



The Certification Mark for Onsite
Sustainable Energy Technologies

MGD 001

Guidance Document for MCS 001

Version 1.0

This guidance has been approved by the Steering Group of the Microgeneration Certification Scheme.

This guidance was prepared by the MCS Working Group 11 'MCS 001'.

REVISION OF MICROGENERATION GUIDANCE

MCS Guidance will be revised by issue of revised editions or amendments. Details will be posted on the website at www.microgenerationcertification.org

Technical or other changes which affect the requirements of the guidance will result in a new issue. Minor or administrative changes (e.g. corrections of spelling and typographical errors, changes to address and copyright details, the addition of notes for clarification etc.) may be made as amendments.

The issue number will be given in decimal format with the integer part giving the issue number and the fractional part giving the number of amendments (e.g. Issue 3.2 indicates that the document is at Issue 3 with 2 amendments).

Users of this guidance should ensure that they possess the latest issue and all amendments.

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1. INTRODUCTION

This guidance document has been written to go with MCS 001 and provide guidance for MCS Contractors who are seeking to meet the requirements of MCS 001. The purpose of this guidance document is to describe some of the key requirements of the Scheme in a simple, clear and concise manner with a focus on what an installation company can expect on a surveillance visit or assessment, and to also provide some examples which may satisfy some of the requirements of the Scheme and MCS 001. This document may be used by all MCS Contractors on the Scheme regardless of its respective size, make up and approach.

If you have any suggestions for improvements to this document, please contact the MCS helpdesk via the MCS website www.microgenerationcertification.org

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2. GUIDANCE ON SATISFYING APPENDIX A OF MCS 001

Appendix A of the MCS 001 standard contains the requirements for a Quality Management System (QMS) which are assessed as part of the MCS certification process. As a minimum, the assessing Certification Body shall ensure that the MCS Contractor has addressed the requirements as detailed in the following table through documented procedures and systems. The example requirements as detailed below apply to all MCS Contractors involved in microgeneration design and installation, however, some of the examples may need to be developed and further detail added in order for larger MCS Contractors to satisfy the requirements of the Scheme. The series of Microgeneration Installations Standards (MIS 3001-3007-2) have some clauses that also link to the MCS 001 requirements, as indicated below.

Clause	Activity	MCS 001 Requirements	Example requirements	MIS References
1.	Quality Management System	<p>The MCS Contractor must have in place a maintained documented quality management system in accordance with this table. The status of the documented system must be clear in terms of issue level and/or date.</p> <p>The MCS Contractor shall be a member of and, when dealing with domestic customers, shall have agreed to comply with a code of practice (Consumer Code) which is relevant to the scope of business in the microgeneration sector and which is approved by the Chartered Trading Standards Institute (CTSI). Where appropriate, the documented management system shall address the requirements of the Chartered Trading Standards Institute (CTSI) Approved Consumer Code.</p>	<p>QMS systems can be paper based or electronic, and should include details about how they are updated.</p> <p>Documents should have dates and version numbers on them.</p> <p>A copy of a current membership certificate of a Chartered Trading Standards Institute (CTSI) Approved Consumer Code should be attached. A list of currently approved consumer codes can be found here.</p> <p>A document could be written in detail, or it could be a flow diagram, a table, a chart etc, the document does not have to be in a set format as a printed document, it should just contain the information required.</p>	<p>Clause 3.2 of each MIS covers the requirement to have a QMS.</p> <p>Clause 3.4 of each MIS covers the requirement to be a member of a consumer code.</p>

