Steps to completion:

1) Review the raised non-conformities in your Audit Report
2) Complete this document and collate evidence as required
3) Reference the NQA helpful hints on NCR responses found at www.nqa.com/NCRs
4) Submit the CAR document and supporting evidence by the Required Response Date detailed in your audit report.
5) Submissions should be made to caps@nqa.com. Note: please do not submit directly to your assessor

Responses are required to be submitted for findings at Stage 2, Surveillance, Recertification and Special Visits

You should complete one table for each non-conformity. If you need additional tables please use a new form.

Please note: failure to provide responses to non-conformities by the required response date may put your certification at risk

<table>
<thead>
<tr>
<th>Ref No.</th>
<th>Standard &amp; Clause No.</th>
<th>Statement of Non-conformity &amp; objective evidence to support finding</th>
<th>Minor / Major</th>
</tr>
</thead>
<tbody>
<tr>
<td>NC 01</td>
<td>8.2</td>
<td>Site – CAMBERWELL college of Arts</td>
<td>Minor</td>
</tr>
<tr>
<td></td>
<td></td>
<td>The location of the fluorescent tube coffins is unsuitable and may cause an incident when being moved due to the location being a distance from the waste collection point down a set of stairs behind the facilities office.</td>
<td></td>
</tr>
</tbody>
</table>

Containment Action

Items to be removed from area. Communicated to Associate Director of Estates Management & Development, the Head of Campus Services and the Facilities Manager for Camberwell

Root Cause Analysis

The ‘coffin boxes’ had been filled and were too heavy to remove without specialist help.

Corrective Action

An order will be raised with Suez, UAL’s waste and recycling partne

Planned completion date for above actions 10th Dec, 2021
### NQA Audit Non Conformance and Corrective Action Submission Form

<table>
<thead>
<tr>
<th>Ref No.</th>
<th>Standard &amp; Clause No.</th>
<th>Statement of Non-conformity &amp; objective evidence to support finding</th>
<th>Minor / Major</th>
</tr>
</thead>
<tbody>
<tr>
<td>NC 02</td>
<td>8.2</td>
<td>Site – CAMBERWELL college of Arts</td>
<td>Minor</td>
</tr>
</tbody>
</table>

The location of the general and mixed recycling bins is unsuitable due to being located within an entrance point and by fire exit doors to the university. This can cause issues in the event of emergency evacuations.

### Containment Action

The bins will be located away from the building as soon as possible

### Root Cause Analysis

None identified

### Corrective Action

The Estates Department have allocated funds remodel the entire area to install a lift and allocate areas for material storage, including bins. Please see Appendix One for design drawings

**Planned completion date for above actions**

1st September, 2021
<table>
<thead>
<tr>
<th>Ref No.</th>
<th>Standard &amp; Clause No.</th>
<th>Statement of Non-conformity &amp; objective evidence to support finding</th>
<th>Minor / Major</th>
</tr>
</thead>
</table>
| NC 03  | 8.2                  | Site – CAMBERWELL college of Arts  
As discussed during the site tour, the sink traps located within the BA Sculpture rooms appeared to be full. Discussed in detail that there is an issue with emptying them as these can build up quickly causing an environmental and Health & safety issue if not emptied regularly.  
It would benefit the organisation to identify whose responsibility it is to empty the sink traps (Technicians or estates) and set a schedule to reduce them from building up in the future. | Minor |

**Containment Action**

- Items removed from area. Communicated to the relevant Director of Administration and Technical Co-coordinators

**Root Cause Analysis**

- Re-tender for the Facilities Management contract(s) and including the activity as a variation to existing contracts

**Corrective Action**

- We have instructed our new FM providers to quote for the systematic clearing and planned maintenance of sink traps across the estate. This will feature as part of the contract going forward – albeit a variation to the cost because it has not featured as part of the PPM to date.

  This is not a simple matter of switching on a tap and the work being done because the first task is to asset tag all traps (not an easy task but one that is being done), then working out the frequency of maintenance (again not easy because not all are equal in need) and then working through how technicians report blockages on and ad hoc and as required basis.

**Planned completion date for above actions**

<p>| Planned completion date for above actions | 30th March, 2021 |</p>
<table>
<thead>
<tr>
<th>Submitted by:</th>
<th>Signature:</th>
<th>Date: 30th Nov, 2021</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Completion by NQA Accepted by:</th>
<th>Signature:</th>
<th>Date:</th>
</tr>
</thead>
</table>
Appendix One

3606B | Victorian Buildings
UAL Camberwell Campus

Cost amendments | November 2021

Lavitt Bernstein People Design
Pre stage 4 cost amendments

1.0 Pre-stage 4 cost review, F&Q

1.1 Review of inflation allowance in budget - given current volatile tendering / market conditions and our own internal updated tender price predictions over the period 2021 – 2022 I would suggest the inflation allowance is increased by £33,500.

1.2 Increased area of landscaped between yellow defining area on plans Blocks C and D to match paving elsewhere and bin store works – additional cost £78,000.

1.3 Works to existing services in the vicinity of the new internal lift - additional allowance £17,000.

1.4 Ramp options
   a) Option 1 New Platform lift – Extra £25,000
   b) Option 2 Existing internal floor plate – Extra £53,000
   c) Option 3 – Partial break-out of internal shaft – Extra £62,000

1.5 All the above costs include VAT and any additional design fees.

1.6 Estimated additional fees for the project are anticipated as between £13,500 - 190,000

2.0 Block C accessible ground access options

2.1 The design requires amendments to ensure compliant accessible access is provided to the ground level of block C.

2.2 Option 1. Is the most practical and cost effective option to a accessible route from the courtyard level to the new block C lift level. This design incorporates a new platform lift into the scheme and raises the floor area (lightweight raised floor) around the lift to avoid disturbance to the existing floor and services within the building.

2.3 Option 2. Requires a large portion of the basement photograpy studio to be dropped by around 3 metre, to ensure the the ramps can meet a new external ground level where the lift is located. This would leave the photography studio with a head height of just above 2 metres and would require extensive structural and services works, we are not sure this desirable. In addition, in Heritage terms this would also mean breaking out the existing floor floor in what we know is the most sensitive location within the building.

2.4 Option 3. As to the scope 3 scheme, this design demolishes a portion of the ground floor slab to accommodate a ramp. In addition to this the scheme contains the external landscape levels and includes an additional external ramp to ensure the new lift level change from outside to inside is provided. Due to the complexity of works both outside and internally, this scheme has the highest associated cost.

2.5 All schemes will require engagement with planning, due to the listed nature of the buildings.