

# CAPITA

A guide to the new  
**gas installer registration scheme**  
for Great Britain from April 2009

Version 1, October 2008

<http://www.hse.gov.uk/gas>

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## 1. Executive Summary

On 8 September 2008, Capita signed a ten year contract with the Health and Safety Executive (HSE) to operate a new gas installer registration scheme in Great Britain from April 2009. The new scheme replaces the CORGI gas registration scheme, which will end on 31 March 2009 in England, Scotland and Wales.

The new gas registration scheme will encompass all aspects of the downstream gas industry covered by the Gas Safety (Installation and Use) Regulations 1998. It covers both piped natural gas and liquid propane gas (LPG). The scheme will deliver high levels of gas safety awareness amongst consumers aligned to a powerful new gas safety brand. And the single-minded focus on delivering the scheme and promoting gas safety will give gas installers greater value for money.

### Scheme Components and Service

The purpose of the gas scheme register is to provide information to consumers on gas installers that have demonstrated they are safe to work with gas. The services the scheme will deliver are education and awareness, inspection, enforcement, technical support, standards updates, technical alerts, a technical magazine and work reporting.

Together with improving gas safety for consumers, there are significant benefits for businesses and individuals that register with the new scheme:

- Reduced real cost of service – all costs not just headlines
- Greater consumer awareness – increased demand for registered installers
- Simple application and renewals – full online application, no signature
- Direct Debit payment option from 2010 – no premium
- 12 months' service for 12 months' money – renewal on anniversary
- Mobile friendly standard phone numbers – not just 0800...
- Risk based inspection – leave the good guys to get on with their job
- Complaints and appeals – fair treatment
- New technical standards update service – always know where you are
- New technical magazine – big on technical content, small on adverts
- Consultation on any significant changes
- The option of keeping the existing CORGI ID number

## 2. Introduction

The new gas installer registration scheme will operate in England, Scotland and Wales (Great Britain) from 1 April 2009. This guide provides information about the scheme, its services and how the changeover from CORGI will be managed.

This document is aimed primarily at those involved in the delivery of services in the downstream gas industry in Great Britain:

- Engineers and managers involved in installation, maintenance and repair
- Businesses involved in installation, maintenance and repair
- Gas industry and related bodies and organisations
- Consumer and landlord organisations
- The training, assessment, certification and qualification industry
- Manufacturers of gas appliances, tools and equipment
- Merchants, suppliers and retailers of any gas related items
- Anybody else that has an interest or stake in the industry

### Scope of the new service

The new scheme will operate in Great Britain from 1 April 2009:

- It will completely replace the registration scheme currently operated by CORGI in England, Scotland and Wales
- It will encompass all aspects of the downstream gas industry covered by the Gas Safety (Installation and Use) Regulations 1998
- Registration will be mandatory for those undertaking domestic, commercial and industrial work
- It covers both piped natural gas and liquid propane gas (LPG)

### Updates of this guide

As more information becomes available about the new scheme, this guide will be updated. The most current version will always be available on the HSE website which can be found at <http://www.hse.gov.uk/qas>

The guide carries a version number and issue date and the table below will contain details of any future changes to it.

Version	Date	Changes Made
1.0	13/10/2008	Initial issue

## 3. Background

During 2006, HSE undertook a major review of its gas safety arrangements. This involved extensive stakeholder engagement and independent research, which found that 45 per cent of those interviewed had little understanding of the risks, associated with gas and carbon monoxide.

The CORGI registration scheme for gas installation businesses has been operating for 17 years. During that time, the number of gas related fatalities has fallen significantly. Although stakeholders involved in the review overwhelmingly supported the continuation of a gas installer registration scheme, they identified areas where improvements could bring potentially significant benefits to both gas consumers and gas installers. HSE concluded that moving to an agreement for a fixed term would give greater certainty to the provider and encourage investment.

In December 2006, HSE set out proposals for reforming their current arrangements for gas safety, principally involving changes to the gas registration scheme managed by CORGI. At a meeting on 6 December 2006, the HSE Board discussed the proposals for reform and agreed that there should be a 'competition for the market' to find a single provider to run a new registration scheme. The Board also agreed that there should be a name for the gas registration scheme that would be retained regardless of who delivered the service; that the governance arrangements should be expanded and those fees should decline in real terms over the term of the contract.

