

**ISO/IEC 17024:2012 Certification of Persons Scheme for sampling  
private water supplies in accordance with the Private Water  
Supplies (England) Regulations 2016, as amended and The Private  
Water Supplies (Wales) Regulations 2017**

**2026 revision**

## Record of amendments

Version Number	Date	Amendment
0.91	4-Jun-2020	Version for pilot trial
2	1-Jan-2022	1st revision of entire document
3	31-Mar-2026	Version 3, revision of entire document

## Status of this document

This sampler certification scheme may be subject to review and amendment following publication of this document. The latest version of this scheme, together with guidance on the scheme, is available on the Inspectorate's website at [www.dwi.gov.uk](http://www.dwi.gov.uk).

## Foreword

A sampler certification scheme has been established by The Drinking Water Inspectorate to provide a framework of standard procedures to ensure that monitoring of private water supplies is compliant with schedule 3, part 1 of The Private Water Supplies (England) Regulations 2016, as amended and The Private Water Supplies Regulations (Wales) Regulations 2017, known hereafter in this document as The Regulations. These regulations state that a local authority must ensure that each sample is:

- a) Taken by a competent person using suitable equipment. Competence is defined as certification under this scheme.
- b) Representative of the water at the sampling point at the time of sampling.
- c) Not contaminated in the course of being taken, such that it impacts on the wholesomeness of the sample.
- d) Kept at such a temperature and in such condition as will secure that there is no material change in what is to be measured.
- e) Analysed without delay by a competent person using suitable equipment within 24 hours at the receiving laboratory unless the specified method states otherwise.

The scheme has also been established to ensure that samples are taken in a manner that ensures the taking, handling, transportation and storage of samples are compliant with any of EN ISO/IEC 17024, EN ISO/EIC 17025, or another equivalent standard at international level.

The sampler must also ensure that samples are analysed using a system of analytical quality control that meets the requirements of ISO17025. The system for sampling must be subjected to checking by a person who is approved by the Secretary of State for that purpose. The United Kingdom Accreditation Service (UKAS) is the National Accreditation Body for England and Wales.

This document sets out the standards that must be met for an individual to be certified to sample private water supplies in accordance with the regulations. An application to a certification body can be made as an individual or through an organisation. Certification remains unique to the individual. This standard focuses on a samplers' competence which may be assessed via:

- A sampler's experience and training
- Written and practical examination

Any number of certification bodies are permitted to run this scheme, however all must be accredited to do so by UKAS. Details of certification bodies may be found at [www.dwi.gov.uk](http://www.dwi.gov.uk).

## **Benefits of this scheme**

- This scheme ensures that sampling methodology for private water supplies is consistent, reliable and carried out to a recognised common UK standard.
- The regulatory requirements for sampling of private water supplies are being met in England and Wales.
- The monitoring of private water supplies samples is accredited from the point of sample collection to the completion of their analysis, providing validity of the test results.
- The standard promotes and raises the professional reputation of people and organisations involved in sampling private water supplies.

For any questions about accreditation and certification of private water supply sampling, or for more information on how to apply, please contact the UKAS Accredited certification body, contact details for which can be found at [Sampling accreditation scheme - Drinking Water Inspectorate](#).

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## **1. Scope of certification**

This ISO/IEC 17024 Private Water Supply Sampling scheme has been established primarily for local authorities who are the regulators of private water supplies. Local authorities have duties to collect, transport, store and indeed analyse samples to an accredited standard. These standards are set out in the Private Water Supplies (England) Regulations 2016, as amended, and, in Wales, The Private Water Supplies (Wales) Regulations 2017. Although the scheme is intended mainly for local authority samplers, it is open to any persons taking, or intending to take, private water supply samples to the ISO 17024 standard.

Regulation 7 of The Private Water Supplies Regulations 2016 (2017 in Wales) requires that all local authorities in England and Wales must monitor all private water supplies in accordance with Part 3 (Part 2 in Wales) when carrying out its duties under section 77 (1) of the Water Industry Act 1991. Regulatory monitoring is carried out to satisfy the requirements of the Water Act 1989.

