



**GUIDE  
TO  
REGISTRATION**

## **CORGI Fenestration**

**CORGI Fenestration** has been established to bring together the best in glazing company management, customer service, managed workforce competence, qualifications and qualified staff.

It covers the whole supply chain from system houses, fabricators, component and IGU manufacturers through to installers and repair and maintenance services.

Companies and individuals registered with **CORGI Fenestration** and recognised for their outstanding quality can shout about this best practice by displaying the most recognised marque in the home improvements sector - **CORGI**.

**CORGI Fenestration** badged companies and operatives will be recognised for their quality through qualifications approach, future proofed against forthcoming regulatory requirements (such as Bonfield – Each Home Counts - [www.gov.uk](http://www.gov.uk) - just search ‘Bonfield’) and reap the commercial benefits of being acknowledged for their commitment to excellence.

## **CORGI Fenestration Scope**

CORGI Fenestration Registered is applicable to both the retail (B2C) and commercial (B2B) sectors and provides a registration services for the entire supply chain including companies that:

- are responsible for the design of systems for use as fenestration products within buildings
- undertake product design and/or produce component parts for incorporation into designs
- manufacture fenestration products
- conduct site surveys and undertake the installation of fenestration products in domestic and commercial buildings

### **Companies within the supply chain include:**

Fenestration System Designers (e.g. Architects), Glass Manufacture, IGU Manufacture, Component Manufacture, System Houses, Fabricators, Installers and repair and maintenance of fenestration products.

### **Included are all fenestration products:**

Windows, roof windows, roof lights, doors, roof lanterns, conservatories, orangeries, glass extensions, sun rooms, tiled roof glass extensions, replacement conservatory roofs, porches, shop fronts, curtain walls, facia, bargeboard, cladding, soffits, windowsills, guttering and downpipes.

## **Cards, Skills Register and Qualifications**

**CORGI Fenestration** has developed a sector Skills Register, in collaboration with the sector's Awarding Body GQA.

In order to have a qualification recognised in the UK, and be able to transfer credits between learning courses, educational institutions and occupations, qualifications must be accredited through an Awarding Body. These are regulated by Ofqual in England, Qualification Wales, CCEA in Northern Ireland and SQA in Scotland.

GQA approves centres and works with them to ensure high quality delivery of qualifications and carries out activities designed to assure the quality of the qualifications awarded. Awarding Bodies may also develop innovative products and services to support their centres and learners.

Registered Companies can be confident that all qualified individuals that have gone through a GQA assessment will have demonstrated their competence against national occupational standards that have satisfied nationally specified and controlled assessment criteria.

Individuals who undertake a certified assessment with GQA will automatically be placed on the Skills Register. It will be automatically updated with any additional certified assessment that is achieved, ensuring individuals records are always up to date.

Registered Companies will have the opportunity to identify any skills gaps and contribute to the development of both existing and new certified qualifications to address these.

As a result of the collaboration between **CORGI Fenestration** and GQA any in-house training, assessment and induction programs certified by GQA can also be recognised by **CORGI Fenestration** and will be added to the skills register.

### **CORGI Fenestration Branded Cards**

**CORGI Fenestration** branded qualification cards will be issued. These belong to the individual and are a passport for employment as well as identification for consumers and home occupiers. The cards include a QR code that links back to the skill register and can be easily checked by potential employers or customers.

GQA is also the Issuing Body for Construction Skills Certification Scheme cards for the fenestration sector and, where appropriate, the skill cards will also include the CSCS hologram ensuring all the aspects are covered by producing one card.

## Scheme Requirements

In addition to being required to operate in accordance with the scheme rules, companies will be expected to comply with a Code of Practice and, if the company carries out installations, to notify **CORGI Fenestration** of all installations completed.

## Insurance

**CORGI Fenestration** Registered Companies must hold company insurance appropriate to the size and type of Registered Company. This should include as a minimum public liability and professional indemnity.

In addition, where operating in the retail sector and carrying out work on dwellings, Registered Companies, must provide consumers with an **Insurance Backed Guarantee** policy, which has been approved by **CORGI Fenestration**. Where deposits are also taken the Registered Company shall provide deposit protection insurance.

## Quality Management System

**CORGI Fenestration** Registered Companies are expected to operate a Quality Management System (QMS) or Fabrication Production Control system (FPC) as appropriate to their business. **CORGI Fenestration** will consider a company's own internal procedures and existing approvals and evaluate how that company operates. The emphasis is on head office control, which in turn should ensure correct use and installation of products through the supply chain, ultimately giving confidence to the consumer or end user.

Whilst the QMS does not have to be independently certified this may help and could lead to a reduction in the total audit regime needed to gain approval. In all cases **CORGI Fenestration** will conduct a head office and site visit to ensure that the Scheme Rules and Code of Conduct are being followed.

## Complaint Resolution

Registered Companies must operate a documented complaints process in accordance with the scheme rules that details the requirements for receiving, recording, acknowledging and resolving all complaints from customers.

