



The Fibreoptic Industry Association

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APPROVED INSTALLER SCHEME

SUPPORT INFORMATION

System 2.1

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Issue 02

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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 under the Approved Installers Scheme
1.1.2	<b>ARBITRATION PANEL</b>	The panel appointed by Council from its own membership to provide an independent assessment body
1.1.3	<b>APPEALS PANEL</b>	The panel appointed by 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 under the Approved Installers Scheme
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>	The FIA Council
1.1.7	<b>FULLY PAID MEMBER</b>	An FIA Corporate 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
1.1.10	<b>APPROVED INSTALLER SYMBOL</b>	Colour



Black and White



## **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 identifies the Installer, the office for which it has been issued and the Qualifying Supervisor at that office. 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 The level of fees (application, renewal, audit etc.) is set by the Council. Payment of all fees shall be in accordance with the standard FIA terms and conditions. Failure to adhere to payment conditions leads to withdrawal of approved status.
- 2.1.8 The requirements necessary for an organisation to qualify for, and maintain, Approved Installer Status are specified in clauses 3 and 4 respectively.

### **2.2 Obligations of the FIA**

- 2.2.1 The Council shall promptly service all applications for Certificates of Approval.
- 2.2.2 The Council shall 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 shall ensure that all Approved Installers are consulted and informed about suggested changes to this scheme. Modifications shall be posted 6 months before implementation and will be ratified by postal ballot. In the case that 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 shall 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 shall 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 shall be publicised by the Council.
- 2.3.2 Any depiction of the Approved Installers Symbol must conform to those shown in clause 1.1 and maintain the height to width ratios. Rules for the use of logos on corporate stationery are available from the FIA Secretariat.

### **2.4 Termination of Approval**

- 2.4.1 The Approved Installer shall, if it is intended 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 shall 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 Appeals Panel as declared by its Chair shall be final and conclusive.
- 2.5.4 The Appeals 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 (applicable to initial and renewal applications)**

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

- 3.1.1 For an initial application, the Applicant shall nominate five reference customers for which both project management and installation of optical fibre cabling networks have been completed, and provide brief descriptions of the work carried out for the reference customers. The FIA shall undertake an assessment of two of these reference projects. Should either of these reference projects 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.
- 3.1.2 The applicant shall nominate a Qualifying Supervisor, responsible for the day to day safety, quality and technical standards of their work and who acts as the vehicle for the Approval.
- 3.1.3 The Qualifying Supervisors qualifications shall be reviewed as part of the assessment and subsequent audits of any application. Proof of qualifications shall be made available and copies shall be retained in the applicants assessment file
- 3.1.4 The Qualified Supervisor shall be present throughout the initial assessments and subsequent audits, including visiting site work

#### **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**

The applicant shall have in place the following:

- 3.3.1 Current 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- and post-project
- 3.3.3 A personal protective equipment registrar
- 3.3.4 A continuous improvement programme and training provision for the engineers

#### **3.4 Technical Reference Library**

- 3.4.1 The applicant is required to hold copies of current standards, FIA Technical Support Documents and other publications relevant to their sphere of work. A minimum list of documents is listed on the AIS web-site.
- 3.4.2 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.
- 3.4.3 There shall be procedures for providing timely technical support to the installation personnel.

#### **3.5 Equipment Register**

- 3.5.1 The applicant is required to maintain an equipment list covering test equipment, test cords and associated fixtures and fittings.

#### **3.6 Project Control**

The following requirements apply both to the applicant and also to organisations sub-contracted to undertake installations on behalf of the applicant.

- 3.6.1 The applicant shall, for each installation, retain technical documentation in accordance with the Quality Plan defined for that installation.
- 3.6.2 The applicant shall, for each installation, record the names of personnel involved.
- 3.6.3 The applicant shall have a documented procedure for dealing with complaints (i.e. register, flowchart and evidence of closure from both client and installer).
- 3.6.4 This documentation shall be retained for a minimum of five years (or as specified by the customer).
- 3.6.5 The applicant shall have in place procedures for the maintenance of documentation systems relevant to the installations undertaken.

#### **3.7 Materials Control**

- 3.7.1 The applicant 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.

### **3.8 Insurance**

- 3.8.1 The applicant 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.
- 3.8.2 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 applicant.

### **3.9 Warranty**

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

## 4 Conditions and Obligations of Maintenance of Approval

### 4.1 Conditions

The Approved Installer shall:

- 4.1.1 Comply, at all times, with the requirement of the Approved Installer Scheme and with any decision, requirements or notification by the Council arising from them.
- 4.1.2 Accept the FIA Arbitration Service in the event of a customer complainant requesting this service.
- 4.1.3 Maintain Corporate Membership of the FIA and continued payment of the annual Approved Installer maintenance fee.
- 4.1.4 Provide, in a timely manner, any information relating to changes to relevant data previously supplied to the FIA.
- 4.1.5 Provide, in a timely manner, any amendment of the Qualifying Supervisor responsible for the Approved Installer status.
- 4.1.6 Control the use of the Approved Installer Symbol.

### 4.2 Obligations of the Applicant/Approved Installer

The Approved Installer shall, for all optical fibre cabling installations undertaken:

- 4.2.1 Operate a documented traceability process including the following: Customer Enquiry, Tender, Customer Order, Project File.

The Project File shall include:

- an installation-specific Quality Plan (list of Method Statements applied);
  - variation documentation recording deviations from the standards and/or clients instructions;
  - as-built drawings;
  - inspection and test results (electronic or hard copy);
  - a completion certificate including references to the installation standards adhered to and clients signature
- 4.2.2 Record the details of a nominated Supervisor.
  - 4.2.3 Ensure completion by competent personnel.
  - 4.2.4 Ensure completion using appropriate practices defined in documented and maintained Method Statements and detailed in an installation-specific Quality Plan (any deviations in procedures or operation shall be recorded by the Supervisor and agreed with the customer).
  - 4.2.5 Record the details of all employed and sub-contracted personnel involved.
  - 4.2.6 Ensure that all employed and sub-contracted personnel carry identification.

The Approved Installer shall, in order to allow audits under the FIA Approved Installer Scheme:

- 4.2.7 submit to the FIA the project details (excluding commercial information) of 12 installations (approximately one per month) accompanied by a completed FIA AIS Installation Risk Reduction Profile.

The Installation Risk Reduction Profile (IRRP) is the group of IRRP Ticklists appropriate to the installation. IRRP Ticklists and other AIS Tools are available for download to all members of the FIA.

The purpose of the IRRP is to detail how identified risks have been managed and/or mitigated. Where the appropriate step to minimise risk have been applied there is nothing to do except "tick the box". Where measures have not been applied to recognise and minimise risk (for any reason including failures within the customers specification) then additional information is required to indicate what steps were taken to advise the customer.

There is no standard format for any supporting information.