

Introduction

These FAQs have been developed to support NAPIT members in understanding the redeveloped MCS Installer Scheme and the transition arrangements now in place. We recognise that scheme changes can bring questions, so this guidance is intended to provide clear, practical answers in a straightforward format. Our aim is to help you feel informed, prepared, and supported, whether you are applying for the first time, renewing your certification, or preparing to transition to the redeveloped scheme. Where further action is needed, NAPIT will continue to provide guidance and updates to help you move forward with confidence.

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Scheme overview, documents and key changes

Q: What is the new Installer Scheme structure?

NAPIT: Under the redeveloped scheme, there is a clearer split of responsibilities. NAPIT assesses you against the technical standards and delivered quality, while MCS sits at the centre of the scheme and focus on consumer protection through the MCS Installer Agreement and related scheme requirements.

Q: What are the key changes for installers?

NAPIT: The main changes are clearer requirements, a stronger focus on delivered quality, prescribed assessment criteria, a risk-based assessment approach, a direct relationship with MCS through the Installer Agreement, and mandatory adherence to the Customer Commitment.

Q: What major changes have already gone live?

NAPIT: Two major changes are now live: centralised complaints management and the first MCS-approved financial protection products.

Q: Where can I find the official information and scheme documents?

NAPIT: You can access information and guidance from both NAPIT and MCS via the [NAPIT 'MCS Redeveloped Installer Scheme'](#) page and the [MCS Redeveloped Installer Scheme](#) pages, and for the scheme documents use the [MCS Standards & Tools Library](#).

The Standards and Tools Library contains both current scheme and redeveloped scheme documents, so it is the best place to access the formal scheme requirements.

Q: What support is MCS making available to help installers prepare for the move to the redeveloped Scheme?

NAPIT: MCS has produced an [interactive guide](#) to help installers understand everything they need to know in order to get ready for the redeveloped Scheme.

Q: Is NAPIT providing any guidance for the redeveloped assessment?

NAPIT: Yes. NAPIT has published an [Assessment Guidance Document and Checklist](#) to help installers prepare. This guidance is intended to support you alongside the formal MCS scheme documents, not replace them.

Q: Will customer paperwork be standardised?

NAPIT: No. MCS is expected to provide guidance and best practice but not enforce fixed templates. This gives installers flexibility while still requiring the right processes and controls to be in place.

Applying, go-live and scheme timing

Q: Should I wait for the new scheme before applying?

NAPIT: No. If you can meet the current scheme requirements, you should apply now and continue to comply with the current scheme until you are transitioned. We also recommend preparing for the redeveloped scheme, so you are ready when your transition takes place.

Q: If I apply now, will I be assessed to the new scheme?

NAPIT: If you apply under the current scheme, your application will begin under current requirements. If your new application has not been assessed by the time the redeveloped scheme applies to your certification route, your assessment may then be completed against the redeveloped scheme requirements.

Q: I have already applied but have not yet been assessed. What happens to my application?

NAPIT: You may be asked to provide additional information, so your application aligns with the redeveloped scheme requirements. Once that information has been received, your assessment can proceed under the appropriate standard.

Q: I already have an assessment booked. Will I be assessed under the old scheme or the redeveloped scheme?

NAPIT: This will depend on timing and the stage your application has reached. Where appropriate, NAPIT will advise whether the assessment will proceed under the current scheme or whether transition activity is needed to bring you onto the redeveloped scheme.

Q: If I renew under the current scheme now, can I remain on that scheme until next year?

NAPIT: In most cases, yes, but all members will need to be transitioned in line with the redeveloped scheme rollout and NAPIT's transition plan. If any earlier action is required, we will contact you directly.

Transition to the redeveloped scheme

Q: Do I have to transition to the redeveloped scheme?

NAPIT: Yes, once NAPIT launch the new scheme, no further certifications either for extension to scope or new applicants are permitted under the current scheme.

Q: When will existing MCS installers transition?

NAPIT: Existing members will transition in phases. NAPIT will determine when your business transitions and will contact you with the next steps. Our approach is to prioritise transition by renewal date wherever possible.

Q: What happens if I do not transition?

NAPIT: Any member that has not transitioned either on renewal or by the March 2027 deadline as set out by MCS, will be withdrawn from MCS certification.

Q: What is NAPIT's approach to transitioning existing members?

NAPIT: Our planned approach is to transition members in line with their renewal dates wherever possible, as part of your standard surveillance visit. This helps minimise disruption and allows transition activity to align with normal certification activity.

Q: Is there anything I need to do before NAPIT transitions me?

NAPIT: If you are due to transition shortly, you may receive an annual return form. Completing that form promptly will help support a smoother transition process. Otherwise focus on familiarising yourself with the redeveloped standards.

Q: What if I want to transition early?

NAPIT: Early transition may be possible where there is a justifiable business reason and Scheme Management accepts that request. If approved, you would need to complete the required transition steps, including the annual return, and an early transition fee will apply.

Q: What happens after I return the annual return for an early transition?

NAPIT: Your information will be used to determine your MCS operating scenario and risk level. If you are assessed as low or medium risk, you may be able to transition through a desktop route. If you are high-risk, you may need a transition assessment, either at renewal or earlier if you choose to proceed and pay for that activity.

