



National Highways Sector Schemes for Quality Management in Highway Works

17 For Vehicle Recovery at Highway Construction Sites

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Recovery (SSACVR).

DOCUMENT CONTROL

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Revisions

It is the committee's policy that the issue of any revision to this document shall be an issue of the full document rather than individual pages. Brief details of the revisions are given below

Issue UKAS 2 - August 2006

Appendix C revised to provide transitional arrangements for introduction of training and assessment of technicians

Issue UKAS 3 - December 2006

Revised to incorporated PAS 43:2006
Paragraph 6 of the Introduction updated
Minor additions to Section 2
Definition for "Organization" rationalised
Definition for SHW added
VRSSC changed to SSACVR
Addition Paragraphs added to Clause 7.1
Appendix C updated to include recommended qualifications
Appendix F updated
Paragraph 5.0 of Appendix G updated
Appendix J1 updated
Appendix K revised

Issue UKAS 4 – August 2007

Introduction para 7 amended

Definitions

 Certificated Recovery Operator renamed Vehicle Roadside Technician

 Accredited Vehicle Recovery Operator renamed Vehicle Roadside Recovery Technician

 Accredited Vehicle Recovery Technician renamed Accredited Vehicle Roadside Recovery Technician

Appendix C amended

Appendix C1 amended – details of training modules deleted

Appendix J1 amended

General update to align with NHSS 17B

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COMPOSITION OF THE SECTOR SCHEME ADVISORY COMMITTEE, EXCLUSION OF LIABILITY, SELECTION OF CERTIFICATION/INSPECTION BODY AND IMPLEMENTATION

COMPOSITION OF SECTOR SCHEME ADVISORY COMMITTEE

Association of Chief Police Officers
Association of Vehicle Recovery Operators Limited (AVRO)
Automotive Skills Ltd
Health and Safety Executive
Highways Agency
The Institute of the Motor Industry (IMI)
The Institute of Vehicle Recovery (IVR)
London Association of Recovery Operators (LARO)
Road Haulage Association (RHA)
Road Rescue Recovery Association (RRRA)
Road Rescue Training Association (RRTA)
SURVIVE (including Green Flag/RAC/AA etc)

Certification , Inspection and Accreditation Bodies

Consortium of Automotive Registration Services Ltd
Eagle Certification Ltd (representing Association of British Certification Bodies)
International Certification Services Ltd
Recovery Industry Engineering Standards Ltd
ICS Registrars (representing Federation of Certification Bodies)

EXCLUSION OF LIABILITY

The SSACVR

- 1 has and accepts 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,
- 2 does not provide any representation or warranty as to any aspect of any such system, product or service, and
- 3 hereby expressly excludes 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 may be) thereof.

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SELECTION OF CERTIFICATION AND INSPECTION BODIES

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 Committee to assist the United Kingdom Accreditation Service (UKAS) in the assessment of Certification and Inspection Bodies as described in Appendix G.

Prospective companies seeking registration under this scheme should ensure that they engage a Body specifically accredited by UKAS to assess against the requirements of this SSD. Specifiers, consultants, engineers etc. that require confirmation of compliance with the Contract Specification in respect of 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.

UKAS has advised that Inspection Bodies and Certification Bodies have been accredited to carry out audit checks against the requirements of Publicly Available Specification 43 (PAS 43). It should be noted that Inspection Bodies are normally accredited to ISO/IEC 17020 (BS EN 45004) and as such are restricted to issuing certificates of compliance for inspection of vehicles following successful inspection/examination of recovery vehicles including associated equipment and processes, facilities and premises of recovery breakdown operators; however their accreditation does not allow them to issue system certificates meeting the requirements of BS EN 45012. Similarly Certification Bodies that are only accredited to BS EN 45012 for quality management will normally not have the in-house expertise or the accreditation to carry out comprehensive inspection of plant and equipment but they can accept work carried out by Inspection Bodies without the need for further inspection/examination of recovery vehicles and associated equipment. This scheme requires that both elements are comprehensively assessed and audited

IMPLEMENTATION

ISSUES UKAS 1 AND UKAS 2

The scheme will be implemented twelve months after its publication of its availability by UKAS on its web site (September 2005). In addition, the scheme will be included in Appendix A of the Specification for Highway Works as a mandatory requirement for suppliers contracted to the Highways Agency.

This delay in implementation should allow companies and certification/inspection bodies sufficient time to comply with the interpretation given in this document, it is also proposed that a transitional period of twelve months from the date of availability (by UKAS) will be provided to companies who have obtained registration to PAS 43 for vehicle recovery operations to allow assessment to this document to be covered by their normal assessment regime.

ISSUES UKAS 3 AND UKAS 4

These issues of the SSD shall be implemented immediately for assessments in accordance with BS EN ISO 9001:2000.

INTRODUCTION

1. The Sector Scheme Advisory Committee for Vehicle Recovery (SSACVR) was set up in June 2003 under the Chairmanship of the Highways Agency, to establish a National Highways Sector Scheme (NHSS) for vehicle recovery and removal at construction sites for Highway Authorities. The scheme would be used by the United Kingdom Accreditation Service (UKAS) as part of its assessment for certification and inspection bodies wishing to be accredited in the field of vehicle recovery and removal and by inspection and certification bodies for assessing vehicle recovery and removal contractors. It is proposed that this committee would act in an advisory capacity to UKAS on vehicle recovery and removal issues.

2. This Sector Scheme Document (SSD) relates to the inspection and system requirements for providing contracted vehicle recovery and removal operations and services at highway construction sites. Highway construction sites may also include highway maintenance schemes where the highway authority considers this is appropriate. It is intended for use on roads operated by the Highways Agency and other highway authorities and therefore can include any type of highway.

3. In using this Sector Scheme users shall use best practice of specifying any other relevant National Highway Sector Scheme as appropriate to the nature of the work being undertaken. Furthermore where there is a Sector Scheme in place it must be used.

4. It is acknowledged that a number of accredited certification and inspection bodies have achieved accreditation for PAS 43:2002. For certification bodies this accreditation has been obtained against ISO Guide 62/EN 45012 (quality management systems) and for inspection bodies accreditation has been achieved against ISO 17020/EN45004 (inspection). This document expands on the recommendations and requirements contained in PAS 43 and provides an interpretation of BS EN ISO 9001 and PAS 43 for the technical competencies required to provide a national conformity system and related certification for highway authorities. The document has been prepared in conjunction with these bodies, the relevant trade associations and highway authorities so that a national benchmark can be provided, which will meet the specific requirements of highway authorities on highway construction sites. Guidance on acceptance of companies is given in Appendix H.

5. The SSD is a live document with the Committee meeting at least once a year to develop it as appropriate. Those using the document should always ensure that they have the current version of the document by contacting any of the Certification or Inspection Bodies (See Appendix F), or UKAS at 21 - 43 High Street, Feltham, Middlesex, TW13 4UN. (The current version of the scheme is also freely downloadable from the UKAS website, www.ukas.com)

6. A list of registered Organizations is maintained by Lantra Awards who publish a list of organisations on their website (www.scheduleofsuppliers.com/) however this list may not be comprehensive if an Organization does wish to be listed. Lantra Awards will however be able to confirm whether an Organization is compliant with this sector scheme. There is a small charge associated with being on the register.

