



**VENTILATION HYGIENE ELITE SCHEME**

# **YOUR HANDBOOK TO REGISTRATION**



# WELCOME TO BESCA

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BESCA, Building Engineering Services Competence Assessment Ltd was established in 2006 by the Building Engineering Services Association (BESA).

Acting as an independent UKAS accredited certification body as part of the wider BESA Group, BESCA aims to help businesses and individuals within the UK to meet industry standards, ensuring compliance and promoting best practice within the building engineering services industry.

## APPROVED BY BESCA

Becoming an approved BESCA contractor is for those businesses that want to set themselves apart from their competitors and gain a competitive edge by adding value to their operations through compliance and quality assurance with recognised industry standards.

BESCA works hard on your behalf promoting your business to clients and contractors and lobbying government on industry issues.

## PURPOSE OF THIS HANDBOOK

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This handbook sets out the Scheme requirements and application process involved to join the BESCA Approved Ventilation Hygiene Elite Scheme (VHE).

## BENEFITS

- ✓ Improve the service you offer clients by demonstrating the highest level of compliance and competence.
- ✓ Receive a TR19® Certificate of Company Registration, offering your clients complete peace of mind
- ✓ Grow your business thanks to the increasing number of clients and insurance companies specifying TR19®
- ✓ Safeguard your business and reduce risk of prosecution and liability
- ✓ Real-time delivery of TR19® Certificate of Works Compliance straight to your inbox
- ✓ Improve reporting and highlighting of next cleaning dates to ensure continuity of business
- ✓ Access to the latest industry information, plus discounts on the latest publications and BESA training
- ✓ Use the BESCA VHE Quality Mark and feature on the BESCA Vent Hygiene register
- ✓ Get prioritised access to the technical helpdesk
- ✓ Save time, which you can re-invest in your business
- ✓ Free copy of the new TR19® Specification & Guide to Good Practice upon joining

## SUPPORT

Should you need help with registration or require assistance with the information contained within this handbook, our BESCA support team are just a phone call away on **01768 860457**.



[www.besca.org.uk](http://www.besca.org.uk)



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# VENTILATION HYGIENE ELITE SCHEME

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The internal cleanliness of ventilation systems is considered **important** for human comfort and health, energy consumption, system service life and for cleanliness of operations and processes carried out in the ventilated area.

Corporate Manslaughter legislation places a much greater corporate responsibility and business risk on organisations for failure to comply, particularly where inadequately cleaned systems heighten the **e spread.** **e** and

The BESCA **Ventilation Hygiene Elite Scheme** provides reassurance to clients, specifiers and contractors that VHE registered businesses have demonstrated compliance with TR19® Specification & Guide to Good Practice and all current legislation to ensure ventilation hygiene standards are achieved.

## THE SCHEME COVERS NOTIFIABLE SYSTEM WORK ON:

- ✓ Grease Extract
- ✓ General Supply
- ✓ General Extraction
- ✓ General Re-circulation

## REGISTRATION REQUIREMENTS

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Applicants for registration must prove that their cleaning activities are carried out in accordance with the scheme requirements. A business must:

- ✓ Open to both BESA members and BESA non-members
- ✓ Applicants must demonstrate personnel employed in cleaning system activities have the appropriate training, skills and experience that are required for the task they undertake
- ✓ Training and technical competence records will be checked at audit to ensure recognised training has been undertaken and documented
- ✓ Applicants must provide evidence they are correctly insured
- ✓ Applicants must demonstrate understanding of and compliance with TR19® and current legislation
- ✓ You can download the list of qualifications, competencies, experience and other requirements from [www.besca.org.uk/schemes/besca-approved-ventilation-hygiene-elite](http://www.besca.org.uk/schemes/besca-approved-ventilation-hygiene-elite)



# REGISTRATION PROCESS



## BESA MEMBERS

\*Existing BESA members will qualify for the scheme if they meet the criteria of the Competence Assessment Scheme (CAS) by being compliant with the technical audit (office and site inspection). a



# REGISTRATION PROCESS GUIDE

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## STEP 1: APPLICATION

Apply to BESCA online at [besca.org.uk](http://besca.org.uk).

