



# **National Highway Sector Schemes for Quality Management in Highway Works**

## **Scheme 8**

### **Particular Requirements for the Application of ISO9001:2015 for The Overseeing and / or Installation and / or Maintenance of Highway Electrical equipment and supporting works**

Published by the Sector Scheme Advisory Committee for  
the Overseeing and / or Installation and / or Maintenance of Highway Electrical equipment  
and supporting works

Endorsed for publication by the Chairman of the SSAC

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# DOCUMENT CONTROL

## Issue Statement

Issue Number	Comments
Issue 1 [9001:2015] 8 <sup>th</sup> June 2016	<p>First Issue</p> <p>This Sector Scheme is one of the series of NHSSs, which are bespoke integrated management schemes within an ISO 9001:2015 framework that have been developed to interpret ISO 9001:2015 as it applies to a particular activity/industry within the United Kingdom.</p> <p>Note: This document has been produced to supersede the UKAS Issue 20 version (which relates to BS EN ISO 9001:2008), however the UKAS Issue 20 version (or an updated version of this) will continue to have validity until September 2018 when the 2008 version of BS EN ISO 9001 will become obsolete.</p>
Issue 2 [9001:2015] 27 <sup>th</sup> Nov 2018	<ul style="list-style-type: none"> <li>• Amended throughout to clarify Authorising Officers employment status within the HERS Organisation</li> <li>• Amended throughout to clarify Qualified Supervisor employment status within the HERS Organisation</li> </ul>

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## **Composition of the Sector Scheme Advisory Committee, Exclusion of Liability, Copyright and Selection of Certification Body**

### **Composition of The Sector Scheme Advisory Committee**

#### **a) Full Members**

ADEPT – Association of Directors of Environment, Economy, Planning and Transport  
 APSE – Association of Public Service Excellence  
 ARTSM - The Association for Road Traffic Safety and Management  
 CECA – Civil Engineering Contractors Association  
 Certification Bodies - See Appendix F  
 DfT - Department for Transport  
 HEA – Highway Electrical Association  
 Highways England  
 IHE – Institute of Highway Engineers  
 ILP – Institution of Lighting Professionals  
 LASMA – Local Authority Sign Manufacturers Association  
 Lantra Awards  
 National Highway Sector Scheme Certification Body Group  
 TSG – Traffic Systems Group

#### **b) Corresponding Members**

DRD(NI) – Department of Regional Development (Northern Ireland)  
 HCTA – Highways and Construction Training Association  
 SCOTS  
 Transport Scotland  
 TAG – Technical Advisory Group  
 UKAS – United Kingdom Accreditation Service  
 UKCG – UK Contractors Group  
 Welsh Assembly Government

## Exclusion of Liability

### The Sector Scheme Advisory Committee for NHSS 8:

- (i) have and accept no liability whatsoever for any failure of any system or systems assessed under this Sector Scheme Document or for the quality, fitness for purpose, or safety of any product or service which is the subject of such assessment;
- (ii) do not provide any representation or warranty as to any aspect of any such system, product or service, and,
- (iii) hereby expressly exclude all and any liability or responsibility (however alleged to arise) for or in connection with the provision of any service or product or any use of any product, all and any such liability or responsibility attaching exclusively to the producer (or user as the case maybe) thereof.

## Copyright

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## Selection of Certification Body / Notified Body

It is important to note that due to the specific requirements for assessor competence required by this Sector Scheme a technical expert may be appointed by the Sector Scheme Advisory Committee to assist UKAS in the assessment of Certification Bodies (CB) as described in Appendix G (clause 3.1)

Prospective companies seeking registration under this scheme shall ensure that they engage a Certification Body specifically accredited to assess against the requirements of this SSD. Specifiers, consultants, engineers etc. that require confirmation of compliance with the Contract Specification in respect of a supplier or the supply of products/materials should confirm the current status of the quality management system certificate issuer and that specific reference is made to this Sector Scheme on the Certificate of Registration (see Appendix K).

Note: Where the Construction Products Regulations apply, and CE marking is a requirement, this can only be applied following successful evaluation of the factory production control process by a Notified Body. (Notified Bodies are appointed by the relevant authority in a Member State of the European Union and notified to the European Commission. In the UK, the relevant authority for notification under the Construction Product Regulations (CPR) is the Department for Communities and Local Government (DCLG)).

## Implementation

This document has been produced to supersede the UKAS 20 version (which relates to ISO 9001:2008), however UKAS 20 version (or a later updated version) will continue to have validity until September 2018 when the 2008 version of ISO 9001 will become obsolete.

## Introduction

1. This Sector Scheme Document (SSD) relates to the quality management system requirements for the overseeing and / or installation and / or maintenance of Highway Electrical equipment and supporting works. It sets out to identify common particular requirements / particular applications of ISO 9001:2015 for Organizations and Certification Bodies engaged in the sector and the minimum qualifications that an assessor/auditor requires. The document shall be read in conjunction with ISO 9001:2015.
2. This Sector Scheme is one of the series of National Highway Sector Schemes (NHSS's), which have been developed as bespoke integrated management schemes within an ISO 9001 framework to provide particular requirements / applications for ISO 9001:2015 as applicable to a particular infrastructure related activity/industry within the United Kingdom.
3. Separate Sector Scheme Advisory Committees (SSACs) for each activity within the sector provide advice to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory and expert representation is drawn from all sides of industry. Each SSAC determines the particular requirements for ISO 9001 in relation to the requirements of their particular activity and comes to a consensus on the minimum levels of workmanship, services, products, testing, and the training and competency of personnel, as appropriate, required to meet specification requirements as well as identified requirements in respect of environmental and health & safety and other aspects. The details are contained in the individual Sector Scheme Documents (SSDs). Following the publication of a revised ISO 9001, the committees will review their documents to ensure alignment with the revised ISO 9001 to ensure that the SSD do not conflict with the international standard prior to withdrawal of the previous edition of the standard.
4. The individual NHSS technical advisory committees are overseen by the National Highway Sector Scheme Liaison Committee (NHSSLC). This Committee provides a forum for discussion on the effectiveness of the Sector Schemes and co-ordinates developments so that they can be uniformly taken forward by each of the NHSS technical advisory committees. It is also the venue where dialogue with the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory and the Certification Bodies on the application of the Sector Schemes takes place.
5. NHSSs together with ISO 9001 are designed to:
  - Provide an industry benchmark
  - Identify risks and opportunities
  - Ensure that all processes are planned
  - Provide a basis for continuous improvement
  - Focus on quality as an objective
  - Reduce costs for Client and Organization
  - Provide and maintain a properly trained and competent workforce
  - Involve all sides of industry in scheme ownership within a partnership framework
  - Provide the basis for the technical knowledge and experience that Certification Body auditors will use in the sector concerned
  - Promote confidence in quality management systems through provision of a robust transparent system
6. This Sector Scheme shall apply where specified by the Client in their Contract Documents
7. In using this Sector Scheme users shall use best practice such as specifying any other relevant NHSS's as appropriate to the nature of the work being undertaken
8. It should also be noted that this SSD is mandatory for Highways England contracts and suppliers within the supply chain shall demonstrate compliance with the requirements of ISO 9001 and this SSD as part of their continual improvement within their ISO 9001 registration. The use of the Specification for Highway Works as the basic document for procuring highway works by other highway authorities would normally automatically call up compliance with ISO 9001 and this SSD. Other owners of infrastructure, for example, may also require their suppliers to comply with this Sector Scheme, as may other authorities.

Note: The Sector Scheme is listed in Appendix A of the Specification for Highway Works and became a mandatory requirement for suppliers after the publication of the first issue of this document by UKAS in March 2004. Separately the document may be called up in specific contracts as necessary.

9. Where traffic management is required companies should either employ a National Highway Sector Scheme approved company or where applicable have skilled registered traffic management operatives qualified to meet the competency requirements of NHSS 12D relevant to contract requirements and risk assessments – noting that there may be particular specific arrangements for organizations registered to another NHSS. For work carried out on high speed dual carriageways and motorways the Organization installing Temporary Traffic Management measures should always be registered to NHSS 12A/B and/or 12C.
10. The SSD is a live document with the NHSS 8 Advisory Committee meeting at least once per year to review it as appropriate. Those using the document shall ensure that they have the current version of the document. The SSD may currently be obtained by visiting the UKAS website ([www.ukas.com](http://www.ukas.com)) from where the document can be freely downloaded

Note: Information on relevant Certification Bodies may be obtained from the UKAS website by following the instructions given in Appendix F.

This NHSS document is date specific, Organizations should have processes in place to ensure that the latest version is always available. Organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

11. The Secretary of the SSAC NHSS8 maintains a list of registered Organizations through the HEA as administrator of the Highway Electrical Registration Scheme on the HERS web-site at [www.thehea.org.uk/hers](http://www.thehea.org.uk/hers). The Secretary can be contacted at the address given below in 14.
12. Lantra hosts the register of Organizations on their website ([www.lantra-awards.co.uk/schedule-of-suppliers](http://www.lantra-awards.co.uk/schedule-of-suppliers) or [www.scheduleofsuppliers.co.uk/](http://www.scheduleofsuppliers.co.uk/)). This is a self-registration list and it is a requirement of this scheme that Organizations register their details on this website and keep them up to date; Certification Bodies shall check that the Organization is registered on the website together with all relevant information, including a pdf copy of the certification of registration that the Certification Body issues and any other specific documentation to be uploaded specified by this SSD, prior to annual and surveillance visits.
13. Scheme Feedback

Any observations, complaints or feedback relating to the operation of this document and the scheme should be addressed using the procedures given In Appendices J1, J2 or J3 as appropriate. Appendix J1 is to be used for observations and general queries concerning the document and general feedback. Appendix J2 relates to the assessment process carried out by Certification Bodies. Appendix J3 relates to policing of the scheme.

Completed J1 forms should be sent to the committee chairperson:

Completed J2 forms should be sent directly to the relevant Certification Body.

Completed J3 forms should be sent to the relevant Highway Authority, client or HSE as appropriate and indicated on the form.

14. Scheme Contact  
The Secretary  
Sector Scheme Advisory Committee for NHSS8  
c/o Highway Electrical Association (HEA)  
HERS Administrator  
Highdown House

Littlehampton Road  
Ferring  
West Sussex  
BN12 6PG  
Email: [contact@thehea.org.uk](mailto:contact@thehea.org.uk)

15. The scheme is included in Appendix A of the Specification for Highway Works (SHW) as a mandatory requirement for suppliers contracted to Highways England where the SHW is a contractual document. Separately the document may be called up in specific contracts as necessary.
  
16. The Sector Scheme Advisory Committee has established a Standards and Training Committee as a sub-committee to the NHSS 8 committee. This sub-committee assists in the development and maintenance of national training and competency assessment requirements for this Sector Scheme as necessary for the industry. It has the responsibility for the development and production of Appendix C and makes recommendations in respect of paragraph 7.1.2. The sub-committee reports to the main NHSS 8 committee.

# Particular Requirements for the Application of ISO 9001:2015

## 1. Scope

This SSD together with ISO 9001 describes the quality management system requirements to be established by Organizations providing overseeing and / or installation and / or maintenance of Highway Electrical equipment and supporting works

The document provides particular requirements for the application of this scheme additional to the requirements of ISO 9001:2015 for this industry and shall be read and implemented in compliance with that standard. The SSD is applicable to the part of the Organization within the scope of the defined QMS carrying out the overseeing and / or installation and / or maintenance of Highway Electrical equipment and supporting works (See also Appendix K and NHSS 0 Part 4). This currently includes overseeing and / or installation and / or maintenance work in the following areas, together with their associated apparatus:

- Traffic Control equipment
- Variable Message Signs
- Communications equipment
- Environmental and Monitoring equipment
- Cameras
- Ramp Metering
- Highway Lighting columns, posts and other street furniture
- Cables
- Slot cutting and the laying of cables
- Highway Lighting and illuminated Traffic Signs
- Un-illuminated Traffic Signs
- Electrically connected bus shelters and/or advertising equipment
- Electric vehicle charging points and other on street highway electrical equipment
- Electrical and other equipment in tunnel bores and associated surrounds

Organisations carrying out excavation and reinstatement works and / or the installation of ducts may be registered to this Sector Scheme and the associated Highway Electrical Registration Scheme (HERS) or may register their employees to the New Roads and Street Works Act register at the appropriate level, ensuring they are in possession of the relevant CSCS (CSR in Northern Ireland) or ECS card together with other evidence to show compliance with relevant criteria of Health and Safety legislation.

Any organisation carrying out works which involve entering items of highway electrical street furniture or connecting cables or carrying out electrical testing to obtain electrical values falls within the scope of NHSS 8 and HERS.

The scope covers both temporary and permanent works, other than temporary portable traffic signals. Where appropriate the design of the electrical installation also forms part of the scope of the quality management systems of an Organization.

The design of the foundations for the associated structural supports is not included. Where the foundation is constructed as part of the highway electrical works by an organisation, they would be included within the scope of NHSS8. Where foundations are separately constructed by organisations carrying out only excavation, foundation construction, and / or reinstatement, then the requirements are as per organisations carrying out only excavation or reinstatement.

This scheme is not intended to replace other management system requirements or other contractual requirements. The SSD shall be referenced on the Certificate of Registration issued by the Certification Body.

## 2. Normative reference

The following normative documents contain provisions which constitute provisions of BS EN ISO 9001 Quality Management Systems – Requirements:

- BS EN ISO 9000:2015 Quality Management Systems – Fundamentals and Vocabulary
- BS EN ISO 9001:2015 Quality Management Systems – Requirements and normative references within it
- BS EN ISO 9004:2009 Quality Management Systems – Managing for the sustained success of an organization. A quality management approach.
- NHSS 0 – Guide to the identification, Development Management and Certification of National Highway Sector Schemes

### 3. Terms, Definitions and Abbreviations

3.1 For the purpose of this Sector Scheme Document the terms and definitions given in ISO9001:2015 and NHSS 0 Part 5 shall apply except where listed below.

