



The Fibreoptic Industry Association

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APPROVED INSTALLER SCHEME

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APPROVED INSTALLER

Reg No. XXXX

(Reg. No. to be allocated on acceptance)

FIA APPROVED INSTALLER SCHEME

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Companies seeking registration should apply to the Fibreoptic Industry Association.

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1 Scope

This single document has been written to contain details of all the aspects of the Fibreoptic Industry Association's (FIA's) "Approved Installer Scheme" (AIS).

The scheme has been developed by the FIA to endow qualifying installers of optical fibre cable with an industry recognized mark of quality. The scheme is consistent with the aims of the Association:

"Section 3.3 To adopt and promote within the membership technical standards and codes of practice consistent with the highest standards of quality and professionalism"

This document contains the following sections:

Section 2	Definitions
Section 3	Qualifications, Rules and Regulations
Section 4	System Requirements - ISO9000 Enhancements
Appendix A	Application Form
Appendix B	Official Approved Installer Symbol
Appendix C	Relevant Personal Qualifications

Applicants for registration in the Fibreoptic Industry Association's Approved Installer Scheme (FIA's AIS) must include the provisions of Section 4 of this document in their ISO 9000 Quality Manual.

This scheme may be included as part of ISO 9001 and ISO 9002 systems. Where either standard may be applied the general heading of ISO 9000 is used.

2 Definitions

2.1 Definitions for ISO 9000 Section

The following definitions shall apply for the purposes of this scheme. These definitions augment those given in BS 7718 (*Code of Practice for the Installation of Fibre Optic Cabling*).

EMERGENCY	The temporary restoration of the optical performance of a damaged fibre optic core or span
INSTALLER or APPROVED INSTALLER INSTALLATION	The approved organisation The putting into place and termination of a fibre optic span or the sum of the actions defined as optical cable laying, termination, testing and the provision of documentation
MAINTENANCE	The act or actions agreed necessary to support the optical performance of a fibre optic core or span
OPTICAL CABLE TERMINATION	The interfacing of an optical fibre core with a device that enables the utilisation of the optical core
PERMANENT REPAIR	The permanent restoration of optical performance and physical integrity of a fibre optic span
REPAIR	The permanent restoration of the optical performance of a damaged fibre optic core or span.
SUPERVISOR	An individual designated to oversee installations
TESTING	The inspection and documentation of optical performance of a fibre optic core or span

2.2 Definitions for Regulations Section

APPLICANT	An individual, body corporate or incorporate that has applied but not yet been granted a Certificate of Approval.
ARBITRATION PANEL	The panel appointed by the FIA Council from its own membership to provide an independent assessment body
APPEALS PANEL	The panel appointed by the Council from its own membership for the purpose of hearing appeals arising from the administration of these Regulations
CERTIFICATE OF APPROVAL	Document issued by FIA as proof of Approval
COMPLAINT	Document notifying the FIA of a customer's discontent with the performance of an Approved Installer
COUNCIL	Body appointed to control the affairs of the FIA
FULLY PAID MEMBER	Member adhering to payment terms of the FIA
INSTALLER or APPROVED INSTALLER	The approved organisation

3 Qualifications, rules and regulations

3.1 General

- 3.1.1 These regulations are the responsibility of the FIA. The Council acts directly on behalf of the FIA.
- 3.1.2 One Certificate of Approval will be issued for each registered site of ISO 9000 Certification. A separate certificate is required for each site.
- 3.1.3 The Certificate of Approval is personal to the Installer, at the site for which it has been issued. No transfer of right exists.
- 3.1.4 The Certificate of Approval remains the property of the FIA.
- 3.1.5 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.
- 3.1.6 The Certificate of Approval is valid from the date it is first issued until formally cancelled by either party.
- 3.1.7 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.
- 3.1.8 The requirements necessary for an organisation to qualify for Approved Installer Status are all of the following subclauses.