Persons certified under this scheme shall be considered competent in respect of schedule 3, part 1(1)(a) of the Regulations.

The requirement for the scheme is described in schedule 3, part 1(3).

This scheme is not designed to accredit laboratories or analytical methods. Accreditation for this is covered under ISO/IEC17025 and falls outside of the scope of this scheme.

This scheme covers the sampling requirements for the monitoring of samples collected in accordance with regulations 8, 9 and 10 in England and Wales and regulation 11 in Wales. It does not cover field or laboratory testing or investigatory sampling although the sampling manual which forms the basis of this scheme does provide procedures in this respect for reference.

The scheme is owned by the Drinking Water Inspectorate and has been developed with other stakeholders to meet the requirements of the Regulations.

Certification bodies assess individual samplers against the requirements of the scheme and award certificates to samplers who meet the requirements via a written and practical assessment. Details of the current certification body(ies) can be found on the Inspectorate's website.

Sampling training may be offered by certification bodies and or other independent training organisations. However, the assessment and certification of prospective certified samplers shall be carried out only by certification bodies accredited to the ISO 17024 standard.

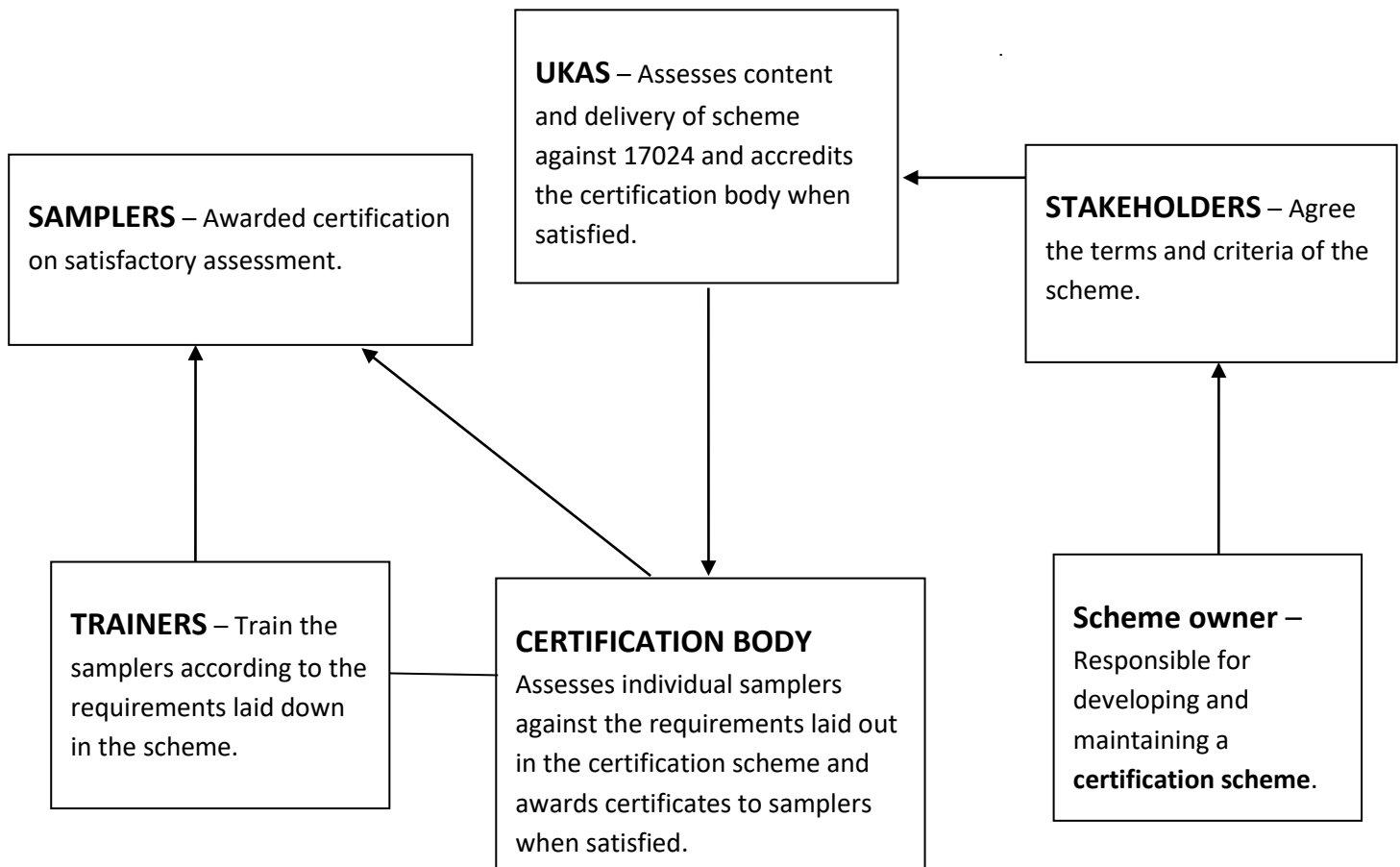
This scheme is unable to recommend specific training providers, and certification bodies may not insist on training being delivered by themselves or specific training organisations,

