Quality assure the air tightness testing process



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.

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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

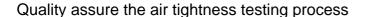
P14.3 contracts accurately reflect the authorised quotation and that any differences are resolved prior to commencement of the work

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

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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

before, during and after air tightness testing

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

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

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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



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