3.2 Approval criteria

3.2.1 Possession of Qualifying Experience (Applicant Company)

- 3.2.2 The Applicant must provide an indication of the approximate number and total value of installations completed in the 12 months prior to the initial application.
- 3.2.3 The Applicant must nominate five reference customers for which both project management and installation of fibreoptic cable networks have been completed, and provide brief descriptions of the work carried out for the reference customers and the approximate values of these works.
- 3.2.4 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.
- 3.2.5 The Applicant must provide a schedule of the equipment owned/leased by the applicant relevant to the installation and test of optical fibre installations.
- 3.2.6 The Applicant must complete the Capability Matrix at Appendix D.

3.2.7 Quality Management

- 3.2.8 ISO9002 quality management accreditation is a minimum requirement.
- 3.2.9 The Company's Quality Manual must include the FIA Approved Installer Scheme ISO 9000 enhancement procedures detailed in Section 4.0. Guidance on this can be given by the FIA.
- 3.2.10 Uncontrolled copies of relevant procedures must be submitted to the FIA, on initial application and as may be requested by the FIA in the future.
- 3.2.11 Formal agreement must be given to external audit by the FIA of documentation and working practices as might be requested by the FIA from time to time.

3.2.12 Operative qualifications to be documented to the FIA

- 3.2.13 Qualification "mix" as defined in Appendix C to this document.
- 3.2.14 A list of individuals, both directly employed and sub-contracted, used by the installer for fibre installations indicating their competence in fibre installation by brief descriptions of individual general qualifications and skills, including specific manufacturers' training and years of experience.

3.2.15 Conditions

- 3.2.16 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.
- 3.2.17 Paid-up Corporate Membership of the FIA and continued payment of the annual Approved Installer maintenance fee.

3.3 Obligations of the Applicant/Approved Installer

- 3.3.1 An annual data update is required. The details are the same as those provided for initial scheme membership shown in Appendix A.
- 3.3.2 The applicant must name an individual responsible for the Approved Installer status. (It is expected that this will be the nominated ISO 9000 Management Representative).
- 3.3.3 The applicant must be a fully paid Corporate Member of the FIA.
- 3.3.4 The applicant must agree to control the display of the Approved Installer Symbol.
- 3.3.5 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.

3.4 Obligations of the FIA

- 3.4.1 The Council will promptly service all applications for Certificates of Approval.
- 3.4.2 The Council will annually review the operation of the Approved Installer Scheme.
- 3.4.3 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
- 3.4.4 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.
- 3.4.5 The Council will notify the Approved Installer of customer complaints received.
- 3.4.6 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.
- 3.4.7 The Council shall not be liable for any indirect consequential or purely economic losses howsoever they arise.
- 3.4.8 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.
- 3.4.9 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.
- 3.4.10 Any decision of the Council shall be final and conclusive and shall not be subject to review.
- 3.4.11 The Council retains the right to arrange an independent third party inspection of an Approved Installers Procedures and Records and to report to the relevant ISO 9000 Certification Body as considered necessary.
- 3.4.12 The Council will faithfully record and publish details of Approved Installers.
- 3.4.13 The Council only recognises ISO 9000 Registrations issued by a NACCB or RVC approved body.

3.5 Use of the Approved Installers Symbol

- 3.5.1 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.
- 3.5.2 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).
- 3.5.3 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.

3.6 Termination of Approval

- 3.6.1 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.
- 3.6.2 Upon termination, for whatever reason, the use of the Approved Installer Symbol shall be discontinued immediately.

3.7 Appeals Procedure

- 3.7.1 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.
- 3.7.2 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.
- 3.7.3 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.
- 3.7.4 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.

3.8 Registers

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

3.9 Insurance

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 £1,000,000 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.

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.

3.10 Warranty

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

3.11 Identification

The Approved Installer will ensure that all personnel carry identification.

3.12 Completion Guarantee Scheme

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

4 ISO 9000 Enhancements

Approved Installer must have the following provisions contained within their quality manual.