On 7 March 2007, Lord McKenzie issued a press release endorsing the recommendations and announcing the new scheme to improve domestic gas safety. The core recommendation was to deliver added value to gas consumer safety through a reformed gas installer registration scheme.

In July 2007, the launch of the competition was announced in the Official Journal of the European Union (OJEU).

In February 2008, Invitation to Tender (ITT) documents was sent to bidders that had successfully completed a pre-qualification process.

Responses to the Invitations to Tender were evaluated by the independently chaired Tender Evaluation Board and the successful candidates were invited to submit Best and Final Offers by 19 May 2008.

On 28 August 2008, HSE announced that it had awarded a contract to Capita Group Plc to run the new gas installer registration scheme from 1 April 2009 for a period of ten years. Capita signed the contract to operate the new scheme on 8 September 2008.

## 4. Scheme principles

We have defined eight principles that will guide our scheme behaviour and activities:

### 1. Clarity of role and purpose

So that others are clear about our actions and motives, we will clearly define our role and the purpose of the registration scheme.

### 2. Exclusive focus on gas, gas registration and consumer education

We will focus exclusively on the job in hand. We will not attempt to sell anything or misuse any information we hold.

### 3. Scheme value through demand

We are committed to creating value in being registered by creating demand for the services of registered installers. We aim to change the culture of 'have to be registered' to 'want to be registered' as consumers increasingly only trust their gas work to a registered installer.

### 4. Gas safety through education

We believe the best way of protecting consumers is to give them the information they need to make informed decisions about gas safety. We will raise awareness of gas safety risks and the value and protection of using a registered installer.

### 5. Proportionate

We will deliver a service that is effective but one that does not impose unnecessary burden on the industry.

### 6. Open and accountable

As gas installers are legally required to be registered, we have a responsibility to be open and accountable about our performance and how we spend the registration fee.

### 7. Consult with registered installers

We are committed to consulting installers before making any significant changes to the scheme.

### 8. Work with others

Whilst we have firm plans to deliver the scheme successfully, we are committed to working with others, as we believe the benefits will be far greater.

## 5. Scheme components and services

The core purpose of the new scheme is to provide information to consumers on gas installers that have demonstrated they are safe to work with gas. The scheme will also deliver a range of supporting services that actively and directly contribute to gas safety. All of these services have been included and designed to contribute to gas safety and the delivery of an effective, proportionate registration scheme.



### 1. Information and advice

Information and advice is the lifeblood of the service. We will provide a range of support with special facilities to make it accessible to all. Information and advice will be delivered by post, phone, online and where possible face to face.

### 2. Admin, applications and renewals

The application, renewal and administrative activities will be as simple and efficient as possible. We will provide an online application and renewal system that does not require signing or returning forms. We will also introduce anniversary renewals e.g. if you register in December you renew in December. This flexibility with renewal dates will give installers twelve months' service for their registration fee.

### 3. Payments

Paying for registration under the new scheme will be quick and simple. From 1 April 2010 onwards (i.e. the start of the second year), installers will be given the option to pay by direct debit.

### 4. ID Cards

New photo ID cards will be issued to registered installers. The cards will display an engineer's qualifications and the category of registration.

## 5. Reports

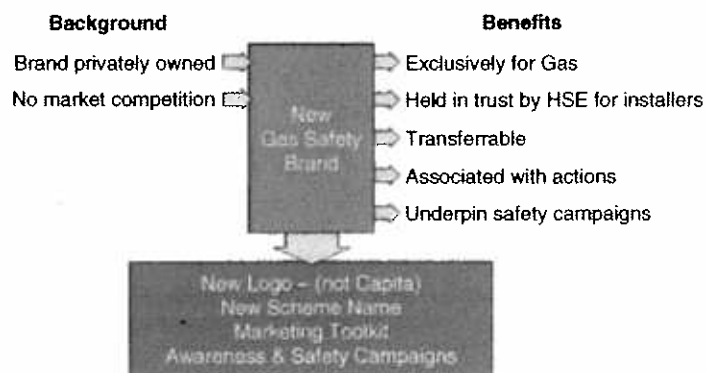
Consistent with the delivery of an accountable gas safety service, we will produce reports on our performance.

## 6. Complaints and appeals

The new scheme will treat installers fairly and openly when dealing with complaints. We will endeavour to resolve complaints promptly and adopt the principle of 'innocent until proven guilty'.