2.	MCS Contractor Personnel	<p>The MCS Contractor shall specify both a named individual "Nominee" and a named individual "Nominated Technical Person (NTP)". This can be the same individual if the Nominee is technically competent.</p> <p>The responsibilities of the Nominee and the Nominated Technical Person(s) are set out in MCS 025.</p> <p>The MCS Contractor may name an administrative contact person for the Accredited Certification Body to communicate with who is not the Nominee and whose responsibility would be coordination and communication.</p> <p>The MCS Contractor shall document who is responsible for each activity and their deputy, where appropriate.</p>	<p>A named employee should be identified as the Nominee – the primary contact to liaise with the Certification Body. This person is ultimately responsible for the MCS Contractor's activities under the Scheme.</p> <p>A named employee, or subcontractor should be identified as the Nominated Technical Person (NTP). An MCS Contractor may engage the services of more than one NTP.</p> <p>Where subcontractors are engaged, the subcontract agreement should be signed by the Nominee on behalf of the company. Competency records for all NTP's shall be maintained by the certified MCS Contractor.</p>	Clause 5 and Appendix A of each MIS covers roles and responsibilities.
3.	Internal Review	<p>The Nominee shall conduct regular (at least quarterly) reviews involving relevant staff members to review the effect of each of the procedures and deal with any problems in the system. Records of these reviews and corrective/preventive actions shall be kept by the MCS Contractor.</p> <p>The reviews should consider, as appropriate:</p> <ul style="list-style-type: none"> • Feedback from members of staff, customers and suppliers • Complaints • Products • External audits or assessments • A review of controlled documents held (currency and availability) 	<p>The MCS Contractor should write down how they keep current with microgeneration products and developments, how that information is passed on to employees/subcontractors and what links exist to suppliers.</p> <p>A record of reviews should be kept even if no issues have arisen.</p> <p>Refer back to previous check lists going forward.</p> <p>Record when the company has completed a check against each bullet.</p>	

		<ul style="list-style-type: none"> • Performance of suppliers and subcontractors • Changes to MCS Contractor documents • Changes to MCS Contractor structure or activity • Issues arising from inspections • Any other issues with an impact on the quality management system 	<p>Where there are changes to the company structure or to key personnel within the company, for example a Solar PV Nominated Technical Person (NTP) who has left the company, then this should be notified to the Accredited Certification Body. If there is any doubt, then the installation company must check with their Accredited Certification Body. Refer also to MCS 001 Clause 10 for the requirements to notify the Accredited Certification Body of changes.</p>	
4.	Corrective / Preventive action	<p>The MCS Contractor shall have procedures in place for corrective and preventive actions for problems and issues raised via:</p> <ul style="list-style-type: none"> • Internal review • External audits or assessments • Inspection and measurements • Complaints • Health and safety incidents • Product recall or rectification notices • Changes to standards or regulations 	<p>The Nominee is ultimately responsible for the following:</p> <ul style="list-style-type: none"> • Current copies of the Company's Health and Safety Policy and an incident log • A copy of the complaints log showing, as a minimum, date and nature of complaint, who handled the complaint and how it was resolved. • You must be able to access current relevant building and technical standards including the MIS standards relevant to the microgeneration products that the company installs • Completing review in clause 3 could potentially satisfy clause 4. <p>Where appropriate, the Nominee should consult with the Nominated Technical Person (NTP) regarding the above.</p>	
5.	Document Control	<p>Documents produced by the MCS Contractor to meet the requirements of the Scheme shall be listed and controlled. Control shall include: a unique identity, status (issue number and/or issue date), appropriate page numbering, and</p>	<p>Key documents to be produced, kept and version controlled are:</p> <ul style="list-style-type: none"> • T&Cs • Survey Sheet • Data Sheet 	

		<p>approval.</p> <p>Such documents shall be available at all locations where they are to be used. Superseded/obsolete documents shall be marked as such or removed from use and archived.</p> <p>Where documents are made available in an electronic form, accessibility and control must be appropriate to their use.</p> <p>The MCS Contractor shall have a system for backup and retrieval of documentation whether in hard copy or electronic formats.</p>	<ul style="list-style-type: none"> • Contracts (subcontract agreements where applicable) • Revision of quotes • Workmanship warranty • Handover pack documents • Invoices • Performance estimates <p>The above documents are the anticipated minimum required, however, it may become apparent that other documents will be required and controlled.</p> <p>A to-do list for the day is useful for smaller MCS Contractors and an intranet for documents for larger MCS Contractors would be suitable. Internal procedures for MCS Contractors should be maintained.</p> <p>All procedural documents should have some version control mechanism in place to enable the reader to identify the most recent, approved version.</p> <p>An example would be the amendments table used at the end of this document or any MIS document. Numbering of pages will also be beneficial and an example can be seen on each of these pages for how this can be done.</p>	
6.	External Documents	The MCS Contractor shall maintain copies of relevant external documents (including those MCS scheme and installation documents, and other standards and guides relevant to the scope of approval). The MCS Contractor shall have a documented method/mechanism for ensuring	You must show how you are able to access current relevant building and technical standards including the MIS standards relevant to the microgeneration products that the company installs e.g. from the internet. You should also ensure you have the latest version	Clause 4.1 of each MIS (except MIS 3004 where it is clause 4.2) covers Regulations.

