

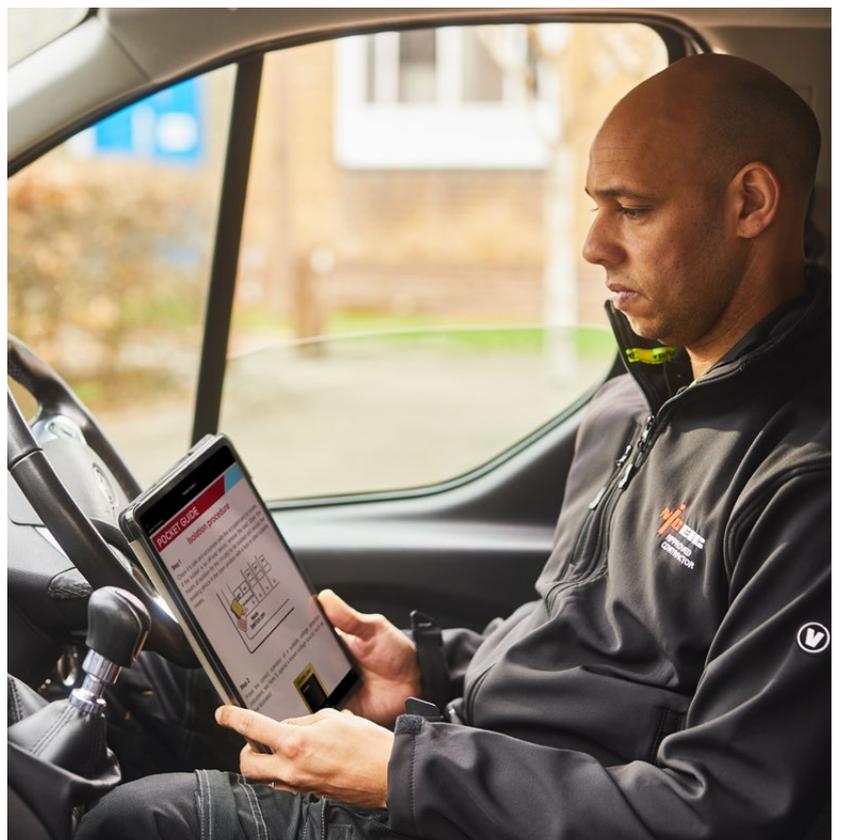
MCS Approved Installer Scheme Assessment

Guidance and checklist
Helping you prepare for a successful NICEIC assessment.



Contents

Introduction	3
Your assessment	4
Compliance scenarios	5
Risk profiles	6
Assessment plan	7
Assessment checklist	8
Assessment outcomes	9
Additional information	9
Contacting NICEIC	10



Introduction

We know your time is important. So whether you're applying to gain certification for the first time or completing a surveillance assessment, this guide will help you know what to expect, the steps involved and explain the terminology we use.

Your assessment is a fundamental part of your business's certification with NICEIC. It allows your business to display the NICEIC brandmark with pride knowing that your business has met the high standards that people expect from NICEIC-certified businesses.

It's your chance to show that your business:

- Has insurances, documentation and records in place to support you and your customers
- Carries out work that complies with the relevant industry standards.

It also gives you an opportunity to ask your Assessor any technical questions you might have.

This assessment guide and checklist explains how to book and fully prepare, including what to have ready to show your Assessor, as well as some top tips to ensure a successful outcome.

You should also read the [Conformity Assessment Guidelines](#) available on the MCS website as this document describes the framework that NICEIC will follow when assessing to the MCS Assessment Criteria.

**Anyone can carry a toolbox.
Only the best carry our badge.**



Your assessment

Assessments are not one size fits all.

Ideally, the samples of work in all the work categories you undertake should be within a local area, so the Assessor has time to travel to all sites and back to your contracting office within the allocated time. If this isn't possible, an additional chargeable assessment will be required.



Booking your application assessment

Once your online application, insurance and qualifications documents have been validated we'll send you an email with details on how to make payment and book your assessment.

Booking your surveillance assessment

- Twelve weeks before your assessment is due, we'll send you an email with details on how to book your assessment. To get the best selection of dates, and to avoid missing your certification deadline, we strongly recommend you book your assessment as soon as you get your booking communication from us.
- Remember: without regular assessments your business risks losing its certification.
- Missed the email? Contact us and we can get your date booked in.

Important

If anything significant has changed since your last assessment – such as your Main Contact leaving the business, or the work categories you undertake differing – please contact us so we can update the details we hold and ensure the appropriate assessment is scheduled.

The Technical Supervisor will be expected to make adequate arrangements for access to installation work at each of the sites selected, and to accompany your Assessor to each of those sites. Suitable transport and equipment (test equipment, hand tools, step ladder etc.) for this purpose are required to be provided by you.

We are committed to safety. It is paramount that Health and Safety procedures are observed at all times during your assessment.