although they may hold a list of reputable providers. Persons wishing to be trained should satisfy themselves that training covers all aspects of the training syllabus which may be found in Appendix 1. Figure 1 shows the ISO17024 model.

This scheme contains a single level of certification for samplers. There is no limit to the number of training bodies or certification bodies that may operate.

**Figure 1: UKAS Accreditation of certification of sampling using the ISO 17024 model**

This International Standard contains principles and requirements for a body certifying persons against specific requirements. This includes the development and maintenance of a certification scheme for persons.



Certification covers an individual, not an organisation and is therefore transferable from one organisation to another with the individual.

New recruits to local authorities should only take samples under supervision of certified individuals until they are themselves certified under the same scheme. Local authorities must not permit sampling by contractors unless the samplers are certificated

The scheme will be reviewed every three years from its inception. This review shall include consultation with training bodies, certification bodies and local authorities and any others that the scheme owner sees fit to include.

## 2. Job and task description

Tasks requiring certification under this scheme are detailed in the Private Water Supplies Sampling Procedures Manual, which can be found on the Inspectorate's website.

The sampling procedures manual forms the basis of the scheme in terms of its requirements. It contains sections on the following:

- Document control and scope of scheme.
- Legislative background.
- Maintaining sample integrity.
- Sample types.
- Sample vessels (bottle types).
- Protective equipment.
- Preparation of solutions for tap disinfection.
- Order of sampling.
- Sampling methods.
- Tap preparation.
- Chemical samples.
- Microbiological samples.
- Storage and transportation of samples.

The manual also contains appendices relating to activities that do not form part of the certification scheme. These have been included to provide information on good practice for sampling and field-testing procedures that fall outside of the scope of regulatory monitoring. Where this is the case, the manual clarifies that this is the case. In addition, the training syllabus in Appendix 1 details which parts are required learning as part of the scheme.

Evidence of compliance with the procedures by virtue of audits carried out by the certification body is evidence of ongoing competence for the purposes of the scheme.

### **3. Required competence**

Required competence is defined by the Inspectorate in Appendix 1. Completion of an approved training course and the successful completion of written and practical assessment shall be considered sufficient evidence to issue certification. This assessment shall be made by a certification body approved by UKAS. A minimum pass rate of 80% for both the written and practical part of the exam shall be required.

Should a person not achieve the pass rate, they must refrain from regulatory sampling activities until competency can be demonstrated.

## 4. Basic abilities

Samplers shall have a basic level of numeracy and literacy, and this shall be demonstrated as part of the assessment process. In addition, it is expected that they shall be capable of:

- Identifying the correct sampling equipment to take.
- Using the correct forms.
- Identifying and using appropriate Personal Protection Equipment (PPE).
- Identifying and using appropriate equipment, including PPE.
- Identifying hazards to personal safety when sampling (for example: legionella, deep water, problem premises, confined spaces etc).
- Identifying and dealing with the appropriate/relevant person.
- Effectively explaining the purpose of a sampling visit.
- Identifying the nature and scope of a water supply and identifying the relevant persons of a supply.
- Ensuring that microbiological samples are taken aseptically.
- Ensuring that samples are taken in accordance with procedures set out in the scheme sampling manual.
- Ensuring sampling bottles and accompanying paperwork are labelled correctly.
- Reporting to relevant persons is completed within agreed timescales.
- Meet the requirements to draft and issue reports, letters and other documents relating to private water supplies.
- Keep abreast of new legislation, techniques and ideas in the field of private water supplies.
- Ensure that field equipment is maintained and calibrated in accordance with the manufacturer's instructions.
- To carry out all duties in accordance with National Legislation, private water supply regulations and any Council or Departmental Codes of Practice or Procedures.
- Compliant in the use of common IT packages.