Contact BESCA on **01768 860457** if you need any assistance with your application.

The BESCA team will make contact with you to arrange payment of the registration fee is required.

## STEP 2: APPLICATION REVIEW

BESCA will undertake a document review of your application and information provided to check that the business meets the scheme requirements to move onto audit. BESCA's audit team, will contact you to schedule an audit date for your office and site assessment.

If your business is a member of BESA and has already undertaken a Competence Assessment Scheme audit based on ventilation, entry onto the Ventilation Hygiene Elite Scheme may be able to be made on a 'deemed to satisfy' basis.

## STEP 3: AUDIT

BESCA organises the audit so that the office and site inspections can take place consecutively. Some time spent by the business preparing for the visit will help to simplify the process and save time. When preparing for audit, consider the following:

- The auditor will start your audit at the business premises to establish you have the required commercial and business standards in place.
- Following this, the audit involves a site inspection of sample cleaning work undertaken by your business to review how you have applied the requirements of TR19® Specification & Guide to Good Practice and other related CoP/Regulation.
- Prior to an audit, we ask registrants to identify a number of sites that are appropriate to visit by the auditor for the site inspection and, where required, obtain permission from the client for the assessor's visit;
- Once confirmed, registrants should pass details of these sites to BESCA Auditor before the visit and inform the assessor of any site specific health and safety requirements;
- The nominated responsible person for signing of the cleaning work needs to be present.
- Once a date and time for audit has been agreed, cancelling the arrangements may incur a cancellation fee.

Remember, if your business is a **member of BESA** and has successfully passed the Competence Assessment Scheme audit, entry onto the Ventilation Hygiene Elite Scheme can be made on a '**deemed to satisfy**' basis without the need for a secondary audit.



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## **STEP 4: AUDIT REVIEW AND CERTIFICATION DECISION**

Once the audit is complete you will receive an Audit Report from BESCA (not the auditor) which will state the outcome of the audit and make recommendations. For example:

**a. Cer ecommended** – Your Company will be recommended for Ventilation Hygiene Elite Registration.

**b. Further Action Required** – Your Company does not fully comply with standards. *If the auditor's assessment shows that your company is likely to meet standards after addressing any identified issues, a recommendation will be made to further assess your Company within a given timescale. A re-assessment may be conducted through the submission of requested evidence or an additional on-site audit. Most non-conformities can usually be addressed by submitting additional evidence, however, where an additional on-site audit is deemed necessary, this will be subject to an additional audit fee.*

Applicants that are unsuccessful will be notified and be given the reason(s) why the business has not met the criteria. They will also be given details of how they can appeal against the decision, should they wish to do so.

## **STEP 5: VHE REGISTRATION**

You will be issued with a certificate of registration and can be promoted as a Ventilation Hygiene Elite registrant and use the Elite Quality Mark.

BESCA will register your details to a public database of registered Ventilation Hygiene companies and you can notify your jobs at [besca.org.uk](http://besca.org.uk).

## **NOTIFICATION OF SITES CLEANED**

Upon registration you will be issued with login details for BESCA's online notification service that will allow you to make cleanliness compliant notifications of works for certification.

Schemes members will need to login to the system and generate a BESA TR19® Cleanliness of Ventilation Systems Compliance Certificate that will be made available to:

- 1.** The scheme operator
- 2.** The VHE registrant
- 3.** The VHE registrant's client
- 4.** The insurance underwriter (where appropriate)

## **POST CLEAN VERIFICATION REPORTS (PCVRS)**

Registrants may use their own PCVR but all PCVR's comply with the requirements of BESA TR19®, however, registrants are encouraged to use the TR19® model PCVR.

Registrants shall have the capability to store and recall PCVR's for all certified works containing evidence of the date, time and location of each clean.

The PCVR shall also contain evidence of customer notifications where any cleaning cannot be completed.