## 7. Gas safety brand and education and awareness

A powerful new brand, a hallmark for protection from unsafe gas work, will launch the new gas scheme and champion gas safety in Great Britain. The brand will be associated with actions that educate the public about gas safety risks and how to avoid them and drive the demand for registered installers.



The new gas safety brand has a dual purpose as the identity of the new gas registration scheme and the mark that underpins all gas safety education and awareness campaigns. The new brand will be owned by HSE on behalf of gas installers and will be available for use in the future by any other providers of the gas registration scheme – this is a one-off change.

Installers registering with the new scheme from January 2009 will receive a marketing toolkit to help with the brand change. The will include templates for stationery, van signage and advertising. To give installers further assistance with the change, we are negotiating discounted rates for van stickers and will provide details of the suppliers. The new brand will come into use on 1 April 2009.

## 8. Inspection

Taking a new risk-based approach to inspection, we are developing a living model that takes inputs from a range of sources, carefully taking account of previous good work. This will allow our inspectors to focus on higher-risk work while installers consistently undertaking safe work to all relevant standards will be free to continue doing good work. Where a member of the inspection team finds good sound work, we will communicate this to the engineer who completed it.

## 9. Enforcement

The new scheme will have a protocol that will detail the actions it will take in a range of scenarios and will be maintained as new scenarios develop. It is also quite normal that the nature of illegal activity will change over time as doors are closed. It is anticipated that contributions will be made by HSE together with a number of other enforcing and regulatory bodies.

## 10. Technical support

Technical support will be available to registered installers under the new scheme for any gas related issues.

## 11. Standards update and technical alerts

A standards update will be published on a quarterly basis so that it is always clear which standards are current. Technical alerts will be sent to registered installers when an issue arises. Installers will be able to specify whether they would like to receive alerts by email, letter or in urgent cases by SMS text message. These services will be part of the core service with no additional charge.

## 12. Technical Magazine

A new technical magazine, big on technical content, will be produced for engineers written by engineers. Contributions will be made the scheme's own technical team and contributions and articles will be sought from installers, other industry bodies and external organisations relevant to the gas industry. It is intended that this will become a valuable source of scheme and technical information and a way of sharing best-practice and industry knowledge.

## 13. Work Reporting

The new scheme will provide facilities for registered installers to report gas work that is notifiable under the Building Regulations. Further details and features of the new scheme's approach to work reporting will be announced in January 2009.

## Additional tasks

### 14. Enforcement review

It is anticipated that the enforcement review will include a review of applicable legislation, a quantification of the issue, the use of various enforcement approaches and strategies (e.g. penalty charge notices), the time and cost involved in delivering changes and the projected benefits.

### 15. Competency requirements review

A study to look at all routes to entry into registration. This review will look at all aspects of competency and how an individual attains and maintains everything necessary to remain registered. It is anticipated that this study will commence in 2009 and will incorporate current routes to entry including ACS, National Vocational Qualifications and Scottish National Vocational Qualifications.

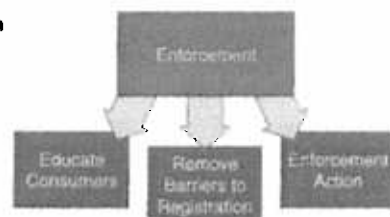
## 6. Enforcement

Enforcement is a key concern for many installers. The new scheme will adopt a three prong approach in the fight against unregistered individuals or businesses that choose to undertake gas work illegally.

### Enforcement Protocol

The new scheme will have a protocol that will detail the actions it will take in a range of scenarios and will be maintained as new scenarios develop. It is also quite normal that the nature of illegal activity will change over time as doors are closed. It is anticipated that contributions will be made by HSE together with a number of other enforcing and regulatory bodies.

### The three prong enforcement approach



#### PRONG 1: Educate consumers

We will undertake a range of awareness and education campaigns that give consumers the knowledge to make informed decisions on gas safety matters, including using registered gas installers and checking and validating installers ID.

#### PRONG 2: Remove barriers to entry

With the new scheme, there are no barriers to registration – the registration process is simple, we'll also be offering flexible payments, anniversary renewals, direct debit and the real cost to installers will come down over time. We anticipate the review of competency requirements delivering further benefits.