		<p>they have access to the latest editions including any amendments.</p> <p>The MCS Contractor shall have access to the most up to date copies of Building Regulations, Planning Regulations and Health and Safety Regulations.</p>	<p>of those documents where specified in the MIS documents.</p> <p>You should potentially have a matrix or list of all relevant documents for the particular MIS document.</p> <p>Refer to 3. Internal Review to ensure documents are current.</p> <p>See clause 4, first point.</p>	<p>Clause 8 of each MIS covers publications relevant to the installation work covered.</p>
7.	Software Control	<p>Where software is used for calculation or verification, a control process must be in place to ensure the correct version of software is being used. The MCS Contractor shall demonstrate how any software used, in accordance with the relevant MIS, is appropriate for the intended application.</p>	<p>The MCS Contractor should be able to demonstrate that any software used is correct (e.g. by reference to the software supplier's web-site).</p> <p>Correct means software that meets the current MIS standard and might not need to be the most up to date version of the software available.</p>	
8.	Contracts and customer requirements	<p>A contract for the sale and installation of a system shall be entered into only between an MCS Contractor which is certified for the technology type(s) in the contract, and a Customer; and this MCS Contractor shall register the system on the MCS Installation Database under their MCS Contractor user account.</p> <p>An MCS Contractor may carry out work under subcontract to another MCS Contractor in which case Clause 10 must be satisfied.</p> <p>Where the contract is for a Green Deal installation, the contract requirements in MCS 023 take precedent.</p> <p>If the MCS Contractor obtains sales leads from</p>	<p>The MCS Contractor should develop an internal document which details (step by step) the process that is followed beginning when a customer enquiry is received, through to the signing of a contract. A copy of the company's contract with Terms and Conditions meeting the requirements of a Chartered Trading Standards Institute (CTSI) Approved Consumer Code must be provided. The process should highlight:</p> <ul style="list-style-type: none"> • How a quotation is prepared, including the design of the installation and how the performance estimates of the system, in line with the relevant Microgeneration Installation Standard of the proposed 	