7. Any observations or complaints relating to this SSD should be handled in accordance with the procedures given in Appendices J1 or J2 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 and Inspection bodies. Completed J1 forms should be sent to:

The Chairman
Sector Scheme Advisory Committee for Vehicle Recovery
c/o UKAS
21-43 High Street
Feltham
Middlesex, TW13 4UN

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

8. Unless otherwise defined in a contract this scheme shall be deemed to include removal and recovery of vehicles, which have either broken down and/or been disabled in relevant minor road traffic accidents at construction sites

INTERPRETATION OF BS EN ISO 9001:2000/PAS 43:2006

1. SCOPE

This SSD describes the certification system requirements to be established by Organizations providing contracted vehicle removal and recovery operations at highway construction sites where a free recovery service is provided during the currency of the construction work. Where applicable this includes highway maintenance and construction sites on motorways, high-speed dual carriageways and other highways. It is intended for use on roads operated by the Highways Agency and where required by other highway authorities.

The SSD shall be referenced in the Certificate of Registration issued by appropriate Certification and Inspection Bodies accredited by the United Kingdom Accreditation Service (UKAS) or equivalent accreditation body. (See Appendix K)

2. NORMATIVE REFERENCE

The following normative documents contain provisions which constitute provisions of BS EN ISO 9001:2000 Quality Management Systems – Requirements:

- BS EN ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary
- BS EN ISO 9001:2000 Quality Management Systems - Requirements
- BS EN ISO 9004:2000 Quality Management Systems – Guidelines for Performance Improvements.
- PAS 43:2006 – Safe working of vehicle breakdown and recovery operators

Note See Appendix B for other reference documents

3. TERMS AND DEFINITIONS

For the purpose of this Sector Scheme Document the following definitions shall apply.

Accredited Vehicle Roadside Recovery Technician	An individual who has qualified as a Vehicle Roadside Recovery Technician and has gone onto successfully completed the further groups of modules, based upon specialism (e.g. heavy vehicle) and the type of equipment being used. (See appendix 3 to the accreditation scheme).
Client:	The body for which the work is being carried out e.g. Highway Authority.
Certificate of Registration:	A certificate issued by a UKAS accredited Certification or Inspection Body certifying that the holder operates a Certification System complying with this SSD. The Certificate will state the categories of work that the holder is competent to supply. (See Appendix K)

Contract Specification:	<p>The technical requirements of the contract agreement, for example the following may apply:</p> <ul style="list-style-type: none"> i) Manual of Contract Documents for Highway Works: Volume 1: The Specification for Highway Works (Department for Transport) or as specifically required in the contract documents. ii) Contract Specific Appendices iii) The Contract Drawings
Customer:	The body engaging the Organization for the purpose of the work described in this SSD.
High Speed Dual Carriageway	A dual carriageway which in normal circumstances is subject to speed restrictions of 50 mph or greater
Organization	The registered body responsible for the vehicle recovery operations at highway construction sites.
Organization's Manager	The person named in the Organization's Quality Plan as having managerial responsibility for the vehicle recovery operations.
Quality Management System	The Organization's structure, responsibilities, procedures, processes and resources for implementing Quality Management.
Quality Plan	The document setting out the specific quality practices, resources and sequence of activities relevant to the project (See Appendix A).
Recovery	Any operation required to facilitate Vehicle Removal, and / or alternative means of transporting the vehicle where Vehicle Removal is not practical. I.e. any activity that falls outside the scope of a removal.
Removal	For motorways, dual carriageways, clearways and A-class roads, the vehicle to be removed must be on all wheels and free to roll in an upright position between the kerb stones or barriers, be completely on the road surface and be facing with the flow of traffic and be in such a position that loading by the removal vehicle is unhindered. The casualty vehicle must be capable of being removed by suspend towing by an underlift utilising wheel lifting frames or a light vehicle transporter. In the case of LGV's, suspend tow only.
Scheme Administrator	The organisation appointed by the SSACVR to manage and administer the National Training Scheme for Vehicle Recovery Operatives and Technicians. Currently IVR(UK) Ltd.
"shall"	"Used to indicate a requirement strictly to be followed in order to conform to the standard and from which no deviation is permitted. (See ISO Directives Part 3:1997,

	Annex E)" (reference "guidance on terminology used in ISO 9001:2000 and ISO 9004:2000".)
SHW	Manual of Contract Documents for Highway Works Vol 1 - Specification for Highway Works
SSACVR	The Sector Scheme Advisory Committee for Vehicle Recovery
Vehicle	Any means of road transport whether or not it is in a fit state for use on roads, and as including any chassis or body, with or without wheels, appearing to have formed part of such a vehicle, and any load carried by and anything attached thereto.
Vehicle Roadside Recovery Technician	An individual who is already a Vehicle Roadside Technician and has successfully completed the relevant mandatory ancillary equipment module relating to light vehicles, motorcycles or heavy vehicles (see appendix 3 to the accreditation scheme).
Vehicle Roadside Technician	The entry level to training set out in this SSD, that is an individual who has successfully completed an induction programme (based upon modules VR 01-VR 03) and meets the assessment requirements specified in paragraph 3.3 of the accreditation scheme.

4. QUALITY MANAGEMENT SYSTEM REQUIREMENTS

(to be read in conjunction with BS EN ISO 9001:2000 and PAS 43)

Paragraph numbers in sections 4 to 8 below refer to the relevant paragraph numbers in BS EN ISO 9001: 2000. Where no reference is included in this Sector Scheme Document the requirements are as stated in BS EN ISO 9001: 2000 without further qualification.

4 Quality Management System

4.1 General Requirements

The organization shall notify Lantra Awards (Lantra House, Stoneleigh Park, Kenilworth, CV8 2LG) of their registration to this scheme immediately following confirmation from the inspection and certification body and thereafter annually. In addition the organization shall provide details of a focal point for the organization at the time of notification.

4.2 Documentation Requirements

4.2.1 General

Quality Plans 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 10 of PAS 43:2006)

The relevant quality plan and standard operating procedures shall be available on site and shall be read and signed by each operative.

4.2.2 Quality Manual

No specific interpretation.

4.2.3 Control of Documents

As part of the Organization's procedures for document control, the following contract specific documents are typically required to be controlled:

Certification for vehicles used for the contract. (See Clause 120.32 of the SHW and Clause 5.1 of PAS 43:2006). (NOTE: All recovery vehicles shall have either a current goods vehicle test certificate or MOT certificate or other certificate of roadworthiness issued by a VOSA approved testing station, which is to be renewed annually.)

Certification for lifting and towing equipment. (See Clauses 6.1 and 6.3 of PAS 43:2006) (NOTE: All lifting and towing equipment shall have the relevant LOLER or PUWER certification)

4.2.4 Control of Records

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

1. Logging of recovery operations.
2. Daily record sheets of recovery/removal operations
3. Vehicle maintenance and servicing records. (See Clause 5.1 of PAS 43:2006)
4. Vehicle inventory of tools and equipment (See Clause 6.1 and Annex B of PAS 43:2006)

and Clause 120 of the SHW)

5. Copies of relevant records shall be kept on site and/or with the vehicle as appropriate.

Records shall be kept for a minimum of 6 years or until the end of the maintenance, defects or guarantee period whichever is greater. Record disposition after this period shall be defined in the Quality Plan.

5 Management Responsibility

5.1 Management Commitment

No specific interpretation

5.2 Customer Focus

Processes for determining customer requirements shall consider the interests of the Client and the product end users, i.e. the general public/travelling public and shall be mindful of the Client's interaction with the end users. This will include processes to minimise disruption to traffic. (Reference should also be made to Annexes D, E and F of PAS 43:2006)

The organization's quality policy statement shall include a statement of commitment to this Sector Scheme.

5.3 Quality Policy

No specific interpretation but see 5.2 above

5.4 Planning

No specific interpretation

5.5 Responsibility, Authority and Communication

No specific interpretation

5.6 Management Review

5.6.1 General

The Organization shall review the quality management system at least once a year to ensure its continuing suitability and effectiveness to conform to this Sector Scheme.