## **5. Prerequisites**

To be considered for certification under this scheme, applicants must pass both the written and practical elements of the assessment. It is also recommended that applicants have some hygiene awareness surrounding drinking water sampling and have undertaken the appropriate training for this scheme, although this is not mandatory. Applicants should also have an awareness of the Private Water Supplies (England) Regulations 2016, as amended, and/or the Private Water Supplies (Wales) Regulations 2017 as applicable, notably the standards and requirements for sampling. These shall be assessed by the certification body as part of the final written examination.

In addition, the scheme sampling manual contains a requirement for a certification body to adapt various proformas within the manual to reflect specific practices in a regional area. As part of this scheme, a certification body shall need to retain a copy of any amended versions of the scheme sampling manual, as stated in the sampling manual. In addition, the sampler must provide evidence that any amended methods meet with the requirements of the sample bottle provider. This amended version of the sampling manual shall be presented to the certification body and reviewed and assessed as part of the applicant's assessment.

## 6. Certification and recertification

Initial certification shall be awarded by the certification body following a successful assessment. Training is recommended prior to the initial assessment.

Recertification shall take place every 72 months after initial certification. Full retraining or a shorter duration refresher training for recertification is not mandatory, but it is recommended. The reassessment is mandatory.

A sampler audit by the certification body shall take place every 18 months between each certification from initial certification (A total of three audits). This must be carried withing six weeks either side of the renewal date.

This cycle is summarised in the following table:

<b>Steps</b>	<b>Frequency</b>	<b>Cumulative months</b>
Certification	0 months	0 months
Audit	18 months	18 months
Audit	18 months	36 months
Audit	18 months	54 months
Recertification	18 months	72 months
The cycle then resumes from point 2		

An applicant may wish to undergo refresher training prior to reassessment. This is, however, not mandatory.

If an applicant fails the audit, they shall be required to undergo full retraining or refresher training as the certification body sees fit and undertake the reassessment. Any sampler not undertaking the required assessment and recertification should refrain from regulatory sampling activities until competency can be demonstrated.

The certification body must review and approve the sampler's manual as part of both the certification assessment and audit process. The manual being used or intended for use by the sampler must be consistent with the scheme manual.

Certification shall not be awarded until the certification body is satisfied that the applicant is competent to take samples. If concerns are raised regarding the conduct of certified persons, the sampler's manual or other relevant documentation, the certifying body

concerned shall investigate and decide whether an individual needs to be reassessed. It is the responsibility of the sampler and their organisation to ensure that all documentation meets the required standard to comply with the scheme.

The purpose of an audit is to verify the ongoing sampling competency of certified samplers. The manual that is being used must be consistent with the scheme manual and be approved for use by the certification body. No written assessment is required as part of the audit.

Records of certified persons shall be kept by the certification body, and renewal reminders sent out for reassessment in advance of the current certificate expiry date. The certification bodies shall make available when asked, details of certified persons to the scheme owner and provide an annual return of data to the scheme owner for the purposes of reporting to ministers and the Welsh Government.

## **7. Assessment methods for initial certification and recertification**

UKAS shall approve organisations that provide or intend to provide training for accredited sampling, where training is not carried out by the approved certification body/bodies.

Training bodies shall be appointed by the scheme owner to conduct training, but assessment shall be carried out by a certification body. Prior to an assessment, a sampler must demonstrate that it has submitted an amended sample manual in accordance with the requirements of the scheme. This amendment is primarily to ensure that the sample manual reflects specific bottle and sampling requirements from the analysing laboratory.