		<p>any third party, the MCS Contractor must require that the third party complies with all the relevant requirements of the MCS standards and Chartered Trading Standards Institute Approved Consumer Code. The MCS Contractor will be responsible for any non-compliance.</p> <p>The MCS Contractor shall have procedures in place to handle enquiries, produce quotes and accept orders/contracts. Where relevant, these must also comply with the Chartered Trading Standards Institute Approved Consumer Code of which the MCS Contractor is a member. Customers must be provided with system performance estimates in line with the relevant Microgeneration Installation Standard prior to the award of a contract.</p> <p>The MCS Contractor shall review orders, contracts or tenders to ensure that:</p> <ul style="list-style-type: none"> • The requirements are adequately defined for each installation. • The MCS Contractor has the resource and capability to meet the order/contract requirements. Where the time scales cannot be met, the MCS Contractor shall detail when the order/contract will be fulfilled. • Responsibility for planning and building control compliance is clearly identified. <p>Records of this activity shall be maintained for all orders/contracts and tenders.</p> <p>A process shall also exist for managing amendments to contracts/ orders.</p>	<p>installation, are calculated.</p> <ul style="list-style-type: none"> • If other companies (e.g. manufacturer, building merchant, other firms) are used to perform all or part of this role, evidence that these companies are also members of, and have undertaken to comply with, a Chartered Trading Standards Institute (CTSI) Approved Consumer Code (e.g. copies of current membership) must be provided. • A customer contract, showing the system design and how the estimated performance for an installation has been prepared should be provided. • If subcontract companies or personnel are used in any part of the process, copies of these contracts should be available. • If any aspect of the installation is carried out by the manufacturer of the product (for example performance calculations) you must take responsibility for this. The Nominated Technical Person (NTP) must be able to verify that this subcontracted work has been completed to the MCS standards. <p>The definition of customer can be interpreted in different ways depending on whether the contract is for a domestic or commercial installation. The example scenarios below aim to provide clarity on this:</p> <p>Domestic Installation</p> <ul style="list-style-type: none"> • The customer is likely to be the householder/homeowner where the 	<p>Responsibility for planning and building control is covered in clause 4.1 of MIS 3001, 3002, 3005, 3007 and 3007-2, in clause 4.2 of MIS 3004 and in clause 4.4 of MIS 3003.</p>
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			<p>installation is taking place.</p> <ul style="list-style-type: none"> For social or private landlords, the customer is likely to be the landlord rather than the tenant living in the property. <p>Commercial Installation</p> <ul style="list-style-type: none"> New build property portfolio where a main, non MCS certified, building contractor has subcontracted the installation of the renewable technology to the MCS Contractor. The customer in this case would be the main building contractor as there is no end user or home owner at this stage. 	
9.	Purchasing	<p>The MCS Contractor shall identify their suppliers of designs, products, services and materials required for installation works.</p> <p>A master list of suppliers shall be established to identify their address, contact details and the service or products/materials supplied. The method for adding or removing suppliers and products/materials from the master list shall be established e.g. previous dealings/past history, product approval. Ad hoc suppliers should be added as required e.g. emergency sourcing of parts.</p> <p>Purchase orders, Confirmation of Order, Delivery Note or Invoice shall clearly identify the product, service or materials to be supplied (e.g. part numbers, grade, product standard etc).</p>	<p>For records of orders, the MCS Contractor should provide examples of these, e.g. records in a folder, dispatch notes, merchant dispatch notes. Installers must be clear that they are ordering the correct components for the design specified. MCS Contractors must ensure they have the correct equipment for the designed installation they are carrying out.</p> <p>The MCS Contractor should keep a written record of the suppliers commonly used for microgeneration products, and the process used for placing orders with them.</p>	
10.	Subcontracting	In installations for private customers, any work within the scope of the Scheme not undertaken	Where subcontractors are used, copies of the contracts should be provided. These contracts	Clause 3.3 of each MIS covers

		<p>by employees of the MCS Contractor shall be managed through a formal subcontract agreement between the two parties in accordance with the policies and procedures employed by the MCS Contractor. These procedures shall ensure that the subcontractor undertakes the work in accordance with the requirements of the relevant installation standard.</p> <p>In other situations, (for example new builds, or for commercial customers), it is permissible for the physical installation, setting to work and commissioning to be undertaken by others (i.e. not subcontracted to the MCS Contractor) provided that:</p> <ul style="list-style-type: none"> a) A contract between the MCS Contractor and the commercial client details obligations on the client to include that evidence of skills and training of those employed by the client to do elements of work not undertaken by the MCS Contractor, are to be made available to the MCS Contractor to ensure that the requirements of this standard are complied with and that access to the site for training and supervision, in accordance with the following sections is agreed in advance. b) The MCS Contractor provides additional product-specific training for those undertaking the work not undertaken by the MCS Contractor. c) The MCS Contractor assesses a sample number of installations under the 	<p>should clearly state that the skills of employees used, and standards of work expected are as required by the Standard.</p> <p>Where it has taken place, evidence the MCS Contractor has undertaken square root sample assessments and the outcome, should be available.</p> <p>Evidence of the subcontractor competence mapped against the technology requirements shall also be available and maintained. In addition to evidence of any product specific training which has been arranged/undertaken.</p>	<p>subcontracting.</p>
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		<p>contract which is not less than the square root of the number of installations rounded up to the nearest whole number (e.g. a new build site of 50 installations then a minimum of 8 are assessed).</p> <p>d) The MCS Contractor assumes responsibility at handover that the installation is in full compliance with the relevant standards.</p>		
11.	Inspection of goods received	<p>All products and materials are checked to ensure that the correct product/material has been supplied and the quantities are correct. Any critical measurements should be identified and records should indicate acceptance or rejection of products/materials. Where products or materials are rejected, the basis for this shall be recorded and steps shall be taken to prevent their unintended use. The MCS Contractor shall take action to arrange replacement or other suitable steps to address the identified problem.</p>	<p>The MCS Contractor should keep a written process of how products received from suppliers are inspected (e.g. at the customer site or at the company premises) and what checks are completed to ensure they are fit for purpose.</p> <p>Inspection should also cover the products meeting the requirements of the installation.</p> <p>The process should state how failing products are prevented from unintended use. This could be by simple labelling unless the company is carrying large stocks of product in which case separation may need to be managed.</p>	
12.	Control of work in progress	<p>During the installation process, inspections shall take place to ensure that the requirements of the standards or specifications are met. Commissioning and handover shall be completed in accordance with the relevant installation standard. In completing the handover, the MCS Contractor shall confirm that all notifiable work under the Building Regulations has been conducted as agreed in the contract (see Clause 8).</p>	<p>The MCS Contractor should write down the process used for supervising an installation by senior staff and how it is ensured that all relevant standards, including the relevant MIS standards, are met. A small company may not need to have a supervising process and can rely on a process describing the steps the installation team must follow to meet the standard. This includes the process for notifying Planning and other authorities as</p>	