#### PRONG 3: Create dedicated enforcement and engage

The new scheme will have a dedicated team focused on enforcement activity. This team will draw on Capita's extensive experience in investigation and enforcement activities in other areas of its business. Guided by the enforcement protocol, the team will work with a range of other regulatory and enforcing bodies – providing them with research, investigation and administrative support to build the evidence necessary for firm enforcement action. On completion of the Enforcement Review our enforcement unit will work with HSE to determine next steps and further actions.

## 7. Features and benefits for registered installers

Features and benefits that are specific to registered installers involved in installation, servicing and repair:

### Lower cost of service

The new scheme will be cheaper than the existing one and will continue to reduce in cost in real terms over the duration of the contract. Additional discounts will be available for those who choose to go paperless whilst full services will remain available.

### Increased demand for services – 'benefit not burden'

A key focus of the new service will be to educate consumers on the value of using registered installers. This will help consumers to make informed decisions on gas safety matters such as installation, routine service and repair. They will be encouraged to get their appliances serviced routinely and only use the services of a reputable registered installer to complete the work.

### Direct Debit payments with no premium

From 2010 onwards, there will be an option to pay for gas registration by Direct Debit without any additional premium.

### Renewal on anniversary of registration

For installers newly registering with the scheme, annual renewal of registration will occur on the date they first registered. This will ensure that a full twelve months' service is received for their registration fee.

### Technical standards update and technical alerts services

We will publish a quarterly update to ensure that engineers always know that they are working to the latest set of standards. This will contain details of all changes and updates so that it is always clear which standards should be worked to.

If we receive information on a technical issue, we will send this out to registered installers. Installers will be able to specify if they would like to receive alerts by email, letter or in urgent cases by SMS text message. Both of these services will be part of the core service with no additional charge.

### Magazine for registered gas installers

We will publish a magazine for engineers written by engineers. We will seek a range of contributions from installers, our technical team and other industry and external bodies so that this becomes a rich source of information and a way of sharing best practice and industry knowledge.

### Consultation on significant changes

The new scheme is committed to consulting with registered installers should it wish to make any changes that would significantly impact registered installers. Consultation will take a number of forms including local focus groups, questionnaires (online and paper) and telephone surveys. It is anticipated that consultation will be undertaken annually and will be accompanied by appropriate justifications, benefits, and risk and impact assessments.

### Mobile friendly phone numbers

We will provide a standard telephone number that begins 01 (in addition to other freephone numbers) so that people can call us without incurring additional charges.

### Keep existing ID number

Many installers value their existing registration number and in recognition of this, the new scheme will be designed to allow installers to keep their old number.

### Simple application and renewal process

The new scheme will be designed to make the application and renewal process as quick and simple as possible. This will include the option of a fully online application and renewal process without the need to sign and return forms.

### Complaints and appeals

The new scheme will treat installers fairly and openly when dealing with complaints. It will endeavour to resolve complaints promptly and adopt the principle of 'innocent until proven guilty'.

### Risk based approach to inspection

We are developing a living model that takes inputs from a range of sources, carefully taking account of previous good work. This will allow our inspectors to focus on higher-risk work.

## 8. Features and benefits for consumers

### Consumer focused service

The core purpose of the new scheme will be to provide information to consumers on installers that have demonstrated they are safe to work with gas. We will provide consistent and timely information to consumers to improve their awareness of gas safety risks and to help them make informed decisions when they need to have gas work carried.

### Better educated on gas safety and the value of registered installers

We will undertake a range of awareness and education campaigns that give consumers the knowledge to make informed decisions on gas safety matters.

These activities will focus on the value of using registered installers, the importance of regular servicing, the use of approved CO alarms and awareness of CO poisoning to name but a few.

### Simple 'Find an Installer' service complete with operative details and pictures

The new scheme will provide a simple service for consumers to find local registered installers that is simple and intuitive to use. Available online or by phone, the 'Find an Installer' service will provide information on local registered businesses and will also provide details of the engineers working for that business, their qualifications and their picture (where permitted).

These measures will contribute to householders knowing exactly what work the business and individual engineer is qualified to undertake. It will provide a high level of confidence that the individual is registered when they arrive on the doorstep.

### Automated 'Check an Installer' service with MMS picture messages

The new scheme will provide an automated telephone service that will enable consumers to enter details of an engineers' ID. The system will then confirm that the engineer is registered, provide details of qualifications and offer to send an MMS text message containing the same details and a picture of the installer. This will contribute to the fight against unregistered installers and provide a high level of confidence for consumers.

