



TRUSTMARK
Government Endorsed Quality

V1.0

TrustMark Licence Plus Quality Assurance Guidance

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V1.0





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This document has been designed to outline TrustMark Requirements for quality assurance within the Licence Plus.



01

Purpose

This document is applicable exclusively for works installed and lodged under the TrustMark Licence Plus by Registered Business (RB), including works undertaken by a Retrofit Assessor (RA).

The Licence Plus Quality Assurance process exists alongside the wider TrustMark Quality Assurance Monitoring for Government Funded Schemes:

<https://www.trustmark.org.uk/tradespeople/quality-assurance-guidance-government-funded-schemes>

Renewable measures under Licence Plus

Where a renewable measure is installed under Licence Plus the RB must be certified under the Microgeneration Certification Scheme (MCS) in addition to their TrustMark Licence.

All renewable measures must also be lodged in the MCS Installations Database (MID) in addition to the TrustMark Data Warehouse.



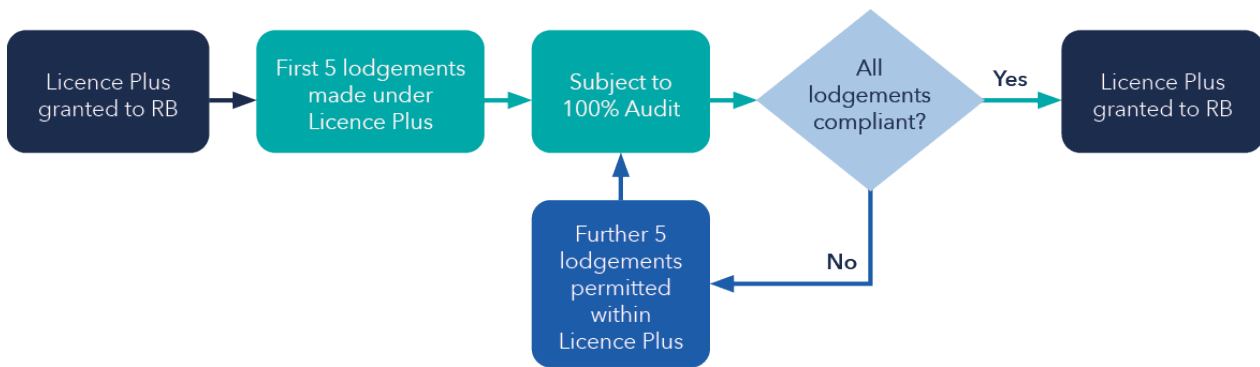
02

Licence Plus Initial Audit requirements

All RBs who gain the Licence Plus are subject to audit on all work(s) lodged within the data warehouse, this will include on-site audits on their first 5 lodgements. This requirement may be satisfied either by TrustMark directly or by the Scheme provider.

Once TrustMark possesses audit outcomes for the first 5 lodgements and deems the work(s) to be compliant, an RA / RB may then be subject to a mixture of risk based on-site and desktop auditing drawing a reduced lodgement fee.

If TrustMark discover work(s) that are non-compliant, then the above will not apply and 100% on-site audit will continue until TrustMark deems the business suitable to return to a mixture of on-site and desktop auditing.



TrustMark Quality Assurance Audits

TrustMark, using the lodgement and historic inspection data will assign a risk factor (risk model) against the lodgement.

The risk model will consider a variety of factors that will include, but not be limited to:

- Retrofit Assessor (RA) lodgement data
- Registered Business (RB) lodgement data
- Monitoring outcomes by measure
- Property type, age, location and tenure
- Inherent technical risk

A targeted selection of work will be an integral part of the Quality Assurance process.

It is expected that any non-compliance identified during audit will be remediated.

TrustMark will conduct both desktop and on-site audit processes.



03

TrustMark Quality Assurance Audit Outcomes and Process

TrustMark will record all audit outcomes in the Data Warehouse. Where the TrustMark Quality Assurance process identifies non-compliance, TrustMark will inform the RA / RB of the required follow-up actions and associated timescales for any remediation. Based on risk, the Scheme Provider will be advised of any non-compliance. Follow up actions may include:

- Details of the non-compliance
- Suggested remediation activity
- The required timeframe for remediation
- What is required to evidence compliance

In instances of non-compliance, regardless of the audit type the overall category applied to a result will be one of the following:

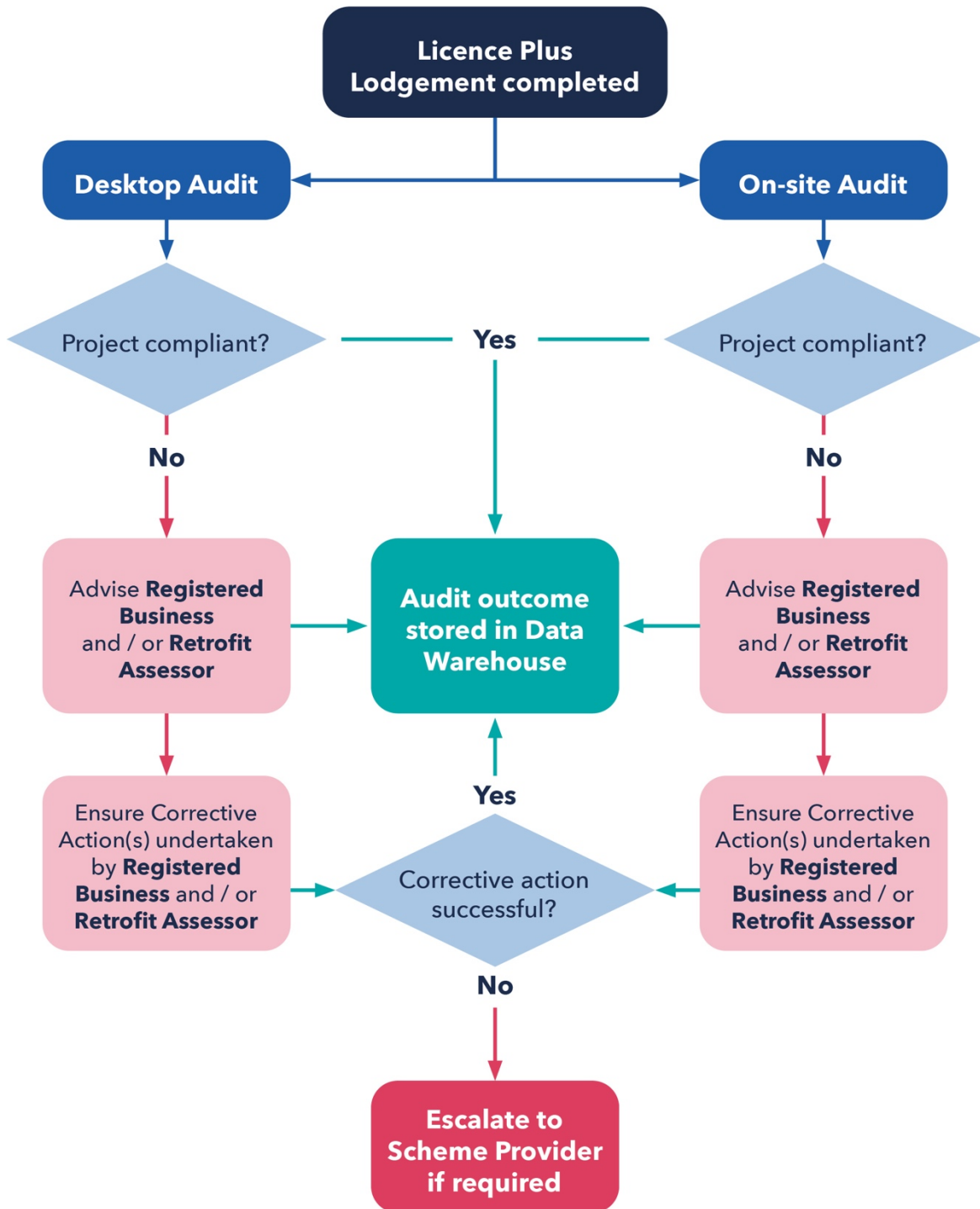
- High-risk non-compliance: Major non-compliance that represents a potential risk to life or property
- Non-compliance - Installation does not meet requirements associated with the Licence Plus trade or Building Regulations
- Request for evidence

Any high-risk non-compliance may be shared with the Scheme Provider and further action will be undertaken by TrustMark that may include:

- A requirement for mandatory training
- The application of bespoke conditions
- Increased audit
- Suspension of TrustMark registration
- Termination of TrustMark registration



TrustMark Quality Assurance Process





04

Remediation Evidence and Scheme Provider Escalation

All evidence must be submitted to TrustMark via the Data Warehouse by the responsible RA / or RB with an explanation as to what actions have been taken to remediate the project and / or measure.

It is expected that the following details will be included:

- Date of revisit to the property
- Element of the property remediated
- Remediation action taken
- How this action has made the installation compliant
- Pre & Post photographs that are *Geo-Tagged and Date-stamped* showing details of the remediated work(s). (Video clips are also acceptable).

If the remedial action is sufficient to evidence the works as compliant, then TrustMark will update the audit as a "Resolved non-compliance".

If the remediation is considered incomplete or insufficient TrustMark will use its discretion to escalate any non-compliance to the Scheme Provider.

If there is no engagement into the process, TrustMark will deem the non-compliance as high-risk. TrustMark will then escalate to the Scheme Provider for immediate investigation. Sanctions may then be applied and these include:

- A requirement for mandatory training
- The application of bespoke conditions to the registration.
- Increased audit regime through a managed intervention process for improvement
- Suspension of the TrustMark registration
- Termination of the TrustMark registration.

Where an identified non-compliance has an impact on the validity of lodgement data, a re-lodgement or new project creation into the Data Warehouse will be required as part of any remedial action.

Should the required remediation not be within the specified timeframe the TrustMark Scheme Provider will be informed as a point of escalation.

Where non-compliance is found following an onsite audit, a revisit will be conducted where TrustMark deems it appropriate. TrustMark reserves the right to recover on any additional costs incurred from the RA / RB.



Scheme Provider Escalation

Where instances of non-compliance have been escalated, both TrustMark and the associated Scheme Provider may suspend the registration of any party responsible for the work(s), whilst an investigation is on-going.

Where any remediation of work(s) is required the relevant Scheme Provider will be advised.

Should the Scheme Provider Escalation not achieve the agreed outcome TrustMark may take the following action:

- A requirement for mandatory training
- The application of bespoke conditions to the registration
- Suspension of the TrustMark registration
- Termination of the TrustMark registration
- Notify the administrator of the Funding Scheme.



Ensuring that property and home improvement
businesses deliver quality services with
effective protection for consumers



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