



The Fibreoptic Industry Association

[www.fia-online.co.uk](http://www.fia-online.co.uk)

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## APPROVED INSTALLER SCHEME

### SUPPORT INFORMATION

System 2.1  
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#### 1 Definitions

##### 1.1 Definitions for Regulations Section

1.1.1	<b>APPLICANT</b>	An individual, body corporate or incorporate that has applied but not yet been granted a Certificate of Approval.
1.1.2	<b>ARBITRATION PANEL</b>	The panel appointed by the FIA Council from its own membership to provide an independent assessment body
1.1.3	<b>APPEALS PANEL</b>	The panel appointed by the Council from its own membership for the purpose of hearing appeals arising from the administration of these Regulations
1.1.4	<b>CERTIFICATE OF APPROVAL</b>	Document issued by FIA as proof of Approval
1.1.5	<b>COMPLAINT</b>	Document notifying the FIA of a customer's discontent with the performance of an Approved Installer
1.1.6	<b>COUNCIL</b>	Body appointed to control the affairs of the FIA
1.1.7	<b>FULLY PAID MEMBER</b>	Member adhering to payment terms of the FIA
1.1.8	<b>INSTALLER or APPROVED INSTALLER</b>	The approved organisation
1.1.9	<b>QUALIFYING SUPERVISOR</b>	An individual designated to oversee installations and act as the company representative holding the FIA Approved Installer Certificate

#### 2 Qualifications, rules and regulations

##### 2.1 General

- 2.1.1 These regulations are the responsibility of the FIA. The Council acts directly on behalf of the FIA.
- 2.1.2 One Certificate of Approval will be issued for each registered office. A separate certificate is required for each registered office.
- 2.1.3 The Certificate of Approval is personal to the Installer, at the office for which it has been issued. No transfer of right exists.
- 2.1.4 The Certificate of Approval remains the property of the FIA.
- 2.1.5 On being issued with a Certificate of Approval the Installer shall have the right, subject to the terms and conditions of these regulations, to state that it is an FIA. Approved Installer and display the Approved Installer Symbol in accordance with the conditions herein.
- 2.1.6 The Certificate of Approval is valid from the date it is first issued until formally cancelled by either party.
- 2.1.7 An annual fee for each Certificate is charged with the annual membership fee. Where the initial Certification does not coincide with membership fees the annual fee will be charged on a pro rata basis. All payment terms follow the standard FIA's conditions. The level of fee is set by the Council.
- 2.1.8 The requirements necessary for an organisation to qualify for Approved Installer Status are all of the following sub clauses.

##### 2.2 Obligations of the FIA

- 2.2.1 The Council will promptly service all applications for Certificates of Approval.
- 2.2.2 The Council will annually review the operation of the Approved Installer Scheme.
- 2.2.3 The Council recognises the Rights of all Members to contribute to the development and growth of this scheme. The Council will ensure that all Approved Installers are consulted and informed about

- suggested changes to this scheme. Modifications will be posted 6 months before implementation and will be ratified by postal ballot, should more than 5% of existing Approved Installers issue an objection. Changes may also be implemented by a vote (announced in the Agenda) at the AGM
- 2.2.4 The Council shall keep confidential and not disclose to any third party information concerning the Applicant which is of a confidential nature, unless required to do so by Law.
- 2.2.5 The Council will notify the Approved Installer of customer complaints received.
- 2.2.6 The Council has established an Arbitration Panel to help to resolve disputes referred to it by both Approved Installer and customer. The Council shall exercise reasonable skill and care in the execution of such rights and duties delegated under these Regulations and, in particular, in making any appointment of a person or agent. Any appointee shall incur no personal liability.
- 2.2.7 The Council shall not be liable for any indirect consequential or purely economic losses howsoever they arise.
- 2.2.8 The FIA and the Council shall have no obligation, duties or liabilities pursuant to or in respect of any certificate granted under these regulations other than those expressed herein.
- 2.2.9 The Council may, if the Approved Installer fails to comply with any of these regulations revoke the Certificate of Approval or refuse to issue or renew the Certificate of Approval. Such refusal will be generally published and notified to the Approved Installer in writing. The Council may also revoke or refuse to issue or renew a Certificate in the event of the Installer entering bankruptcy proceedings.
- 2.2.10 Any decision of the Council shall be final and conclusive and shall not be subject to review.
- 2.2.11 The Council will faithfully record and publish details of Approved Installers.

