance of the conditions of registration
 - v. provide required supporting documents i.e. risk assessment, complaints procedure and written quotation
- 5.2 HETAS carry out credit checks on new applicants and existing registrants. Registered Businesses agree to provide evidence of creditworthiness if requested by HETAS. Credit information will be held by HETAS in accordance with our Privacy Notice.
- 5.3 HETAS request information about unspent convictions on new applicants and existing registrants if applicable. Registered Businesses must agree to provide confirmation of this on request. Information will be held by HETAS in accordance with our Privacy Notice.
- 5.4 Entitlement to additional registrant benefits (from HETAS or from industry partners) may be withdrawn if fees and charges are not paid or if registration with HETAS ends for any reason.
- 5.5 HETAS reserves the right to reject any application following an internal review of information supplied by any party; this includes knowledge of poor work and consumer concerns, the applicant will have the right to appeal as per Section 9.

6 Resignation from the Scheme

- 6.1 Businesses or Installers may resign from the scheme, provided 28 days' notice is given in writing to HETAS.
- 6.2 In the event of an outstanding customer complaint, Businesses must undertake any remedial work identified by HETAS before their resignation becomes effective.
- 6.3 Following resignation from the scheme, Businesses and Installers must not describe themselves as being HETAS Registrants by any means, and must not display Certificates of Registration, identification cards, HETAS logos or infer HETAS registration in any way. This includes using HETAS training certificates to infer HETAS registration.
- 6.4 Businesses and Installers must return their Certificates of Registration and identification cards along with any unused HETAS documentation to HETAS within 15 days of their resignation.
- 6.5 Upon completion of a Businesses resignation from the Scheme, access to the HETAS Technical Hub including the notification portal and the Technical Helpline will be revoked.

7 Withdrawal of Registration

- 7.1 Businesses and/or their registered Installers may be removed from the Register where HETAS believes that there is a significant reason to do so. This may include for example:
- i. businesses and/or Installers failing to comply with the Statutory Requirements of the Building Regulations or by-laws, Health and Safety at Work Act and any other relevant legislation
 - ii. work undertaken by the Business or Installers, or on their behalf, is found to be of a standard which HETAS considers unacceptable, e.g. does not meet the requirements of a standard or approved guidance
 - iii. businesses fail to rectify work found to be defective during inspection or complaints investigation
 - iv. businesses fail to comply with the scheme Conditions of Registration
 - v. failure to hold in date training
 - vi. businesses become insolvent or cease trading or are no longer deemed to operate a viable company
 - vii. business and/or Installers act in such a manner so as to bring HETAS and/or the scheme into disrepute, this includes aggressive and/or violent behaviour
 - viii. business and/or Installers misuse the HETAS logo or trademarks or wilfully misrepresent their Registration scope and obligations
 - ix. failure to pay any fees or subscriptions or outstanding invoices by the due date
 - x. are considered to be abusive or discourteous to HETAS staff in any way and through any means of contact
- 7.2 HETAS reserves the right to publish details of any withdrawal of Registration and the reasons for doing so.
- 7.3 Businesses and Installers, whose Registration is withdrawn for any reason by HETAS, can appeal against the decision. Refer to Section 9 below.

8 Suspension or Removal of Registration following a breach of conditions

- 8.1 Where it appears to HETAS that a scheme registrant or applicant may be in breach of the Conditions of Registration, does not meet the required standards, or HETAS is in receipt of relevant information for example from another scheme or enforcement agency, HETAS may suspend registration whilst it investigates the matter. Where a suspension is in respect of any registration competency, it may also apply to other related competences and/or other registrations held by the business/installer with HETAS.
- 8.2 Where the Registrant refuses to co-operate in the complaints policy and is subsequently removed from the register, HETAS may inform other CPS Schemes of the removal.
- 8.3 From the date of the initial removal or suspension of registration, Businesses or its Installers must not describe themselves as being HETAS Registered by any means, use their Scheme ID cards, or display HETAS Registration Certificates and/or logos. Certification/notification of installations cannot take place during this period unless directly related to the suspension and with the written agreement of HETAS. The Business listing on the HETAS Find an Installer search will also be revoked during this time.
- 8.4 During a period of suspension all associated fees and outstanding invoices are still applicable and owed in full to HETAS. Direct debit payment collections will remain in place to complete the registration term. No refunds will be made for renewal payments.