Certification bodies shall be responsible for conducting assessments. Assessment methods shall consist of a written examination undertaken under exam conditions. Exams will be invigilated and will not permit delegates referring to the sampling procedures. A practical assessment will also be undertaken, during which a delegate may refer to the sampling procedures.

Exams shall consist of 25 questions, with at least two from each of the components of the syllabus. Each question shall address a learning outcome, and questions shall be of a form that requires a multiple-choice answer. A maximum of two marks shall be awarded for each question. A successful pass of the exam shall be a mark of 80% or greater.

A copy of the examination paper with model answers shall be made available to the scheme owner and UKAS, and the completed examination papers shall be retained by the certification body for inspection by UKAS. Any changes made following reviews or updates shall be communicated to the scheme owner before issue and use. Examination papers and practical examinations must be given approval by the scheme owner prior to use.

The practical element of the examination shall involve the trainee taking one plumbing metal sample, at least one chemistry sample and a microbiological sample, as a minimum.

The assessment shall consist of the examiner observing the trainee taking a sample. It will assess the extent to which procedures in the sampling manual are followed. The storage and handling of samples shall be covered as part of the written examination. The certification body shall award up to 10 marks for sampling of each parameter. A successful pass of the practical part of the exam shall be a mark of 80% or greater for the written test and 80% for the practical test.

The scheme owner shall attend, as an observer, the training and assessment process at least every two years. Observations and comments shall be fed back to the certification body to assist in the ongoing development, improvement and refinement of the process.

## 8. Surveillance methods and criteria

Certificating bodies shall be required to conduct audits of certified samplers and their manual. A certificating body shall audit all its certified individuals between 16 and 18 months from the time of certification with the date of recertification at 36 months.

A certificating body shall also reserve the right to audit where they have reason to believe individuals or organisations are not complying with the requirements of the scheme.

An audit shall include, as a minimum, scrutiny of the local sampling manual, and an individual's ability to comply with the procedures contained within the sampling manual. The certification body shall audit the taking of a plumbing metal sample, at least one chemistry sample and a microbiological sample during a period of certification and record its observations.

A 48-hour notice period shall normally be given by the certificating body of any audit, but the certificating body shall reserve the right to audit unannounced where it deems necessary and appropriate.

The audit shall include, but not be limited to the following:

- Adherence of the sampler to the sampling procedures.
- Checks of paperwork associated with the scheme, such as sample forms, training manual.
- Those contracted to sample by a local authority or other organisation.
- Dates of certification.
- Checks on the labelling, transportation and storage arrangements of samples.
- Are the sample procedures reviewed and how often?
- Checks on whether the sampler is a holder of an in-date sampling manual.
- Checks to ensure that the sampler is collecting a particular suite of parameters in the correct order.
- Whether the sampler is applying the appropriate standard of aseptic technique for microbiological samples.
- Checks on the general hygienic conditions of the samplers' kit and sample carriers.
- Ensuring that the general condition and layout of the sampler's vehicle is suitable and does not risk any cross contamination.

- Checks on the expiry dates of any disinfectant sprays or wipes that are or may be in use.
- Checks on the transport arrangements to the laboratory (in and out of hours).
- Checks to ensure that unused stored sample bottles on the sampler's vehicle are in date.
- Checks to ensure that unused bottles intended for use at depots and courier points are within date.
- Checks on the sampler bottle storage arrangements on the van. For example, are micro and chemistry samples mixed? Are raw and treated samples stored separately?
- Checks on conditions and frequency of sample bottle storage facilities.
- Establish what facilities the sampler uses for hand washing and cleaning whilst travelling.
- Establish the frequency of temperature checks for the purposes of ensuring that samples remain within the correct temperature range during transit.
- Establish whether sample transit temperatures are being logged, either manually or electronically.
- Determine whether the internal temperature of sample containers in transit is within a set standard range.
- If the sampler uses a cool box, check its condition and where relevant, if ice packs in use are frozen.
- Where there are no cool boxes or vehicle fridges in use, establish the suitability of the sample transportation arrangements.
- Checks on where the sampler places the bottles and kit during sampling – is it hygienically acceptable?
- Checks on how the sampler records and reports anomalies and concerns that may affect the sample results or impact the consumer.
- Checks to ensure that the sampler has the necessary equipment for undertaking sampling to the required scheme standard. Is it in good order and fit for use?