			required by regulation.	
13.	Test and Measurement Equipment	The MCS Contractor shall ensure that suitable equipment exists for the testing and measurement of the installations and that it is calibrated and labelled to indicate its calibration status. A record shall be kept of all such equipment, which is used by the MCS Contractor. The record shall include the serial number or number allocated by the MCS Contractor, scale and frequency of checking/calibration along with suitable objective evidence to demonstrate that the equipment is capable of the accuracy which is required for the specified measurements.	Records or a log should be maintained to demonstrate evidence that calibration of equipment that requires it, has taken place and is up to date.	
14.	Storage, handling, packaging and transportation	The MCS Contractor shall ensure that, where storage, handling, packaging, and transportation of products takes place, it is done in a manner that protects the product from potential damage or minimises deterioration.	<p>A statement is needed to explain how equipment is stored, handled, packaged and transported.</p> <p>For example, if the products are not stored, they are delivered to site. When stored or transported, the products are not taken out of the packaging. Any details of pre-installation checks should be recorded to ensure the correct equipment ordered and delivered is used in the installation. This could be a very simple checklist or ticks against the original order form dated and signed by a representative of the MCS Contractor.</p>	

15.	Records	<p>The MCS Contractor shall retain all key records for a minimum of six years. Records for each installation shall include the following, where relevant:</p> <ul style="list-style-type: none"> • Survey documents • Quotations • Orders/Contracts • Commissioning checks • Relevant certification • Notifications under relevant local building regulations • Copies of MCS Certificates generated through the MCS Installation Database (MID) • Subcontract arrangements as defined in MCS 25 • Records identifying the individuals involved with the installation as defined in MCS 025 • Records demonstrating how the design and installation requirements for each MIS have been met. <p>Records relating to the quality management system shall include at least the following:</p> <ul style="list-style-type: none"> • Internal review records • Formal evidence of Competence • Subcontract arrangements • Equipment calibration • Complaint records 	<p>The MCS Contractor should identify where records are kept, and if not immediately accessible should have a written process for retrieving records.</p>	<p>Clause 5.2 of each MIS covers records of training</p>
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16.	Complaints	The MCS Contractor shall have a written procedure for managing complaints and shall keep a record of any complaints received (justified or otherwise) and the corrective and preventative actions taken to satisfy the complaint. All complaints shall be dealt with in a timely and effective manner taking in to account the MCS Complaint Guidelines and the Chartered Trading Standards Institute Approved Consumer Code.	The MCS Contractor have a written process covering how complaints are managed and resolved. A copy of the current complaints log should be provided. Further information can be found within your Chartered Trading Standards Institute (CTSI) Approved Consumer Code.	
17.	Training and competence	All staff employed in design, installation, set to work and/or commissioning activities must have received adequate training, and be able to demonstrate competence in, each of the areas/operations in which they are involved. The MCS Contractor must have a record for each individual which details how competence related to MCS activities is demonstrated against the competence criteria. The technical competencies required for MCS Contractors are outlined in Appendix A of each installation standard. Further guidance on the various roles can be found in MCS 025.	Copies of the current training, evidence of skills, competence, Experienced Workers Route (EWR) (if applicable) and/or qualifications of all employees involved in microgeneration supply, design, installation, set to work, commissioning and handover should be provided. If subcontract firms or personnel are involved, current copies of their qualifications/evidence of their competence must be provided, unless the subcontractor is separately MCS certificated for the same scope of activity. The qualifications/EWR must adhere to the competence criteria in the relevant MIS standards.	Clause 3.1 of each MIS covers capability. Clause 5 and Appendix A of each MIS covers roles and responsibilities.
18	Health and Safety	The MCS Contractor must have health and safety policies and procedures in place, including risk assessment, to ensure all installations are conducted safely.	A copy of the Health and Safety policy should be provided and the MCS Contractor should maintain a written record of all employees deemed competent on matters of Health and Safety. Evidence of completed risk assessments should be retained. Guidance on health and safety procedures can	Clause 4.1 of each MIS (except MIS 3004 where it is clause 4.2) covers health and safety and risk assessment