### **2.3 Approved Installers Symbol**

- 2.3.1 The Approved Installer Symbol remains the Copyright of the FIA. The use of this symbol without a valid Certificate of Approval is an offence under the Trades Description Act and will be dealt with accordingly by the Council. Such action will be publicised by the Council.
- 2.3.2 Any depiction of the Approved Installers Symbol must conform to the example herein and maintain the height to width ratios. The symbol may only appear in one colour (See Appendix B).
- 2.3.3 The Approved Installer Symbol may only be used in conjunction with the symbol used by the ISO 9000 Accreditation Body. It may not be more than 10% larger than that symbol.

### **2.4 Termination of Approval**

- 2.4.1 The Approved Installer shall, if it does not intend to renew the Certificate of Approval at the end of the current year, notify the FIA of its intention to do so, in writing not more than one month before the end of that year. Full payment of fees for the following year become payable otherwise.
- 2.4.2 Upon termination, for whatever reason, the use of the Approved Installer Symbol shall be discontinued immediately.

### **2.5 Appeals Procedure**

- 2.5.1 In the event of an Applicant or Approved Installer wishing to appeal against a decision of the Council it shall within 30 days of being served with such a decision, give notice in writing to the secretary of the FIA.
- 2.5.2 A meeting of the Appeals Panel shall be held within 60 days of receipt of such a notice. The appellant will be given at least 10 days notice of the time and place of such a meeting and the members of the panel.
- 2.5.3 The decision of the Council remains in force pending any decision of the Appeals Panel. The decision of the majority of the Appeal Panel as declared by its Chair shall be final and conclusive.
- 2.5.4 The Appeal Panel will consist of a Chairperson plus two other members appointed by the Council none of whom shall have a direct commercial interest in the outcome of the Appeal.

### **2.6 Registers**

- 2.6.1 The register of Approved Installers will be maintained by the FIA and made available to the general public for inspection.

### **2.7 Completion Guarantee Scheme**

- 2.7.1 This scheme does not include a "Guarantee of Completion" element.

### **3 Approval criteria**

#### **3.1 Possession of Qualifying Experience (Applicant Company)**

- 3.1.1 The applicant must nominate a QUALIFYING SUPERVISOR who will be responsible for the day to day safety, quality and technical standards of their work
- 3.1.2 The Qualifying Supervisors qualifications will be reviewed as part of the assessment. Proof of qualifications should be made available and copies for inclusion in the applicants assessment file
- 3.1.3 The Qualified Supervisor shall be present throughout the assessment, including visiting site work
- 3.1.4 The Applicant must nominate five reference customers for which both project management and installation of fibre optic cable networks have been completed, and provide brief descriptions of the work carried out for the reference customers
- 3.1.5 The FIA will obtain written references from at least two of these companies using a pro-forma questionnaire. Should one of these references appear to be unsatisfactory, the applicant will be given the opportunity to commission an independent FIA audit of the relevant installation, at the applicant's expense.
- 3.1.6 The Applicant must complete the Capability Matrix at Appendix A.

#### **3.2 Statutory Requirements**

- 3.2.1 The Approved Installer shall comply with all statutory requirements including, and in particular, COSHH and Health and Safety at Work legislation together with all relevant fire regulations.

#### **3.3 Health and Safety**

- 3.3.1 The applicant must have a written signed health and safety policy or statement of intent for the company
- 3.3.2 Evidence of safe working practices such as risk assessments and method statements (RAMS) pre project and post project
- 3.3.3 The applicant is required to hold a personal protective equipment registrar