- Determine when the sample bottles are labelled. On site, at the back of the vehicle, just prior to sampling, or at the depot beforehand?

The certification body alone is responsible for undertaking sampler audits. Copies of the audit together with any recommendations or actions shall be sent to the scheme owner, when requested to do so. The certification body shall witness at least one sample set, comprising both microbiological and chemistry samples being taken as part of the audit.

The auditor shall provide a report to the sampler following completion of the audit. This shall recommend areas for improvement, commend areas of good practice and give an overall mark of satisfactory, generally satisfactory (a few minor recommendations) or unsatisfactory (numerous infringements, or fewer, serious ones). This will be made at the discretion of the auditor. Certification should be suspended or withdrawn in the case of an unsatisfactory audit. It is noted that some parts of the audit may not fall under the responsibility of the sampler, such as sample storage facilities, and recommendations may be made to the sampler's employer to improve facilities.

## 9. Criteria for suspending and withdrawing certification

If personnel are found to have acted in a manner contrary to the certification requirements, certification shall be withdrawn until reassessment and recertification is achieved.

Criteria for withdrawal or suspension is as follows:

- Falsification of sample paperwork or records.
- Wilful contamination of samples.
- Any other loss of integrity of the sample or its collection

Suspension of certification due to training or competence deficiencies. for example:

- An unsatisfactory audit (for example use of incorrect bottles, unsuitable storage and transportation of samples).
- Failure to pass a reassessment.

Where certification is withdrawn or suspended, the certification body shall be required to determine and facilitate the necessary action required to address the cause; for example, by contacting affected parties and sampler. In the case of withdrawal of certification, the certification body shall remove the certification records from its system and formally notify the sampler's employer.

In the case of suspension, the certification body shall update its online records to record that the individual is suspended, with the date that the suspension commenced. The sampler's employer shall be notified.

A certification body shall decide whether withdrawal or suspension is appropriate. As a rule of thumb withdrawal shall be used where there is a need for reassessment, and suspension used where it is expected that an investigation may not lead to a need for reassessment. A suspended certification may be subsequently changed to a withdrawn certification by the certification body as it sees fit to do so. Suspension shall be lifted by the certification body following a satisfactory investigation and reassessment.

## **10. Criteria for changing the scope or level of certification**

The Inspectorate, as scheme owner, reserves the right to change the scope of the certification. A review of the scheme shall be undertaken by the scheme owner every three years from its inception. This should include consultation with local authorities, the certification body and the local authority as a minimum.

If the scheme changes, it is intended that individuals shall remain certified until reassessment is required, unless certification is revoked for any of the reasons given in section 9.

If there are significant changes (for example, new sampling methodology) then these changes shall be communicated via the certification body together with guidance. However, these changes shall not be formally assessed until recertification is required, unless the need is considered significant by the scheme owner. Timescale for implementation of changes to the scheme shall be at the discretion of the scheme owner.

Certified samplers are encouraged to submit any suggested changes or query any aspect of the scheme or sampling manual for consideration via email to the scheme owner at the next review.

The sampling manual will be reviewed as part of the three yearly reviews of the scheme.

## **11. Involvement of appropriate experts in the development and review of the scheme**

As scheme owners, the Drinking Water Inspectorate initially consulted and collaborated with various stakeholders including UKAS, Water companies, Water UK, Chartered Institute of Environmental Health, UKHSA, Public Health Wales, Food Standards Agency and the Standing Committee of Analysts to develop this scheme. Three yearly reviews of the scheme shall include feedback from samplers, certification bodies and training organisations and UKAS as a minimum.

Review meetings will be arranged by the scheme Owner and stakeholders shall be invited to attend or submit comments as the scheme owner sees fit.

Records will be kept by the scheme Owner, and final decisions on changes at each review will be made by the scheme Owner.

A review of examination/practical test protocols will be included as part of this review.

The review will also include any other aspect of the scheme that stakeholders wish to raise.