Approved Person / Approved Person Manager	A Competent Person authorised by the Organization to carry out specific elements of work appropriate to their level of competency as defined in the Highway Electrical Registration Scheme Handbook. The occupational title of Approved Person / Approved Person Manager is intended to be used by those in a managerial, client or overseeing capacity and shall not be used for operatives.
Authorised Person	A Competent Person authorised by the Organization to carry out specific elements of work appropriate to their level of competency as defined in Highway Electrical Registration Scheme Handbook
Authorising Officer	A person appointed by the Organisation to review and recommend authorisation of the competency of individuals nominated for appointment as Competent Persons therefore recommending them for authorisation by the Responsible Manager.
Competent Person	A person assessed as having the necessary education, training, skills, experience and technical knowledge, to undertake work and avoid danger within the scope of work outlined in clause 1.
Compliance Manager	The person named in the Organization’s quality plan as having responsibility for the development, review and continuous improvement of policies and procedures necessary to meet the criteria for activities carried out within this Sector Scheme.
Contracting Office	The Organization’s office from which work, which is carried out by Authorised Persons, is issued, managed and controlled.
Designer	The person / body responsible for converting requirements into design output in the form of for example drawings, specifications, plans, instructions.
Highway Electrical equipment and supporting works	This includes any or all of the equipment associated with the scope of this document and as set out in Appendix K, including non-electrical items such as posts and columns but excluding works which are only excavation and reinstatement. It specifically includes any works which require entry into an item of highway electrical street furniture
Overseeing	In this document, the term overseeing is intended to cover those organizations and persons carrying out investigative work or the direction or checking of work as or on behalf of the client. It is not intended to cover the normal contractor / sub-contractor relationship. (It should be noted that the definition of overseeing in this document is different to that used by the Secretary of State for Transport)

Traffic Control Equipment	Traffic signals normally utilizing signal controllers in accordance with Specification TR2210 or equivalent.
Qualified Supervisor	A person(s) having responsibility, training and experience to supervise electrical and/or non-electrical operations and who shall have responsibility, on a day to day basis, for the safety, quality and technical standard of work carried out by all Authorised Persons under his supervision. As such they are responsible for gathering suitable competency evidence and submitting same to Authorising Officer within the HERS Competency Portfolio of Evidence. (see also Appendix L)
Road Traffic Sign	An illuminated or non-illuminated traffic sign fixed to a structure or support complying with the Construction Products Regulations (BS:EN 12899 Parts 1, 4 and 5)
Registered Authorised Person	An Authorised Person registered with HERS (Highway Electrical Registration Scheme)
Responsible Manager	The person named in the Organization's quality plan as having managerial responsibility for activities set out in the scope. The Responsible Manager shall be an employee of the Organisation.
Standards and Training Committee	A sub-committee of the Sector Scheme advisory committee responsible for formulating proposals to the committee on training and competence
"supply"	Make available parts or services in accordance with the requirements of the contract
Highway Electrical Training Specification	A specification, developed by the Standards and Training Committee, which specifies the training requirements of employees carrying out work outlined in Clause 1 Scope and in line with the underpinning knowledge requirements for the appropriate level and unit(s) of the CBQ-NVQ (formerly N/SVQ) where relevant.

3.2 For the purpose of this Sector Scheme Document the abbreviations given in NHSS 0 Part 5 shall apply except where listed below:

HESA	Highway Electrical Skills Academy
QMS	Quality Management System
SSAC	Sector Scheme Advisory Committee

Note: The terms and definitions given in ISO 9000:2015 remain applicable

## 4 to 10 Quality management system requirements

### Particular Requirements ISO 9001:2015

This document shall be read in conjunction with the requirements of ISO 9001:2015.

Clause / Paragraph numbers in this section reference appropriate paragraphs of ISO 9001:2015. The requirements of ISO 9001:2015 are deemed to apply unless specific additions are required. Where 'no particular requirements' are recorded under an ISO 9001 clause heading this means that it is not considered necessary to provide any particular requirement for that clause.

The particular requirements given below are to assist in the clarification of the ISO 9001 text for the relevant activity, no inference should be made that ISO 9001 requirements are diluted or deleted because of this particular requirement.

## **4 Context of the organization**

### **4.1 Understanding the organization and its context**

No specific particular requirement

### **4.2 Understanding the needs and expectations of interested parties**

Interested parties shall include the Customer / Client, other contractors, and those that interact with or use the Client's infrastructure e.g. the general public including travelling public, emergency services and other relevant organisations and stakeholders.

### **4.3 Determining the scope of the quality management system**

(i) The scope of the quality management system shall cover the range of specific services that the Organization is competent to supply and for which they are registered or seeking registration.

(ii) Consideration shall be given to outsourced services and how those outsourced services are controlled.

### **4.4 Quality management system and its processes**

#### **4.4.1** The organization shall operate a quality management system to ISO 9001:2015 and this SSD

#### **4.4.2** The organization shall have a process in place to record/update their registration to this sector scheme on the Schedule of Suppliers website [www.lantra-awards.co.uk/schedule-of-suppliers](http://www.lantra-awards.co.uk/schedule-of-suppliers) or [www.scheduleofsuppliers.co.uk/](http://www.scheduleofsuppliers.co.uk/) immediately following confirmation of their certification to the sector scheme from the certification body and thereafter check its suitability annually. (See Appendix O for information).

The organization shall notify Lantra's NHSS Schedule of Suppliers if Certification is suspended or withdrawn. (email - [scheduleofsuppliers@lantra.co.uk](mailto:scheduleofsuppliers@lantra.co.uk))

At the same time as notifying the Schedule of Suppliers via Lantra Awards, the organization shall also notify and provide evidence of their Certificate of Registration to this scheme to the HEA, as HERS administrator, so that the list of registered organisations held on the HERS web-site may be maintained

### **5.1 Leadership and commitment**

#### **5.1.1 General**

The organization's policy document shall include top management support for this NHSS.

#### **5.1.2 Customer focus**

- (i) Processes for determining customer requirements shall consider the interaction with other works, the interests of the customer and the product and service end users, e.g. the general public and travelling public and other interested parties and shall be mindful of the customer's interaction with the end users. This will include processes to minimise disruption and inconveniences.
- (ii) Safe working methods shall be documented and any deviation from these methods shall be notified to the customer as required.
- (iii) A copy of all relevant working methods and risk assessments for undertaking the works shall be available on site.

## **5.2 Policy**

### **5.2.1 Establishing the quality policy**

The organization's quality policy statement shall include a statement of commitment to applicable National Highway Sector Schemes.

### **5.2.2 Communicating the quality policy**

No specific particular requirement

## **5.3 Organizational roles, responsibilities and authorities**

Where required in the contract agreement, such information as necessary shall be included in a contract specific quality plan, (see Clause 7.5.1 and Appendix A)

## **6 Planning**

### **6.1 Actions to address risks and opportunities**

6.1.1 The Organisation shall take into account the risks and opportunities relating to this NHSS

6.1.2 No specific particular requirement

### **6.2 Quality objectives and planning to achieve them**

6.2.1 No specific particular requirement

6.2.2 No specific particular requirement

### **6.3 Planning of changes**

No specific particular requirement

## **7 Support**

### **7.1 Resources**

#### **7.1.1 General**

No specific particular requirement

#### **7.1.2 People**

##### **(i) Management Resources, Responsibilities and Qualifications**

The Organization shall appoint the following personnel. Guidance on their roles and responsibilities is detailed in Appendix L.

1. Responsible Manager(s)
2. Compliance Manager(s)
3. Authorising Officer(s)
4. Qualified Supervisor(s). The number of Qualified Supervisors shall be appropriate to the range, scale and geographical spread of the work undertaken from each Contracting Office.
5. A person nominated as Authorising Officer or Qualified Supervisor shall also be a Registered Authorised Person
6. A Responsible Manager shall not act as an Authorising Officer for a given employee except where the Responsible Manager is the Managing Director or Chief Executive of the organisation – in such a case the Responsible Manager may elect to also act as either an Authorising Officer or a Qualified Supervisor (but not both). An Authorising Officer shall not act as a Qualified Supervisor for a given employee. All other combinations are permitted.

##### **(ii) Qualifications, Training Requirements and Assessment of Competence**

The Organization shall meet the following requirements at each Contracting Office.

1. Quality System Familiarisation shall include
  - a. Induction Training
  - b. Organization's operating procedures and safe systems of work
2. Qualifications and Training shall be in accordance with Appendix C
3. Assessment of competence for Authorised Persons by the Organization's Authorising Officer(s)
  - a. Each employee shall be assessed by the Organization's Responsible Manager with recommendations provided by the Authorising Officer(s) to ensure that they are competent to carry out the work they are required to perform to the appropriate level of competency as defined in the Highway Electrical Registration Scheme Handbook
  - b. Once the Authorising Officer/Responsible Manager(s) is satisfied that the

employee is a Competent Person he shall issue a certificate of authorisation to carry out work which shall be signed by the Responsible Manager, register them with the Highway Electrical Registration Scheme (HERS), and issue them with their ECS HERS card. The appropriate level of authorisation shall be shown on the certificate.

- c. The Organization shall have procedures, which specify how the Authorising Officer(s) shall ensure the continuing competence of employees. As a minimum the following employee competence reviews shall take place:
  - i. A desk top review every year, which will take into account the results of the biennial third party audit, when appropriate.

The requirements for qualifications and experience for Competent Persons, Qualified Supervisors and Authorising Officers are given in Appendix C.

(iii) Employee Register

The Organization shall register their Authorised Persons with the Highway Electrical Registration Scheme (HERS). An ECS HERS registration card, which shall be carried at all times whilst at work, shall be issued under this scheme to each Authorised Person.

The Organization may also be required by some of its Customers to register their employees in accordance with the CSCS - Construction Skills Certification Scheme (CRS in Northern Ireland) or another card registration scheme recognised by this scheme. It should be noted that the ECS HERS Registration card provides automatic affiliation to the CSCS.

Further information on the registration process may be found at [www.thehea.org.uk/hers](http://www.thehea.org.uk/hers).

Information on Highways England's Workforce Registration/Skill Card requirements for suppliers may be found at [www.gov.uk/the-highways-agency-skills-card-and-registration-requirements-for-suppliers](http://www.gov.uk/the-highways-agency-skills-card-and-registration-requirements-for-suppliers).

(iv) Record of Practical Experience and Continuous Professional Development

The Organization shall maintain a portfolio of the practical experience gained by its employees. This portfolio shall contain evidence of relevant experience with reference to the competency areas in the HERS Handbook and the appropriate training courses contained in the Highway Electrical Training Specification.

The Organization shall have a planned programme for the continuing professional development of its employees, which shall include refresher training at intervals of not greater than five years.

(v) Operational Requirements

1. Employees who are undergoing training can carry out work for which they have not been authorised as competent only under the direct supervision of a Registered Authorised Person who has been authorised at the appropriate level of competence as defined in the HERS Handbook.
2. New employees who have evidence that they are Registered Authorised Persons from a previous employer or who have evidence of transferable competence from a previous employer (e.g. from an associated industry) may carry out work immediately prior to registration as a Registered Authorised Person leading to the issue of a full ECS HERS card (which is valid for three years) only if:-
  - a. The Authorising Officer(s) shall satisfy themselves that the new employee is competent to carry out any work assigned to them, shall document the

employee's competency areas and the rationale and evidence used to meet these requirements, and shall issue them with written authority to carry out work in the areas required.

- b. An application is made either:
    1. within three months of the date of employment, for the new employee to be registered as a Registered Authorised Person and issued with an Interim ECS HERS card. (Which is valid for one year only and is not renewable). Interim Cards may not be used for employees who are being registered for the first time under the Industry Accreditation route, or
    2. within three months of the date of employment, for the new employee to be registered as a Registered Authorised Person and issued with a Standard ECS HERS card
  - c. Within one month of employment the Qualified Supervisor(s) shall commence the evidence gathering process for the completion of the employee's competency portfolio. Prior to the expiry of any ECS HERS Interim card, the portfolio must be completed and submitted to the Authorising Officer(s).
  - d. An application is submitted, in sufficient time prior to the expiry of any ECS HERS Interim card, for the employee to be registered as a Registered Authorised Person and be issued with a standard ECS HERS Registration card which is valid for 3 years.
3. Agency workers who are not registered may work only under the direct supervision of a Registered Authorised Person competent in that work
  4. Employees who do not have the required evidence of competence shall be directly supervised by a Registered Authorised Person(s)
- (vi) 1. As part of the process for ensuring that competence, training and awareness is appropriate and relevant, the organization shall include the process for the technical audit either as part of the documented Internal Audit process (see clause 9.2), or as part of the process for monitoring and reviewing competence, training and awareness. If it is included within 7.1.2, then the following clauses apply:
- 1.1 In accordance with the Highway Electrical Registration Scheme, a third party technical audit shall be carried out to validate the assessment of Authorised Persons carried out by the Organizations Authorising Officer(s). The period between audits shall be no greater than every two years per Contracting Office.
  - 1.2 Where the organization is under a single Quality Management system, with access to that system from all Contracting Offices, with a nominated individual responsible for ensuring and monitoring compliance with NHSS 8 and having all its registrable employees registered only under an Approved Person category, then the third party technical audit may take place at the main Contracting Office only as nominated by the organization and agreed by the Scheme Administrator.
  - 1.3 Where the organization is under a single Quality Management system with access to that system from all Contracting Offices, with a nominated individual responsible for ensuring and monitoring compliance with NHSS 8, including carrying out internal technical audits covering those areas which would have been included within the third party biennial audit, then the third party technical audit may take place at the main Contracting Office and such other Contracting Offices as are included within the organization's registration fee as nominated by the Scheme Administrator. In this instance such third party technical audits will include audits of the organization's internal technical audits.

1.4 The organization shall carry out internal technical audits of its own staff on site to ensure compliance with clause 7.1.2. All staff shall be audited on site over a period of 24 months. The results of these audits shall be made available to the third party technical auditor.

Note: There is no requirement to have undergone the Technical Audit prior to initial third-party certification by the Organization's Certification Body. However in order to achieve third party certification by the Organization's Certification Body, the organization shall be registered to the Highway Electrical Registration Scheme and the organization shall have registered its employees to the Highway Electrical Registration Scheme which shall have included an assessment of employees' portfolios by the Organization's Authorising Officer(s) and an audit of at least 10% of the portfolios by the HERS Administrator, the HEA.

### **7.1.3 Infrastructure**

No specific particular requirement

### **7.1.4 Environment for the operation of processes**

No specific particular requirement

### **7.1.5 Monitoring and measuring resources**

#### **7.1.5.1 General**

No specific particular requirement

#### **7.1.5.2 Measurement traceability**

Manufacturer's guidance for the maintenance, servicing and calibration of equipment shall be taken into account within the quality management system

### **7.1.6 Organizational knowledge**

No specific particular requirement

## **7.2 Competence**

### **General**

The training and assessment of competency of personnel required by this scheme is aimed primarily at technical competence for this scheme's personnel. It is intended to enable/assist and support employees to carry out work in a safe manner however it remains the responsibility of the organization to determine and implement safe systems of work.

### **Requirements**

- (i) Training and assessment of competence shall be carried out in accordance with this SSD and in particular Appendix C
- (ii) The organization shall create and maintain a record of training and practical experience and assessment of competence for each employee carrying out the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works.
- (iii) The organization shall create and maintain a register of employees as part of the

organization's competency management documented information. "(See Appendix D)"

- (iv) Employees shall carry an ECS HERS card at all times whilst working at highway construction sites. This card will include an identification photograph and where appropriate the name of the organization.