## **STEP 6: ONGOING SURVEILLANCE AND RENEWAL**

To ensure that your business continues to meet the scheme requirements, a 'risk-rating' is applied to members by BESCA, which determines the frequency and extent of surveillance to be carried out:

- New applicant, or registrant - the audit is required annually for the first two years
- BESCA VHE/BESA member - the audit is required tri-annually providing no risk triggered audits have occurred

One of the key areas upon which this 'risk-rating' is based, is the number of non-conformities that arise in the on-site technical audit and the desk-top assessment of Post Clean Verification Reports (PCVRs) from that notified via the online notification service.

## **ONGOING SURVEILLANCE**

Upon receipt of the PCVR's we will undertake an evaluation sample of 5% of reports.

The evaluation will include but not limited to:

- Details of the system(s) to confirm a relationship with the BESA TR19<sup>®</sup> compliance certificate lodged with BESCA in the first instance
- Examination of the pre and post photographic evidence within the report that clearly identifies the time, date and location.
- Examination of the pre and post deposit thickness as deemed necessary
- Examination of the schematic drawing so that it represents a true account of the related system cleaned and details of access and deposit thickness test points
- Clear and defined evidence throughout the report that identifies the areas cleaned in full and, highlighted areas with supporting evidence on areas that have NOT been cleaned
- Examination of the advised frequency as set out within BESA TR19<sup>®</sup>

At request we may also seek permission from clients to allow BESCA to access sites during day time hours for surveillance following completion of cleans.



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## FURTHER INFORMATION

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### STANDARDS AND OTHER DOCUMENTS:

The standards and documentation that underpin BESCA Approved Ventilation Hygiene Elite scheme is available on BESCA's website at [www.besca.org.uk](http://www.besca.org.uk)

- ✓ Ventilation Hygiene Elite Assessment Standards
- ✓ Ventilation Hygiene Elite Terms of Registration
- ✓ Ventilation Hygiene Elite Code of Conduct
- ✓ Ventilation Hygiene Elite Application Form and Schedule of Fees
- ✓ BESCA Complaints and Appeals Policy and Procedures

**BESA TR19 Cleanliness of Ventilation Systems is available from: [www.thebesa.com/knowledge](http://www.thebesa.com/knowledge)**

### BESA TRAINING APPROVED COURSES

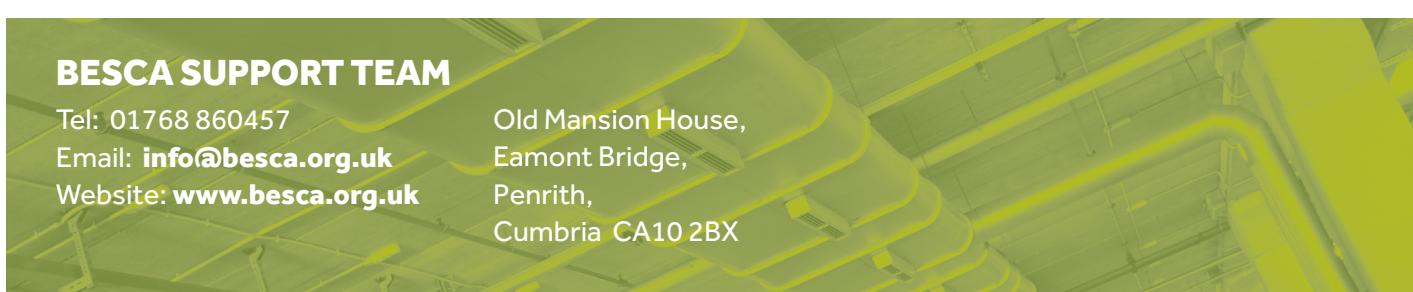
[www.thebesa.com/training](http://www.thebesa.com/training)

Air Hygiene Operative (AHO)

Air Hygiene Technician (AHT)

Grease Hygiene Operative (GHO)

Grease Hygiene Technician (GHT)



BESCA is committed to ensuring that your privacy is protected. To find out more about how we process your data and your rights, please see our online privacy policy at: [www.besca.org.uk/complaints-and-appeals/privacy-policy/](http://www.besca.org.uk/complaints-and-appeals/privacy-policy/)