



The Fibreoptic Industry Association

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**APPROVED TRAINING  
PROVIDER**

**SCHEME**

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# **CRITERIA FOR APPROVED TRAINING PROVIDERS**

**TABLE OF CONTENTS**

<b>1</b>	<b>SCOPE .....</b>	<b>3</b>
<b>2</b>	<b>DEFINITIONS .....</b>	<b>3</b>
<b>3</b>	<b>QUALIFICATIONS, RULES AND REGULATIONS.....</b>	<b>3</b>
3.1	General.....	3
3.2	Conditions .....	3
3.3	Obligations of the Applicant/Approved Training Provider .....	4
3.4	Obligations of the FIA.....	4
3.5	Use of the Approved Training Provider Symbol.....	4
3.6	Termination of Approval .....	4
3.7	Appeals Procedure .....	4
3.8	Arbitration.....	4
3.9	Registers.....	5
<b>4</b>	<b>APPROVAL REQUIREMENTS .....</b>	<b>5</b>
4.1	Level of Approval of Training Providers .....	5
4.2	External Approvals .....	5
4.3	Technical Competence of Training Staff.....	5
4.4	Additional Requirements for Level 1 Training Providers .....	5
4.5	Additional Requirements for Level 2 Training Providers .....	5
4.6	Documentation.....	5
	<b>ANNEX A: CONTACT POINTS .....</b>	<b>6</b>
	<b>ANNEX B: OFFICIAL APPROVED INSTALLER SYMBOL .....</b>	<b>7</b>

## INTRODUCTION

This document covers TWO levels of provider:

- **LEVEL 1** - A Training Provider working from a fixed location.
- **LEVEL 2** - A Training Provider working *without* a fixed location.

### 1 Scope

This single document has been written to contain details of the Fibreoptic Industry Association's (FIA's) "Approved Training Providers Scheme" (ATPS).

The scheme has been developed, by the FIA, to ensure the maintenance of standards of training in the area of optical fibre cabling installation. It is administered by the FIA but is based upon specific external approvals.

The scheme is consistent with the aims of the Memorandum of Association of the FIA:-

*"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"*

### 2 Definitions

<b>APPLICANT</b>	An individual, body corporate or incorporate which has applied but not yet been granted a Certificate of Approval.
<b>ARBITRATION PANEL</b>	The panel appointed by the Council from its own membership to provide an independent assessment body
<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
<b>CERTIFICATE OF APPROVAL</b>	Document issued by FIA as proof of Approval
<b>COMPLAINT</b>	Document notifying the FIA of a customer's discontent with the performance of an Approved Training Provider
<b>COUNCIL</b>	Body appointed to control the affairs of the FIA
<b>FULLY PAID MEMBER</b>	Member adhering to payment terms of the FIA
<b>TRAINING PROVIDER or APPROVED TRAINING PROVIDER</b>	The approved organisation under the terms of FIA Approved Training Provider Scheme.

### 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 The Certificate of Approval is awarded to the Approved Training Provider. No transfer of rights exists.
- 3.1.3 The Certificate of Approval remains the property of the FIA.
- 3.1.4 On being issued with a Certificate of Approval the Approved Training Provider shall have the right, subject to the terms and conditions of these regulations, to state that it is an FIA Approved Training Provider and display the Approved Training Provider Symbol in accordance with the conditions herein.
- 3.1.5 The Certificate of Approval is valid from the date it is first issued until formally cancelled by either party.
- 3.1.6 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 conditions. The level of fees is set by the Council.
- 3.1.7 The requirements necessary for an organisation to qualify for Approved Training Provider status are specified in clause 3.8.

#### 3.2 Conditions

- 3.2.1 Formal agreement to abide by and comply with the Rules of the FIA and its Approved Training Provider Scheme, and to accept the FIA Arbitration Service (see 3.8) in the event of a customer complainant requesting this service.
- 3.2.2 Fully paid Corporate Membership of the FIA and continued payment of the annual Approved Training Provider maintenance fee.

### **3.3 Obligations of the Applicant/Approved Training Provider**

- 3.3.1 The applicant must name an individual responsible for the Approved Training Provider status.
- 3.3.2 The applicant must be a fully paid Corporate Member of the FIA.
- 3.3.3 The applicant must agree to control the display of the Approved Training Provider Symbol.
- 3.3.4 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.

### **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 Training Provider 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 Training Providers 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 Training Provider 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 that is of a confidential nature, unless required to do so by Law.
- 3.4.5 The Council will notify the Approved Training Provider 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 Training Provider 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 Training Provider 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 Training Provider 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 Training Provider procedures and records and to report to any external approvals body as considered necessary.
- 3.4.12 The Council will faithfully record and publish details of Approved Training Providers.