- 8.5 HETAS may deem it necessary to impose conditions on a Businesses Registration. This may apply to applicants or existing registrants and in respect of all or some categories of Registration or work. If the conditions are not met within the specified timeframe, registration will be removed or refused.
- 8.6 If an installer or business has been removed from the competent person scheme as a result of disciplinary action or a registration review outcome, they may be subject to an exclusion period of 18 months before registration or reapplication will be considered. After this 18 month period, the decision for registration lies solely with HETAS following a review of the relevant circumstances including previous registration(s).
- 8.7 If the registrant would like to appeal any decision made by HETAS in relation to the removal of their registration then they are able to do so by following the Appeals process outlined in Section 9 below.

9 Appeals Process

- 9.1 HETAS' objective is to administer schemes in a fair and unbiased way whilst complying with all relevant scheme standards, legislation and regulations. Where a registrant or applicant formally requests to appeal a registration decision by HETAS (removal of Registration or rejection of an application to the scheme) the following process will be offered:
- i. The appellant will submit their appeal in writing to HETAS, outlining the reasons why they wish to appeal the decision along with any supporting evidence that will support their case.
 - ii. First Stage Review of the decision. A first stage review will include at least two senior HETAS employees, of whom one at least will not have been involved in the decision-making process so far. This review will decide whether correct procedures have been followed by HETAS in making decisions to date. The outcome of this first review is not limited to upholding a previous decision or not. It may offer alternative suggestions or outcomes thus avoiding the need for a full appeal hearing.
 - iii. Appeal Hearing. Where the First Stage Review upholds the original decision, should the appellant wish to continue with their appeal, the appellant will be given the opportunity to submit further evidence that they do meet all the requirements for registration on the scheme which will be reviewed by the Appeal Panel.
 - iv. Appeal Panel Costs: The cost to HETAS is considerable and HETAS will only convene a final Appeal Panel if a deposit has been paid. Details of the current deposit required are available on request. If the appellant's account already has outstanding debts to HETAS, those must also be paid along with the appeal deposit. Where the appeal is found in favour of HETAS, then the deposit is not refundable. Where the appeal is found in favour of the appellant, then the deposit is returned. No other costs or fees will be paid by HETAS to the appellant or anyone acting on their behalf.
- 9.2 Appeal Hearing: Within 15 working days of receipt of the relevant Appeal Hearing deposit HETAS will set up an Appeal Hearing where an Appeal Panel will meet and hear the case. The panel will include:
- i. a Technical expert (who may be a HETAS member of staff, or an agent of HETAS) whose role is to offer and demonstrate by reference to normative documents if necessary, technical clarification for the benefit of all parties. The expert will not be directly involved in the final decision
 - ii. a representative from HETAS not previously involved in the case
 - iii. two other persons with sufficient experience to hear the case
 - iv. the appellant may bring legal or other professional representation and must inform HETAS within 7 days of the hearing date who they are bringing and HETAS may be represented by an appropriate person where necessary

- v. any evidence not provided to HETAS previously must be submitted to HETAS within 7 days of the Appeal Hearing
- 9.3 Each party will present its case and each may be cross examined. A decision will be arrived at by the panel, based on what it sees as most probable from the information provided. The decision of the Appeal Panel is final and will be notified to the appellant within 10 working days in writing.
 - 9.4 The result of the appeal may not be limited to a decision on registration status alone and will be binding on all parties. The decision may include directions as to remedial work.
 - 9.5 Advertisement. HETAS reserves the right to publish, advertise, or share with other competent person schemes, such details of the results of its disciplinary and/or appeals procedures it considers necessary to protect the image of HETAS and the industry.

10 Complaints Process

- 10.1 HETAS is concerned with the safety, efficiency, technical standard and compliance with relevant Building Regulations of the work carried out by its Registrants. A requirement for continued HETAS registration is that the work of Registrants must comply with relevant Building Regulations, Approved Documents, British and EU Standard and general Regulations as applicable to the region or country where the work is carried out and/or relevant Industry Codes of Practice. If the work of any Registrant is found to be below these standards, HETAS requires the Registrant to remedy any defects at no additional cost to the customer and to ensure that relevant standards are achieved.
- 10.2 Complaints about the work of HETAS Registrants may arise from time to time. The complainant should first inform the Registered Business of the problem, allowing them a reasonable period of time in which to respond to the complaint. If this does not resolve the problem satisfactorily, or the Registrant fails to respond to the complaint within a reasonable period of time, the complainant may (subject to any applicable exclusions) invoke the HETAS Complaints Policy. Refer to the current publicly available policy available on request or via the HETAS website: www.hetas.co.uk/consumer/complaints-policy/.
- 10.3 Even if a complaint about the work of a HETAS Registrant falls outside the scope of the HETAS complaints process, or the complainant chooses to pursue their case through a different route, HETAS may still assess the information received and its relevance to monitoring of the Registrant.
- 10.4 HETAS Reserves the right to refuse assistance to either the complainant or registered business where their behaviour towards HETAS staff is considered abusive or discourteous. This applies to all methods of communication.
- 10.5 Where there are complaints from customers of HETAS registrants, HETAS may, at its discretion, inspect the installation to confirm whether there are grounds for complaint, and to see if the work is in compliance with regulations and standards and is safe. In cases where HETAS deem it necessary for an on-site inspection to take place HETAS may charge the registrant a reasonable sum for that inspection and any subsequent inspections. As these are considered additional inspections not covered by the normal registration fees. Invoices for additional inspections must be paid in full. Should payments remain overdue at the time of annual registration, renewal cannot be processed until outstanding invoices have been paid in full.