5.6.2 Review Input

No specific interpretation.

5.6.3 Review Output

No specific interpretation.

6 Resource Management

6.1 Provision of Resources

No specific interpretation.

6.2 Human Resources

(See Sections 9 and 10 and Annex C of PAS 43:2006)

6.2.1 General

The training and assessment of technicians required by this Scheme is aimed primarily at technical competence for vehicle removal and recovery. 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.

6.2.2 Competence, Awareness and Training

(i) Induction Training

The Organization shall undertake induction training for new employees, details of this are given in Appendices C and C1 of this document. (See also Section 9 and Annex C of PAS 43:2006)

(ii) Training

Vehicle Roadside Recovery Technicians and Vehicle Roadside Technicians shall hold a registration/identity card (issued on a company basis), which certifies successful completion of a recognised course on breakdown recovery applicable to the type of vehicle or vehicles that they operate. See also (v) below

(iii) Records of Training and Vehicle Recovery Practical Experience

The Organization shall create and maintain auditable records of training, the issue of Vehicle Recovery Registration Cards and practical vehicle recovery experience for each Roadside and Roadside Recovery Technician. Proof of practical experience may be a record of such experience signed by both parties as outlined in PAS 43 at CI 1.2.

The Organization shall create and maintain records of training and practical Vehicle Recovery experience for each Technician.

The Organization shall create and maintain a register of employees who hold Vehicle Recovery Technician qualifications. (See appendix D)

(iv) Training in Vehicle Recovery

The training scheme administrator (see Appendix C) accredits and validates training courses, which are offered at various training centres throughout the country. See Appendix C for details.

(v) Vehicle Recovery Registration Cards

Upon the successful completion of each module, a Vehicle Recovery Registration Card is issued by the scheme administrator to the Operative or Technician. The card is valid for a period of 5 years (including a 6 month renewal period).

Note – Cards should be checked every 12 months by the Organization's nominated Quality

Manager as per driving licence

The registration card is issued following successful completion of a course on breakdown recovery applicable to the type of vehicle or vehicles that they operate.

The Vehicle Recovery Registration Card defines the type of recovery for which the holder has been trained. It shall not be deemed to be valid for any type of vehicle recovery, which is not defined.

The issue of a Vehicle Recovery Registration Card shall be recorded by the Organization on the holder's record of vehicle recovery Practical Experience.

The Vehicle Recovery card is to be carried by the Technician and shall be available for inspection on site at all times. The card will include an identification photograph and the name of the Organization. (See Clause 9.1 of PAS 43:2006)

NOTE: The card may be linked to the successful completion of the training and assessment of the vehicle recovery technician

(vi) **Renewal of Vehicle Recovery Registration Cards**

Renewal of a Vehicle Recovery Registration Card will be subject to the holder of the card attending and successfully completing an approved refresher course within a period of 6 months prior to its expiry date. Original information will be shown on the re-issued Vehicle Recovery Registration Card.

Registered persons failing to re-qualify within the designated period will be required to attend and successfully complete the appropriate full course(s) before a new Vehicle Recovery Registration Card is issued.

The issue of a renewed Vehicle Recovery Registration Card shall be recorded by the Organization on the individual Record of Training and Vehicle Recovery Practical Experience.

(vii) **Checks on Driving Licences**

The Organization shall carry out annual checks of Vehicle Recovery Operative's and Technician's driving licences; the quality management systems shall include requirements and time periods for this. These records shall be made available to the Customer/Client if so requested. (See Clause 9.2 of PAS 43:2006)

Note – These checks should include matching licence to the vehicle being driven and max loading weights. The checks on the licence must cover recovery and casualty

6.3 Infrastructure

No specific interpretation (See Clauses 5.1, 6.1 and 6.3 of PAS 43:2006)

6.4 Work Environment

No specific interpretation (See Clauses 5.1, 6.1, 6.3 and 8.1 of PAS 43:2006)

7 Planning and Product Realization

7.1 Planning of Product Realization

The Quality Plan (QP) shall as a minimum address the topics listed in Appendix A of this schedule and the requirements contained in the Specification for Highway Works and associated contract documents.

The QP describes the management strategy that sets clear and sustainable performance objectives, delegates responsibility and established lines of communication

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

The QP may be a largely standard document as indicated in Appendix A of this schedule supplemented by contract specific information.

7.2 Customer Related Processes

7.2.1 Determination of Requirements Related to the Product

The Organization's site staff shall attend meeting(s) with the Client/Customer/Police or their nominated representatives if so requested. (See Clause 4.3 of PAS 43:2006)

7.2.2 Review of Requirements Relating to the Product

- (i) The processes for review and determination of requirements shall require the Organization to verify with the Customer that the order placed meets the technical requirements included in the Client's Contract Specification. (See Clause 4.3 of PAS 43:2006)
- (iii) Matters of a significant nature, which arise during the determination and review of requirements shall be considered during the management review and incorporated as necessary into the quality management system.

7.2.3 Customer Communication

No specific interpretation.

7.3 Design and Development

There is no requirement for design and development with vehicle recovery and removal operations, therefore this section is not included in the assessment.

Note: Where design and development or adaptation of vehicles is required this shall be undertaken in accordance with the quality plan. The QP shall identify personnel/staff involved together with their qualification/experience to undertake the relevant modifications. The vehicles shall be subject to revalidation by the appropriate authorities.

7.4 Purchasing

No specific interpretation.

7.5 Production and Service Provision

(See Section 10 of PAS 43:2006)

7.5.1 Control of Production and Service Provision

The Organization's procedures shall include systems for the following aspects:

- Recovery vehicle inspection and maintenance. (See sections 5 and 6 of PAS 43:2006)
- Testing and inspection of tools and equipment, and ensuring that tools and equipment are maintained in good condition. (See sections 5 and 6 of PAS 43:2006)
- Maintenance of winches and ropes. (See clause 6.3 of PAS 43:2006)

7.5.2 Validation of Processes for Production and Service Provision

No specific interpretation.

7.5.4 Customer Property

No specific interpretation.

7.5.5 Preservation of Product

No specific interpretation.

7.6 Control of Monitoring and Measuring Devices

No specific interpretation (See Appendix E)

8 Measurement, Analysis and Improvement

8.1 General

No specific interpretation

8.2 Monitoring and Measurement

8.2.1 Customer Satisfaction

No specific interpretation.

8.2.2 Internal Audits

Internal audits of the quality management system against this SSD shall include at least two visits a year to specific works sites to check recovery operations. (Where the organization does not have contracts which provide continuous working throughout a full year, visits shall be conducted on a pro-rata basis, but at least one visit per contract must be made) Internal auditors shall have a working knowledge of vehicle recovery for highway construction sites.

8.2.3 Monitoring and Measurement of Processes

No specific interpretation.

8.2.4 Monitoring and Measurement of Product

No specific interpretation.

8.3 Control of Non-conforming Product

No specific interpretation

8.4 Analysis of Data

No specific interpretation

8.5 Improvement

No specific interpretation.

APPENDIX A: REQUIREMENTS FOR QUALITY PLANS

The Quality Plan shall include the following items as a minimum.

1.0 General Requirements

- 1.1 Definition of the product to be provided.
- 1.2 The structure of the Organization describing the line of command and responsibilities 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 quality manual relevant to the product or service being provided.
- 1.4 The control of personnel selection including special requirements for skilled personnel eg training of site staff and character checking/vetting processes.
- 1.5 The control of recovery vehicles and other equipment.
- 1.6 The Customer's nominated Quality Manager, project manager and/or other representatives through whom communication is to be made throughout the contract.
- 1.7 Procedures for dealing with members of the travelling public, including awareness of the diversity requirements such as the needs of ethnic groups, persons with special needs such as physical or mental disabilities and children.