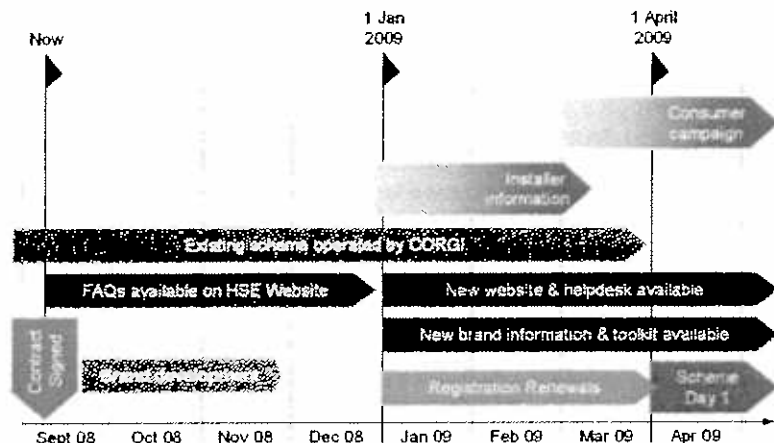


### Inspection focused on completed work

Attention will be paid to making sure installers have the necessary safe systems of work and procedures in place consistently completed by competent engineer. But there is no better evidence of safe practice than inspecting safe work completed in a consumer environment. Focusing attention on this will ensure that the maximum possible time will be spent making sure consumers are safe.

## 9. What happens next?

There are two milestones as we move towards the new scheme. 1 January 2009 and 1 April 2009 as follows:



### Existing scheme – now until 31 March 09

The existing scheme operated by CORGI will run until 31 March 2009 at which time it will cease in Great Britain. There will be no period of dual running and no grace period for those that are not registered on the new scheme.

### Installer information – January 09

We will be writing to all installers registered on the existing scheme to give them more information and details on how to register with the new scheme.

### Consumer campaign – March 09 onwards

To coincide with the start of the new scheme, a high profile campaign will be launched to inform the public about the change.

### Registration renewal – January 09

The service to complete the registration process under the new scheme will open in January 2009 ready for 1 April 2009. More details on registration will be released later in the year.

### New brand and marketing toolkit – January 09

The gas safety brand (logo, name, etc) will be available from January 2009 to give installers time to make the necessary changes to vehicles, stationery etc.

### New scheme – 1 April 2009

The new scheme will begin on 1 April 2009. Installers must be registered under the new scheme to work legally from 1 April - there will be no period of dual running and no grace periods.

## 10. Installer qualifications

Providing that qualifications have not expired and are recognised under the CORGI scheme, they will be accepted under the new scheme.

If your qualifications are due for renewal before April 2009, you should continue to renew qualifications as normal. These will be valid under the new scheme.

## 11. Use of data

Data provided and held by the scheme on registrants and their customers will be treated in confidence and used strictly for the correct and proper operation of the scheme.

It will not be sold or commercially exploited in any way. The new rules of registration will contain clear data usage statements written in plain language that will clearly explain how and where data provided by registrants will be used.

## 12. About the new scheme operator

The scheme will be delivered by Capita Gas Registration and Ancillary Services Ltd, a new division of Capita Group Plc. Capita is the UK's leading provider of integrated professional support service solutions. The Group's service capabilities encompass customer services, financial services, human resource services, software services, systems and strategic support and property services delivered to both public sector and private organisations. With over 32,000 employees at more than 300 offices across the UK, Ireland and India, Capita is quoted on the London Stock Exchange (CPL), and is a constituent of the FTSE100 with revenues for 2007 of £2,073 million. Further information on The Capita Group Plc can be found at: <http://www.capita.co.uk>.

## 13. Contacting the new scheme operator

We welcome dialogue with the industry and are committed to an open and constructive engagement throughout the term of the contract, but please bear with us during this busy period as we prepare for service commencement on 1 April - we need to get things right from the outset!