### **7.3 Awareness**

No specific particular requirement

### **7.4 Communication**

No specific particular requirement

### **7.5 Documented information**

#### **7.5.1 General**

- (i) A quality plan (documented planned arrangements) shall be required for all contracts. When specified in the contract documents or requested, the organization shall submit a quality plan or alternative document as defined in the Contract Specification for acceptance or approval by the Client, as appropriate, prior to commencement of work (See section 8 and Appendix A).
- (ii) The organization shall have in place auditable processes to identify publication of relevant new documents/standards and implementation requirements (See Appendix B, note 2)

#### **7.5.2 Creating and updating**

No specific particular requirement

#### **7.5.3 Control of documented information**

7.5.3.1 No specific particular requirement

##### 7.5.3.2 Control of Documents

The organization shall have processes in place to ensure that the latest versions of relevant Standards and Documents are available (See Appendix B)

##### Control of Records

In addition to the organization's own quality records, the following records shall typically be kept:

Contract specific records, e.g. risk assessments, as listed in the quality plan.

## **8 Operation**

### **8.1 Operational planning and control**

- (i) The quality plan (QP) shall as a minimum address the topics listed in Appendix A of this schedule and where applicable the requirements contained in the Specification for

Highway Works (SHW) and associated contract documents.

Note The topics for the content of a QP are given in ISO 10005 and this document; in particular reference should be made to Appendix A of this document and Appendix H of the SHW.

- (ii) The quality plan may be a largely standard document as indicated in Appendix A of this schedule supplemented by contract specific information.
- (iii) The quality plan should not be considered in isolation. An integrated approach may be taken which links to other relevant plans.

Note 1 - Management of the service as a whole is reliant on quality and hence the contract and the quality element cannot be separated, as one cannot function without the other.

Note 2:- The quality plan describes the management strategy that sets clear and sustainable performance objectives, delegates responsibility and establishes lines of communication. The objective being to manage the various management schemes within an overall management scheme within an organization.

- (iv) The organization shall, in order to reduce the need for waste disposal, minimise the generation and environmental impacts of wastes arising during the contracted works and shall maximise opportunities for the re-use and recovery of wastes. The organization shall document its arrangements for the identification, segregation, handling, storage and disposal of the different types of wastes arising from the contracted works to maximise opportunities for the re-use and recovery of wastes.

## **8.2 Requirements for products and services**

### **8.2.1 Customer communication**

- (i) No specific particular requirement

### **8.2.2 Determining the requirements for products and services**

No specific particular requirement

### **8.2.3 Review of the requirements for products and services**

#### **8.2.3.1**

- (i) The organization shall have a recorded process in place to carry out reviews of expressions of interest, pre-qualifications and tender submissions with a view to ensuring that the Certificated Scope or intended Certificated Scope of the organization is not being misrepresented or could be misleading. Clients shall be made aware of any activities requested that are not covered by the Certificated Scope or intended Certificated Scope. Reference shall be made to the organization's Highway Electrical Registration Scheme registration certificate showing the scope of registration.
- (ii) The organization shall have a recorded process in place to ensure, so far as is reasonably practicable, that work activities are assigned only to those that are competent in that activity. The process shall make reference to the Authorisation Certificate (see clause 7.2.1)

**8.2.3.2** No specific particular requirement

**8.2.4 Changes to requirement for products and services**

No specific particular requirement

**8.3 Design and development of products and services**

**8.3.1 General**

- (i) Where highway electrical design or development is undertaken the quality plan shall identify the competent personnel involved with their qualifications/experience appropriate for design. This shall include those involved with design verification and approval. Reference shall be made to the requirements of GD02/08 in determining the appropriateness of qualifications and experience

**8.3.2 Design and development planning**

No specific particular requirement

**8.3.3 Design and development Inputs**

No specific particular requirement

**8.3.4 Design and development controls**

No specific particular requirement

**8.3.5 Design and development outputs**

No specific particular requirement

**8.3.6 Design and development changes**

No specific particular requirement

**8.4 Control of externally provided processes, products and services**

**8.4.1 General**

- (i) The Organization shall establish vetting procedures based on the following guidance for the employment of sub-contractors:

Sub-contractors shall be accredited to this Sector Scheme and / or shall register their employees to the Highway Electrical Registration Scheme with the exception of the following:

1. The Organization shall establish vetting procedures for the employment of sub-contractors. Sub-contractors carrying out works included within the scope of this document (See Clause 1 - Scope) shall be certified to this Sector Scheme and / or shall register their employees to the Highway Electrical Registration Scheme
2. Labour only sub-contractors need not be registered to this Sector Scheme but their employees shall register to the Highway Electrical Registration Scheme either directly or as if they were a direct employee of the Organization.

(ii)

Non-compliant or non-registered sub-contractors and their employees must be directly supervised on site by Registered Authorised Persons on a continuous and one to one basis until such time as they meet the requirements in full.

#### **8.4.2 Type and extent of control**

For mechanical fasteners, the requirement for organizations to ensure that purchased product meets specified purchase requirements may be satisfied by Organizations obtaining mechanical fasteners from a supplier that is registered to NHSS 3.

#### **8.4.3 Information for external providers**

No specific particular requirement

### **8.5 Production and service provision**

#### **8.5.1 Control of production and service provision**

The organization shall identify and plan the supply and installation processes. Examples of conditions, which shall be controlled, include:

(a) An agreed procedure for carrying out emergency repairs including health and safety requirements.

(b) when the organization is the main contractor, location and identification of underground and over ground services and structures including installed systems together with the names, addresses and telephone numbers of persons responsible for them.

(c) when the organization is a sub-contractor, the taking of all reasonable steps to ensure this information is available from the main contractor and is suitable to the extent that the organization is satisfied it is safe to carry out the sub-contract works.

(d) The presence of Registered Authorised Persons and/or Authorised Persons during works being carried out as defined in Clause 1 Scope.

(e) A system to ensure the Organization contacts the client/owner of the parapet whenever equipment is to be fixed to a parapet to determine firstly whether the parapet is pre or post BS EN 1317; secondly where equipment (e.g. camera, sign) is to be installed on parapets conforming to BS EN 1317 that liaison takes place with both the owner and designer / manufacturer of the parapet to ensure the proposed work does not compromise the integrity of the parapet.

Works orders, risk assessment and quality plans for the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works shall be signed by the relevant designated personnel and retained. They will also be submitted to the Client if requested.

#### **8.5.2 Identification and traceability**

No specific particular requirement

#### **8.5.3 Property belonging to customers or external providers**

No specific particular requirement

#### **8.5.4 Preservation**

No specific particular requirement

**8.5.5 Post-delivery activities**

No specific particular requirement

**8.5.6 Control of changes**

No specific particular requirement

**8.6 Release of products and service**

No specific particular requirement

**8.7 Control of nonconforming outputs**

8.7.1 No specific particular requirement

8.7.2 No specific particular requirement

**9 Performance evaluation**

**9.1 Monitoring, measurement, analysis and evaluation**

**9.1.1 General**

This includes the ongoing impact of the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works on other works including congestion and traffic flows

**9.1.2 Customer satisfaction**

No specific particular requirement

**9.1.3 Analysis and evaluation**

No specific particular requirement

**9.2 Internal audit**

9.2.1 No specific particular requirement

9.2.2 Internal audits shall be carried out at sufficient frequency and by a suitable technically competent person/s to ensure a robust assessment of the compliance of the product and service. The quality plan shall state the frequency of internal audits. (Where the organization does not have contracts, which provide continuous working throughout a full year, visits shall be conducted on a pro-rata basis. Internal auditors shall have a working knowledge of overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works activities as appropriate to the Organization. Internal audits shall be carried out by the nominated quality manager or a designated competent person.

**9.3 Management review**

**9.3.1 General**

(i) The organization shall review the quality management system to ensure its continuing

suitability and effectiveness to conform to this NHSS.

**9.3.2 Management review inputs**

No specific particular requirement

**9.3.3 Management review outputs**

No specific particular requirement

**10 Improvement**

**10.1 General**

No specific particular requirement

**10.2 Nonconformity and corrective action**

**10.2.1** (i) Complaints received via the HEA, as administrator of HERS, or via the SSAC shall be investigated and corrective action completed as soon as practicable and no later than six months from the date of being advised of the complaint

(ii) Corrective action following HEA Technical Audits shall be completed as soon as practicable and no later than six months from the date of the audit

**10.2.2** No specific particular requirement

**10.3 Continual improvement**

No specific particular requirement

## Appendix A: Requirements for Quality Plans

The quality plan shall include the following as a minimum:

### 1.0 General requirements

- 1.1 Definition of the product (or service) to be provided.
- 1.2 The structure of the organization describing the line of command and stating the names of the organization's Manager responsible for the contracted work.
- 1.3 Identification of the relevant parts of the organization's documented quality management system relevant to the product or service being provided.
- 1.4 The control of team selection including special requirements for skilled personnel e.g. training of site staff.
- 1.5 The control of equipment.
- 1.6 Any environmental conditions impacting upon the specified works.
- 1.7 Location of site for the contract and means of access
- 1.8 Specification and/or Contract Documents
- 1.9 Extent of the works and the commencement and completion dates of the contract
- 1.10 Details of the work (as appropriate)
- 1.11 Details of existing materials (as applicable)
- 1.12 Disposition of documented information
- 1.13 Design verification processes
- 1.14 Management control of subcontractors including details of the sub-contractor's registration to this Sector Scheme and any other relevant National Highway Sector Scheme.

### 2.0 Contract specific information

- 2.1.1 The Customer's nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract.
- 2.1.2 Names of the staff involved with the contract including the NHSS 8 registered personnel. Contact details for these staff.
- 2.2 Details of the contract specific equipment to be used and any certification required to be issued to the Customer/Client.

- 2.3 Name and contact details of Customer/Client contact(s).
- 2.4 Details of the communications required between the organizations staff and the Customer/Client or any other party.
- 2.5 Work programme and details of deliverables.
- 2.6 Liaison with the Police and the Highway Authority or other competent authority.
- 2.7 Materials storage details and location
- 2.8 Method statements for application/installation, maintenance and removal of products within the scope of this SSD and the detailed drawing(s) to be supplied.
- 2.9 Inspection and testing regime to be adopted covering frequency, methods of test, responsibility for testing and acceptance criteria.
- 2.10 Control of non-conforming products and services.
- 2.11 How performance requirements are to be achieved.
- 2.12 All relevant contract specific information in respect to speed restrictions, safety requirements, environmental requirements, existing conditions and site conditions.
- 2.13 Any client-specified testing requirements and responsibility for testing including the supply of test equipment.
- 2.14 Risk Assessments
- 2.15 Processes for receipt and examination of compliance certificates/information (including Declarations of Performance for CE marked products covered by the Construction Products Regulations and Declarations of Conformity for products CE marked under other EC directives) for purchased products
- 2.16 Processes to identify where equipment (e.g. camera, sign) might be being installed on parapets conforming to BS EN 1317 and methods (such as liaison with and confirmation from the parapet manufacturer) to ensure the integrity of the parapet is not compromised

**Notes:**

- 1. Where certain aspects of this information cannot be obtained or, is not provided, this fact shall be noted in the quality plan against the appropriate section.
- 2. The organization should also be aware that there may be further general requirements for quality plans within a contract, for instance Appendix 1/24 of the Manual of Contract Documents for Highway Works, which may also need to be addressed.
- 3 See ISO 10005 (Quality management systems – Guidelines for quality plans) for further information

## Appendix B: Reference and Associated Documents (Bibliography)

NOTE: - The listing is not comprehensive; other documents may be required to fulfil the requirements of the contract. Organizations shall ensure that they have a working knowledge of and access to all the relevant documents including amendments required by the contract and specification

Organizations shall ensure they are working to current reference or associated documents appropriate to work in their sector.

The list of standards and documents below are date specific, however, the organization shall have processes in place to ensure that the latest version is always available. organizations should be aware that utilisation of internet search engines may result in out of date references being identified/called up.

1. Manual of Contract Documents for Highway Works: Volume 1 Specification for Highway Works (SHW), and amendments - [www.standardsforhighways.co.uk/](http://www.standardsforhighways.co.uk/)
2. Manual of Contract Documents for Highway Works – Volume 2 Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments. - [www.standardsforhighways.co.uk/](http://www.standardsforhighways.co.uk/)
3. ISO 9000:2015 – Quality Management Systems – Fundamentals and Vocabulary
4. ISO 9001:2015 - Quality Management System – Requirements
5. ISO 9004 – Quality Management Systems – Managing for the sustained success of an organization. A quality management approach.
6. G39/2 - Model Code of Practice covering electrical safety in the planning installation commissioning and maintenance of public lighting and other street furniture. Energy Networks Association, ([http://www.energynetworks.org/ena\\_index/enaindex\\_default.asp](http://www.energynetworks.org/ena_index/enaindex_default.asp))
7. Highway Electrical Registration Scheme (HERS) Handbook ([www.thehea.org.uk/hers](http://www.thehea.org.uk/hers)).
8. The Highway Electrical Training Specification produced by the Sector Scheme 8 Standards and Training Committee ([www.thehea.org.uk/hers](http://www.thehea.org.uk/hers)).
9. HS(G) 47 Avoiding danger from underground services.
10. GS 6 Avoidance of danger from overhead electrical power lines.
11. BS 7671 Requirements for Electrical Installations, IET Wiring Regulations and relevant Guidance Notes
12. PD CEN/TR 13201 Road lighting
13. BS 5489
14. BS EN 12767 Passive Safety of Support structures for road equipment
15. BS EN 12899

16. Safety of Street Works and Road Works: A Code of Practice (TSO)
17. The Zebra, Pelican and Puffin Pedestrian Crossings Regulations and General Directions
18. The Zebra, Pelican and Puffin Pedestrian Crossings Regulations (Northern Ireland)
19. Code Of Practice for Traffic Control and Information Systems for All-Purpose Roads (TA 84 (TSO))
20. Local Transport Note 1/98- The Installation of Traffic Signals and Associated Equipment
21. TD 23 Trunk Roads and Trunk Road Motorways, Inspection and Maintenance of Road Lighting. (TSO)
22. TD 24 All Purpose Trunk Roads, Inspection and Maintenance of Traffic Signals and Associated Equipment. (TSO)
23. TD 25 Inspection and Maintenance of Traffic Signs on Motorways and All Purpose Trunk Roads (TSO)
24. TD 35 All Purpose Trunk Roads MOVA System Of Traffic Control At Signals
25. TCUG Guidance Note 1, Inspection and Testing of Low Voltage Power Supplies and Cabling for Traffic Control Systems
26. Manual Handling Regulations / Manual Handling Operations Regulations (Northern Ireland)
27. Traffic Signs Regulations and General Directions, (TSO) / Traffic Signs Regulations Northern Ireland
28. Traffic Signs Manual Chapter 1: Introduction (TSO)  
Traffic Signs Manual Chapter 3: Regulatory Signs (TSO)  
Traffic Signs Manual Chapter 4: Warning Signs (TSO)  
Traffic Signs Manual Chapter 5: Road Markings(TSO)  
Traffic Signs Manual Chapter 7: Design of Traffic Signs 2003 (TSO)  
Traffic Signs Manual Chapter 8: Traffic Safety Measures and Signs for Road Works and Temporary Situations (TSO)  
Traffic Signs Manual Chapter 14: Miscellaneous Matters (TSO)
29. Local Transport Note 1/94: Design and use of Directional Informatory Signs
30. Local Transport Note 2/95: The Design of Pedestrian Crossings
31. Department for Transport Network Management Advisory Leaflet: Provision of Temporary Traffic Signs to Special Events
32. Traffic Advisory Leaflets:  
Puffin Pedestrian Crossing 1/01  
The Installation of Puffin Pedestrian Crossings 1/02  
General Principles of Traffic Control by Light Signals TAL 1/06  
Pedestrian Facilities at Signal-Controlled Junctions 5/05

33. Puffin Good Practice Guide
34. GD02 (latest issue) – Quality Management Systems for Highway Design (Design Manual for Roads and Bridges – Volume 0 Section 2 –  
([www.standardsforhighways.co.uk/ha/standards/dmrb/vol0/section2.htm](http://www.standardsforhighways.co.uk/ha/standards/dmrb/vol0/section2.htm) )
35. MCS 206 – List of drawings, specifications and instructions ([www.tssplans registry.org](http://www.tssplans registry.org))
36. MCF2331 - Motorway and Trunk Road Communications Maintenance Service Specification
37. MCH1540 - Specification for the Installation of Detector Loops on Motorways and All-Purpose Trunk Roads
38. Other Sector Schemes where relevant and in particular NHSS 12A to D ([www.ukas.com](http://www.ukas.com))

Note 1: This list of standards and documents include those that are date specific, however, the organization shall have procedures in place to ensure that the latest versions are always available. (See clause 7.5.3.2).