On the day

Your Assessor will need to meet two key people: your Main Contact and your Technical Supervisor. In some businesses the same person can fulfil both positions.

Your Assessor will start the assessment at your contracting office address. They will review your office management systems; including documents, records and equipment to ensure it is appropriate to the range and scale of work your business carries out against the current MCS standards and scheme requirements.

For the full scheme standards we are assessing against please visit the [relevant MCS and MIS documents](#).

Compliance scenarios

In MCS 2025 businesses will be required to demonstrate compliance in different ways based on the size and complexity of the business'

Table 1 (extract from [MCS Installer Operating requirements](#)) separates different operating "scenarios" that relate to the size and complexity of the business's MCS related activities. In the MCS Installer Operating Requirements document these scenarios are then mapped into tables, which determine the processes and/or controls that are needed to be demonstrated at assessment.

NICEIC will determine the applicable scenario for your business based on information provided at application or annual review by the business considering the following factors:

- Number of employees directly involved in MCS related activities.
- Use of subcontractors to deliver installation work.
- Geographic Spread of installation work.

For example, if you are using subcontractors to deliver installation work and operating in multiple geographical regions, the business will be Scenario D, meaning Competency processes will need to include a training log/register with names, date of engagement,

qualifications held inc. issue and expiration dates and include all subcontractors utilised.

The greater the size and complexity of your business's MCS related activities, the greater the need for robust processes and controls to ensure consistent delivery of quality service.

For further guidance on what processes and controls your business may need to demonstrate please refer to [The MCS Installer Operating requirements](#).

NICEIC will annually review your business by requesting information electronically before your assessment takes place. This information will be evaluated along with your assessment outcome history to determine your business's risk profile as per MCS's Quality Risk Model.

Businesses who demonstrate a higher risk will be required to undertake additional assessments. Further Information is available in the Installer Operating Requirements.

Table 1

Scenario	Description
D	Installer with equal to or more than 250 employees directly involved with MCS related activities.
	OR Installer that is utilising subcontractors (including as Technical Supervisor(s) to deliver installation work and is operating in multiple geographical regions e.g. North West and North East.
C	Installer with equal to or more than 50 employees directly involved in MCS related activities, but less than 250 employees.
	OR Installer with less than 50 employees directly involved in MCS related activities, and is either utilising subcontractors (including as Technical Supervisor(s) to deliver installation work or is operating in multiple geographical regions e.g. North West and North East.
B	Installer with more than 1 employee but less than 50 employees directly involved in MCS related activities, not utilising subcontractors to deliver installation work and operating in a single geographical region e.g. North West.
A	Installer that is a sole trader, not utilising subcontractors to deliver installations and operating in a single geographical region e.g. North West.

Risk profiles

Reduced Every 3 years

- Annual Document Submission required.
- Must be certified over 2 years.
- 2 Consecutive Pass outcomes.
- Changes such as Technical Supervisor or legal entity will move reduced rate customers to Standard.

Standard Annual assessment based on Cert date, minimum of 1 site per technology

- New Certified business will stay on Standard (where no problems are identified) for 2 years.
- Installers of over 100 installs annually will generally remain on standard rate.

Enhanced Annual assessment based on Cert date, minimum of 5 sites per technology

- Business with Reassessment outcomes or high numbers (4 or more) of major non-compliance will move to Enhanced rate.
- 1% of all installation volume to be assessed with a minimum of 5 sites to be assessed.
- If non-compliance found in simple additional 5 sites to be assessed.



Assessment plan

Assessment activity	Specific items
Introductions / opening meeting at agreed start time	Present for the meeting will be the Assessor, and Main contact.
Office based assessment: Complete review against The Generic Service Delivery checks as specified in the Installer Operating Requirements (Appendix A) – confirming details held on certification are correct and up to date. Individual competence including: <ul style="list-style-type: none"> • Health and Safety training • Policy and procedures • Availability • Qualifications • Monitoring 	Audit of Generic Service Delivery: <ul style="list-style-type: none"> • Review of company details • Inspection and testing procedure and equipment • Installation records including, presale information (quote and contracts), commissioning documents as per relevant MIS including any installation checklists applicable and handover documentation. • Customer satisfaction records including management of customer feedback and complaints. • Certification marks and document control • Supervision records including subcontractors • Health and Safety • Insurance • Where applicable Risk Assessments may be required to be demonstrated to the Assessor prior to accessing installations on-site.
Site assessment: assessment of sites for technology(s) sample selected by Assessor	Compliance with relevant MIS standard, Building Regulations, MCS product requirements and applicable Building Control notification where applicable.
Close-out meeting	Closing meeting with the Assessor and Main Contact.

At the site assessment, installations selected should consist of:

- A sample visual assessment of installation work against the requirements of the relevant MIS document and the Building Regulations.
- A review of installation/handover pack for the work carried out to assess if it is complete, appears correct, is meaningful, and reflects the true state of the installation.
- The Technical Supervisor's ability to demonstrate they understand the installation requirements of the relevant technology.