#### **3.4 Personnel**

- 3.4.1 The Approved Installer shall ensure that each installation is completed by competent personnel using appropriate practices.
- 3.4.2 The Approved Installer shall record the details of a nominated Supervisor.
- 3.4.3 The Approved Installer shall record the details of all personnel to be involved with the termination, splicing and testing of the installed fibre optic cabling.
- 3.4.4 The Approved Installer shall utilise methods in accordance with the requirements of the Quality Plan to meet the requirements of the Installation Plan. Any deviations in procedures or operation shall be recorded by the Supervisor and agreed with the customer.
- 3.4.5 The Approved Installer will ensure that all personnel carry identification.
- 3.4.6 A continuous improvement programme and training provision for the engineers
- 3.4.7 Training records shall exist that allow it to be possible to determine that staff carrying out installations are qualified to do so for each aspect of the installation. The primary measures of qualification are National Vocational Qualifications (in England, Northern Ireland and Wales), Scottish Vocational Qualifications and City & Guilds 3466 certification in the relevant skills areas defined in Appendix C to this document.
- 3.4.8 The Approved installer shall have in place a system for recording all relevant training and experience that may be used as evidence necessary for the attainment of the NVQ (SVQ) awards.

#### **3.5 Technical Reference Library**

- 3.5.1 The applicant is required to hold copies of current standards relative to their sphere of work. A minimum list of documents is listed on the AIS web-site.
- 3.5.2 The Approved Installer shall have access to the documentation (installation and operating instructions/procedures) as supplied by the supplier/manufacturer of components and equipment used during the installation. These details shall be supplied to the customer if required.
- 3.5.3 There shall be procedures for providing timely technical support to the installation personnel.

#### **3.6 Equipment Register**

- 3.6.1 The applicant is required to maintain an equipment list covering test equipment, test cords and associated fixtures and fittings as detailed on the AIS web-site.

### **3.7 Insurance**

- 3.7.1 The Approved Installer shall have in force and shall maintain a policy of insurance in respect of its liabilities with a limit of indemnities not less than £2,000,000 for any one claim arising out of any one incident or event and without limit as to the number of claims during the period of insurance.
- 3.7.2 Liabilities covered by insurance shall cover all claims relating to loss of or damage to property and personal death or injury of any person arising as a result of any act or omission of the Approved Installer.

### **3.8 Warranty**

- 3.8.1 The Approved Installer will provide a minimum standard warranty of 12 months covering defective materials and workmanship.

### **3.9 Project Control**

- 3.9.1 All projects must have a traceability process Client Enquiry → Tender → Client Order → Project File including test results (electronic or hard copy)
- 3.9.2 Completion certificate complete with reference to the installation standards adhered to and clients signature
- 3.9.3 Pathway drawings showing cable route and containment
- 3.9.4 Variation documentation recording deviations from the standards, clients instructions
- 3.9.5 The applicant must have a documented procedure for dealing with complaints flowchart, registrar and documental evidence of closure both client and supplier
- 3.9.6 The Approved Installer shall have in place procedures for the maintenance of documentation systems relevant to the installations undertaken.
- 3.9.7 For each installation the Approved Installer shall retain technical documentation in accordance with the Quality Plan defined for that installation and may include FIA generated templates.
- 3.9.8 This documentation shall be retained for a minimum of five years (or as specified by the customer).
- 3.9.9 For each installation the Approved Installer shall record the names of personnel involved as defined in 4.7.2. and 4.7.3.
- 3.9.10 This documentation shall be retained for a minimum of five years (or as specified by the customer).

### **3.10 Material control**

- 3.10.1 The Approved Installer shall have in place procedures for the allocation of stock and control of inventory in order to ensure correct and timely delivery of components, materials, equipment and installation accessories to the point of installation.

### **3.11 Sub-contracted work**

- 3.11.1 Where sub-contractors are used, there shall be a formalised system for their selection and on-going assessment.
- 3.11.2 Where sub-contractors are used, the workmanship requirements of 4.7.2 shall apply.

## **4 Conditions and Obligations of Approval**

### **4.1 Conditions**

- 4.1.1 Formal agreement to abide by and comply with the Rules of the FIA and its Approved Installer Scheme, and to accept the FIA Arbitration Service in the event of a customer complainant requesting this service.
- 4.1.2 Paid-up Corporate Membership of the FIA and continued payment of the annual Approved Installer maintenance fee.

### **4.2 Obligations of the Applicant/Approved Installer**

- 4.2.1 An annual data update is required.
- 4.2.2 The applicant must name a Qualifying Supervisor responsible for the Approved Installer status.
- 4.2.3 The applicant must agree to control the display of the Approved Installer Symbol.
- 4.2.4 The applicant must agree to comply, at all times, with these Regulations and with any decision, requirements or notification by the Council arising from them.