
Overview

This standard is for managers, compliance and quality assurance staff and sole traders who monitor the delivery of all aspects of the air tightness testing process carried out on buildings - both dwellings and buildings other than dwellings of any size or complexity. It covers those activities involved in the setting up of systems and procedures to quality assure each component of the delivery process.

You are required to oversee and check on the quotation and contracting process as well as ensuring that air tightness tests are conducted and reported on using agreed organisational procedures and documentation. You must ensure that only appropriately trained and accredited personnel carry out key air testing functions and that all equipment complies with external calibration requirements.

You are also required to monitor the internal processes for the checking and verification of test results and the issuing of test reports. You must ensure that there is full documentation control and record keeping, including ensuring the integrity and confidentiality of information to external standards. You are required to monitor external complaints procedures as well as internal non-conformance procedures and to take appropriate remedial action as required.

Performance criteria

You must be able to:

- P1 ensure that only current documents are used throughout the air tightness testing process using clear document title, issue status and date
- P2 maintain documents and information uploaded to databases in a manner that ensures their accuracy, completeness, accessibility and durability
- P3 ensure the confidentiality and security of all air tightness testing data and related supporting documentation
- P4 ensure that only authorised personnel have access to stored data
- P5 ensure only authorised personnel can update and amend stored data
- P6 ensure that external reference, relevant regulatory documents and software used in the air tightness testing process are correct versions as applicable to the test Standard and other requirements
- P7 retain records for the required period of time in order to meet monitoring, validation and complaints handling requirements
- P8 review internal documents controlling the air tightness testing process to ensure that they remain fit for purpose and meet regulatory requirements
- P9 ensure that all complaints and disputes are correctly recorded and investigated before, during and after air tightness testing
- P10 ensure a speedy and full response to complaints following agreed procedures and the resolution of complaints wherever possible
- P11 ensure that all cases of non-conformance are correctly recorded and investigated before air tightness testing
- P12 establish the nature and cause of non-conformance and take action to prevent re-occurrence of non-conformance
- P13 review the effectiveness of actions taken to resolve complaints and disputes and remedy non-conformance and modify procedures as required to improve the effectiveness of procedures
- P14 set up and operate monitoring procedures to ensure that:
 - P14.1 quotations issued are accurate and complete and conform to company procedures
 - P14.2 quotations are authorised by appropriate personnel
 - P14.3 contracts accurately reflect the authorised quotation and that any differences are resolved prior to commencement of the work
 - P14.4 all tests are conducted following the agreed method statement
 - P14.5 correct equipment has been allocated to meet the agreed method statement
 - P14.6 tests are only carried out by competent, trained and accredited personnel
 - P14.7 all equipment is correctly calibrated, remains within calibration validity dates, is correctly labelled and maintained in full working condition
 - P14.8 health safety and environmental processes follow organisational and

client procedures and meet external regulatory requirements

P14.9 internal procedures contain all the required documentation and instructions to permit the effective conduct of tests

P14.10 ensure that all on-site requirements have been fully met

P14.11 all test results are checked and accurately recorded

P14.12 all test reports are complete and provide all the required technical data including disclaimers, comments and recommendations to meet legal, regulatory and professional insurance requirements

P15 ensure that all agreed timescales are met and correct resources allocated

P16 ensure organisational compliance with third party accreditation and certification schemes

P17 obtain client and internal feedback on the nature of services provided and use as part of internal service evaluation and continuous improvement processes

P18 use internal and client data to monitor all aspects of the air tightness testing process and internal management processes

Knowledge and understanding

You need to know and understand:

- K1 external quality assurance standards relevant to the conduct of air tightness testing
- K2 organisational procedures for ensuring that only current approved documents are used throughout the air tightness testing process using clear document title, issue status and date
- K3 organisational procedures for maintaining documents and information uploaded to databases in a manner that ensures their accuracy, completeness, accessibility and durability
- K4 ways of ensuring the confidentiality and security of all air tightness testing data and related supporting documentation
- K5 organisational procedures for ensuring that only authorised personnel have access to stored data and that only authorised personnel can update and amend stored data
- K6 sources of current versions of external reference and regulatory documents used in the air tightness testing process
- K7 acceptable periods of time to retain records in order to meet monitoring, validation and complaints handling requirements
- K8 procedures for the review of primary documents controlling the air tightness testing process to ensure that they remain fit for purpose, meet regulatory requirements and assist business efficiency
- K9 procedures for the revision and re-issue of documents
- K10 methods for recording and investigating all complaints and disputes arising before, during and after air tightness testing
- K11 ways of ensuring a speedy and full response to complaints following agreed procedures and the resolution of complaints wherever possible
- K12 methods of recording and investigating all cases of non-conformance before, during and after air tightness testing
- K13 ways of establishing the nature and cause of non-conformance and taking action to prevent re-occurrence of non-conformance
- K14 methods of reviewing the effectiveness of actions taken to resolve complaints and disputes, remedying non-conformance and modifying procedures as required to improve the effectiveness of procedures
- K15 ways of setting up and operating monitoring procedures to ensure that:
 - K15.1 quotations issued are accurate and complete and conform to company procedures
 - K15.2 quotations are authorised by appropriate personnel
 - K15.3 contracts accurately reflect the authorised quotation and that any

differences are resolved prior to commencement of the work

K15.4 all tests are conducted following the agreed method statement

K15.5 correct equipment has been allocated to meet the agreed method statement

K15.6 tests are only carried out by competent, trained and accredited personnel

K15.7 all equipment is correctly calibrated, remains within calibration validity dates, is correctly labelled and maintained in full working condition

K15.8 health safety and environmental processes follow organisational and client procedures and meet external regulatory requirements

K15.9 test specifications contain all the required documentation and instructions to permit the effective conduct of tests

K15.10 all on-site requirements have been fully met

K15.11 all test results are checked and accurately recorded

K15.12 all test reports are completed and provide all the required technical data including disclaimers, comments and recommendations to meet legal, regulatory and professional insurance requirements

K16 the compliance requirements of third party accreditation and certification schemes

K17 ways of obtaining and using client and internal feedback on the nature of services provided as part of internal service evaluation and continuous improvement processes

K18 how to use internal and client data to monitor all aspects of the air tightness testing process and internal management processes

ASTATT9

Quality assure the air tightness testing process



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