For enquiries, please email [gas\\_scheme@capita.co.uk](mailto:gas_scheme@capita.co.uk)

## 14. Where to find more information

This guide contains a range of information about the new service but a range of additional information including FAQs can be found on the HSE website:

<http://www.hse.gov.uk/gas>

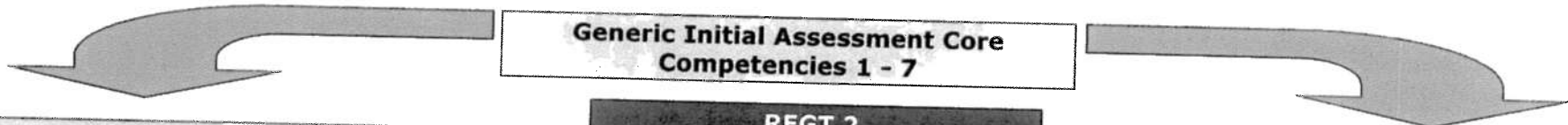
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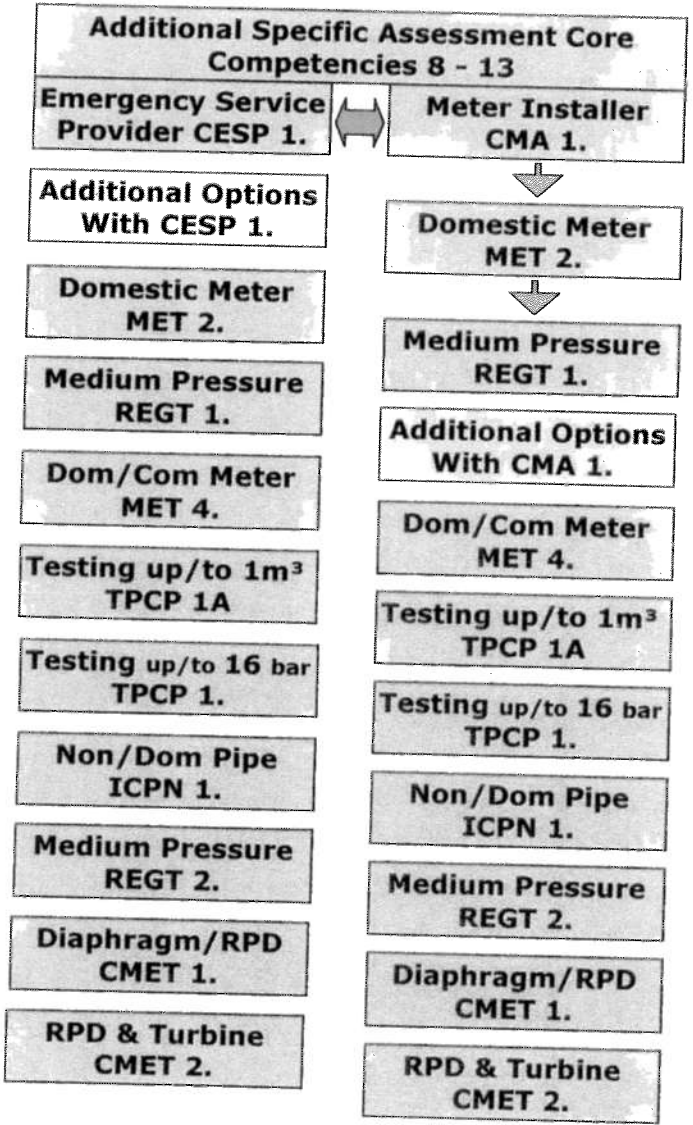
**Statistics to 01/09/08**  
**Metering and Emergency Service**

Assessment Code	1. Initial Assessment Passed	2. % Initial Assessment Passed	3. Holding Valid Certificate	4. Passed Re Assessment	5. % Passed Re Assessment	6. Initial Assessment Failed	7. Failed Re Assessment	8. ACS Total Cumulative Assessments
CMA1	630	98.59%	330	49	100.00%	9	0	679
CMA2LS	871	97.65%	506	95	97.94%	21	2	966
CMET1	1,289	99.85%	980	167	100.00%	2	0	1,456
CMET2	1,061	99.62%	845	146	100.00%	4	0	1,207
CMIT1LS	229	99.57%	124	56	100.00%	1	0	285
MET1	21,489	99.72%	15,477	4,038	99.98%	61	1	25,527
MET2	597	97.71%	225	38	100.00%	14	0	635
MET3LS	879	97.99%	510	99	99.00%	18	1	978
MET4	1,514	99.80%	1,364	60	100.00%	3	0	1,574
REGT1	1,096	99.82%	1,096	0	0.00%	2	0	1,096
REGT2	8	100.00%	8	0	0.00%	0	0	8