The Registered Company needs to maintain records of all complaints and their resolution for not less than six years and make copies of such records available to **CORGI Fenestration** when requested.

The Registered Company shall have in place and operate a procedure to instruct each operative likely to have direct contact with customers, as to how to act in response to an approach from customers especially, but not exclusively, in respect of:

- pre-notified customer requirements and expectations, particularly issues of work timing and access
- agreed customer service requirements
- customer questions or requests for information
- customer requests for additional work extending beyond the installation process definition
- customer complaints or other customer feedback in respect of some aspects of the installation or installation process

## Code of Conduct

The Code of Conduct defines the way in which **CORGI Fenestration** expects Registered Companies to operate in relation to:

- advertising, including doorstep and telephone canvassing
- customer communication and information
- consideration of vulnerable customers
- control of data
- contracts and service agreements
- safe and considerate working practices
- handover documentation
- sustainability and waste disposal

## Features and Benefits

Becoming a **CORGI Fenestration** Registered Company shows a commitment to quality through qualification by ensuring that its activities are underpinned by a qualified workforce.

Working with **CORGI Fenestration** enables Registered Companies to contribute to the setting of sector best practice methodology and the development of both existing and new qualifications to support the fenestration industry.

Thanks to the hard work of **CORGI** to promote itself in the gas sector, it is still the brand most recognised by consumers and their expectation is that any Registered Company using the **CORGI** brand is trustworthy, ethical, reliable and qualified.

By considering the entire supply chain **CORGI Fenestration** is unique in its offering and gives confidence that all **CORGI** Registered Companies with which you may do business are achieving the same high standards and abiding by the same code of conduct.

Underpinning a company with a qualified workforce and a QMS/FPC can benefit any business, regardless of whether it is one person working alone or a multi-national organization. Simple changes can improve customer service, build reputation and help businesses thrive. The QMS /FPC does not have to be certified to gain **CORGI Fenestration** registration but it does have to cover the scheme requirements and be appropriate for the size and type of company being assessed.

Any surveillance regime should be viewed as an opportunity to get feedback and independent verification on how a business is operating. This ensures that the business does what it says it does and it's not just the business that says so.

**CORGI Fenestration** recognises that there are many ways of demonstrating compliance and competence and look to work with businesses to evaluate their way of doing things. We do not impose a specific way that things should be done. Whilst the core requirements remain the same, **CORGI Fenestration** will consider existing methods, procedures and certifications in its evaluation of the company. The way a company operates and its existing methodology will contribute to deciding the audit regime that will be adopted to ensure ongoing compliance.

## If you are a Component Manufacturer

Become **CORGI Fenestration** registered and:

- ✓ **CORGI Fenestration** will recognise the hard work you put into your existing design and manufacturing processes and procedures – we do not seek to impose new ways of working
- ✓ Show your commitment to excellence
- ✓ Underpin your business by use of certified, qualified operatives
- ✓ Demonstrate compliance with a recognised Code of Conduct

## If you are a Systems House

Become **CORGI Fenestration** registered and:

- ✓ **CORGI Fenestration** will recognise the hard work you put into your existing design and manufacturing processes and procedures – we do not seek to impose new ways of working
- ✓ Working together we can reduce your risks by ensuring your supply chain operates to your exact requirements
- ✓ Customers at all levels of your routes to market will see that you have achieved the prestigious **CORGI Fenestration** standard
- ✓ Show a commitment to the use of certified qualified operatives
- ✓ Demonstrate compliance with a recognised Code of Conduct
- ✓ Show your commitment to excellence



## If you are a Fabricator

Become **CORGI Fenestration** registered and:

- ✓ **CORGI Fenestration** will recognise the hard work you put into your existing design and manufacturing processes and procedures – we do not seek to impose new ways of working
- ✓ Working together we can reduce your risks by ensuring your supply chain operates to your exact requirements
- ✓ Have confidence that all **CORGI Fenestration** Registered Companies in the market place are complying with the same high standards
- ✓ Have confidence that consumers supplied directly by you, or consumers supplied by your trade installers, fully understand the outstanding value that the prestigious **CORGI Fenestration** name brings
- ✓ Show a commitment to the use of certified, qualified operatives
- ✓ Demonstrate compliance with a recognised Code of Conduct
- ✓ Show your commitment to excellence

## If you are an Installer

Become **CORGI Fenestration** registered and:

- ✓ Have confidence that consumers supplied directly by you fully understand the outstanding value that the prestigious **CORGI Fenestration** name brings
- ✓ Have confidence that achieving the prestigious **CORGI Fenestration** standard is the highest recognition of the quality of your work
- ✓ Commit to being a certified, qualified operative or commit to using only certified and qualified operatives
- ✓ Demonstrate compliance with Building Regulations
- ✓ Demonstrate compliance with a recognised Code of Conduct
- ✓ Show your commitment to excellence



**CORGI Fenestration** is part of the CORGI Services portfolio which, building on its gas safety heritage, provides a wide range of trusted, professional, quality services to the heating and plumbing industry. For the full range of CORGI services see: [www.corgiservices.com](http://www.corgiservices.com)

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