### **3.5 Use of the Approved Training Provider Symbol**

- 3.5.1 The Approved Training Provider 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 Training Provider Symbol must conform to the example herein and maintain the height to width ratios. The symbol may only appear in one colour. (See Annex B).

### **3.6 Termination of Approval**

- 3.6.1 The Approved Training Provider 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 Training Provider symbol shall be discontinued immediately.

### **3.7 Appeals Procedure**

- 3.7.1 In the event of an Applicant or Approved Training Provider 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 Arbitration**

- 3.8.1 In the event of disputes, the FIA Arbitration Service will provide technical advice and support where work or services offered by an FIA member is in dispute. The FIA Arbitration Service is managed by the FIA Arbitration Committee and is chaired by the incumbent Technical Director and supported by, where necessary, other independent individuals. In this instance the term

"independent" means acceptable to the FIA member in dispute and to the complainant. Full details of the FIA Arbitration Services are available from the FIA Secretariat.

### 3.9 Registers

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

## 4 Approval requirements

### 4.1 Level of Approval of Training Providers

- 4.1.1 **Level 1** is designed to cover providers that carry out their training from a fixed location with a permanent work force.
- 4.1.2 **Level 2** is designed to cover training providers that carry out their training on-site or in 'floating' locations without their own training facility.

### 4.2 External Approvals

- 4.2.1 For approval as a **Level 1** or **Level 2** training provider, the FIA accepts the **City & Guilds 3466 Vocational Scheme** (C&G 3466-02 and -03 Optical fibre installation and testing) as a basis for FIA approval.
- 4.2.2 An organization applying for FIA training provider status shall be approved to deliver the training for the qualifications listed in 4.2.1 in order to apply for FIA Approval.

### 4.3 Technical Competence of Training Staff

- 4.3.1 All training courses shall be delivered by persons competent in the delivery of training and also in the technical aspects of the training delivery.
- 4.3.2 **Delivery** - all trainers shall be competent to a level equivalent to the ITD Direct Trainers Award NVQ Level 3 in Training and Development, C&G 7307, C&G 7306 or 7255 (Training and Development). A Certificate in Education is also acceptable.
- 4.3.3 **Technical competence** - all trainers shall be qualified to a level equivalent to TVSC NVQ Level 2 IOL 2 (Installing and Testing Fibre Optic Communications Links) or C&G 3466-02 (Optical Fibre Installation and Testing).

### 4.4 Additional Requirements for Level 1 Training Providers

- 4.4.1 The training provider must have a fixed training facility, with separate practical and theoretical training areas.
- 4.4.2 Full compliance with HASAWA 1974 is mandatory. A complete *Health and Safety Manual* must be in existence specifically for the provision of fibre optic training (as well as other related disciplines) - a "shared" document written by a host organization is not suitable. A full RISK ASSESSMENT is a **mandatory** element of this document as well as all environmental issues, fire safety provision and the obligatory insurance policies.
- 4.4.3 It is important that the provisions of C&G 3466 are adhered to in terms of practical training facilities. They should simulate on purpose-built fixed test rigs as closely as possible all aspects of site installation. The FIA believes that this is the only manner in which trainees can be realistically taught the disciplines they require to operate effectively in the industry. These practical simulation areas also form an integral part of the assessment process.
- 4.4.4 All newly published upgrades to accreditation held by an organisation must be complied with.
- 4.4.5 The training provider must have test equipment and termination capabilities as per C&G 3466 requirements.

### 4.5 Additional Requirements for Level 2 Training Providers

- 4.5.1 The Level 2 training provider should closely simulate all aspects of site installation on purpose-built transportable test rigs.

### 4.6 Documentation

- 4.6.1 The approved trainer shall have in place procedures for the maintenance of documentation systems relevant to training delivery and student assessment.
- 4.6.2 All documentation as in 4.6.1 shall be kept for a minimum period of 12 months and be accessible to an FIA official.

**ANNEX A: CONTACT POINTS**

(a) Information on City & Guilds 3466 Approvals criteria can be obtained from:

City & Guilds of London Institute  
Giltspur Street  
London, EC1A 9DD

**IMPORTANT**

The aim of the above document is to raise standards in Training and to ultimately ensure that those seeking training in fibre optics will find common facilities throughout the United Kingdom. It is eventually hoped that this commonality will spread Europe-wide. The Council will carefully examine any suggestions made. However, it is important to note that the current scheme follows trends and practices that are already recognised.

**ANNEX B: Official Approved Installer Symbol**