2.0 Contract Specific Information

- 2.1 Names of the staff involved with the contract including the Vehicle Roadside Recovery Technician(s). Contact details for these staff .Shift arrangements. Requirements for training certification to be submitted to the Customer/Client.
- 2.2 Details of the recovery vehicles to be used and the certification required to be issued to the Customer/Client.
- 2.3 Name and contact details of Customer Traffic Safety and Control Officer. Liaison requirements including communication of traffic management details.
- 2.4 Details of the communications system(s) to be used, i.e. for communications between the Organizations staff and with the Customer/Client.
- 2.5 Procedures for dealing with recovery response and attendance.
- 2.6 Procedures for dealing with minor road traffic accidents.
- 2.7 Where applicable, procedures for dealing with shed loads and vehicles including hazardous loads, which are beyond the capabilities of the free recovery operation. (See also clause 7.5 of PAS 43:2006)
- 2.8 Customer/Client site record requirements including daily record sheets and logging sheets.
- 2.9 Works programmes, including recovery operations set up and removal times, and times for which recovery is required.
- 2.10 Location details for vehicle station points, drop-off points and accommodation arrangements.

2.11 Any special Customer/Client/Police requirements.

2.12 Risk Assessments

APPENDIX B: REFERENCE AND ASSOCIATED DOCUMENTS

- 1 Manual of Contract Documents for Highway Works: Volume 1 Specification for Highway Works (SHW), and amendments
Series 000 Introduction
Series 100 Preliminaries
- 2 Manual of Contract Documents for Highway Works - Volume 2 Notes for Guidance on the Specification for Highway Works (NGSHW), and amendments.
Series NG000 Introduction
Series NG100 Preliminaries
- 3 PAS 43:2006 Safe working of vehicle breakdown and recovery operators (BSI)
- 4 Code of Practice on Health and Safety for Vehicle Recovery Operators (Association of Vehicle Recovery Operators).
- 5 Traffic Signs Manual : Chapter 8 : Traffic Safety Measures and Signs for Road Works and Temporary Situations.(The Stationery Office)
- 6 Safety at Street Works and Road Works : A Code of Practice.(DOT/The Stationery Office)
- 7 Traffic Signs Regulations and General Directions (The Stationery Office)
- 8 BS EN ISO 9000:2005 Quality Management Systems – Fundamentals and Vocabulary
- 9 BS EN ISO 9001:2000 Quality Management System – Requirements
- 10 BS EN ISO 9004:2000 Quality Management Systems – Guidelines for Performance Improvements
- 11 BS 7121-12:1999 Safe use of cranes – Part 12 Recovery vehicles and equipment – Code of Practice.
- 12 Relevant Health and Safety documents
- 13 Provision and Use of Work Equipment Regulations 1998 (PUWER)
- 14 The Lifting Operations and lifting Equipment Regulations 1998 (LOLER 98)

APPENDIX C: TRAINING AND HEALTH AND SAFETY FOR VEHICLE RECOVERY TECHNICIANS (See also Annex C of PAS 43:2006)

1 Induction

The Organization shall ensure that their Technicians have undergone suitable induction training in accordance with the requirements of PAS43 and current H&S legislation, Induction training shall cover all aspects of the work to be undertaken including the following as a minimum:

Recovery vehicles	Training to ensure safe and efficient operation of all the vehicle types that the Technician works with. Training to identify that the vehicle is in safe and efficient working order. Also training to ensure cleanliness and tidiness of vehicles.
Vehicle equipment, winches and winch ropes	Training to ensure equipment is in working order and is used in safe and efficient manner.
Communications system	Training in the communications system(s) being used.
Wearing of personal protective equipment and clothing	Including high visibility clothing, safety footwear, waterproof clothing, eye protection, gloves, ear defenders (when used under supervision where possible), and safety helmets.
Hazardous substances	Awareness training for recognition of hazardous substances and the precautionary procedures needed to be taken by technicians in respect of suspected hazardous substances.
Working at the roadside and on live highways	Including access to the broken down vehicle/ incident, care of vehicle occupants.

2 Training

2.1 General

The training and competency requirements are based on the requirements in Annex C of PAS 43:2006, under the auspices of the SSACVR this requirement has been expanded and developed into a recognised national training and competency requirements that technicians and their employers need to comply with. The national training committee has reviewed the requirements and has provided the following guidance regarding the minimum compatible qualification requirements for technicians to operate recovery equipment. Details of these requirements are given below.

MINIMUM COMPATIBLE QUALIFICATIONS FOR TECHNICIANS TO OPERATE RECOVERY EQUIPMENT⁽¹⁾

Qualification module ⁽²⁾	VR 01	VR 02	VR 03	VR 04	VR 05	VR 06	VR 07	VR 08	VR 09	VR 10	VR 11	VR 12	VR 13	VR 14	VR 15	VR 16	VR 17	VR 18	VR 19	VR 23
Vehicle type/ Equipment⁽³⁾																				
LV Recovery - Spec Frames only (Suspend Tow)	✓	✓	✓		✓															
LV Recovery - Spec Frames motorcycle only	✓	✓	✓					✓		✓										
LV Recovery - Transporter (Total Lift)	✓	✓	✓			✓														
LV Recovery - Transporter - motorcycle only	✓	✓	✓					✓	✓		✓									
LV Recovery - Flat Tow	✓	✓	✓	✓																
LV Recovery - Advanced Winching	✓	✓	✓					✓												
Motorcycle Trailers / Purpose built recovery units Only	✓	✓	✓					✓	✓											
HV Recovery – Heavy Underlift	✓	✓	✓										✓ ⁽²⁾							
HV Recovery – Heavy Suspend Tow	✓	✓	✓											✓						
HV Recovery – Transporter (Total Lift)	✓	✓	✓												✓ ⁽²⁾					
HV Recovery – Flat Tow	✓	✓	✓									✓								
HV Advanced Heavy Winching	✓	✓	✓													✓				
Air Cushion	✓	✓	✓																✓	
Bus and Coach ⁽⁴⁾	✓	✓	✓									✓ ⁽⁴⁾	✓ ⁽⁴⁾	✓ ⁽⁴⁾						✓
Lorry Loader	✓	✓	✓			✓													✓	
Preservation of Evidence	✓	✓	✓																	✓

- Notes:
1. The above minimum qualifications do not qualify the technician to be an accredited vehicle roadside recovery technician, but provide him/her with the necessary skills to be able to carry out a recovery/removal within the limitations of available equipment. Advice on training requirements for full compatibility with equipment should be sought from the National Training and Assessment Scheme Administrator.
 2. Attainment of module VR 13 covers module VR 05; attainment of module VR 15 covers module VR 06
 3. HV means heavy vehicle; LV means light vehicle
 4. Technicians wishing to undertake VR23 must have achieved at least one of the following; VR12, VR13 or VR14.

Following the appointment of IVR(UK) Ltd as the scheme administrator at the beginning of May 2006, the process of developing relevant training and assessment courses and registration of course instructors was initiated. The scheme administrator advises that the induction training modules VR 01, VR 02 and VR 03 for Vehicle Roadside Technicians were available in Autumn 2006. The scheme administrator will produce information about the availability of courses together with information on the target timetable for the introduction of the remaining modules; this will be available on his web-site (www.ivruk.com). Availability of all training and assessment modules was substantially completed by spring 2007, and the remaining modules are expected to be completed by Winter 2007.