Note 2: Highways England may issue Interim Advice Notes (IANs) as a prelude to inclusion in the MCHW (Vol 1 and 2), the DMRB and/or Chapter 8. Organizations must have auditable processes in place to identify when these documents are issued and their implementation date(s). An index of Interim Advice Notes (IANS) is available on the internet ([www.dft.gov.uk/ha/standards/ians/index.htm](http://www.dft.gov.uk/ha/standards/ians/index.htm)).

Note 3: Every effort has been made to update web sites, but the committee cannot provide any guarantees that the sites will continue to exist or if they do that they will maintain access to the documents identified above.

# Appendix C: Training and Assessment of Competence

## 1 Introduction

Training and competency requirements set out in this Appendix include agreed equivalences.

The organization shall ensure that their employees shall have undergone suitable training and competency assessment that will cover aspects of the work to be undertaken as follows and as set out in the HERS Handbook, Highway Electrical Training Specification and relevant Site Assessment Forms and training and competence assessment set out therein.

**Training for Authorised Persons:** For Authorised Persons (i.e. Competent Persons authorised by the Organization to carry out specific elements of work appropriate to their level of competency), a degree of training will be required, unless this has already been carried out prior to registration under this scheme as required under the Highway Electrical Training Specification and the Approved Training Organization / Approved Trainer process. Up-dating or refresher training may also be required. Such training shall follow nationally agreed guidelines, and all training shall at least be in accordance with the requirements of the Highway Electrical Training Specification ([www.thehea.org.uk/hers](http://www.thehea.org.uk/hers)) developed by the Standards and Training Committee which reports to the NHSS8 Committee. The various occupational titles and associated areas of competency are defined in the HERS Handbook appendix covering the Competency and Occupation Matrix ([www.thehea.org.uk/hers](http://www.thehea.org.uk/hers)).

**Competence of Trainers:** The Standards and Training Committee is concerned that not only shall employees be assessed as competent to the level required by the Organization and subject to third party audit, but also trainers shall be assessed as competent and subject to third party audit. To this end, the Highway Electrical Skills Academy, originally in partnership with Lantra Awards, has set up a system for the assessment of trainers, through the Approved Training Organization and Approved Trainer scheme ([www.thehea.org.uk/hers](http://www.thehea.org.uk/hers)). Approved Training Organizations are issued with HESA certificates, Approved Trainers are issued with HESA registration cards. Approval for Approved Training Organizations and Approved Trainers automatically lapses after 31<sup>st</sup> March of each year, unless a re-application is received. This goes some way to ensuring that the under-pinning knowledge of Approved Trainers is kept up to date.

**It should be noted that any training not carried out in accordance with the Highway Electrical Training Specification by HESA Approved Trainers and appropriately certificated (by Lantra Awards in partnership with the HESA or by the Highway Electrical Skills Academy alone) or not specifically identified within the Highway Electrical Training Specification as agreed alternative training provision will be deemed as not meeting the knowledge requirements of this Sector Scheme and the associated Highway Electrical Registration Scheme.**

**Competence of Authorised Persons:** For the assessment of competence, the CBQ-NVQ (formerly N/SVQ) Highway Electrical qualification, currently either at Level 2 or Level 3 shall be achieved.

The relevant NVQ qualifications currently are:

- Level 2 NVQ Certificate in Highway Electrical Systems (QCF) – Qualification No. 501/1596/0
- Level 2 NVQ Diploma in Highway Electrical Systems (QCF) – Qualification No. 501/1598/4
- Level 3 NVQ Diploma in Servicing Highway Electrical Systems (QCF) – Qualification No. 501/1578/9
- Level 3 NVQ Diploma in Servicing and Commissioning Highway Electrical Systems (QCF) – Qualification No. 501/1579/0

(Previously the relevant NVQ / SVQs were Installing Highway Electrical Systems Level 2 and Electrotechnical Services (Installing highway electrical systems) Level 3)

The NVQs are designed to apply to a wide range of work across all the highway electrical sub-sectors. However, where the scope of works is such that it is not possible to achieve the NVQ qualifications above, then the relevant units applicable to the works shall be achieved (typically this would be the mandatory units)

In any event, the scope of the CBQ-NVQ assessment shall be mapped against the requirements of the Highway Electrical Registration Scheme to ensure the scope of the competency is maintained, and any areas of competence not covered by the CBQ-NVQ assessments augmented by assessments carried out by the Qualified Supervisor(s).

**Exceptions from the requirement to gain CBQ-NVQs:** The requirements to gain a Level 2 or 3 CBQ-NVQ in Electrotechnical Services (Highway Electrical Systems) do not apply to Approved Persons or Approved Person Managers. If the Standards and Training Committee determines that the CBQ-NVQ is not appropriate for other specific occupations or a particular scope of work, additional guidance and information will be made available.

## **2 NHSS 8 Training and Competence Assessment Requirements**

### **Authorised Person**

In order to attain Authorised Person status for electrical work, persons shall be required to be trained in accordance with the Highway Electrical Training Specification covering all appropriate modules relevant to the occupation of the Authorised Person and obtain the relevant CBQ-NVQ qualification in Highway Electrical Systems (see Appendix C clause 1), at the appropriate unit and level commensurate with their designated occupation. The CBQ-NVQ qualification shall be gained within two years of commencing employment with the organization. Exceptions to this requirement are as follows:

- a. Persons who have been continuously employed for at least three years up to and including the Industry Accreditation cut-off date specified in Appendix K on works specified in Clause 1 Scope and who are registered to the Highway Electrical Registration Scheme via the Industry Accreditation entry route. If the employee leaves the highway electrical industry and returns after a period greater than one year, then this exception shall not apply. This exception shall be reviewed regularly by the Sector Scheme advisory committee. At present the committee feels that a period for Industry Accreditation shall apply and that these rights shall generally not extend beyond a period of 10 years from the Industry Accreditation cut-off date (see Appendix K) except where persons have been registered under the Industry Accreditation route before the 30 September 2009, in which case the 10-year period commences from 1 October 2009. The deadline to gain the CBQ-NVQ for such persons is therefore 1 October 2019.
- b. Persons who were registered to the Highway Electrical Registration Scheme via the Experienced Persons route before October 2012 - Organizations shall ensure that at least 50% of those requiring to gain the CBQ-NVQ and employed for more than two years, shall be registered with an NVQ Centre approved to deliver the specific NVQs referred to in Clause 1 of this Appendix by 1 October 2014; with the remaining 50% by 1 October 2015. All such employees shall gain the relevant NVQ by 1<sup>st</sup> October 2017, noting that NVQs should be gained within two years of commencement to ensure evidence meets the currency requirements. (Note: This does not mean that 100% of employees will be registered to or have gained the relevant NVQ – since new employees have two years (three years if a trainee) to gain the NVQ.)
- c. Trainees – who have three years to gain the CBQ-NVQ, therefore allowing additional time for training.
- d. Apprentices on a government funded apprenticeship or government funded Trailblazer Apprenticeship – who have the period stipulated within the standards to achieve the apprenticeship (typically up to four years)

Note 1: As additional occupational areas progress towards the implementation phase, industry accreditation routes and dates shall be determined accordingly. This would also apply to any new CBQ-NVQ qualifications which are deemed appropriate.

In order to attain Authorised Person status for work having no electrical content, persons shall be required to be trained in accordance with the Training Specification covering all appropriate modules relevant to the occupation of the Authorised Person and obtain the CBQ-NVQ qualification in Highway Electrical Systems, for the appropriate units and at the level commensurate with their designated occupation. The CBQ-NVQ qualification shall be gained within two years of commencing employment with the organization. Exceptions

to this requirement are as follows:

- a) Persons who have been continuously employed for at least three years up to and including the Industry Accreditation cut-off date specified in Appendix K on works specified in Clause 1 Scope and who are registered to the Highway Electrical Registration Scheme via the Industry Accreditation entry route. If the employee leaves the highway electrical industry and returns after a period greater than one year, then this exception shall not apply. This exception shall be reviewed regularly by the Sector Scheme advisory committee. At present the committee feels that a period for Industry Accreditation shall apply and that these rights shall generally not extend beyond a period of 10 years from the Industry Accreditation cut-off date (see Appendix K) except where persons have been registered under the Industry Accreditation route before the 30 September 2009, in which case the 10 year period commences from 1 October 2009. The deadline to gain the CBQ-NVQ for such persons is therefore 1 October 2019.
- c. Persons who were registered to the Highway Electrical Registration Scheme via the Experienced Persons route before October 2012 - Organizations shall ensure that at least 50% of those requiring to gain the CBQ-NVQ and employed for more than two years, shall be registered with an NVQ Centre approved to deliver the specific NVQs referred to in Clause 1 of this Appendix by 1 October 2014; with the remaining 50% by 1 October 2015. All such employees shall gain the relevant NVQ by 1<sup>st</sup> October 2017 noting that NVQs should be gained within two years of commencement to ensure evidence meets the currency requirements (Note: This does not mean that 100% of employees will be registered to or have gained the relevant NVQ – since new employees have two years (three years if a trainee) to gain the NVQ.)
- b) Trainees – who have three years to gain the CBQ-NVQ, therefore allowing additional time for training

Note 1: As additional occupational areas progress towards the implementation phase, industry accreditation routes and dates shall be determined accordingly. This would also apply to any new CBQ-NVQ qualifications which are deemed appropriate.

Note 2: The core units in the CBQ-NVQ Level 2 in Highway Electrical Equipment together with relevant Assessor Guidance should permit persons to gain these units providing they successfully demonstrate the knowledge and performance objectives required for their tasks. This would include limited electrical works (e.g. excavating in the highway).

Note 3: Equivalent relevant qualifications shall also be deemed acceptable (Currently no list of equivalent qualifications exists. Therefore, equivalence shall be considered upon application).

### Qualified Supervisor

A Qualified Supervisor can supervise work within the scope of their own knowledge and competence.

MINIMUM TECHNICAL QUALIFICATIONS	Qualified Supervisor Experience Levels	
	CBQ-NVQ Level 2 or equivalent in Highway Electrical Systems plus successful completion of the HERS Administrator's (HEA) Qualified Supervisor's course and required updates.	Route 1
Route 2		Sufficient Initial and Continuing Professional development to show competence (This does not have a minimum time period, as it is the outcome which is measured. It would be unusual however for anyone with less than two years post qualification experience to have attained the breadth and depth of competence required) and holding a qualification at a higher level than the required entry level.

Appropriate qualifications received from current or previous employer leading to assessment of competence by the Authorising Officer plus successful completion of the HERS Administrator's (HEA) Qualified Supervisor's course and required updates	Route 3	Sufficient Initial and Continuing Professional development to show competence (This does not have a minimum time period, as it is the outcome which is measured. It would be unusual however for anyone with less than three years' experience to have attained the breadth and depth of competence required) but having no evidence of formal training to the underpinning knowledge requirements of CBQ-NVQ Level 2/3 or equivalent but able to provide evidence of attending recognised courses appropriate to the work undertaken.
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### Authorising Officer

Authorising Officers shall act within the scope of their own competency, including reliance on specialist advice from Qualified Supervisors

MINIMUM TECHNICAL QUALIFICATIONS	Authorising Officer	
	Experience Levels	
CBQ-NVQ Level 3 or 2 or equivalent in Highway Electrical Systems plus successful completion of the HE Registration Scheme Administrator's (HEA) Authorising Officers Course and required updates, instead of or as well as the Qualified Supervisor's Course.	Sufficient Initial and Continuing Professional development to show competence (This does not have a minimum time period, as it is the outcome which is measured. It would be unusual however for anyone with less than three years' experience to have attained the breadth and depth of competence required)	
	Sufficient Initial and Continuing Professional development to show competence (This does not have a minimum time period, as it is the outcome which is measured. It would be unusual however for anyone with less than two years post qualification experience to have attained the breadth and depth of competence required) and holding a qualification at a higher level than the required entry level.	
Appropriate qualifications received from current or previous employer leading to assessment of competence by the Responsible Manager plus successful completion of the HE Registration Scheme Administrator's (HEA) Authorising Officers Course and required updates, instead of or as well as the Qualified Supervisor's Course.	Sufficient Initial and Continuing Professional development to show competence (This does not have a minimum time period, as it is the outcome which is measured. It would be unusual however for anyone with less than two years' experience to have attained the breadth and depth of competence required)	

### 3. Health and safety

Organizations are reminded of the legal requirements to provide health and safety training for all personnel as appropriate in accordance with the Health and Safety at Work Act 1974.

The training and assessment of competency of personnel required by this scheme is aimed primarily at technical competence in their field of work. It is intended to provide awareness to carry out work in a safe manner; however, it remains the responsibility of the organization to determine and implement safe systems of work.

If they are working adjacent to live highways it is a requirement that personnel pass the specialist test questions for Highway Works included in the CSCS or the ECS Highway Electrical Version Health & Safety touch screen test.

## 4. Temporary traffic management

Highways organizations are reminded of the requirements for temporary traffic management on all highways including high speed dual carriageways and motorways.

For work on high-speed dual carriageways and motorways, other than short duration works on hard shoulders or verges, such works shall be carried out by an organization registered to NHSS 12A/B as appropriate. For works on mobile lane closures NHSS 12C applies.

For works on other roads NHSS 12D applies and organizations need to ensure that they have appropriately skilled and registered operatives to set out the necessary temporary traffic management measures. Guidance is given in Appendix M of NHSS 12D.