## **12. Scheme review process and frequency**

This scheme is structured according to the requirements of ISO/IEC 17024:2012

The structure and scope of the scheme have been agreed with the accreditation body (UKAS), and the certification body. At the time of this current scheme version, there is only one certification body in operation.

The scheme owner shall lead reviews of this scheme, taking account of input from stakeholders as it sees fit. This review shall take place every 36 months from the inception of the scheme. This is to ensure that the ongoing operation of the scheme, that it is operating, satisfactorily, fairly and transparently.

The scheme owner shall meet informally with the certification body at least twice per year to discuss progress, issues and the need for any clarity or changes to the scheme or the sampling manual.

For more information see also section 1 and Figure 1.

### **13. Assessment criteria**

Assessment of compliance with all scheme requirements in the sample manual shall be by written exam and practical assessment. These requirements may be found in Appendix 1 of this document. Assessment shall be carried out by a certification body.

The scheme also requires an individual seeking certification under this scheme to produce an amended sampling manual in accordance with laboratory or bottle supplier instructions. This will allow a sampler to amend or replace any methods for the taking of samples to ensure that samples are taken according to the ISO17025 method employed by the laboratory. Any other changes are not permitted. If in doubt, the sampler should contact the scheme owner for clarification about what changes are and are not permitted.

The amended sampling manual shall be submitted to the certification body who shall assess it against the requirements of the scheme. This amended manual shall be based on the manual published by the scheme owner. The chief differences shall be that some proformas may need to be changed to reflect organisational sampling practice or laboratory requirements. There may also be different types of bottles used for analysis. It is not expected that there shall be significant differences. The certification body shall use the manual to assess an individual's performance and during any subsequent audit of performance of certified individuals.

## **14. Suitability of the scheme**

The suitability of the scheme shall be assessed by feedback from training bodies, certified samplers, certification bodies and other stakeholders as the scheme owner sees fit. The scheme shall be reviewed every 36 months.

The suitability of the scheme has been assessed by consideration of the points below:

- Identifying the tasks for successful performance.
- Identifying the required competence for each task.
- Identifying prerequisites (if applicable).
- Confirming the assessment mechanisms and examination content.
- Identifying the recertification requirements and interval.

## **15. Recertification**

Recertification of individuals shall be undertaken every 72 months from date of certification. Recertification shall consist of successfully passing both the written and practical parts of the examination.

When recertification is due, the certification body shall contact individuals in a timely manner, to allow individuals to arrange for recertification before the expiration of the previous certification period.

An individual can request and undertake refresher training at any time in the certification/recertification cycle.

Recertification shall be achieved through assessment by written examination and practical assessment. If this has not been achieved, then the sampler must refrain from sampling until the certificate is re-awarded.

A successful pass of the exam shall be a mark of 80% or greater for each part of the exam (the written part and the practical part)

When an individual successfully passes the exam and practical, the certification body shall update its records accordingly and issue a new certificate.

If an individual does not successfully pass the exam, then they shall have their certification withdrawn and will need to undergo training before taking the exam again. They should not undertake sampling until recertification has been achieved.

It shall not normally be necessary to insist that a sampler update their certification within the period of certification.

Any changes to the scheme would mean that when samplers come to recertify at the end of their certification period, they would be required to update their manual to meet the revised requirements of the scheme.

## **16. Recertification considerations**

In accordance with the certification scheme, recertification by the certification body shall consider the results of any audits in the previous certification period and the candidate should undertake and pass a practical assessment and a written examination set and administered by an approved certification body.

## Appendix 1: Syllabus

The content of the training syllabus is shown below. Details of sampling procedures are set out in the scheme sampling procedures manual, which forms the basis of this scheme. This can be found on the Drinking Water Inspectorate's website.