2.2 Transitional Arrangements

As a consequence of some of the training and assessment modules not being available for the implementation date of this sector scheme, it will not be possible for Organizations to demonstrate compliance with the National Training requirements outlined in Section 6.2.2 of this scheme document. Accordingly, transitional arrangements shall apply to enable an Organization to comply with the requirements of the sector scheme document. Certification Bodies shall take account of these during their assessments of applicant Organizations.

An Organization shall not be refused registration status where operatives do not have relevant registration cards subject to the following rules, which will be reviewed by the scheme administrator from time to time and posted on his web-site.

As further additional modules are developed the scheme administrator shall provide information on their availability, dates of courses and applicability of registration.

Technicians who are to be employed to service a contract requiring an Organization to be registered to NHSS 17 shall be fully qualified by the dates given in the table below:

Training and Assessment Modules	Date by which operative/technician must be registered
Modules VR 01 – VR 03 (Induction)	April 2007
Modules VR 04 0 VR 07 (Light Vehicle Recovery)	June 2007
Modules VR 08 – VR 11 (Motorcycle Recovery)	September 2007
Modules VR 12 – VR 16 (Heavy Vehicle Recovery)	June 2007
Modules VR 17, VR 18 and VR 23 (Additional Modules)	December 2007

Notwithstanding the above, Organizations shall ensure that they achieve a fully qualified workforce in accordance with the following timetable.

Percentage of total workforce qualified	Date by which this is to be achieved
40	May 2008
60	October 2008
90	May 2009

A fully qualified workforce is defined as not less than 90% of the recovery operatives being qualified as registered Vehicle Roadside Technicians (VRT) or Vehicle Roadside Recovery Technicians (VRRT), the remaining 10% or less of the workforce are deemed to be under training. Where the workforce is 10 or

less than in general not more than one employee should be a trainee at any one time.

The Organization will have to meet the most onerous requirements of this clause.

Until a fully trained and registered workforce is established, Organizations will need to demonstrate that their workforce is suitably trained and competent and shall provide a certification body assessor with evidence of basic training and assessment of competency of the workforce to demonstrate that they meet relevant competency standards. This may be based on previous training, supported by appropriate records or based on an assessment of the worker's experience as a recovery technician and supported by his/her employers written declaration of competency as a vehicle recovery/removal technician or both.

Organizations will be expected to demonstrate that they have robust procedures and processes in place for the training and assessment of personnel, to ensure the safety of their employees.

2.3 Training and Assessment Modules

Training is provided on a modular basis.

All operatives must achieve induction modules VR01, VR02 and VR03 as a mandatory requirement, plus they must also meet the required standards for the modules applicable to the type of equipment they will use during the course of their job role within their company.

On successful completion of induction modules VR01, VR02 and VR03, the operative will be eligible to be registered as a Vehicle Roadside Technician and be issued with the relevant red registration card. Induction training is augmented by relevant modules for light vehicle, motorcycle and heavy vehicle recovery, which enable a Vehicle Roadside Technician to become a Vehicle Roadside Recovery Technician and be issued with a blue registration card. Details of the training and competency modules for the various categories of technician are detailed below.

Light Vehicle Recovery Operator

Mandatory modules for a light recovery operator				
VR01 (Basic Health and Safety)				
VR02 (Customer Service)				
VR03 (Assess the Roadside Situation)				
Plus at least one of the following ancillary modules;			Additional Modules	
VR04 Ancillary Equipment (Flat Tow)	VR05 Spectacle Frames (Suspend Tow)	VR06 Transporters (Total Lift)	VR07 Advanced Winching	VR17 Lorry Loaders

Motorcycle Recovery Operator

Mandatory modules for Motorcycle Recovery operators		
VR01 (Basic Health and Safety)		
VR02 (Customer Service)		
VR03 (Assess the Roadside Situation)		
VR08 (Handling Motorcycles)		
Plus at least one of the following ancillary modules:		
VR09 Recovery of motorcycles Using ancillary equipment	VR10 Recovery of motorcycles Using spec frame vehicles	VR11 Recovery of motorcycles Using transporters

Heavy Vehicle Recovery Operator

Mandatory modules for a Heavy Recovery operator							
VR01 (Basic Health and Safety)							
VR02 (Customer Service)							
VR03 (Assess the Roadside Situation)							
Plus at least one of the following ancillary modules				Additional Modules			
VR12 Ancillary Equipment (Flat Tow)	VR13 Heavy Underlift	VR14 Heavy Suspend Tow	VR15 Heavy Transport ers (Total Lift)	VR16 Advanced Heavy Winching	VR17 Lorry Loader	VR18 Air Cushion	VR23 Bus and Coach

Notes

- i) Registration cards will only be issued upon successful completion of the relevant modules at each level
- ii) Successful completion of each individual module at each level will be officially recorded on the reverse of the registration/identity card issued by the scheme administrator and registered by the scheme administrator.
- iii) On successful completion of the mandatory modules a technician will be designated a Vehicle Roadside Technician. On successful completion of the mandatory elements plus one of the identified ancillary modules the technician will be designated a Vehicle Roadside Recovery Technician.

Details of the above courses may be obtained from the scheme administrator (IVR(UK) Ltd).

Further information on the syllabi for these courses can be obtained from the scheme administrator

3 National Occupational Standards for Vehicle Recovery Technicians

Optional National Vocational Qualifications (NVQ) for vehicle recovery technicians at levels 2 and 3 which have been developed by Automotiveskills are also available.

The above training and assessment programme, outlined in para 2.3 above, has been developed so that it can provide a natural progression from training through to a national vocational qualification if desired. However holders of the NVQ will still be required to demonstrate their competence via skills assessment under this scheme.

Details of the NVQs are given below

Qualification: **ROADSIDE ASSISTANCE AND RECOVERY LEVEL 2**

Route for:	Certificate title:
Light Vehicle Recovery Technician	Roadside Assistance and Recovery Level 2 (Light Vehicle Recovery)
Heavy Vehicle Recovery Technician	Roadside Assistance and Recovery Level 2 (Heavy Vehicle Technician Recovery)
Motorcycle Recovery Technician	Roadside Assistance and Recovery Level 2 (Motorcycle Recovery)

Qualification: **ROADSIDE ASSISTANCE AND RECOVERY LEVEL 3**

Route for:	Certificate title:
Light Vehicle Recovery Technician	Roadside Assistance and Recovery Level 3 (Light Vehicle Recovery)
Heavy Vehicle Recovery Technician	Roadside Assistance and Recovery Level 3 (Heavy Vehicle Recovery)
Light Vehicle Roadside Technician	Roadside Assistance and Recovery Level 3 (Roadside Assistance - Light Vehicles)
Heavy Vehicle Roadside Technician	Roadside Assistance and Recovery Level 3 (Roadside Assistance - Heavy Vehicles)
Motorcycle Roadside Technician	Roadside Assistance and Recovery Level 3 (Roadside Assistance - Motorcycles)

4 Health and Safety

Organizations are reminded of the legal requirements to provide health and safety training for each vehicle recovery Operative and Technician in accordance with the Health and Safety at Work Etc Act 1974.

The training and assessment of technicians required by this Scheme is aimed primarily at technical competence for vehicle removal and recovery. 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.

5 Temporary Traffic Management Training

5.1 Urban and Rural Roads

The scheme administrator is in discussion with NHSS 12D training committee and following exchange of information will be developing appropriate training and assessment modules for temporary traffic

management awareness and competency on urban and rural roads. Details of the course and its availability will be posted on the scheme administrator's web-site (www.ivruk.com) in due course.

However, it is recommended that Organizations review the advice given in NHSS 12D, which can be downloaded from the UKAS website (www.ukas.com), and in particular read the guidance contained in Appendices L and M of NHSS 12D and consider whether and how they need to provide some or any basic training in temporary traffic management to their technicians to meet legal requirements to provide relevant health and safety training.