# INITIAL EMERGENCY SERVICE OPERATIVES & GAS METER INSTALLERS ACS GENERIC ASSESSMENTS



**Generic Initial Assessment Core Competencies 1 - 7**



**REGT 2.**  
Now available to support commercial medium pressure installations to the requirements specified in IGE/GM8 (Applicable to CESP1. & /or CMA1. & MET4.)  
Available now :-  
Blueflame Certification 01782 576 811  
BPEC Certification 0845 644 6558  
Shortly :-  
UK Certification 01458 252757  
Construction Skills 01458 577700

**CMIT 1.**  
Separate stand alone Limited Scope assessment which includes its own core for Meter Instrumentation Technicians

Meter Installer CMA 2LS (Limited Scope)

Gas Meter MET 3LS. (Limited Scope)

Medium Pressure Installations REGT1.

- Part A: Generic Competencies 1-7 (must be completed by all candidates)**
1. Gas Safety Legislation
  2. Gas Emergency Actions and Procedures
  3. Installation of Pipework and Fittings for the installation of gas meters
  4. Tightness Testing
  5. Checking and/or Setting Meter Regulators
  6. Identification of Unsafe Situations and the Use of Emergency Notices and Warning Labels
  7. The Operation of and Positioning of Emergency Isolation Controls and Valves

- Part B: Specific Competencies 8-13 (CMA1 & CESP1 only)**
8. Gas Safety Legislation (Additional to Part A.)
  9. Characteristics of Combustion
  10. Ventilation Requirements for Domestic and Commercial Appliances
  11. Flueing Standards
  12. Installation of Outlet Pipework and Fittings
  13. Re-establish Existing Gas Supply and Re-light Appliances/Plant

# INITIAL EMERGENCY SERVICE OPERATIVES & GAS METER INSTALLERS NATURAL GAS ASSESSMENTS

**EMERGENCY SERVICE OPERATIVES**

*CESP1 is an alternative Core to CMA 1. Generic Competencies 1 - 13*

EMERGENCY CORE GAS SAFETY ASSESSMENT NG.  
OR  
CHANGEOVER ASSESSMENT DOMESTIC NG TO EMERGENCY CORE

APPENDIX 2 Assessment Delivered by Emergency Service Provider ISBN: 0- 9524550- 7-2  
STRENGTH/TIGHTNESS TESTING & PURGING COMMERCIAL PIPEWORK TPCP1A & / or TPCP1.

**DOMESTIC METER INSTALLER (Up to U 6 Sizes)**

CMA 1.  
METER INSTALLER CORE GAS SAFETY ASSESSMENT NG.  
MET 2.  
DOMESTIC METERS up to & including U 6 size  
REGT 1.  
DOMESTIC GAS MEDIUM PRESSURE REGULATORS & CONTROLS

**DOMESTIC / SMALL COMMERCIAL METER INSTALLER (Up to U40 Size)**

CMA 1.  
METER INSTALLER CORE GAS SAFETY ASSESSMENT NG.  
MET 4.  
DOMESTIC/COMMERCIAL METERS up to & including U16 to U 40 size  
REGT 2.  
COMMERCIAL GAS MEDIUM PRESSURE REGULATORS & CONTROLS

**COMMERCIAL GAS METER INSTALLER**

*Operatives requiring to extend to commercial meters need to hold domestic/small commercial meters MET4. & REGT2.*

ICPN 1.  
COMMERCIAL PIPEWORK in Excess of 28mm  
CMET 1.  
COMMERCIAL DIAPHRAGM & RPD METERS WITH BY-PASS  
CMET 2.  
COMMERCIAL RPD & TURBINE METERS  
STRENGTH /TIGHTNESS TESTING & PURGING COMMERCIAL PIPEWORK up/to 16 bar TPCP 1.

**LIMITED SCOPE METER INSTALLER**  
*Generic Competencies 1 - 7*

CMA 2LS.  
(Limited Scope) METER INSTALLER CORE GAS SAFETY ASSESSMENT NG.  
MET 3LS.  
DOMESTIC GAS METERS WITH SEALED OUTLET (Limited Scope) U 6  
REGT 1.  
DOMESTIC GAS MEDIUM PRESSURE REGULATORS & CONTROLS

**LIMITED SCOPE GAS METER INSTRUMENTATION OPERATIVE**  
*Contains own core*

CMIT 1.  
GAS SAFETY ASSESSMENT INSTRUMENTATION OPERATIVE Limited Scope