4.1 Statutory Requirement

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.

4.2 Quality System

4.2.1 The quality system requirements of this scheme are those specified in BS 5750:Part 2/EN 29002/ISO 9002 (hereafter called ISO 9000).

4.2.2 The requirements of this document are additional to those within ISO9000 and amplify those requirements in respect of the installation of fibre optic cabling.

4.3 Safety

4.3.1 The Approved Installer shall have in place procedures to ensure the training of employees in the risks resulting from chemical, optical fibre and optical power hazards as indicated in clause 4 of BS 7718.

4.3.2 The Approved Installer shall have in place procedures to minimise the risk to its own employees and others resulting from chemical, optical fibre and optical power hazards as indicated in clause 4 of BS 7718.

4.4 Installation Planning

4.4.1 The Approved Installer shall have in place procedures for planning, documenting and monitoring the progress of the installation in response to the customer's Specification.

4.4.2 The Approved Installer shall have in place procedures for verifying the completeness and accuracy of a customer's Specification for the proposed installation as defined in clause 5 of BS 7718. Any deviations in content from BS 7718 and all other agreed amendments shall be recorded in a final Specification Agreement as defined in clause 5 of BS 7718.

4.4.3 The Approved Installer shall have in place procedures for confirming that the proposed installation may be undertaken in accordance with the requirements of BS 7718. Also, the Approved Installer shall establish, and agree with the customer, a Quality Plan meeting the requirements of clause 6 of BS 7718 detailing the means by which compliance with the Specification Agreement is to be demonstrated. Where options exist within BS 7718 or procedures differ from those detailed in BS 7718 the agreed amendments shall be recorded in the Quality Plan.

4.4.4 The Approved Installer shall have in place procedures for planning the proposed installation in line with the Specification Agreement. The Installation Plan shall include the supply of materials, equipment and labour resource and shall detail the proposed state of completion at appropriate intervals.

4.4.5 The Approved Installer shall have in place procedures for monitoring the progress of the installation against the Installation Plan (4.4.4) and the reporting of that progress to the customer.

4.5 Records

4.5.1 The Approved Installer shall have in place procedures for the maintenance of documentation systems relevant to the installations undertaken.

4.5.2 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.

4.5.3 This documentation shall be retained for a minimum of five years (or as specified by the customer).

4.5.4 For each installation the Approved Installer shall record the names of personnel involved as defined in 4.7.2. and 4.7.3.

4.5.5 This documentation shall be retained for a minimum of five years (or as specified by the customer).

4.6 Purchasing and free-issue parts

The acceptance inspection and test methods and criteria for all materials shall be as defined in the Quality Plan.

4.7 Workmanship

- 4.7.1 The Approved Installer shall ensure that each installation is completed by competent personnel using appropriate practices.
- 4.7.2 The Approved Installer shall record the details of a nominated Supervisor.
- 4.7.3 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.
- 4.7.4 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.

4.8 Sub-contracting

- 4.8.1 Where sub-contractors are used, there shall be a formalised system for their selection and on-going assessment.
- 4.8.2 Where sub-contractors are used, the workmanship requirements of 4.7.3 shall apply.

4.9 Material control

- 4.9.1 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.

4.10 Technical support

- 4.10.1 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.
- 4.10.2 There shall be procedures for providing timely technical support to the installation personnel.

4.11 Technical qualifications

- 4.11.1 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.
- 4.11.2 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.

4.12 Work instructions and procedures

- 4.12.1 The Approved Installer shall have in place Work Instructions that clearly detail the specific tasks required within the Specification Agreement and further defined within the Quality Plan.
- 4.12.2 The Approved Installer shall have in place Procedures that clearly detail the specific tasks to be completed as defined within the Installation Plan.