5.2 Strategic Road Network

For work on the Strategic Road Network and similar high speed roads, emergency temporary traffic management may be provided by the Highways Agency Traffic Officer Service or police officers in attendance at the site (See also PAS 43:2006:2006 CI 2.5.3 and 2.5.5.2 – Note 3). It is anticipated that a protocol for the deployment of emergency temporary traffic management on the Strategic Road Network will be developed for contract use on the network at which time the scheme administrator will review the training and assessment provided in training module VR 03.

6 Reference Documents

Life on the edge 1-6 [Videos] – The Institute of Vehicle Recovery, West Drayton, Middx (www.theivr.com)

APPENDIX C1: TRAINING MODULES FOR VEHICLE RECOVERY TECHICIAN ACCREDITATION

The following training modules have been developed or are being developed by industry as the National Standard for vehicle roadside recovery technicians. They are generally based on the National Occupation Standards developed by Automotiveskills and will be expanded and used to develop relevant training courses within the industry.

The modules are referenced below to provide trainers with general information; the national training committee will be developing these further as part of an on-going programme of work into training courses with robust administration of the delivery and assessment of the course including assessment of the candidates at completion of the course.

Module Ref:	Title
-------------	-------

Vehicle Roadside Technician

VR 01	Health and Safety
VR 02	Customer Service
VR 03	Assess the Roadside Situation

Accredited Light Vehicle Roadside Recovery Technician

VR 04	Ancillary Equipment (Light Vehicle Recovery) (Flat Tow)
VR 05	Spectacle Frames (Light Vehicle Recovery) (Suspend Tow)
VR 06	Transporters (Light Vehicle Recovery) (Total Lift)
VR 07	Advanced Winching (Light Vehicle Recovery)

Accredited Motorcycle Roadside Recovery Technician

VR 08	Handling Motorcycles (Motorcycle Recovery)
VR 09	Ancillary Equipment (Motorcycle Recovery)
VR 10	Spectacle Frames (Motorcycle Recovery)
VR 11	Transporters (Motorcycle Recovery)

Accredited Heavy Vehicle Roadside Recovery Technician

VR 12	Ancillary Equipment (Heavy Vehicle Recovery) (Flat Tow)
VR 13	Heavy Underlift
VR 14	Heavy Suspend Tow
VR 15	Transporters (Heavy Vehicle Recovery) (Total Lift)
VR 16	Advanced Heavy Winching (Heavy Vehicle Recovery)

Additional Modules

VR 17	Lorry Loaders
VR 18	Air Cushions
VR 19	Preservation of Evidence
VR 20	Rotators (under development)
VR 21	Incident Manager (under development)
VR22	Temporary Traffic Management (under development)
VR 23	Bus and Coach

NOTE: For this sector scheme which is applicable only for recovery within construction works, some of the modules and/or elements or parts of elements may not be relevant for technicians to have completed to enable them to meet the requirements of the scheme; the national training committee will be reviewing this and will published guidance as a revision of this document.

APPENDIX D: EXAMPLE REGISTER OF VEHICLE RECOVERY TECHNICIANS

NAME OF TECHNICIANS' COMPANY:

.....

Full Name of Technician	Registration Renewal Date	Types of Vehicles, Makes and Registration Numbers and Operations for which Technician is Registered

Note: This is a very basic register, which can be expanded to include other relevant information as considered appropriate by an organization.

APPENDIX E: - CALIBRATION REQUIREMENTS

Vehicles and equipment should be tested, inspected and certified by accredited Inspection Bodies/registered inspectors in accordance with Lifting Operations and Lifting Equipment Regulations 1998 (LOLER) and other Regulations.
Inspection Bodies shall be accredited by UKAS to ISO 17020/EN45004.

Guidance on the Application of Provision and use of Work Equipment Regulations 1998 (PUWER) and The Lifting Operations and Lifting Equipment Regulations 1998 (LOLER 98) to Motor Vehicle Repair is given in Health and Safety Executive Information Document HSE 803/69 to which reference should be made. The following summary of recommended inspection/thorough examination requirements for equipment used in motor vehicle repair has been taken from HSE 803/69 and should be considered the minimum requirements for compliance with this document.

Work Equipment	LOLER reg. 9 'Thorough examination' (months)	PUWER reg.6 'Inspection' (months)	Comments (related to HSE 803/69 para nos)
Axle stands		12	10
Body aligning jigs	12	12	14
Chain blocks	12		11
Cab/body tilt mechanism		12	19
Cranes: Lorry mounted	12		18
Mobile crane	12		18
Engine hoist	12		11
Engine stands			10
Engine lifting brackets – if used as accessory for lifting	6		16
Eye bolts	6		11
Fork lift trucks	6 or 12		24-27
Fork extensions	6		27
Working platform for FLT	6		27
Gearbox lifting table	12		20
Hydraulic press		12	10
Jacks ; Bottle jacks	12		15
Trolley jacks	12		15
Vehicle equipment	not normally	Not normally	15
Lifting slings ; chain/webbing	6		11
Pallets		No	21
Ramps		12	22
Recovery truck: A-Frame crane	12		22
Jib crane	12		22
Spectacle lift	12		23
Towing dollies		12	23
Rolling road brake tester		12	10
Skips	No	No	21
Stillages	No	No	21
Tail lifts	6		20
Tipper rams		12	19
Tow ropes		6	10
Towing bars		6	10
Vehicle hoists/lifts	6		13

Wheel lifters	12		20
Winch		12	22

HSE 803/69 does not cover all aspects of PUWER and LOLER 98 and further guidance on these Regulations can be found in the associated Approved Codes of Practice (AcoP) L22 and L113

Reference Documents

HSE 803/69 – Guidance on the application of provision and use of Work Equipment Regulations 1998 and the lifting operations and lifting equipment regulations 1998 to motor vehicle repair

L22 Safe use of work equipment: Provision and Use of Work Equipment Regulations 1998 Approved Code of Practice and guidance.

L113: Safe use of lifting equipment: Lifting Operations and Lifting Equipment Regulations 1998 Approved Code of Practice and guidance.

APPENDIX F: CERTIFICATION/INSPECTION BODIES ACCREDITED FOR VEHICLE RECOVERY

When implemented, information on certification bodies accredited against this scheme can be found on the UKAS website www.ukas.com. To identify the certification bodies on the website:

- place the cursor onto 'about accreditation' in top grey menu bar
- move down to 'accredited bodies'
- move across to 'certification body schedules' and left click on this to take you to the list of schedules
- move down past 'key abbreviations' to 'search within the schedules' – click on 'advanced search'
- type 'Highway Sector Scheme No 17' in the box and tick the square by 'search UKAS documents'
- left click 'search'
- this then lists the certification bodies who are accredited and their details can be found by clicking on the appropriate links.

As at 1 August 2007, the following certification/inspection bodies have been accredited by UKAS for assessing to this document (NHSS 17A)

Certification/Inspection Body	Address	Telephone
Consortium for Automotive Registration Services (Quality Assurance) Ltd	CARSQA PO Box 44908 London N9 9RZ	Tel 0208 360 1288 Fax 01992 449001
Eagle Certification Ltd	Orchard House Brightling Road Robertsbridge E Sussex TN32 5EH	Tel 01580 881215 Fax 01580 881379
ICS Registrars	International House 19 Birch Croft Road Sutton Coldfield W Midlands B75 6BP	Tel 0121 241 2299 Fax 0121 241 4623
TUV UK Quality Assurance Ltd	Surrey House Surrey Street Croydon CR9 1XZ	Tel 0208 686 3400 Fax 0208 686 3045

Note 1: Advice on the accreditation status of certification/inspection bodies to assess against this document (NHSS 17) should be sought from UKAS (Tel 0208 917 8400)

Note 2: As at 1 August 2007, the following Certification Bodies and Inspection Bodies are known to be accredited by UKAS for vehicle recovery against PAS 43:2002. Organizations registered to PAS 43 with one of the following certification/inspection bodies listed below and wanting to upgrade to NHSS

17 should confirm the accreditation status of their certification/inspection body for compliance with NHSS 17 with that body and also with UKAS.

