

LCA Procedure for Adding Categories

This document includes guidance for registered members on the addition of categories under the LCA Code of Conduct. To avoid disappointment and wasted time, please make sure that you have all the procedures in place together with evidence that they are being applied, BEFORE you submit your paperwork.

YOU SHOULD:

- 1. Complete a new Areas of Interest Form (LCA/AOI)** making sure that **ALL** categories of service you offer are ticked.
- 2. Submit the appropriate fee** – the following methods are accepted:
Credit/Debit Card: Please call us to make your payment. (Amex/Diners Club not accepted).
Cheque: Made payable to the 'Legionella Control Association Limited' with the correct amount.
BACS with email remittance advice: Account Name: Legionella Control Association;
Sort Code: 40-44-02; Account No: 51381083; Ref: Registration.
- 3. Submit your written procedures and report forms to cover the added main categories**
- 4. Submit your modified Statement of Compliance (LCA/SOC)** describing:
 - the added procedures and report forms and
 - the changes to Areas of Interest in your scope

Please send all of the above by email to admin@legionellacontrol.org.uk

Please note that failure to supply any of the above will delay administration of your application.

PROVIDED YOU HAVE SUPPLIED ALL OF THE DOCUMENTS REQUESTED THE LCA WILL SEND YOUR SUBMISSION TO YOUR ASSESSOR AND ASSESSOR COORDINATOR.

- If the Assessor and Assessor Coordinator are satisfied with:
 - the documentation received, and
 - the service provider's competence to conduct this additional business (based on the Assessor's prior knowledge of the service provider from company audits performed at site) then
 - i. the application is accepted and the next company audit will take place at the normal appointed time
 - ii. a new certificate will be issued showing all categories now offered
- If the Assessor and Assessor Coordinator are not satisfied with the documentation received, it is sent back to the service provider with the Assessor's requirements before the application can be approved.
- If the Assessor is satisfied with the documentation received but has reservations on the service provider's competence to conduct the additional service category / categories, then
 - the service provider should notify the LCA when they have customers using their new services and also have supporting evidence to indicate that they are adopting their new procedures.
 - Arrangements should then be made for the Assessor to make an additional company audit to check the documentation and satisfy himself as to the service provider's competence.
 - A fee should be charged at the standard rate for making an additional company audit to the service provider.
- If, following the company audit, the Assessor is not satisfied with the service provider's competence to provide the additional service / services, and this dissatisfaction is endorsed by the Assessor Coordinators, then registration for those additional services will not be granted and the service provider advised that the LCA cannot certify their provision of the additional service / services.
- If the service provider wishes to remain a member of the LCA providing the services for which they were certified prior to their application to add new service categories, then they must suspend provision of the additional service / services until they are able to demonstrate to the Assessor (with the endorsement of the Assessor Coordinators) that they are competent to provide the additional service / services. (The LCA Competence document (LCA/COM) is cited as a guide to helping the service provider to achieve this goal.)
- If the service provider is unhappy with the findings of the LCA, then the procedures for lodging a complaint should be put into operation.