11 Certification of Installations

- 11.1 Registered Businesses must notify to HETAS all applicable installation work undertaken. This must be via the HETAS Technical Hub where online notifications can be purchased.
- 11.2 Certificates of Compliance (online notifications) are to be submitted to HETAS as soon as possible, no later than 14 calendar days after completion of works.
- 11.3 HETAS owns the copyright in its documents and forms and these must not be reproduced (whether physically or electronically) without HETAS's consent. HETAS reserves the right to invoice the business for the difference (by way of a reasonable estimate of the losses suffered by HETAS) and/or remove the business and its installer(s).
- 11.4 Registered Businesses are responsible for safeguarding their HETAS login and registration information against improper use and shall notify HETAS immediately if it becomes aware of any loss or misuse.
- 11.5 Registered Businesses and their Registered Installers can only certify installations commissioned by their own Registered Installer(s). If a separate HETAS Registered Business is used as a sub-contractor, there must be a contract and suitable controls in place. Each Registered Business must ensure that all work notified is signed off by the designated Registered Installer who has supervised the work and including details of the Registered Business taking responsibility for the installation.
- 11.6 Registered Businesses must ensure that customers and householders are provided with safety and operating instructions for their installations. General safety leaflets are available to installers through the HETAS shop and further details are available to view on the HETAS website.

12 Fees and charges

- 12.1 The following fees must accompany any application:
- an initial application fee, plus
 - the first year's registration fee, plus
 - the operative fee for each associated competent installer
- 12.2 Should the application process result in a decision not to register, or the application be cancelled for any reason, only the first year's business fee and installer fee will be returned in full.
- 12.3 If the scheme allows the registration fee plus installer(s) fee(s) to be paid by direct debit a mandate will need to be completed at time of application or bank details advised over the telephone when requested. The direct debit will be set up so that the initial monthly collection will be paid in advance of the start of the scheme registration, however where this is not possible then the first collection will include any additional instalments needed to ensure all fees are paid within the registration year and that the first instalment for the following year is received prior to the renewal date.
- 12.4 If HETAS permits a business to pay its annual Registration fees in instalments, the business is still liable to pay the remaining instalments even if Registration ceases part way through without completing twelve months Registration. Payment arrangements for the remainder of that Scheme year must be left in place.
- 12.5 If HETAS permits a business to pay their annual registration fees by instalments and 2 or more payments are not received on time or are unpaid, then this facility will be withdrawn, and the full outstanding balance will need to be paid immediately for registration to continue.
- 12.6 If for any reason the Registration of a Business or Installer is withdrawn, cancelled or the registrant wishes to resign from the Scheme, no refund of any fees will be made by HETAS. Outstanding fees (e.g. for inspections or direct debit payments) must be paid in full.

- 12.7 If there are any outstanding invoices or balances still owed at renewal date, registration can only continue if all outstanding invoices are paid in full.
- 12.8 Registrants agree to pay all required fees to HETAS within the timescale provided. HETAS reserves the right to utilise debt recovery processes where a balance is not paid on time.
- 12.9 Where HETAS has incurred costs due to unpaid registration or Compliance Guarantee claims related to the Business or Operative, HETAS may require any reasonable sum of the costs incurred to be paid or reserve the right to reject any application following an internal review.

HETAS Competent Person Scheme
Conditions of Registration and Guidance
Isle of Man, Isle of Scilly and Channel Islands

For Businesses and Installers Involved in the Installation of
Wood, Biomass and Solid Fuel Burning Equipment
Solar Thermal, Plumbing and Sanitary Ware

