Route 1
Organisations accredited to ISO9001

Register organisation with HERS administrator, the HEA.

HEA login details for the online system are confirmed.

Identify / Appoint:
-Authorising Officer(s)
-Qualified Supervisor(s)
-Responsible Manager
-Compliance Manager

Send identified person(s) on AO / QS course(s).

Organisation creates portfolios for all employees & ensures at least the appointed persons are registered to the scheme. HERS cards can be ordered once the portfolio audit has been marked as satisfied.

HEA upload the ISO 9001 certificate upon receipt from the organisation.

Upon settlement of the HERS Registration Fees, the organisation is awarded their HERS certificate & HERS cards.

The Organisation now need to make steps to be listed on the UKAS CertCheck website

Organisation may wish to look at steps to becoming an HEA Member. More information can be located on thehea.org.uk/membership/how-to-join

Route 2
Organisations not accredited to ISO9001

Register organisation with HERS administrator, the HEA.

HEA login details for the online system are confirmed.

Identify / Appoint:
-Authorising Officer(s)
-Qualified Supervisor(s)
-Responsible Manager
-Compliance Manager

Send identified person(s) on AO / QS course(s).

Organisation creates portfolios for all employees & ensures at least the appointed persons are registered to the scheme. HERS cards can be ordered once the portfolio audit has been marked as satisfied.

HEA sends an initial audit form to the organisation.

Upon completion of audit and settlement of the HERS Registration Fees, the organisation is awarded their HERS certificate & HERS cards.

Organisation may wish to look at steps to becoming an HEA Member. More information can be located on thehea.org.uk/membership/how-to-join