Q: What happens if there is a problem during my transition?

NAPIT: If there are issues relating to your transition certification, NAPIT will contact you and explain what action is required. If MCS identifies any issues through its own scheme checks, MCS may contact you directly where appropriate.

Installer Agreement and operating requirements

Q: What is the MCS Installer Agreement and who signs it?

NAPIT: The MCS Installer Agreement is the contract that allows you to operate as an MCS Certified Installer under the redeveloped scheme. It supports the direct relationship between you and MCS. The installer business enters into that agreement as part of operating under the scheme.

Q: What is a MCS Operating Scenario?

NAPIT: MCS has defined four operating scenarios in the Installer Operating Requirements, labelled A to D. These reflect different business sizes and levels of complexity. Your scenario determines the level of processes and controls your business must have in place and what will be reviewed during assessment.

Q: How do I know which operating scenario applies to my business?

NAPIT: You can use the NAPIT [MCS Scenario Calculator](#) to estimate which scenario may apply. This is based on factors such as the size of your business, the areas you work in and whether you use subcontractors.

Q: If I only put down one area of work initially, can I expand into other areas later?

NAPIT: Yes. You can update your areas of work when you complete your next annual return. Any changes may affect your operating scenario and assessment requirements.

QMS, processes and office requirements

Q: Do I need a Quality Management System?

NAPIT: You need to have suitable documented systems, processes and controls for the size and complexity of your business. For some businesses this will be relatively simple, while larger or more complex businesses will need more detailed arrangements. What matters is that your systems are effective and appropriate to your scenario.

Q: Can a custom QMS or ISO system still be used?

NAPIT: Yes. A custom QMS or an ISO-based system can still be used. ISO 9001 is not mandatory, but whatever format you use, you must be able to demonstrate that your business processes and controls effectively support compliant delivery.

Q: What paperwork do I need for MCS?

NAPIT: That depends on your operating scenario. Rather than one fixed set of documents for every installer, the redeveloped scheme scales the required level of processes and controls to the size and complexity of your business.

Q: Is MCS simplifying assessments?

NAPIT: Yes. The redeveloped approach is intended to focus more on delivered quality

and proportionate assessment rather than the primary focus on documentation. Assessment requirements will still be robust, but they are designed to reflect business size, structure, and compliance history.

Annual return and renewal process

Q: What is an annual return?

NAPIT: The annual return is a form you complete ahead of transition to the redeveloped scheme and, once transitioned, it becomes part of your ongoing annual renewal process. It gathers information about your business, ownership, technical supervisors, insurance, complaints, and use of subcontractors.

Q: Are annual return forms being issued now?

NAPIT: Yes. Annual return forms are being issued to relevant members, particularly those approaching renewal or transition. Completing the form promptly will help avoid delays.

Q: Will my renewal quote be issued before I complete the annual return?

NAPIT: Once transitioned and active under the redeveloped scheme, the annual return is an important part of determining your renewal and assessment requirements. Where it is needed, this information must be in place before the renewal process can be completed properly.

Q: Are renewals continuing as normal in the meantime?

NAPIT: Yes. Until your transition is processed, your renewal activity will continue in line with the current arrangements unless we advise you otherwise.

Q: Will my renewal fees change under the redeveloped scheme?

NAPIT: Initial and renewal fees remain structured per technology. The main potential change is where enhanced surveillance applies, as additional assessment activity may then be charged at the standard assessment rate. Details of current MCS initial and renewal fees can be found on the [NAPIT Microgeneration Certification Scheme](#) page.

Assessments, surveillance, and risk

Q: Will I have more site visits on surveillance?

NAPIT: Not automatically. Surveillance under the redeveloped scheme is risk-based and set per technology. Installers with good compliance histories may benefit from reduced surveillance over time, while high-risk installers will require increased assessment activity.

Q: What are the three levels of assessment frequency?

NAPIT: The MCS Quality Risk Model uses three broad levels:

- reduced surveillance for low-risk installers
- standard surveillance for medium-risk installers
- enhanced surveillance for high-risk installers

The number of site visits depends on your risk level and the technologies you are certified for.

Q: How many assessments will I usually have in my second year?

NAPIT: In general, following initial certification, you should expect at least one site visit per certified technology each year during the early years of certification, unless your risk profile requires more frequent assessment.

Q: What information goes into the MCS Quality Risk Calculator?

NAPIT: The calculator takes account of your operating scenario and relevant compliance history, including non-conformities raised through surveillance, ad hoc assessment activity, MCS compliance assessments and complaints within the previous 12 months.

Q: Will assessments take longer under the redeveloped scheme?

NAPIT: Some site assessments may take a little longer because the assessment criteria set out by MCS are more detailed. However, in some cases office assessment activity may be reduced where the business is low or medium risk and there have been no significant changes, saving you time.

Q: Will the usual assessment periods for booking and completion still apply?

NAPIT: In most standard cases, yes. Where enhanced surveillance applies, additional assessment activity may be scheduled across a wider period if needed.