During the course of the assessment, it is possible that some non-conformances may be identified. As such it is important your Main Contact is available to formally accept and agree any remedial action required.

The Assessor will complete an assessment report which will indicate the level of the business's compliance with the scheme requirements.

Assessment checklist

To ensure your business is managing MCS work effectively, your Assessor will assess the following areas.

✓ Scheme rules

A business directly carrying out MCS work and wishing to be assessed by NICEIC must adhere to the relevant scheme rules and where the business's resources and MCS work are subsequently assessed and found to meet the scheme rules, the business may be granted certification.

✓ Insurance

- £2 million public liability insurance.
- At least £250k professional indemnity insurance.

Insufficient public liability insurance will prevent a site assessment from being carried out. Issues could include insufficient financial cover or business names/addresses etc.

Did you know?

NICEIC Insurance Services offer certified contractors 10% discount on contractor insurance, a free business insurance check and highly competitive rates. Visit our [insurance website](#) for more information.

✓ Policy and procedures

The assessment will include a review of your:

- Personnel allocated to the roles as per the guidance within Installer Operating Requirements
- Customer requirements and contracts
- Complaints and appeals (process and records)
- Certification Marks and document control
- Supervision and Records
- Health and Safety

✓ Technical reference documents

Your Assessor will need to establish the business holds the latest edition of any relevant technical reference documents at your place of business, such as:

- Installer Operating Requirements
- MCS Installation Standards (MIS) relevant to the technologies you install
- MCS Branding guidelines.
- Building Regulations Pre-Sale information and system Performance Estimates standards.

Note: these documents can be held in hard copy or electronic links.

✓ Test equipment

Sufficient, relevant, safe and usable test equipment and test leads need to be available for review by the Assessor, and subsequently for use on site by the Technical Supervisor.

✓ Records of all work completed

A detailed list of all MCS installations completed by your business, all work in progress and quoted must be made available to your Assessor. Your Assessor will sample from the range of files made available; against the standards and scheme requirements to evidence compliance.

✓ Complaints

A record of all complaints made against your business together with details of the remedial action taken to resolve them, is to be available for your Assessor to examine.

✓ Health and Safety

Evidence your business's are conducted safely must be demonstrated to your Assessor.

Assessment outcomes

The Assessment report will indicate the outcome of the assessment and make one of the following recommendations to our Head Office for validation.

- **Pass** – Certification will be recommended if the business is compliant with the scheme requirements.
- **Evidence required** – Evidence must be provided to confirm that all non-compliances, as recorded on the report, have been remedied.
- **Reassessment required** – One or more major non-compliances were recorded at the assessment. A reassessment is necessary to confirm that adequate procedures have been put in place to prevent non-compliances occurring and to check all non-compliances noted at the original assessment have been remedied.
- **Additional assessment required** – Further assessment time required, possibly due to range, scale and scope of works carried out or additional Technical Supervisor assessment time.

Most additional assessment outcomes are due to insufficient representative examples of work put forward for assessment.

Non-compliances can be either:

- **Minor** – A small, isolated issue with minimal impact on a system's function, performance, or the installers service delivery.
- **Major** – A significant problem that severely impacts system function, creates a safety risk, or disrupts an installer's ability to deliver a service.

To close non-compliances, you will have 6 weeks to provide to NICEIC:

- **Root Cause** – The outcome of an investigation to determine what caused the non-compliance.
- **Corrective Action** – Evidence of the action taken to remedy the non-compliance specific to the installation that has been assessed.
- **Preventative Action** – Details of the preventive action(s) implemented to ensure that the non-compliance will not arise again on subsequent installations.

Additional information

Being fully prepared for your assessment is the key to a good outcome.

Being organised not only helps the Assessor to perform their task more efficiently, but also means you can use the time to your own advantage.

This means more time for your own questions about technical standards, industry best practice and advice on how NICEIC can support you more in your business.

Please visit our [MCS scheme webpage](#) for more information.

About NICEIC

For 70 years, NICEIC has been the UK's largest certification body for electrical businesses with over 40,000 currently certified with us. As the industry leader, we drive the highest standards of competence and safety.

We assess, certify and train electricians, plumbers, renewable energy installers, and gas and heating engineers. To become certified, businesses must demonstrate their compliance with technical standards and industry best-practice through rigorous assessments and continuing professional development.

Trade professionals look to us for certification and technical leadership, and value the credibility our name gives theirs. We provide ongoing advice and support, and list their businesses on our online 'Find a trusted NICEIC tradesperson' tool.

We help build public trust in trade professionals – and we never compromise on that trust. We work alongside government and industry to shape policy and drive standards. Many UK businesses, government organisations, local authorities and landlords will only work with NICEIC-certified businesses.

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