

1. Communication

- 1.1 Method** – All communication with Construction Industry Accredited Performance Scheme Ltd (CIAPS) regarding the operation of the scheme is entirely electronic either by email or online via the website.
- 1.2 Designated contact** – All communication from CIAPS is via the primary contact designated in the general section of the company's information profile. *[Note: This person may or may not be the company's authorised signatory (see 2.1). The company's primary CIAPS contact may be changed online at any time subsequently by the company].*

2. Status

- 2.1 Registered** - Upon receipt of the online application to register, the company is allocated its own section of the CIAPS website (a URL), username and password. The date on which this URL is issued is designated the 'registration' date. The company's CIP is displayed in its URL and is only accessible by the company for its completion or amendment.
- 2.2 Listed** – On satisfactory completion of the CIP, the CIAPS Certification Board awards a self-certification certificate. The company is then designated a 'Listed' member and a summary of its CIP information and certification status is displayed on the website for registered clients to view.
- 2.3 Accredited** - After the certification inspection has taken place, the certification profile is added to the member's CIP. On satisfactory completion of the inspection, the CIAPS Certification Board awards an inspected-certification certificate and the member's certification status is then updated to 'Accredited' in the summary.
- 2.4 Endorsements** – An 'Accredited' member may request endorsement in the Construction Commitment compliance at any time. Following the request the relevant endorsement profiles are added to the member's CIP for the member to complete.

3. Time Frames

- 3.1 Listed** – The deadline for completion of the CIP is 8 weeks after the registration date.
- 3.2 Accredited** – The deadline for completing the Accredited level's certification inspection is 16 weeks after the registration date.
- 3.3 Endorsements** – A request to progress to endorsement can only commence following the completion of the 'Accredited' level certification. As the process of completing the endorsement CIP and preparing for an extended certification inspection generally takes about six months, this inspection is usually incorporated with the next annual certification renewal inspection.

4. Fees and payment terms

- 4.1 Registration invoices** – Following an online application to register, CIAPS will issue a pro-forma invoice to the member for the registration fee for the selected level. Full payment of the initial registration fee must be received within 14 days of invoice. If payment is not received access to the company's URL may be withdrawn. The scale of fees is reviewed annually on January 1st and published in advance on the CIAPS Website.

4.2 Upgrades – Provided the request to upgrade to the 'Accredited' level permits the certification inspection to be completed within the prescribed period (see section 3), only the incremental balance is payable. Requests to upgrade outside this time frame attract the full 'accredited' level fee.

The invoice for CC endorsement is payable before the relevant endorsement profiles are added to the 'Accredited' member's CIP.

4.3 Annual renewal invoices – Invoices and reminders for reinspection are issued three months before the certification year's end date.

Payment must be received before the certification year's end date. If payment, and if appropriate confirmation of a satisfactory inspection from the Certification Body, is not received before the certification year's end date, the certified member's URL is suspended. If this remains the case for a further month, the certified member is deemed to have withdrawn from the scheme.

4.4 Forfeit – Failure to complete the programme in the allotted timeframes (see section 3) will result in forfeit of the fee.

4.5 Cancellation - Should the member purport to cancel or withdraw from CIAPS, and without prejudice to CIAPS other rights and remedies hereby reserved, CIAPS shall not refund the registration fee received at the time of application.

4.6 Tax - All fees and expenses quoted are exclusive of value added tax, which will be charged at the current rate.

5. Standards

5.1 Setting – The standards embedded within the scheme and their interpretation are controlled by CIAPS or by the relevant controlling body of a recognised scheme.

5.2 Revision – Details of any new or revised standards, or changes to the scheme, are issued/published on January 1st and become effective the following July 1st or any such date as the CIAPS Certification Board determines.

5.3 Appeals – Issues regarding a standard and its interpretation must be addressed to CIAPS via the Registrar for a ruling, in which case the decision of the CIAPS Certification Board is final.

6. Certification inspections

6.1 Certification Body – 'Listed' members may engage any certification body, which is recognised by CIAPS and accredited by the United Kingdom Accreditation Service in accordance with the standard ISO 17021 to operate in construction, to conduct their certification inspections to the BS EN 45011 standard.

6.2 Non conformances - Non conformances are classified as minor or major. Minor nonconformances must be corrected online within eight weeks of notification by the Certification Body's inspector, beyond which the Certification may be suspended. Major nonconformances that are not rectified to the satisfaction of the inspector within 4 weeks of notification will result in the member's certification being suspended until the inspector has been satisfied that rectification has been made.

6.3 Branch Offices – For members with branch offices, the square root of the total number of branches are eligible for inspection at each renewal in addition to the main office.

6.4 Appeals - All complaints regarding the inspection process and outcome must be addressed through the Certification Body's published procedures.

6.5 Suspension – The decision to suspend/reinstate certification is made by the CIAPS Certification Board on evidence presented by the Certification Body.