For NHSS 8 personnel, the following requirements for the Training and Assessment of Competence of Highway Electrical Registered Authorised Persons carrying out Temporary Traffic Management apply:

1 This section is intended to clarify temporary traffic management requirements carried out in association with the installation and maintenance of Highway electrical equipment and associated activities in line with the guidance in Appendix N. Specifically the training and assessment requirements set out in 3.6 below are intended to be used where the temporary traffic management is an incidental part of the works carried out under the scope of NHSS8

2 Temporary traffic management on motorways and high speed dual carriageways carrying unrestricted traffic shall be designed and installed by a TTM organisation registered to NHSS 12A/B and / or 12C as appropriate.

3 For temporary traffic management on rural and urban roads, where the Organization has a dedicated in-house temporary traffic management division, they must be registered to NHSS12D.

4 Where the Organization does not have a dedicated in-house temporary traffic management division, the Organization needs to assess and identify its requirements for trained and competent temporary traffic management operatives within its workforce. The Organization's management shall review the contract requirements in order to ascertain the requisite levels of resource needed and as part of the review shall record that such resources will be available throughout the contract period.

5 All temporary traffic management (TTM) schemes shall be designed on the basis of a site-specific risk assessment except where the repetitive nature of the work justifies the use of a generic risk assessment. The provisions for temporary traffic management shall be fully documented.

6 The requirements for the training and assessment of competence in respect of temporary traffic management carried out by Highway Electrical Authorised Persons are as follows:

6.1 All Registered Authorised Persons requiring to undertake traffic management, must undergo training to the 302.1 (and 302.2 where required) course together with the relevant training assessments and competency assessments prior to being permitted to carry out temporary traffic management. This requirement applies irrespective of whether the employee is assessed to the NRSWA Unit 2 and / or Unit 10. (Note this does not mean that every Registered Authorised Person must undergo such training and assessment providing that, for one person working, that person shall be so trained and assessed; for a team of two- three on site there is not more than one un-trained person; and for a team of four-six on site there are not more than two un-trained persons.)

6.2 Trainers carrying out this training must be HESA Approved Trainers for the module(s) which includes satisfying the additional requirements of for Trainers for 302.1 / 302.2.

6.3 The implementation of temporary traffic management by suitably trained and assessed employees using training courses 302.1 / 302.2 and the subsequent site assessments shall be limited to those aspects covered by the training course(s) and site assessments undertaken together with any further limits set by the organization itself. Any temporary

traffic management beyond that specified in the foregoing shall be carried out by a registered NHSS12D organization.

6.4 Where employees have, as an alternative to 302.1 or 302.1 and 302.2, relevant NHSS 12D training, assessment and NHSS 12D cards – these will be deemed to satisfy the requirements of NHSS8 for the particular areas of temporary traffic management covered

### **Further information**

NHSS 8 personnel carrying out surface coatings of ferrous materials shall comply with the training requirements of NHSS19A as particularised for NHSS 8.

## **5. Fraudulent certificates/cards**

**Action in the Case of Suspect Certificates / Cards – the following advice is given:**

### **Suggested Action by the Organization**

On being presented with a suspect certificate/card (check logo, print quality, colour, layout, spelling, likeness of photograph):

- Take possession of certificate/card.
- Call a member of the body who issued the certificate/card - in this case the HEA office – as HERS Administrator - on behalf of the Highway Electrical Skills Academy / ECS. A member of the team will help you confirm your suspicions or otherwise.

If the certificate/card appears to be fraudulent:

- Retain the certificate/card if possible
- Make photocopies of front and back
- Record certificate/cardholder's name and address
- Ask certificate/cardholder where the certificate/card was obtained from
- Call the local police and report the matter
- Refuse access to site (subject to company rules).
- Forward copies of all evidence to the body who issued the certificate/card marked "SUSPECTED FRAUDULENT CERTIFICATE/CARD" with any crime number given by local police.

Note: The body should in the majority of cases fully support any prosecution with technical and factual evidence.

This should help to maintain the integrity of the Highway Sector Schemes.

### **Enquiries**

For further information and details please contact the Principal of the Highway Electrical Skills Academy:

Highway Electrical Association  
Highdown House  
Littlehampton Road  
Ferring  
W. Sussex  
BN12 6PG  
Tel: 01903 705140  
Email [contact@thehea.org.uk](mailto:contact@thehea.org.uk)

## **Appendix D: Example Register Of Personnel Attainments – not used Appendix E: Guidance For The Control Of Monitoring And Measuring Equipment – not used**

## Appendix F: Certification Bodies Accredited for NHSS 8

Reference should be made to NHSS 0. However, information on certification bodies accredited against this scheme can be found currently on the UKAS website [www.ukas.com](http://www.ukas.com). The search facility is not guaranteed to return accurate results and so the following process should be followed in full:

- place the cursor onto 'Find' box in the top right-hand corner
- In the Search box under “Search Accredited Organisations” enter “Highway Sector Scheme No 8” (including the inverted commas) (you can optionally also enter your Post Code)
- left click 'search'
- left click on 'Certification Bodies' - this then lists the certification bodies who may be accredited
- Click on the particular Certification Body you are interested in and review their Schedule of Accreditation to see whether their scope includes NHSS 8 (this should be towards the end of the Schedule of Accreditation). Note that this may be shown as a title only or a title with, for example, “Highway Sector Scheme No 8” or “Highway Sector Scheme No 8, 9B & 10” (the former number of this NHSS)

Note 1: This process will not identify certification bodies that do not have “sector scheme No X” in their scope, but which may have only “NHSS X” or “sector scheme X”. To complete the full list of accredited CBs it will be necessary to repeat the process (at least twice) by typing in “nhss X” or “sector scheme X” as appropriate at bullet point 3. This should then list the certification bodies who are accredited to the scheme and their details can be found by clicking on the appropriate links.

Note 2: Advice on the current accreditation status of certification bodies to assess against this document should be sought from UKAS (Tel [01784 429000](tel:01784429000)).

# Appendix G: The Role of Certification Bodies and Auditor Qualifications

## 1. Role of Certification Bodies

1.1 The independent assessment of conformity of organizations to the requirements of ISO 9001:2015 and this SSD rely upon the assessment expertise, competence and capability of accredited certification bodies.

1.2 The certification body role is to ensure, through assessment, that organizations have management systems in place which address the enhanced ISO 9001:2015 requirements detailed in this SSD.

1.3 Certification bodies shall ensure they are all represented by at least one nominated individual lead certification body (or deputy) who will represent all certification bodies at meetings of this Sector Scheme Advisory Committee. This does not preclude other certification bodies from attending, as appropriate.

1.4 Certification bodies shall be represented at the National Highway Sector Scheme Liaison Committee

1.5 The assessment of the content of Highway Electrical Registration Scheme (HERS) Portfolios is carried out by the third party technical auditor and therefore does not fall within the scope of the Certification Body assessment.

## 2. Certification body accreditation

2.1. To ensure consistency and to demonstrate independent capability certification bodies are required to be accredited against the requirements of ISO 17021 by the United Kingdom Accreditation Service (UKAS) or by an equivalent International Accreditation Forum (IAF) member for assessment and registration of ISO 9001:2015 quality management systems in accordance with the particular requirements of this NHSS or other equivalent international management scheme.

## 3. Assessor and assessment team competence.

3.1 The certification body must be able to demonstrate to the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory that it possesses and can maintain the necessary assessor experience and technical understanding of the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works covered in the scope of this Sector Scheme. These assessment areas shall include, but not be limited to the following:

i) knowledge, understanding and application of this SSD (See Appendix G1).

ii) knowledge of the manufacture and supply in the industry within the scope of this SSD, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming product and services. Typically, this would include knowledge of the product and processes. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory).

iii) maintenance of demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works.

iv) ability to demonstrate that they have ongoing suitable health and safety training which shall include appreciation of the risks involved in the manufacture, supply and installation in the specific aspects of the scheme as appropriate.

v) preferably knowledge of the Construction (Design and Management) Regulations and their application. There is no requirement for this to extend to detailed knowledge about individual employee operations (see 1.5 above)

- 3.2. The certification body must also ensure that assessors have sufficient knowledge of health & safety requirements related to working on live highways where appropriate, knowledge of temporary traffic management, working in confined spaces and working at height for assessment of guidance provided on this aspect.
- 3.3. Guidance to Certification Bodies on assessor competence related to this Sector Scheme is given in the certification body guidance document – National Highway Sector Scheme Accreditation, Registration and Assessment Guidance for Certification Bodies – NHSS 0 Part 4.
- 3.4 The certification body is responsible for ensuring that the assessment teams possess demonstrable expertise in the assessment areas detailed above as they relate to the scope of client activities under assessment.
- 3.5 Minimum assessor qualifications and competence for assessment of this NHSS, which may reside in a single individual, or in an assessment team are as follows:
- i) International Register of Certificated Auditors (IRCA) Registered ISO 9001:2015 Lead Auditor qualification or certification body equivalent and demonstrable expertise in leading assessment teams.
  - ii) ISO 9001:2015 assessment experience
  - iii) technical assessment competence in the categories of the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works
  - iv) knowledge, understanding and application of this SSD.
  - v) knowledge of the manufacture and supply in the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works industry, including the methods and techniques sufficient to understand the processes employed and the controls necessary to ensure delivery of conforming products and services. Typically, this would include knowledge of the product and processes. (Conveyance of this knowledge to auditing teams will be determined by the certification body and will be audited by the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory).
  - vi) demonstrable technical highway engineering background, capable of reading and understanding specifications and drawings, including knowledge of the Specification for Highway Works and design standards requirements for the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works
  - vii) ability to demonstrate that they have ongoing suitable health and safety training which includes appreciation of the risks involved in the sector scheme activities and
  - viii) preferably knowledge of Construction (Design and Management) Regulations and their application. There is no requirement for this to extend to detailed knowledge about individual employee operations (see 1.5 above)

#### **4. Conduct of Assessments.**

- 4.1. Certification Bodies shall ensure that an adequate proportion of the initial and continuing assessment duration is devoted to assessing operational activities at locations where activities covered by the scope of this Sector Scheme are being undertaken from.

- 4.2. Certification Bodies shall make every endeavour to ensure that during a three year certification cycle there is evidence of assessment of all execution activities covered by the organization's scope of registration. Certification bodies shall undertake surveillance visits at intervals no greater than one year.

## **5. Format and Content of Registration Certificates.**

- 5.1. Certificates of registration issued by Certification Bodies, which include within the scope of registration reference to compliance with this Sector Scheme, shall be in a format and contain the content the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory
- 5.2. The National Highway Sector Scheme Logo shall be included in any Certificate of Registration which has this Sector Scheme detailed in the Scope of Registration. The logo shall only be used and applied in the manner detailed in any conditions of use which may be published in NHSS 0

## **6. National Highway Sector Schemes Schedule of Suppliers.**

- 6.1. Certification Bodies shall monitor the National Highway Sector Schemes Schedule of Suppliers posted at [www.lantra-awards.co.uk/schedule-of-suppliers](http://www.lantra-awards.co.uk/schedule-of-suppliers) or [www.scheduleofsuppliers.co.uk/](http://www.scheduleofsuppliers.co.uk/) to ensure equivalence between their clients registered to this Sector Scheme and the listed organizations.
- 6.2. Certification Bodies shall provide to the National Highway Sector Schemes Schedule of Suppliers administrator at Lantra details of registered organizations whose scope of registration against this Sector Scheme has ceased to be applicable within 10 working days of that situation occurring.
- 6.3. Certification Bodies shall audit the organization to ensure that the organization has recorded their NHSS registration on the Lantra Schedule of Suppliers web-based register (See 4.4 of this NHSS). This check shall include verification of the certificate of registration currency.

## **7. Reporting on Sector Scheme Performance.**

- 7.1. Each Lead certification body shall report to the Chairperson of the SSAC including as appropriate:
- a) observations and comments on the implementation and assessment findings related to the Sector Scheme including any omissions or deficiencies in its scope.
  - b) recommendations for improving/clarifying the SSD
  - c) feedback on deficiencies against contract documentation
  - d) the number of organizations whose scope of registration includes this Sector Scheme for comparison against the Schedule of Suppliers

Note 1: This is to be issued to the Chairperson of this Sector Scheme Committee.

Note 2: Additionally, the lead CB shall provide a similar report to the Chairperson of the National Highway Sector Scheme Liaison Committee, which shall be available at least a week before each National Highway Sector Scheme Liaison Committee meeting (normally held each May/June and October/November), so that it may be considered during the Liaison meeting.

Note 3: It is recommended that the report should be a combined report prepared by the nominated certification body (Lead CB) to provide assurance that confidentiality is maintained.

# Appendix G1: Guidance to Assessors' and other Auditors' Competencies Requirements for National Highway Sector Scheme 8

## Section 1 - General Information

The information contained in this appendix has been collated by the NHSS committee to provide CB assessors with the background information that is considered appropriate for carrying out an assessment against ISO 9001:2015 and these NHSS documents. During the development of the Appendices it was realised that this information would also provide useful guidance for first and second party auditors of the system.

## Section 2 - Requirements

This section of the guidance is divided in three parts namely 2A, 2B & 2C.

### **2A General background to NHSS 8**

- i) NHSS 8 was developed in response to the Highways England requirement for such a scheme and as a response to the Construction Summit 2001 setting out targets to reduce accidents and ill health in the construction industry. It was originally entitled NHSS 8 ,9B and 10.
- ii) The scheme applies to all those carrying out work on site under the scope of Highway Electrical and supporting Works as detailed in the Scope of this SSD and Appendix K
- iii) Further advice and guidance can be obtained from the Secretary of NHSS 8 or the HERS Administrator (the HEA) on 01903 705140 or by email to [contact@thehea.org.uk](mailto:contact@thehea.org.uk)
- iv) The scheme applies generally to the overseeing and / or installation and / or maintenance of any items of highway equipment which are connected to a source of electricity together with some non-electrical works such as cabling and the installation of posts, columns and cabinets.
- v) The scheme is a contractual requirement on all Highways England, Transport Scotland, Welsh Assembly Government, DRD(NI) contracts and usually any contract which uses the Highways England Specification for Highway Works. It may also be used in other contracts.
- vi) The specific types of works that the scheme applies to are set out in Appendix K and covers overseeing activities, installation works, maintenance works, term maintenance works and PFI works. Each organization will have a current organizational certificate of registration to the Highway Electrical Registration Scheme which sets out their specific scope of works
- vii) Definitions and terminology that are particular to the scheme are set out in Section 3 of this document, the associated Highway Electrical Registration Scheme Handbook and NHSS 0
- viii) Training and Competency requirements are set out in Appendix C and in the HERS Handbook. In order to allow flexibility, organisations define the scope of competency of each employee by reference to the Competency and Occupations Matrix within the HERS Handbook. Confirmation of this is shown by the existence of the organisation's certificate of registration, the employee's Registration Card, the employee's Authorisation Certificate (effectively their Competency and Occupations Matrix) and their portfolio. (Note the technical auditing of the content of HERS portfolios is carried out by the Administrator of the Scheme – the HEA)
- ix) Key documentation applicable to the scheme includes:
  - BS EN ISO 9001
  - NHSS 8
  - Highway Electrical Registration Scheme Handbook
  - Highway Electrical Training Specification
  - Site Assessment Forms

- Other documents as deemed relevant by the organization, examples of which are given in Appendix B of NHSS 8

x) Relevant international, European and British Standards are set out in Appendix B

xi) Relationships with other NHSS's are set out in Appendix N

## **2B Summary of where the scheme interprets sections 4 to 10 of ISO 9001:2015**

The summary provides a list of those clauses where particular requirement has been provided. These are indicated by "Y" in the table.

