









		<p>surveillance visit (see condition 12).</p> <p>Where scheme operators have not previously assessed the competence of existing members they will need to do so. If they are unable to assess and certify these members within the two year period of grace (see footnote 2), it may be possible for that scheme/sector to agree an appropriate further period with DCLG (in consultation with UKAS).</p>
10.	Scheme operator to ensure that its members' competencies are kept up to date, for example as a result of changes to the Building Regulations and/or BS/EN standards or technical approvals.	This may be by means of formal generic training courses, seminars, distance learning, etc, as appropriate, which shall be equally available to all members.
11.	Scheme operator to provide ongoing technical and other help and advice to members as required (i.e. post registration), provided such help/ advice does not cause any conflicts of interest with certification activities of the scheme operator.	This may be accomplished by setting up telephone and e-mail helplines available to all members.
12.	Scheme operator to undertake surveillance of its members' work, including carrying out periodic random inspections of a representative sample of each member's work, during or after completion, to check compliance with the Building Regulations.	<p>A scheme operator shall, under a risk-based approach, undertake a minimum of one on-site inspection of each member's work every three years. This period shall be granted to existing members who have a clean track record, as defined and documented by the scheme operator. This will need to be based on factors such as inspection outcomes, significant complaints and major changes in personnel. Those members without such a record shall be inspected on an annual basis until they have such a record. New members will need to be inspected annually for the first two years following initial assessment to establish a clean track record.</p> <p>Scheme sector or individual scheme operators may choose to adopt more frequent inspection periods, where they consider that there is a need to go beyond the minimum requirements to ensure compliance with the Building Regulations.</p> <p>The scheme operator shall document its surveillance process and keep records of all surveillance made in line with the requirements in EN 45011.</p>
13.	Scheme operator to have effective sanctions in place for dealing with	The scheme rules shall set out the range of sanctions to be applied in particular circumstances, including referral to the local authority where