Component	Detail	Learning outcomes
Scope of scheme	<p>Standard sampling arrangements</p> <p>Requirements of PWS regulations</p> <p>Scheme manual and local manual</p>	<p>Understand sampling arrangements in the manual</p> <p>Understand requirements for sampling and records for scheme and how it fits into regulation</p> <p>Understand difference between scheme manual and local manual</p> <p>Role of technical managers</p>
Background	Legislative background to scheme	<p>Understand why scheme is required, that accreditation is a regulatory necessity, and how it allows the local authority to demonstrate compliance with Regulations</p> <p>Understand that the purpose of the scheme is to ensure that sampling of private water supplies is carried out to a common recognised national standard in England and Wales. Tests results that do not conform, cannot be submitted to the Secretary of State under the Regulations</p> <p>Understand different roles of stakeholders within scheme</p>

<p>Maintaining sample integrity</p>	<p>How cross contamination can occur</p> <p>Segregation of chemicals</p> <p>Sample labelling</p> <p>Sample storage conditions</p> <p>Raw and treated water sampling</p> <p>Transportation</p>	<p>Understand ways in which samples can become contaminated or unrepresentative</p> <p>The importance of correct storage of chemicals/reagents</p> <p>The importance of sampling in the right order Understanding of the importance of correct transportation and sample refrigeration conditions</p>
<p>Sample vessels (Bottle types)</p>	<p>Types of bottles</p> <p>Methods of filling</p> <p>Use of preservatives</p> <p>Expiry dates</p> <p>Local manual requirements</p>	<p>Understand that there are different types of bottles used for different sample types, depending on the parameters being tested</p> <p>Understand that different bottle types will be filled in different ways depending on the parameters being tested</p> <p>Understand how to fill, whether to rinse, or whether to leave an air gap, for example</p> <p>Understand what part of scheme manual needs adapting to form a local manual</p>

Procedure for preparing a stock chlorine solution for the disinfection of sample taps	Procedure for making chlorine solution	Understand procedures for making chlorine solution for tap disinfection, shelf lives and methods of disinfecting taps
Training and competency to sample	Requirements of the scheme	Understanding of how the scheme training is set out and what to expect  Role of the sample manual in training and competency  Understanding of how competence is demonstrated and assessed
Order of sampling	Unflushed/ Stagnation samples  Tap preparation  Flushed samples  Bacteriological samples	Understanding of the correct order of sampling and why this is necessary to ensure samples are representative and the results valid
Sampling methods and technique	Common sampling methods for specific determinants as described in the scheme manual.	Understanding of how to take samples

Storage and transportation of samples	Procedures for storage and transportation of samples	Understanding of use of chain of custody sheets, sample crate security  Understanding of use of refrigerators, thermometers and cool boxes  Of the need for accredited laboratories to inform samplers about their specific bottle, storage and transportation requirements to allow the sample manual to be amended
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## Appendix 2 – Certification Body annual data return template

CATG annual Inspectorate data return for the calendar year 20XX for England/Wales			
<b>1. Sampler certification</b>			
	Total amount - if applicable Local authority	Total amount - if applicable Non-local authority	Supporting comments – not mandatory
Total no. of samplers to date with valid/in date certificates.			
No. of samplers certified for the first time this year?			

Total no. of individual sampler recertifications carried out this year.			
Total no. of trainees that failed the assessment first time during this year (including recertifications).			
Total no. samplers that have out of date certification.			
Please provide <u>the full official local authority names</u> that have no apparent certification (including out of date) in place for their area.			

**2. 18-month sampler audits**

Total no. of sampler audits carried out this year?			
How many certified samplers were not audited within the 18-month window this year?			
How many certified samplers to date have never received at least 1 audit?			

**3. Local authorities**

No. of local authorities with at least one certified sampler to date.

**4. UKAS audits**

No of UKAS audits conducted this year?

Dates when these UKAS audits carried out?

What were the main issues/recommendations raised at these audits?

Have these issues been addressed/changes been implemented?	Y/N	
Has accreditation been maintained?	Y/N	
<b>5. CATG Training and assessment</b>		
What changes (if any) were made to the training process this year?		
What changes (if any) were made to the assessment process this year?		
What is the most common mistake that delegates make during the assessment?		

**6. Trainee sampler feedback**

What were the most common issues or complaints that delegates raised this year about the accreditation process?

What were the most common issues and complaints that delegates raised about sampling procedures this year?

Please provide examples of some positive trainee feedback.

Please provide examples of some negative trainee feedback.