<b>Section/Clause</b>	<b>Particular requirement Yes/No</b>	<b>Comment/Requirement</b>
<b>4. Context of the organization</b>		
4.1 Understanding the organization and its context	N	
4.2 Understanding the needs and expectations of interested parties	Y	Check annually that the organization has determined interested parties, their requirements and is monitoring and reviewing the data.
4.3 Determining the scope of the quality management system	Y	Check that the organization has reviewed the scope of the relative elements of the latest applicable issue of the NHSS that the organisation considers apt
4.4 Quality management system and its processes. (4.4.1 & 4.4.2)	Y	Check annually by the CB Auditors and other Auditors the Schedule of Suppliers website to ensure registration and uploaded information is current and valid. Check that organization has notified the HEA as HERS administrator
<b>5. Leadership</b>		
5.1 Leadership and commitment		
5.1.1 General	Y	Check policy documented information includes this NHSS. Check that policy is being correctly implemented, communicated and understood.
5.1.2 Customer focus	Y	Check that the organization has determined all necessary applicable statutory and regulatory requirements for contract compliance. This may include supplementary services such as recycling, final disposal, equipment inspection, licensing requirements for driving (HGV), animal including wildlife handling etc.
5.2 Policy		
5.2.1 Establishing the quality policy	Y	Check requirements are covered in quality plan and in policy documented information
5.2.2 Communicating the quality policy	N	

Section/Clause	Particular requirement Yes/No	Comment/Requirement
5.3. Organization roles, responsibilities and authorities	Y	Check there is an organization plan which covers responsibility/authority in accordance with the requirements of the SSD. Check that personnel with contract specific responsibilities and authorities have been identified and are recorded. Check that the organization management have appointed a nominated person or persons with the appropriate responsibility and authority. Seek evidence.
<b>6. Planning</b>		
6.1 Actions to address risks and opportunities. (6.1.1 & 6.1.2)	Y	Check that documented information is in place to address risk and opportunities and is operational.
6.2 Quality objectives and planning to achieve them (6.2.1 & 6.2.2)	N	
6.3 Planning of changes	N	
<b>7. Support</b>		
<b>7.1 Resources</b>		
7.1.1 General	N	
7.1.2 People	Y	See Appendices A and C and the HERS Handbook. Check organizational policy for assessing and meeting temporary traffic management needs. Check existence of employee portfolios, valid ECS-HERS cards. Check existence of 302.1 or 302.1 and 302.2 Lantra Awards or HESA training certificate or NHSS 12D certificate and card where temporary traffic management carried out as agreed with NHSS 12D. Check employee registered with NVQ Centre in accordance with Appendix C timescale
7.1.3 Infrastructure	N	
7.1.4 Environment for the operation of processes	N	
7.1.5 Monitoring and measuring resources		
7.1.5.1 General	N	
7.1.5.2 Measurement Traceability	Y	
7.1.6 Organizational knowledge	N	
7.2 Competence	Y	Review copies of training certificates, qualifications and identity cards and forward looking training plans. Check that these are in accordance with the requirements of the sector scheme documents Check sample of identity cards. See Appendix C
7.3 Awareness	N	
7.4 Communication	N	

Section/Clause	Particular requirement Yes/No	Comment/Requirement
7.5 Documented information		
7.5.1 General	Y	Check processes are in place to ensure that organization maintain up to date information on documented information. See Appendix B
7.5.2 Creating and updating	N	
7.5.3 Control of documented information. (7.5.3.1 & 7.5.3.2)	Y	Check that all required contract specific documents are in place. Check appropriate processes are in place for the retention and disposition of documented information
<b>8. Operation</b>		
8.1 Operational planning and control	N	
8.2 Requirements for products and services		
8.2.1 Customer communication	N	
8.2.2 Determining the requirements for products and services	N	
8.2.3 Review of the requirements for products and services. (8.2.3.1 & 8.2.3.2)	Y	Check contract tender review is in place with an appropriate timescale and assessment of availability of resources.
8.2.4 Changes to requirements for products and services	N	
8.3 Design and development of products and services		
8.3.1 General	Y	Check that contract/tender review is in place
8.3.2 Design and development planning	N	
8.3.3 Design and development inputs	N	
8.3.4 design and development controls	N	
8.3.5 Design and development outputs	N	
8.3.6 Design and development changes	N	
8.4 Control of externally provided processes, products and services		
8.4.1 General	Y	Check that documented information is in place for externally provided product and services to meet specified requirements. Check process for ensuring sub-contractors meet clause 8.4.1
8.4.2 Type and	Y	Check that documented information is in place.

<b>Section/Clause</b>	<b>Particular requirement Yes/No</b>	<b>Comment/Requirement</b>
extent of control		Check that controls are effective.
8.4.3 Information for external providers	N	
8.5 Production and service provision		
8.5.1 Control of production and service provision	Y	Check as part of in process audit.
8.5.2 Identification and traceability	N	
8.5.3 Property belonging to customers or external providers	N	
8.5.4 Preservation	N	
8.5.5 Post-delivery activities	N	
8.5.6 Control of changes	N	
8.6 Release of products and service	N	
8.7 Control of nonconforming process outputs, products and services.  (8.7.1 & 8.7.2)	N	
<b>9 Performance evaluation</b>		
9.1 Monitoring, measurement, analysis and evaluation		
9.1.1 General	Y	Check planned results. Check that monitoring and measuring process documentation has been implemented in line with the current contract specification. Review copy of annual management review. Check this contains continuous improvements to the relevant sector scheme
9.1.2 Customer satisfaction	N	
9.1.3 Analysis and evaluation	N	
9.2 Internal audit (9.2.1 & 9.2.2)	Y	Check internal audits are being carried out and ensure corrective actions have been made. Check existence of the HEA Technical audit and action(s) arising if any
9.3 Management review		
9.3.1 General	Y	Review minutes of management review. Ensure this contains reference to the relevant sector scheme.
9.3.2 Management review inputs	N	

Section/Clause	Particular requirement Yes/No	Comment/Requirement
9.3.3 Management review outputs	N	
<b>10. Improvement</b>		
10.1 General	N	
10.2 Nonconformity and corrective action (10.2.1 & 10.2.2)	Y	Check that documented information is in place and operational. Check actions arising from HEA audit(s) and complaints, if any, are closed out internally within maximum of six months (or are on target to be so)
10.3 Continual improvement	N	

## **2C – Overview of this NHSS in terms of industry requirements and working practices.**

In addition to an assessor/auditor having a general appreciation of the requirements and processes required by ISO 9001:2015 (latest issue), a CB assessor or internal auditor should be aware of the following when completing an audit: -

- C1 - Safe Working Practices
- C2 – Training, qualifications and assessment of competence
- C3 - Maintenance of equipment
- C4 - Public protection
- C5 - Environment
- C6 - Testing/inspection/workmanship
- C7 - Health and Safety
- C8 – Equal Opportunities
- C9 - Other

### C1 – Safe Working Practices

- Correct Personal Protective Equipment worn
- Equipment approved and suitable for use
- Personnel to be fully aware of their H&S obligations
- Must be able to read and understand their job sheet, risk assessment and other relevant documents; understand English.
- Method Statements/work procedures.
- Risk Assessment.
- Induction card/skills card.
- Vehicles/loads are inspected, and drivers are qualified
- Site visit including assessment of installation (if possible) and techniques verified.
- Awareness of relevant H&S requirements as applicable to NHSS 8 activities
- Awareness of current best practice including temporary traffic management measures (including site arrangements).
- HERS Registration Certificate for the organisation showing scope and expiry date
- Procurement Process for sub-contractors – who, if not carrying out just excavation and reinstatement works and / or the laying of ducts, are required to be registered as organisations and have their employees registered to the Highway Electrical Registration Scheme

### C2 Training, Qualifications and Assessment of Competence

- Have achieved appropriate training evidenced by appropriate certification

- Have been assessed as competent within their scope of works (e.g. scheme specific assessment/ N/SVQ)
  - Been inducted on specific equipment (by employer) or if appropriate (i.e. under training) is supervised by a qualified person.
  - Aware of and understand the relevant requirements of this NHSS.
  - Aware of and understand the provisions for implementation of training in this NHSS.
  - Been inducted on site specific H&S issues.
  - Hold the relevant skills card.
- Register of employees with ECS HERS Registration cards, Authorisation Certificates and portfolios.
- C3 Maintenance of Equipment
- Relevant personnel are aware of LOLER and PUWER requirements
  - Maintenance checklists are available and have been completed as required
- C4 Public Protection
- Personnel are aware of the need to protect public during installation operations
  - Relevant personnel have been trained to carry out a visual site risk assessment to ensure that the public will not be put at risk during installation/maintenance operations
  - Personnel have identification
- C5 Environment
- Auditors should be sufficiently competent to make general observations on the effectiveness of the organization's provisions in respect of the environment and in particular management of waste and its reduction.
- C6 Inspection/ Testing/Workmanship
- Auditors should be aware of the importance of inspection and testing of the product and have knowledge of the relevant tests and the information provided by the tests.
- C7 Health and Safety
- Auditors should be aware of the Health and Safety at Work etc Act 1974 and associated Health and Safety Legislation, as it applies to this sector scheme.
- C8 Equal Opportunities
- Assessors/auditors should be aware of and understand the need for effective diversity management, including the implementation of equal opportunities and avoidance of disability discrimination as it applies during the provision of services. Assessors/auditors should understand what is involved and how it can be encapsulated in company procedures.

# Appendix H: Organization Acceptance and Guidelines for New Entrants

## 1.0 Organization Acceptance

- 1.1 For work carried out on roads managed by Highways England, the Welsh Government, Scottish Government and DRD (Northern Ireland), only those Organizations holding a valid Certificate of Registration within the scope of this SSD will be accepted as complying with Clause 104 and Appendix A of the Specification for Highway Works.
- 1.2 For work carried out on roads managed by other highway authorities, acceptance of the Organization shall depend on the requirements of the Contract.
- 1.3 In the absence of assessment including a site visit over a 3-year period then evidence must be provided of site activity (e.g. site records, video recording) to ensure that registration can be maintained.

## 2.0 Guidelines for New Entrants – Requirements

- 2.1 Organizations must have the required experienced and qualified personnel and management who meet the requirements of this Sector Scheme. Organizations will need to demonstrate that their equipment and systems meet the requirements of this Sector Scheme.
- 2.2 Organizations must have applied for registration with a certification body that is accredited by their NAB to audit against this Sector Scheme. Organizations will have to demonstrate that they have been audited for office based and site-based activities.
- 2.3 In addition to any requirement for the organization to notify the Administrator of the Highway Electrical Registration Scheme, as detailed in paragraph 4.4 of section 4 of this SSD, the organization shall record their registration to this sector scheme on the Schedule of Suppliers website [www.lantra-awards.co.uk/schedule-of-suppliers](http://www.lantra-awards.co.uk/schedule-of-suppliers) or [www.scheduleofsuppliers.co.uk/](http://www.scheduleofsuppliers.co.uk/) upon receipt of the certificate issued by their certification body to confirm their registration and thereafter keep their organization's information up to date.

## 3. Interim Arrangements for Initial Implementation of this Sector Scheme

n/a

## 4. Trade Associations

4.1 Membership of a trade association is not a requirement of this Sector Scheme; however the following associations support the Scheme along with the training and competency routes contained in Appendix C:

HEA – The Highway Electrical Association

HTMA – The Highway Term Maintenance Association

## Appendix J1: Feedback to Committee Chairperson

Any observations or feedback *relating to the content of this document or the process described* herein should be addressed (using the form below) to:

Committee Secretary  
Sector Scheme Advisory Committee for NHSS 8  
c/o The Highway Electrical Association  
Highdown House  
Ferring  
West Sussex  
BN12 6PG

Email: [contact@thehea.org.uk](mailto:contact@thehea.org.uk)

### Issue Identified:

### Suggested Action:

Name:

Organization:

Address:

Contact details:

Date:

Note: In many instances, J1 forms can be responded to without the need for them to be considered by an NHSS committee, those requiring a more detailed response will be dealt with at the next meeting of the committee as part of the review of the document. If the J1 form contains information that is critical, then exceptionally action can be taken prior to the meeting by the chairperson for instance by arranging an extraordinary meeting of the NHSS advisory committee. The secretary will normally advise the originator of receipt of the J1 document and when the next meeting is expected to be held

## Appendix J2: Feedback to Certification Bodies and / or Notified Bodies

Feedback relating to certification matters including alleged deficiencies in the products and services provided under this scheme should in the first instance be taken up with the organization. In the event that the matter cannot be satisfactorily resolved written complaints should be made to the organization's certification body and/or notified body as appropriate, detailing the problem identified.

*(Where a CE marked product is deficient the organization will need to a) advise the client and b) formally advise the local trading standards officer who should take appropriate action.)*

(a) Issue Identified:

(b) Organization's Details:

Name:

Address:

Feedback

(c) Organization raising feedback / issue

Name:

Organization:

Address:

Date:

Signed:

## Appendix J3: Feedback to Client Bodies on Policing of National Highway Sector Scheme Registration

Feedback relating to policing of National Highway Sector Schemes registration matters in respect of alleged contractual mismanagement/oversights or alleged omissions in contract requirements by client organisations, their management agents or principle contractors where contracts can be or may have been awarded to organisations not registered to this National Highway Sector Scheme, or where contracts are alleged to have omitted requirements for compliance with this National Highway Sector Scheme should be referred back to the client body through an independent third party e.g. a trade association. Details of the alleged mismanagement or omission should as a minimum include the following details

- a) Contract identified
  
- b)
  - i) Details of omission in contract or
  
  - ii) organization Identified as being awarded the contract or
  
  - iii) Both i) and ii) above
  
- c) Organization raising feedback / issue  
Name:  
Organization:  
Contact details (Address, email address, telephone etc)
  
- d) Date: Signed:

**Highways England Roads/Contracts – Route for Feedback**

Feedback should be sent by email to [Standards\\_Enquiries@highwaysengland.co.uk](mailto:Standards_Enquiries@highwaysengland.co.uk)

**Other Highway Authorities and Clients**

Feedback should be sent back to the relevant project manager or head of division responsible for the contract works. Such information or relevant contact details may be available on that highway authority's or client's web-site.