4.13 Inspection, test and commissioning

- 4.13.1 The inspection and test methods and criteria for the completed installation, or appropriate sections thereof, shall be in accordance with the Quality Plan.
- 4.13.2 The performance of the installed cabling shall be in accordance with the technical specification described within the Specification Agreement and shall be documented as detailed in the Quality Plan.
- 4.13.3 The Approved Installer shall have in place procedures for taking and recording remedial action in the event of failure to comply as detailed in 4.13.2. These procedures shall include performing re-inspection/tests (or concession notes as appropriate).
- 4.13.4 The Approved Installer shall have in place procedures for the production of Certificates of Conformance, Completion or Acceptance(s) as defined in the Quality Plan and at points as defined within the Installation Plan.

4.14 Corrective and preventative action

- 4.14.1 The Approved Installer shall have in place procedures for dealing with failures and customer complaints.
- 4.14.2 The Approved Installer shall record all failures and complaints and the action taken.

APPENDIX A: APPROVED INSTALLER SCHEME APPLICATION FORM

APPROVED INSTALLER SCHEME APPLICATION FORM

Please complete all sections. These details will be held on a computer registered under the Data Protection Act.

Company Name			
Site Address			
Postcode			
Telephone Number		Fax Number	
Responsible Person		e-mail address	
FIA Membership No.			

QA System Accreditation Body			
Scope of Registration <i>(exact wording)</i>			

No. of employees in company			
No. of employees involved in fibre installation			
NVQ	Working towards NVQ (SVQ) IOL1	Attained NVQ (SVQ) IOL1	
	Working towards NVQ (SVQ) IOL2	Attained NVQ (SVQ) IOL2	
	Working towards NVQ (SVQ) ICL2	Attained NVQ (SVQ) ICL2	
	Working towards NVQ (SVQ) SVC2	Attained NVQ (SVQ) SVC2	
C&G	Attained C&G 3466-01	Attained C&G 3466-03	
	Attained C&G 3466-02	Attained C&G 3466-04	

IIP	Company holds IIP ♦		Company registered for IIP ♦	
<i>(♦ tick as appropriate)</i>				

We apply for Approved Status and undertake to comply with the F.I.A. Regulations.

Signed		Position	
Name		Date	

Single Application Multiple Application *One Application per Site Required*

Check Details Enclosed

Copy of the relevant procedures for incorporation into the installers quality manual

Initial Fee NVQ Details Certificate of Insurance Capability Matrix

*List of Equipment used for the installation/test of fibre :
(continue on separate sheet where necessary)*

*List of individuals used by the installer for fibre installations indicating their competence in fibre installation via brief individual descriptions of their general qualifications and skills.
(continue on separate sheet where necessary)*

APPENDIX B: Official Approved Installer Symbol

All proportions must be maintained. This complete symbol must be depicted in one colour throughout. Preferred colour - blue

APPENDIX C: Operative Qualifications

The Fibreoptic Industry Association is committed to the development and acceptance of National Vocational Qualifications or Scottish Vocational Qualifications to cover a wide range of the skills involved in the delivery of professional services to and from its members.

All supervisors shall have at least 4 years experience in the installation, termination and testing of fibre optic cabling and shall have successfully completed City and Guilds 3466-02 and/or 3466-03 certifications. Additionally, supervisors are preferred to have attained, or be working towards, the following Level 2 NVQ/SVQ qualifications:

- IOL2;
- ICL2;
- SVC2.

At least 75% of all other personnel involved in the installation, splicing, termination and testing of fibre optic cabling shall have at least one year of relevant experience and preferably will have attained, or be working towards the attainment of, City and Guilds 3466-02 and/or 3466-03 certifications and the Level 1 NVQ/SVQ IOL1 qualification.

NOTE: NVQs IOL1, IOL2, ICL2 and SVC2 are valid until 31/12/02. The replacements are at present with QCA for approval and will then be allocated a new number. Anyone who is working towards an NVQ at present will be able to transfer across to the new qualifications or anyone enrolling between now and 31st Dec will be transferred as soon as the new award is launched.