Technologies, scope changes, and extensions

Q: If I am already on CPSR, can I transfer into MCS?

NAPIT: There is no automatic transfer route. If you are on CPSR and want to move into MCS, you would need to apply to the MCS redeveloped scheme through the relevant process.

Q: Are all technologies covered by the redeveloped scheme?

NAPIT: Yes, all technologies remain available, though NAPIT has taken the decision to cease providing certification for MicroCHP from the launch of the new scheme, so any current certifications cannot be renewed or transitioned to the redeveloped scheme.

Q: What happens if I want to add a new technology to my scope?

NAPIT: If you request an extension to scope prior to transition to the new scheme you will have to either transition early or hold the extension to scope until your transition can be processed when due on renewal. Once NAPIT launches the redeveloped scheme it can no longer certificate against the prior MCS scheme.

Q: Once certificated for my extension to scope will the certification align with my existing renewal date?

NAPIT: Yes. In normal circumstances, your extension to scope remains aligned with your existing renewal date.

Q: Will there be an extra charge if I extend my scope before renewal and need to transition early?

NAPIT: An additional charge may apply if your request requires early transition or extra administrative or assessment activity. If the change can be managed at renewal, this may reduce or avoid additional cost.

Technical Supervisor requirements

Q: What is a Technical Supervisor, and do I need one?

NAPIT: Yes. A Technical Supervisor is required under the redeveloped scheme. A suitably competent Technical Supervisor must be assigned in line with the Installer Operating Requirements and is responsible for supervising installation quality and compliance.

Q: Does the Technical Supervisor replace the Nominated Technical Person?

NAPIT: Yes. Under the redeveloped scheme, the Technical Supervisor role replaces the previous Nominated Technical Person approach.

Q: What qualification does a Technical Supervisor need?

NAPIT: A Technical Supervisor must hold either an in-date qualification or personnel certification in accordance with the applicable MCS requirements. MCS provides details of approved training and recognised routes to competence.

Q: Can I transition if my current competence is based on grandfather rights?

NAPIT: Yes, but you will need to achieve an approved qualification or personnel certification by the required deadline set by MCS. As part of transition, you may be asked to declare that you are working towards that recognised route to competence.

Q: Can the Technical Supervisor be a subcontractor?

NAPIT: Yes, provided there is a suitable contractual arrangement in place and the subcontractor clearly understands and accepts the responsibilities of the Technical Supervisor role.

Subcontractors

Q: Which subcontractors should I declare on my application or annual return?

NAPIT: You should declare subcontractors who engage in conducting installation work that forms part of the certified installation. For example, which may include subcontract electricians or roofers where they contribute directly to the installation itself.

Subcontractors such as scaffolders would not normally need to be counted for this purpose.

Consumer code, customer, and financial protection

Q: Do I still need RECC or HIES membership?

NAPIT: Under the redeveloped scheme, consumer code membership is no longer a mandatory requirement because adherence to the Customer Commitment takes its place. However, this should always be considered alongside any technology-specific or funding-related requirements that may still apply.

Q: What about Boiler Upgrade Scheme work? Do I still need a consumer code?

NAPIT: Yes. If you are conducting BUS-funded heat pump work, you will still need to maintain consumer code membership for the time being while the revised MCS consumer protection arrangements remain under review with DESNZ.

Q: My consumer code membership is expiring. What should I do?

NAPIT: If you are still operating under the current scheme, you should continue to meet the current scheme requirements until you transition. That includes maintaining consumer code membership where it is still required for your certification or the type of work you undertake such as Heat Pumps under BUS.

Q: Who can raise complaints directly with MCS?

NAPIT: Installers, manufacturers, consumers, and whistleblowers can now raise complaints directly with MCS.

Q: Can NAPIT recommend which consumer code provider or financial protection provider I should use?

NAPIT: We cannot recommend specific third-party providers. We can, however, direct you to the relevant [MCS Approved Financial Protection Products](#) pages so you can review the approved or recognised options and choose the one that best suits your business.

Q: Is there still a requirement for an Insurance Backed Guarantee?

NAPIT: The redeveloped scheme introduces a new Financial Protection Standard. This replaces the previous approach based on traditional IBGs with [MCS Approved Financial Protection Products](#) that offer enhanced consumer protection.

Q: What is the new financial protection requirement?

NAPIT: Installers will need to use financial protection products that meet the MCS Financial Protection Standard once they are operating under the redeveloped arrangements that require them. These products are intended to provide stronger consumer protection than the previous model.

Q: Do I have to use one of the new financial protection products?

NAPIT: Once transitioned the new financial protection requirements will apply to you, you must use an approved product.

Q: Are the new financial protection products only for installers already on the redeveloped scheme?

NAPIT: No. Installers on different scheme stages may still be able to purchase the new financial protection products and benefit from the enhanced protections, subject to the product provider's terms and the current MCS arrangements.

Q: Is financial protection purchased per job or annually?

NAPIT: It is typically arranged per technology installation, although product structure and pricing can vary by provider.

*For any further questions or support, please contact the NAPIT Customer Services team on **0345 543 0330** or email **info@napit.org.uk**, where a member of the team will be happy to assist you.*