**Health and Safety Executive**

Advice about reporting a complaint about the application of the health and safety recommendations related to a specific incident is available at <http://www.hse.gov.uk/contact/workplace-complaints.htm>

## Appendix K: The Interpretation of Certificates Issued by Certification / Inspection Bodies

See also NHSS 0 Part 4.

Note: Inspection certificates are not a normal requirement of NHSS but may apply to vehicle recovery (NHSS 17). Certification Bodies (CB) issue Certificates of Registration (CoR) in a variety of styles as suits their particular house style. They may consist of a single CoR containing all the requisite information or the CoR may be a standard certificate with appendices or addendum attached providing the full scope of certification (services) and the location(s) where these services are offered by an organization. In the latter case, the CoR refers to the relevant appendices or addenda, which form an integral part of the certificate.

A valid National Highway Sector Scheme (NHSS) CoR is only issued by a CB accredited by UKAS against the relevant NHSS (See Appendix F of this document) or by another recognised equivalent accreditation body.

As a minimum a valid CoR will contain the following information:

- The scope of registration including specific registration to ISO 9001:2015 and this NHSS including the scheme title e.g. National Highway Sector Scheme 8
- The identification of each and every location to which the CoR is applicable.
- The services and products offered by the organization at each location identified on the CoR for NHSS 8 for the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works and any applicable categories with associated typical sub-categories where applicable.
- Logos for the NHSS, UKAS (or equivalent) and the CB.
- The name and address(es) of the organization
- The validity of the certificate (3 years for ISO 9001\*, one year for inspection)
- A unique reference number/code
- The signature of a relevant CB official with their name and title

\*Note where an organization has an extension to scope to include for this NHSS, the expiry date of the certificate remains as 3 years after their initial assessment/or triennial assessment and not 3 years after obtaining the extension to their certificate i.e. the validity of the certificate will not be reset following their NHSS assessment.

Categories currently in NHSS 0 Part 4 are:

	Activity		Title	Primary Category (select)	
The	overseeing	of	highway electrical equipment and supporting works	traffic control equipment & associated apparatus	In accordance with National Highway Sector Scheme 8
	installation			variable message signs & associated apparatus	
	maintenance			communications equipment & associated apparatus on motorways and other highways	
				environmental monitoring & associated apparatus	
				cameras & associated apparatus	
				Ramp metering & associated apparatus	
				non-illuminated traffic signs & associated apparatus	
				highway lighting columns and posts and other street furniture	
				cables in trenches and ducts, and the excavation of trenches / laying of ducts, where required	
				inductive loop or power cable slots and laying of induction loop and other cables for traffic signal and other highway electrical equipment	
				highway lighting and illuminated traffic signs	
				Bus shelters and/or advertising structures connected to a source of electrical energy and associated apparatus	
				Electrical and other named equipment (see HERS Handbook) in or associated with tunnel bores and associated access roads	
				Electric vehicle charging points and other on-street highway electrical equipment, terminals and supporting works	

Note: The scopes are generic, they may be sub-divided and/or listed separately e.g. installation only or maintenance only or they may be specific to a particular type of equipment or apparatus or a particular activity. This shall be clearly stated on the Certificate of Registration issued by the Certification Body.

Scopes of work with implementation dates / status are set out below

Scope		Industry Accreditation Cut-off Date	Current Status
The overseeing and / or installation and / or maintenance of	Traffic Control equipment and associated apparatus	30/09/05* (gathering of evidence date 31/01/06)	Implemented
The overseeing and / or installation and / or maintenance of	Variable Message signs and associated apparatus	31/3/08*	Implemented
The overseeing and / or installation and / or maintenance of	Communications equipment and associated apparatus on motorways and other highways	31/3/08*	Implemented
The overseeing and / or installation and / or maintenance of	Environmental and Monitoring equipment and associated apparatus	31/3/08*	Implemented

The overseeing and / or installation and / or maintenance of	Cameras and associated apparatus	31/3/08*	Implemented
The overseeing and / or installation and / or maintenance of	Ramp metering equipment and associated apparatus	31/3/08*	Implemented
The overseeing and / or installation and / or maintenance of	Non illuminated traffic signs and associated apparatus	30/09/05* (gathering of evidence date 31/01/06)	Implemented
The overseeing and / or installation and / or maintenance of	Highway lighting columns and posts and other street furniture	30/09/05* (gathering of evidence date 31/01/06)	Implemented
The overseeing and / or installation and / or maintenance of	Cables in trenches and ducts, and the excavation of the trenches / laying of ducts where required	30/09/05* (gathering of evidence date 31/01/06)	Implemented
The overseeing and / or installation and / or maintenance of	Inductive loop or power cable slots and the laying of Inductive loop and other cables for traffic signal and other highway electrical equipment	31/3/08*	Implemented
The overseeing and / or installation and / or maintenance of	Highway lighting and illuminated traffic signs	30/09/05* (gathering of evidence date 31/01/06)	Implemented
The overseeing and / or installation and / or maintenance of	Bus shelters and/or advertising structures connected to a source of electrical energy and associated apparatus	Implementation date eighteen months from publication on the UKAS website.	Issued ready for implementation
The overseeing and / or installation and / or maintenance of	Electrical and other named equipment (see HERS Handbook) in or associated with tunnel bores and associated access roads	Implementation date eighteen months from publication on the UKAS website.	Issued ready for implementation
The overseeing and / or installation and / or maintenance of	Electric vehicle charging points and other on-street highway electrical equipment, terminals and supporting works	Implementation date eighteen months from publication on the UKAS website.	Issued ready for implementation

\* 30/9/08 for Northern Ireland

## Appendix K1: Sample Skills Card

1. This appendix is intended to provide the reader and assessors with information on the style and layout of current HERS Organizational Registration Certificates and ECS HERS Registration cards recognised by the SSAC.

### 2. HERS Registration Certificate

2.1 The HERS Registration Certificate is issued annually by the HEA as the administrator of HERS, to each registered organisation.

2.2 HERS Certificates are required to show initial and ongoing compliance with this SSD, and shall also be notified to the Schedule of Suppliers through Lantra Awards annually.

2.3 The sample certificate shown would have:

2.3.1 the organization name where it states "An Organization";

2.3.2 the scopes of work where it states "{Scopes inserted here from the detail in Appendix K}";

2.3.3 a unique HERS organisation registration number ("SSRnnn" where "nnn" are numerals);

2.3.4 the signature of the HEA Chief Executive where it states "Signature inserted here";

2.3.5 the date of issue (where it says "Date dd mm yyyy")

2.3.6 the date of expiry – approximately twelve months after the date of issue

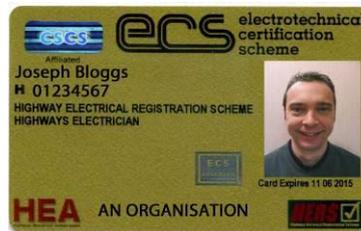
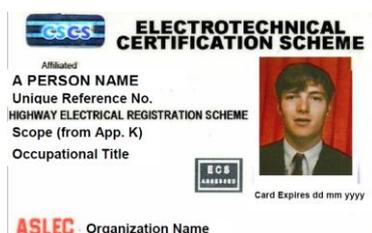
2.4 The HEA maintains a database of registered organizations showing the date of issue of the certificate



### 3. ECS HERS Registration Cards

3.1 Cards may be Interim Cards (valid for one year only) or Standard Cards (valid for three years) – further details can be found in the HERS Handbook, available for download from <http://www.thehea.org.uk/hers/downloads.htm>

3.2 HERS Cards are issued by the JIB under the Electrotechnical Certification Scheme



Where applicants hold other cards or qualification (e.g. from a state other than England, Scotland, Wales and N. Ireland), it will be necessary to establish the competency equivalence of such qualifications and advice should be sought from the appropriate Sector Skills Council or issuing/awarding body of recognised qualifications or the administrator of the embedded skills scheme as to the equivalence of the qualification to meet the described competency and knowledge described in the sector scheme document.

## Appendix L: Guidance for Clients

(This appendix should be read in conjunction specifically with Appendix N)

### 1. General

It is recommended that Clients acknowledge the requirements of this sector scheme as a contract requirement.

This guidance is primarily of relevance to Clients and their supervisory staff.

### 2. Specific Guidance

2.1. Reference should be made to Appendix N before deciding whether to specify that organizations should be registered to a particular NHSS as registration to NHSS8 may include relevant requirements for other NHSSs.

2.2. The NHSS for the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works was originally conceived as a document for use by Clients to specify the minimum standards for quality, training and competence of organizations used by them to carry out the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works

2.3. The implementation of the NHSS and development of training and competency requirements is intended to provide:

- a) A competent workforce able to carry out the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works
- b) Requirements to evaluate risks and develop processes associated with the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works and the production of an associated comprehensive quality plan for each contract.

2.4. It is necessary for the Client to ensure that all those involved in carrying out the the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works are appropriately trained, skilled and competent, whether or not they are directly employed. The training and assessment of competency schemes described in this SSD are designed to cater for the range of skills within the overall process of the the overseeing and / or installation and / or maintenance of highway electrical equipment and supporting works.

2.5. Clients and Customers that require confirmation of compliance with the Contract Specification in respect of the supply of services, products or materials should confirm that the quality management system certificate issuer is accredited by the United Kingdom National Accreditation Body or any recognised European National Accreditation Body or any equivalent International Accreditation Forum (IAF) Multi-Lateral Agreement (MLA) signatory and that specific reference is made to relevant NHSS on certificates. (See Appendices F and K)

2.6. For the NHSS to achieve its objectives it is essential that Clients, either directly or via the agents and individuals they employ, ensure that the requirements of this document are complied with. This includes ensuring that sub-contractors employed directly or indirectly, are registered to the NHSS. Supervisory staff must be instructed to carry out spot checks of identification/skills cards.

2.7. The Schedule of Suppliers Management Team have established and manage a schedule of registered companies that have been registered to National Highway Sector Schemes; free access to the schedule is obtained by logging on to the Lantra website [www.lantra-awards.co.uk/schedule-of-suppliers.aspx](http://www.lantra-awards.co.uk/schedule-of-suppliers.aspx) or [www.scheduleofsuppliers.co.uk/](http://www.scheduleofsuppliers.co.uk/) . However, it should be noted that only those companies that register on the schedule are listed. Clients should contact Lantra Awards by email at [sales@lantra.co.uk](mailto:sales@lantra.co.uk) to ascertain/check the status of an organization if it is not listed on the schedule.

## 2.8 Client check list

The following can be used to assess the validity of contracting organisation claims for compliance with this SSD:

1	Is the organisation listed on the HEA web-site ( <a href="http://www.thehea.org.uk/hers/RegisteredOrgs.htm">http://www.thehea.org.uk/hers/RegisteredOrgs.htm</a> ) for the scope of work required?	
2	Is there an ISO 9001 certificate present?	
3	Has the ISO 9001 certificate been extended to cover NHSS 8?	
4	Is the Certification Body that issued the certificate accredited to UKAS for ISO9001?	
5	Is the Certification Body that issued the certificate accredited to UKAS for assessments to NHSS 8?	
6	If the answer to 4 or 5 is No – is the accrediting body equivalent to UKAS and accepted as such by UKAS?	
7	Does the scope of works of the ISO 9001 certificate, covered by the NHSS 8 extension cover the actual works intended to be covered by the contract?	
8	Is there a valid (in date) organizational HERS (Highway Electrical Registration Scheme) Certificate?	
9	Does the scope of works on the HERS certificate cover the intended works, and does it align with the ISO9001 certificate (where issued)?	
10	Is there an audit or surveillance visit report from the Certification Body?	
11	If the answer to 10 is No – when is it due?	
12	If the answer to 10 is Yes – are there any action points outstanding which should have been completed within six months?	
13	Is there a biennial technical audit report from the HEA	
14	If the answer to 13 is No – when is it due?	
15	If the answer to 13 is Yes – are there any action points outstanding which should have been completed within six months?	
16	Do the named employees to be used on the works have portfolios of evidence (including AO's documented rationale and evidence used for declaration of competence for interim Cards where relevant) with information in the competence portfolio and signed Authorisation Certificates?	
17	Do the named employees to be used on the works have valid in date ECS-HERS Registration Cards?	
18	Is the scope of the works within the competency scope of the employees?	
19	Is the organisation intending to sub-contract any of the works – other than excavation, reinstatement?	

If the answer to 19 is Yes – repeat q 1-18 for that organisation, if necessary replacing NHSS 8 by relevant NHSS (i.e. including NHSS 8 and also other NHSS's e.g. for other services such as white lining, temporary traffic management)

## 3 Road Death Investigation

Attention is drawn to the ACPO Road Death Investigation Manual, which indicates that in the advent of a collision or other road incident particularly one where there has been a fatality, the police may ask the relevant highway authority to provide information on the state of the road.

In respect of this National Highway Sector Scheme information that is likely to be sought includes the following:

- a) High level general policy statements
- b) Specific local maintenance policies and standards
- c) Authority procedures
- d) Works records including the results of any test carried out
- e) The quality of systems for traffic management
- f) Skidding resistance testing

An Authority may be required to present data to the Police at short notice in case of a fatality on the network. It should ensure that it has, or can obtain, the relevant information from the Contractor. Reference should be made to Highways England IAN166 for further guidance.

#### **4 Corporate Manslaughter and Corporate Homicide Act 2007**

Advice from HSE regarding corporate manslaughter and corporate homicide is available on the HSE web-site, the following extract has been copied from the HSE web-site.

“The Corporate Manslaughter and Corporate Homicide Act 2007 is a landmark in law. For the first time, companies and organisations can be found guilty of corporate manslaughter as a result of serious management failures resulting in a gross breach of a duty of care.

The Act, which came into force on 6 April 2008, clarifies the criminal liabilities of companies including large organisations where serious failures in the management of health and safety result in a fatality.

- The Ministry of Justice leads on the Act and more information is available on its Corporate Manslaughter and Corporate Homicide Act 2007 webpage.

HSE welcomes and supports the Act. Although the new offence is not part of health and safety law, it will introduce an important new element in the corporate management of health and safety.

Prosecutions will be of the corporate body and not individuals, but the liability of directors, board members or other individuals under health and safety law or general criminal law, will be unaffected and the corporate body itself and individuals can still be prosecuted for separate health and safety offences.

The Act also largely removes the Crown immunity that applied to the previous common law corporate manslaughter offence. This is welcome, and consistent with Government and HSE policy to secure the eventual removal of Crown immunity for health and safety offences. The Act provides a number of specific exemptions that cover public policy decisions and the exercise of core public functions.