Certification Body	Address	Telephone
BSI	389 Chiswick High Road London W4 4AL	Tel 0208 996 6431 Fax 0208 996 6452
Consortium for Automotive Registration Services (Quality Assurance) Ltd	CARSQA PO Box 44908 London N9 9RZ	Tel 0208 360 1288 Fax 01992 449001
DNVQ Certification B.V	Haastrechtstraat 7 3079 DC Rotterdam Netherlands	Tel 0207 357 6080 Fax 0207 716 6739
Eagle Certification Ltd	Orchard House Brightling Road Robertsbridge E Sussex TN32 5EH	Tel 01580 881215 Fax 01580 881379
ICS Registrars	International House 19 Birch Croft Road Sutton Coldfield W Midlands B75 6BP	Tel 0121 241 2299 Fax 0121 241 4623
International Certification Services Ltd	Hillcrest House 16 Hillside Close Paulton Bristol BS39 7PN	Tel 01761 411109 Fax 01761 411945
ISOQAR Ltd	First Floor West Point 501 Chester Road Manchester M16 9HU	Tel 0161 877 6914 Fax 0161 877 6915
Moody International Certification	Salisbury House Stephenson's Way The Wyvern Business Park Derby DE21 6LY	Tel 0870 752 9001 Fax 01332 675020
National Quality Assurance Ltd	Warwick House Houghton Hall Park Houghton Regis Dunstable LU5 5ZX	Tel 01582 539000 Fax 01582 539090
QA International Certification Ltd	Cleveland hall Cleveland street Darlington County Durham DL1 2PZ	Tel 01325 384272 Fax 01325 480980
Registrar of Standards (Holdings) Ltd	United House Station Road Cheddar Somerset BS27 3AH	Tel 01934 743999 Fax 01934 744300
TUV UK Quality Assurance Ltd	Surrey House Surrey Street Croydon CR9 1XZ	Tel 0208 686 3400 Fax 0208 686 3045
Worldwide Quality Assurance	Unit 22	Tel 0191 512 1012

	Philadelphia Complex Philadelphia Houghton-Le-Spring Tyne and Wear DH4 4UG	Fax 0191 584 3655
Inspection Body	Address	Telephone
Eagle Certification Ltd	Orchard House Brightling Road Robertsbridge E Sussex TN32 5EH	Tel 01580 881215 Fax 01580 881379
Recovery Industry Engineering Standards Ltd	1 Bath Street Rugby CV21 3JF	Tel 01788 572 320 Fax 01788 572 320
TUV UK Quality Assurance Ltd	Surrey House Surrey Street Croydon CR9 1XZ	Tel 0208 686 3400 Fax 0208 686 3045

APPENDIX G: THE ROLE OF THE CERTIFICATION BODY AND AUDITOR QUALIFICATIONS

Scope

The Certification or Inspection Body shall ensure that the field of expertise being assessed meets the requirements of BS EN ISO 9001:2000, PAS 43:2006 and this Sector Scheme Document as appropriate.

1.0 Qualifications of Certification/Inspection Body

1.1 The Certification/Inspection Body shall be accredited by the United Kingdom Accreditation Service (UKAS) or equivalent accreditation body (member of a multi lateral agreement with UKAS) for issuing certificates for product certification systems in accordance with BS EN ISO 9001:2000, PAS 43:2006 and this SSD as appropriate

1.2 The Certification/Inspection Body must be able to demonstrate that it possesses and can maintain the necessary experience and technical competence in vehicle recovery operations.

2.0 Evaluation

The Certification/Inspection Body is responsible for ensuring that the evaluation team which carries out the audit for the Quality System Certificate, possess a demonstrable expertise in vehicle recovery operations. Minimum qualifications for this is that the evaluation team, which may consist of a single individual, should have the following knowledge of vehicle recovery operations and their application to highways construction sites.

- a) IRCA Registered Lead Auditor qualification or equivalent.
- b) knowledge of vehicle recovery operations and their application to highways construction sites.

3.0 The Certification/Inspection Body shall provide to Lantra Awards (Lantra House, Stoneleigh Park, Kenilworth CV8 2LG) and to the Secretary to the SSACVR.

details of registered companies deemed competent to provide vehicle recovery operations at highway construction sites.

details of any newly registered companies within 14 calendar days of registration of such companies.

details of an appropriate competent focal point in their organisation

3.1 Additionally, Certification/Inspection Bodies shall immediately notify Lantra Awards and the Secretary to SSACVR when companies are de-registered.

4.0 The product certification system certificate, which shall include reference to this SSD, will be issued to a model, which conforms to the requirements of UKAS and indicates competence under this SSD. (See Appendix K)

5.0 The Certification/Inspection Body shall present an annual report to the SSACVR, which shall provide an evaluation of the scheme and include as a minimum the following:

- observations on the effectiveness of the current SSD and its scope including any omissions
- recommendations for improving/clarifying this SSD

- feedback on deficiencies against contract documentation

This report can be a joint report prepared by the lead Certification/Inspection Body co-ordinating the findings and recommendations of all relevant Certification/Inspection Bodies accredited under this scheme.

- 6.0 Certification/Inspection Bodies shall attend meetings of the Certification/Inspection Body Group and the Highways Liaison Sector Scheme Committee. Both of these meetings are held at approximately 6 monthly intervals normally on the same day and at same place. In addition, Certification/Inspection Bodies shall comply with the Terms of Reference and Constitution of the Certification Body Group, these will be supplied on request from the Secretary of the Certification Body Group.

APPENDIX H: ORGANIZATION ACCEPTANCE AND GUIDELINES FOR NEW ENTRANTS

- 1.0 Organization Acceptance
 - 1.1 For work carried out on roads managed by the Highways Agency, the Welsh Assembly Government, Transport Scotland and DRD (Northern Ireland), only those Organizations holding a valid Certificate of Registration for work 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 will depend on the requirements of the contract.
 - 1.3 The Organization is required to notify Lantra Awards (Lantra House, Stoneleigh Park, Kenilworth, CV8 2LG), as detailed in paragraph 4.1 of section 4 of this SSD, of their registration to this scheme immediately following confirmation from the certification body and thereafter annually. This will allow inclusion of the Organization in the published list of registered Organizations maintained by Lantra Awards. In addition the Organization should provide details of a focal point for the Organization at the same time as notification of registration.
- 2.0 Guidelines for New Entrants - Requirements
 - 2.1 Organizations must have the required experienced and qualified Vehicle Recovery Operatives and Technicians and management who meet the requirements of this Sector Scheme. Organizations will need to demonstrate that their vehicles 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 UKAS 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 Organizations registered to PAS 43 with an UKAS accredited certification/inspection bodies and wanting to upgrade to NHSS 17 should confirm the accreditation status of their certification/inspection body for compliance with NHSS 17 with that body and also with UKAS.