			be found on the Health and Safety Executive website here: http://www.hse.gov.uk/simple-health-safety/write.htm	
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3. AVAILABILITY OF SUPPORTING DOCUMENTS

There are various supporting documents available to help understand the requirements of the MCS standards and the Chartered Trading Standards Institute (CTSI) Approved Consumer Code. These are as follows:

- RECC guidance and model documents to help members comply with the code: <https://www.recc.org.uk/members/guidance-and-model-documents>
- HIES suite of documentation and guidance can be found in their members' area: <https://hies.jobreg.org.uk/login>
- GGF guidance materials can be found in their members' area: <http://www.ggf.org.uk/members>
- Reference materials on MCS website to help MCS Contractors comply with the requirements in the MCS Standards: <http://www.microgenerationcertification.org/mcs-standards/reference-materials>

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4. SURVEILLANCE VISITS AND WHAT TO EXPECT

Whether you are already a certified MCS Contractor, or going through the process to become a member of the Scheme, your business will undertake a surveillance visit (annually) or an initial assessment which will be carried out by your chosen Accredited MCS Certification Body.

The format of the assessment completed by the Accredited Certification Bodies can differ, but under broad terms, you should expect the following to be undertaken during the assessment or visit in accordance with MCS 001 Clause 5:

- 1) An initial meeting between your company and the assessor to discuss the plan for what will happen throughout the day(s) during the assessment or visit. You should have received a visit plan/programme in advance and this opening meeting can confirm this or agree variations that might be necessary (for instance, to accommodate access to a customer's property).
- 2) An assessment of your company's system/methods for ensuring compliance to MCS 001 (see section 2 for examples of what this should contain). This may also include checks to ensure you are working to and comply with the current MCS standards including the MCS Installation Standards (MIS documents) for the technologies your company installs.
- 3) If your business is having your annual surveillance visit, the Accredited Certification Body may check to make sure any previously corrected non-conformances are not being repeated.
- 4) Following the assessment or audit against MCS 001, the Accredited Certification Body will then generally complete one or more site visits of installations. These are to ensure that installations are being completed to the expected standard as detailed in the MIS document for that particular technology. Paperwork for the installation will also be assessed, and may be cross checked with your company's relevant system/methods against MCS 001.
- 5) During the assessment or audit, the Accredited Certification Body may provide feedback and observations to your company and notify your company of any nonconformities during the closing meeting. You can discuss suggested corrective actions with the assessor at the end of the assessment. Accredited Certification Bodies cannot enter into consultancy. If there are

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nonconformities, your company will be given a set period of time to rectify these, MCS 001 requires these to be cleared within 12 weeks.

- 6) Depending on the number and nature of the nonconformities they can be cleared either by correspondence (the submission of written or photographic evidence) or by a revisit (which will usually be chargeable). The nonconformities must have been closed off before the Accredited Certification Body can grant MCS Certification, or notify your company has maintained its MCS certification.

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