Companies and organisations should keep their health and safety management systems under review, in particular, the way in which their activities are managed and organised by senior management. The Institute of Directors and HSE have published guidance for directors on their responsibilities for health and safety. ‘Leading health and safety at work: leadership actions for directors and board members’ (INDG417)

For specific questions about the act and guidance:

- Ministry of Justice

For health and safety information and answers to specific health and safety questions contact HSE Infoline:

- HSE Infoline”

#### **5 Other aspects**

5.1 Clients are encouraged to check that potential bidders for a contract meet the requirements of the scheme by establishing the existence of organisational certificates, individual HERS portfolios and third party audit records. This will also help the smooth transition from one contractor to another in respect of the TUPE Regulations. Reference should be made to Appendix G1 Clause C – Key Points to Good Practice

5.2 For information, compliance with the Highway Electrical Registration Scheme called up by this Sector Scheme should meet most of the organisational capability and individual competence criteria as set out in relevant Health and Safety legislation and in particular the CDM 2015 Regulations and enable clients and other duty holders to discharge their responsibilities in this respect. The Highway Electrical Registration Scheme called up by this Sector Scheme will also assist organisations in the event of any action taken under the Corporate Manslaughter and Corporate Homicide Act 2007, particularly in respect to section 8 – factors for jury – which states that any jury may consider the extent to which the evidence shows that

there were attitudes, policies, systems or accepted practices within the organisation that were likely to have encouraged any such failure of a relevant duty of care or to have produced tolerance of it.

- 5.3 The Institute of Highway Engineers (IHE) recognises the importance of NHSS 8 and the associated Highway Electrical Registration Scheme by including this within the evidence which can be used to satisfy the relevant parts of their Traffic Signal Control Certificate.
- 5.4 The HEA, as administrator of the Highway Electrical Registration Scheme, maintains a list of registered organisations on the Highway Electrical Registration Scheme website at <http://www.thehea.org.uk/hers/RegisteredOrgs.htm>. However, anyone considering using these organisations should first establish the current validity of their scope and registration by reviewing:
- (1) their BS EN ISO 9001 certificate, extended to cover NHSS8 (where BS EN ISO 9001 is required) for the scope of works required, from a Certification Body accredited by UKAS to issue such certificates;
  - (2) the valid and dated HERS Certificate (and HERS logo where this exists);
  - (3) the existence of valid employee ECS cards;
  - (4) the existence of employee portfolios;
  - (5) their internal audits and site audits and actions arising;
  - (6) HERS Third party audits carried out by the HEA and actions arising; and
  - (7) Audit Action Plans
- 5.5 NHSS 8 Applicability to Clients - The Sector Scheme was originally conceived as a document for use by Customers and / or Clients to specify the minimum standards for quality, training and competence of Organizations used by them to carry out works. The Sector Scheme Advisory Committee has completed the work to consider how best the principles of operator competency contained in the Sector Scheme can be adapted for people employed by the Customer and / or Client for the Highway Electrical sector. The key principle is that if someone is accessing highway electrical equipment to carry out work on it, then they and their organisation shall meet the requirements of NHSS 8 and / or the Highway Electrical Registration Scheme.

## Appendix M: Guidance for Organizations

### 1. Sections of Organizations carrying out non-electrical works

Some Organizations, including local authority direct services organizations, that carry out works included in the scope of this sector scheme, may use other sections of their Organization to undertake some of the works. Such sections of Organizations may have followed a CSCS route to show competency. The Scope clause of this document provides exemptions for such cases where organizations are carrying out excavation and reinstatement works (including the installation of ducts) only.

Organisations carrying out non-electrical works on traffic signs as part of their wider scope covered by NHSS 8 are deemed to be covered for these activities by NHSS 8.

Organisations who were registered to NHSS 8 9B and 10 carrying out only non-electrical installation and / or maintenance work on traffic signs may maintain their registration under NHSS 8.

### 2. Role of Responsible Manager, Authorising Officer, Qualified Supervisor

The Sector Scheme and the Highway Electrical Registration Scheme have no defined role for the Qualified Supervisor, although their role and responsibilities are defined within the delivery of the Qualified Supervisor Courses. These guidelines provide information on the role of the Qualified Supervisor and the work required of them in the Competency Assessment process. They also provide guidance on the role of the Responsible Manager, Authorising Officer and Compliance Manager.

The competency requirements of the Sector Scheme are based on the principle that an Organization must ensure that its employees are competent to carry out the work that is issued to them. This is a fundamental requirement of Health and Safety legislation and the Sector Scheme reflects this in requiring an Organization to use an occupationally competent person to act as the Qualified Supervisor and take on the responsibility for gathering and presenting evidence to indicate the scope of competence of the employees to whom work is issued.

The Authorising Officer need not be an employee of the Organization because their role is one of validating the evidence presented to them, but this would be preferred and shall be if the organisation employees more than 5 employees. The Responsible Manager must be an employee of the Organization and takes overall responsibility for the competency assessment process; therefore the Responsible Manager must be at least equal in status to the Authorising officer within the organisation. The Compliance Manager is defined in the Sector Scheme as having responsibility for the development, review and continuous improvement of policies and procedures. As a defined role the Compliance Manager has no direct involvement in the assessment of competence, but the Sector Scheme allows this role to be carried out by the Responsible Manager, Authorising Officer or Qualified Supervisor.

Specific guidelines for the role of the Qualified Supervisor are as follows:

- a. The Qualified Supervisor is the person who should know the ability and competence of each employee under their supervision. They shall oversee the gathering of evidence, the preparation of portfolios and the submission of the portfolios to the Authorising Officer for the desk-top and/or on-site assessment of competence.
- b. The Qualified Supervisor must attend an HESA Qualified Supervisors Course.
- c. For Organizations with one or two employees, they need not have an Authorising Officer. They will still need to have a Qualified Supervisor, which they can obtain from another Organization such as their main client
- d. For Organizations employing 3 to 5 people they need not directly employ a Qualified Supervisor but can use the services of a Qualified Supervisor employed by another Organization.
- e. Organisations do not have to use their Qualified Supervisor to directly build portfolios and gather evidence, but the Qualified Supervisor must oversee this process and sign off each piece of evidence and take ownership for it for those employees that are under their supervision. It is the responsibility of the Qualified Supervisor to ensure that the person(s) used to gather the evidence is / are competent to carry out this function. The Organization must have suitable internal procedures detailing this process and it is expected that the

Organization would retain on file the details (e.g. CV etc.) of the person(s) used to gather the evidence. In particular there shall be an internal verification system where the Qualified Supervisor sample-audits the onsite evidence gathering process. The suggested sample is 10%.

- i. For Organizations who employ more than 5 people they Must use an employee of the Organization to carry out the role of the Authorising Officer.

Local Authority Clients and Consultants having one or two employees shall be treated as Organizations having one or two employees as above. Local Authority Clients and Consultants having more than two employees shall be treated as Organizations having 3 to 5 employees as above irrespective of the number of employees

Manufacturers and Product Suppliers having one or two employees falling within the categories of Approved Persons shall be treated as Organizations having one or two employees as above. Manufacturers and Product Suppliers having more than two employees falling within the categories of Approved Persons shall be treated as Organizations having 3 to 5 employees as above irrespective of the number of employees

Organizations can submit applications for the registration of Authorised Persons without a Qualified Supervisor having attended the Qualified Supervisor course subject to:

- a. A Qualified Supervisor being nominated by the Organization and
- b. The Qualified Supervisor being registered on a Qualified Supervisor course.

Applications received in this way shall be subject to the nominated Qualified Supervisor successfully completing the Qualified Supervisor course.

Another Qualified Supervisor or an Authorising Officer can validate the evidence of a Qualified Supervisor for registration purposes.

The Authorising Officer(s) and the Qualified Supervisor(s) must be Registered Authorised Persons in accordance with the Highway Electrical Registration Scheme.

### **3. Registration of employees transferred under the Transfer of Undertakings (Protection of Employment) Regulations or recruited from another Organization**

Employees registered under the TUPE Regulations or recruited from another Organization are to be considered as new employees in respect of re-assessment and re-registration as specified in clause 7.1.2 of this SSD. The original route to registration of the employee may be maintained (e.g. if registered originally under Industry Accreditation, this route may be kept after the employee has transferred, providing the original timescale of 10 years from the first date of registration to gaining the CBQ-NVQ has not been exceeded). This timescale would remain as at the first date of registration and would not “start again” on re-registration of the transferred employee

### **4. Registration Cards**

For details on the types of Registration Cards, reference shall be made to Appendix K1 and the HERS Handbook. In particular it should be noted that Interim ECS HERS Registration Cards are available for appropriate employees, which are then replaced with Standard ECS HERS Registration Cards.

### **5. Historical Note**

NHSS 8 was formerly NHSS 8 9B and 10. Whilst the individual numbers had a significance in the early part of the development of this document, the introduction of the detailed scope in Appendix K rendered this redundant. NHSS 8 therefore covers all the scope previously covered by NHSS 8 9B and 10.

## **Appendix N: Guidance on the Relationship between NHSS 8 and other NHSS's**

This guidance is primarily of relevance to Clients, National Highway Sector Scheme Committees and those Organizations registered to these schemes. This Appendix should be read in conjunction with Appendix L - Guidance for Clients.

### **1.0 NHSS 7 - The Application of Road Marking Materials and Road Studs to Road Surfaces**

- 1.1 NHSS 7 Appendix C Clause C1b requires employees to be trained and assessed to NHSS 12d. Employees trained under the standard NHSS 12D training and assessed as competent with NHSS 12D cards are deemed to meet the training and initial assessment requirements of NHSS 8 for temporary traffic management on rural and urban roads as specified within the scope of NHSS 12D

### **2.0 NHSS 12D - Installing, maintaining and removing temporary traffic management on rural and urban roads**

- 2.1 Registration to NHSS 8 means that registration to NHSS 12D is not required. Appendix L of NHSS 12D states that "Specific attention is drawn to Appendix M which states that it is not intended that Organizations registered under another NHSS should also be registered to SS 12D". Appendix M of NHSS 12D states that "It is not intended that Organizations registered under another NHSS should also be registered to SS 12D, but rather that the NHSS Committee considers the available options and provides appropriate advice to Organizations on what they need to do to meet their individual specific requirements and work commitments in respect of temporary traffic management for their field of operations". The NHSS 8 Committee has considered the requirements of NHSS 12D as it affects the Highway Electrical sector, and the agreed method of dealing with this is detailed in Appendix C – Clause 3 of NHSS8 together with the appropriate parts of the HERS Handbook and the Highway Electrical Training Specification.
- 2.2 Where portable temporary traffic control equipment which is self-contained (e.g. is supplied from a generator) is used, there is no requirement for organizations registered to NHSS 12 to also be registered to NHSS 8.
- 2.3 Where portable temporary traffic control equipment requires to be connected into an item of highway electrical equipment, or the use of the portable temporary traffic control equipment requires personnel to gain access to an item of highway electrical equipment for some other reason (e.g. to switch off permanent traffic control equipment), then the organization carrying out the work shall be either registered to NHSS 8 and / or the Highway Electrical Registration Scheme or, if they are already registered to the appropriate part(s) of NHSS 12 they must meet the competency assessment and training requirements of NHSS 8 and be issued with a Highway Electrical Registration Scheme card.
- 2.4 Employees trained under the standard NHSS 12D training and assessed as competent with NHSS 12D cards are deemed to meet the training and initial assessment requirements of NHSS 8 for temporary traffic management on rural and urban roads as specified within the scope of NHSS 12D

### **3.0 NHSS 16 - Laying of asphalt mixes**

This sector scheme relates to the laying of asphalt mixes. Although not defined, the scope of this NHSS was never intended to include small patching areas normally encountered within the Scope of Works covered within NHSS 8. The training and competency requirements for such work is included in NHSS 8. Discussions will be held with the Advisory Committee for NHSS 16 so that appropriate amendments are made to the Scope of their document.

### **4.0 NHSS 19A - For corrosion protection of ferrous materials by industrial coatings**

Registration to NHSS 8 means that registration to NHSS 19A is not required. However, the training requirements of NHSS 19A, as particularised by the NHSS 8 Committee, will be required. This has now been agreed, subject to any final amendments and is available for implementation

## **5.0 NHSS 22 – Management, Operation and Maintenance of Road Tunnels**

It is intended that NHSS 22 will acknowledge other relevant NHSS's including NHSS 8. Relevant equipment within tunnel bores and in associated access areas are included within NHSS8 and HERS

## **6.0 NHSS 9B – Non-electrical installation and maintenance of traffic signs (in development)**

It is intended that those organizations registered to NHSS 8 will not need to register to NHSS 9B. Organisations carrying out non-electrical works on traffic signs as part of their wider scope covered by NHSS 8 are deemed to be covered for these activities by NHSS 8. Organisations who were registered to NHSS 8 9B and 10 carrying out only non-electrical installation and / or maintenance work on traffic signs may maintain their registration under NHSS 8 whilst NHSS 9B is being developed.

## Appendix O – How to Register on the Schedule of Suppliers

The process for registering on the Schedule of Suppliers is as follows:

1. Go to the Lantra Awards Schedule of Suppliers website:  
[www.lantra-awards.co.uk/schedule-of-suppliers.aspx](http://www.lantra-awards.co.uk/schedule-of-suppliers.aspx) or [www.scheduleofsuppliers.co.uk/](http://www.scheduleofsuppliers.co.uk/)
2. Select “Get on the Schedule of Suppliers” or “Register now”
3. Enter the details required, including selecting the Sector Schemes that your organization operates, the Highways Agency Areas you cover, your certification body and the scopes of the schemes you are registered to for as per your certification body registration certificate
4. Upload a PDF copy of your current ISO 9001 certificate(s) extended to include your NHSS registration and any other specific documentation to be uploaded as specified by this SSD.
5. Submit your registration.

Lantra Awards will check that the relevant document(s) have been uploaded (see note 1) and that the registration details (see note 2) have been filled in. Once complete the information will be published and appear on the Schedule of Suppliers website and will be searchable.

Note 1 It is the responsibility of companies registering on the site to enter their own details and data which would then be checked by certification bodies during any subsequent company audit. Lantra Awards do not check the content of the records going onto the site and accept no liability for the information being entered. However, Lantra Awards will continue to check that your company ISO certificate (also HERS certificate if registering for NHSS 8) has been uploaded before approving the registration.

Note 2 Your certification body Assessor should check your entry prior to each surveillance or assessment visit to you to ensure that you have recorded your registration and the details are correct.

Note 3 You should review/update your registration (It is recommended that this done annually)

Note 4 Where work is contracted to a public body (e.g. a local highway authority acting for example as a “Contracting Authority”), or where there is a business restriction in place limiting the extent where a local highway authority operates, the NHSS registered organization (highway authority) when completing their registration should under the section “Business Summary” state that “Works carried out are only within the area of the [highway] Authority for in-house requirements only” or as a “Service provider to .....”, and under the section for “Business Description” provide the statement “Local Government trading account” or similar text. In this instance it would not be appropriate for the NHSS registered organization to complete the section “What areas do you cover?”

Note 5 Any queries should be sent to the “schedule of suppliers” team at [scheduleofsuppliers@lantra.co.uk](mailto:scheduleofsuppliers@lantra.co.uk)

## Appendix P: Other Guidance – not used