APPENDIX J1: FEEDBACK

Any observations or feedback relating to this document or the process described herein may either be addressed to the Committee Secretary using the form below

Feedback form

The Sector Scheme Advisory Committee for Vehicle Recovery
c/o UKAS
21 – 43 High Street
Feltham
Middlesex
TW13 4UN
Tel: 0208 917 8400
Fax: 0208 917 8500

Problem Identified:

Suggested Action:

Name:

Organization:

Address:

Contact details:

Date:

APPENDIX J2: FEEDBACK TO CERTIFICATION/INSPECTION BODIES

Feedback relating to certification and inspection matters in respect of alleged deficiencies in the product provided under this scheme should in the first instance be taken up with the Organization. In the event that the matter cannot be satisfactory resolved written comment should be made to the Organization's certification/inspection body, detailing the problem identified. Contact addresses are given in Appendix F.

Problem Identified:

Organization's Details:

Name:

Address:

Complaints

Name:

Organization:

Address:

Date:

Signed:

APPENDIX K: THE INTERPRETATION OF CERTIFICATES ISSUED BY CERTIFICATION/INSPECTION BODIES

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 a recognised equivalent accreditation body.

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

- The scope of registration including specific registration to BS EN ISO 9001:2000 and this NHSS including the scheme title e.g. National Highway Sector Scheme 17 – Sector Scheme for Vehicle Recovery at Highway Construction Sites.
- The identification of each and every location to which the CoR is applicable.
- The services/product offered by the Organization at each location identified on the CoR for NHSS 17 for Vehicle Recovery at Highway Construction Sites 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 (ISO 9001 – 3 years, Inspection (PAS 43 and NHSS 17A) – 1 Year)
- A unique reference number/code
- The signature of a relevant CB official with his name and title

Categories of services offered are

Motor Cycle Recovery

Passenger Cars and Light Commercial Vehicles Recovery

Heavy Vehicle Recovery

Coaches and Buses

(Note: this list is not exhaustive and the description of the subcategory may vary.)

The following are example models for the certification.

Figure 1 shows the scope of registration for a generic certificate

Figure 2 shows an example of a generic Appendix.

Figure 3 shows the scope of a typical certificate of registration for vehicle recovery at highway construction sites

Figure 4 shows an Appendix to the certificate of registration for vehicle recovery at highway construction sites

Figure 5 shows the scope of a typical inspection certificate of registration for vehicle recovery at highway construction sites

Figure 6 shows an Appendix to the inspection certificate for vehicle recovery at highway construction sites

The italic text in square brackets indicates where specific text would need to be included.

Figure 1 Example Model Certificate of Registration.

[Certification Body Name / Logo]

C E R T I F I C A T E O F R E G I S T R A T I O N

ORGANIZATION NAME]
[Organization Address]
[Town]
[County]
[Post Code]

[Certification Body Name] issues this certificate to the above named company after assessing the company's quality management system and finding it in compliance with

BS EN ISO 9001:2000 AND THE FOLLOWING NATIONAL HIGHWAY SECTOR SCHEMES

For the following scope of registration
[List of appropriate highways related works].
National Highways Sector Schemes

[Sector Scheme number and Title]
[Sector Scheme number and Title]
[Sector Scheme number and Title]

Certificate Number: *[Certificate Number]*
Issue Date *[date]*
Renewal Date *[date]*

Signature

[Name & Title of Certification Body Official]

[Certification Body standard footer: Name / Logo / UKAS Logo/NHSS Logo etc.]

Figure 2 Example Model Appendix

[Certification Body Name / Logo]

APPENDIX

To Certificate Number *[Certificate Number]* Appendix No.*[1]* Page 1 of *[1]*

This Appendix declares the scope of registration of the certificate granted to:

[ORGANIZATION NAME]

[Organization Address]
[Town]
[County]
[Post Code]

Scope of Registration
[List of appropriate highways related activities]
National Highway Sector Schemes
[Sector Scheme Number and Title]
[Sector Scheme Number and Title]
[Sector Scheme Number and Title]

[Certification Body standard footer: Name/ Logo/ UKAS Logo/NHSS Logo etc.]

Figure 3 Example Model Certificate of Registration for vehicle recovery

[Certification Body Name / Logo]

C E R T I F I C A T E O F R E G I S T R A T I O N

[ORGANIZATION NAME]
[Organization Address]
[Town]
[County]
[Post Code]

[Certification Body Name] issues this certificate to the above named company after assessing the company's quality management system and finding it in compliance with
BS EN ISO 9001:2000 AND SECTOR SCHEME 17

For the following scope of registration
Vehicle removal and recovery operations at highway construction sites for:

1. *Motor cycle recovery*
2. *Passenger cars and light commercial vehicles recovery*
3. *Heavy vehicle recovery*
4. *Coaches and Buses*

National Highways Sector Schemes
17 – Sector Scheme for Vehicle Recovery at Highway Construction Sites

Certificate Number: *[Certificate Number]*
Issue Date *[date]*
Renewal Date *[date]*

Signature

[Name & Title of Certification Body Official]

[Certification Body standard footer: Name / Logo / UKAS Logo / NHSS Logo etc.]

Figure 4 Example Model Appendix to Certificate of Registration for vehicle recovery

[Certification Body Name / Logo]

APPENDIX 01

To Certificate Number *[Certificate Number]* Appendix No.*[1]* Page 1 of *[1]*

This Appendix declares the scope of registration of the certificate granted to:

[ORGANIZATION NAME]

[Organization Address]
[Town]
[County]
[Post Code]

Scope of Registration:
Vehicle removal and recovery operations at highway construction sites for:

- 1. Motor cycle recovery*
- 2. Passenger cars and light vehicles recovery*
- 3. Heavy vehicle recovery*
- 4. Coaches and Buses*

National Highway Sector Schemes
17 – Sector Scheme for Vehicle Recovery at Highway Construction Sites

[Certification Body standard footer: Name/ Logo/ UKAS Logo/NHSS Logo etc.]

Figure 5 Example Model Certificate of Inspection.

[Inspection Body Name / Logo]

C E R T I F I C A T E O F I N S P E C T I O N

[ORGANIZATION NAME]
[Organization Address]
[Town]
[County]
[Post Code]

[Inspection Body Name] issues this certificate to the above named company after assessing the company's quality management system and finding it in compliance with the requirements of

PAS 43:2006 and SECTOR SCHEME 17

For the following scope of registration

The provision of a recovery and roadside repair service for
[Motorcycles
Passenger cars and light commercial vehicles
Heavy Commercial Vehicles
Coaches and Buses etc]

National Highways Sector Scheme
Sector Scheme 17 – Vehicle Recovery at Highway Construction Sites
Appendix 01 details the vehicles inspected and included with this report

Certificate Number: *[Certificate Number]*
Issue Date *[date]*
Renewal Date *[date]*

Signature

[Name & Title of Inspection Body Official]

(This certificate is valid for twelve months from date of issue only)

[Inspection Body standard footer: Name / Logo / UKAS Logo/NHSS Logo etc.]

Figure 6 Example Model Appendix for Certificate of Inspection

[Inspection Body Name / Logo]

APPENDIX 01

To Inspection Certificate Number *[Certificate Number]* Appendix No. *[1]* Page 1 of *[1]*

This Appendix issued to the undermentioned company declares that the service and vehicles detailed on this Appendix comply with the requirements of PAS 43:2006 – Safe Working of Vehicle Breakdown and Recovery Operators and National Highway Sector Scheme 17 – Vehicle Recovery at Highway Construction Sites.

[ORGANIZATION NAME]

[Organization Address]
[Town]
[County]
[Post Code]

Vehicles Included at this Inspection

Registration No	Make	Model	Body Type

Signature
(Name and Title of Inspection Body Official)

(This certificate is valid for twelve months from date of issue only)

[Inspection Body standard footer: Name/ Logo/ UKAS Logo/NHSS Logo etc.]