



FENSA MTC Card Installers FAQs

Issued by GQA Qualifications Ltd (Glass Qualifications Authority). Operated by GGF Training Ltd

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General

1. What are MTC?

Minimum Technical Competencies have been introduced by government. They are a set of criteria that installers and surveyors are required to meet when replacing windows and doors in domestic properties.

2. Is complying with the MTC mandatory?

Yes. Every installer/surveyor will need to demonstrate that they satisfy MTCs to be allowed to continue to work through any of the glazing Competent Persons Schemes. This is different and in addition to companies needing to transition to Certified Installer status.

3. Where have the MTC come from?

MTCs have been in existence across other building sectors for some time. Examples include the electrical industry for electricians, heating *installers*, plumber or *gas* engineers. This website lists the range of MTCs across different industries <https://www.gov.uk/competent-person-scheme-current-schemes-and-how-schemes-are-authorised#minimum-technical-competence-mtc-requirements-for-competent-person-schemes>). MTCs were introduced by government (DCLG) for the fenestration sector in 2012.

4. When do MTC come in?

All installers and surveyors must be able to show they are MTC compliant by June 2014.

5. What are other glazing Competent Person Schemes (CPS) doing about MTC?

The government is allowing each CPS to develop their own scheme to meet the MTC requirements. It is a requirement that all glazing CPS schemes recognise each other's MTC scheme. The FENSA MTC Card is transferable across employers and glazing CPS schemes

Who can apply?

6. Why do I need a FENSA MTC Card if I am transitioning to Certified Installer status?

MTC relates to the individual installer/surveyor. Certified Installer relates to the company.

7. What if I am a both an installer and a surveyor?

Operatives who are both install and survey are fully included in the FENSA MTC Card scheme. Just indicate you are an installer/surveyor when you register.



8. What if a person registers their work through the local authority and still wants to apply for a FENSA MTC Card?

Anyone is welcome to apply for a FENSA MTC Card which is nationally recognised, even if their replacement glazing work is undertaken via the building control route. However, this is not a requirement.

9. What if an operative has a Q-card (Qualification) Card from somewhere else?

A person is still welcome to apply for the FENSA MTC Card on top of their Q-card should they wish to, but this is not a requirement.

10. What if someone already has a CSCS card, will they be exempt from any element of the FENSA MTC Card criteria?

If a person undertakes domestic replacement glazing work and already has a CSCS card, currently, they will still need to apply for a FENSA MTC Card. There is no option to opt out of any element. The CSCS card demonstrates competence within the construction industry and the FENSA MTC Card is applicable to the domestic replacement glazing industry. There are slight overlaps but the two cards are issued to demonstrate competence in different industries.

11. Is MTC compliance required if an operative is based in the Channel Islands or Isle of Man?

If an installer or surveyor is based outside of England and Wales such as in the Channel Islands or Isle of Man, MTC Compliance is currently not required. Therefore, you do not need to apply for the FENSA MTC Card.

Routes to MTC Compliance

12. Do I need to take an NVQ / other qualification to become MTC Compliant?

No. There are three possible routes you can take to become MTC compliant, with taking NVQs/other qualifications being one option.

- Industry Experience/MTC Assessment Route
- Qualification Route (Undertake NVQs)
- Existing Qualifications /Units completed

The industry's MTC criteria are based on National Occupational Standards developed by industry, glazing Competent Persons Schemes such as FENSA, trade associations, federations and sector bodies.

13. What does the Industry Experience Route/MTC Assessment Route involve?

You will need to self-declare that you have a minimum of two years of relevant industry experience of either installing or surveying replacement glazing in domestic properties against BS 8213-4: 2007 or GGF Guidelines: The Good Practice for the Installation of Replacement Windows & Doors, Part 6 (GGF, Summer 2011). You will be able to obtain the Provisional FENSA MTC Card following contact from your local GQA centre and verification of all your details. However, you are required to undertake certain Knowledge Tests and Onsite Assessments before June 2014. On successful completion you will be issued with the Full FENSA MTC Card. You will need to renew your FENSA MTC Card every five years.

14. What does the Qualification Route involve?

If you wish to comply with MTC by undertaking NVQ qualifications, you will need to complete your NVQ before June 2014.

15. What if the person already has qualifications, do they still count?

Holding existing relevant NVQs (and equivalents), passed during the last five years, will allow you to show compliance and achieve MTC. You can also do this through the FENSA MTC Card system.



16. What about Grandfather Rights?

If a person has at least two years of relevant industry experience with installing/surveying to the standard BS 8213-4: 2007 or GGF Guidelines (The Good Practice for the Installation of Replacement Windows & Doors Part 6), they will be able to obtain the FENSA Provisional Card but will be required to commit to undertaking a Knowledge Test and an On-site Assessment before June 2014. On successful achievement of these, the Full FENSA MTC Card will be issued at no additional cost to the cardholder.

17. Where can the Knowledge Tests be undertaken?

The test is undertaken online, either onsite or at a GQA centre with an external invigilator under exam conditions.

18. Is there any training for the MTCs at all?

Aside from undertaking NVQs (a minimum of level 2 for installers and level 3 for surveyors), the following documents can be referenced as a source of learning.

- BS 8213-4: 2007 <http://shop.bsigroup.com/ProductDetail/?pid=00000000030151737>
- GGF Guidelines: The Good Practice for the Installation of Replacement Windows & Doors Part 6, 2011 http://www.ggf.org.uk/publication/the_good_practice_guide_for_the_installation_of_replacement_windows_and_doors

19. Why doesn't FENSA provide MTC training?

As a Certification Body, it is against UKAS rules for FENSA to train, assess and certify companies because this creates a conflict of interest.

Application Process

20. What are the benefits of getting the FENSA MTC Card?

The benefits of having the FENSA MTC Card are:

- Visible evidence of experience or qualification achievement
- Recognition of current skills, knowledge and competence
- Greater employability
- Proof of meeting MTC requirements
- Proof of ID
- Peace of mind for customers

21. Where do I sign up?

Go to <http://www.fensa.org.uk/mtc.aspx> Answer all the questions – and someone will contact you from the FENSA MTC Card issuing body– the GQA.

22. If I sign up today – when do I get my FENSA MTC card?

It will take just a few weeks to get your card once you have registered and your details have been verified and you have paid the fee. You will also need to supply a picture to your issuing GQA Centre.

23. Once I have my card – am I fully MTC compliant?

If you are taking the industry experience route or you are taking new qualifications you will receive a Provisional FENSA MTC Card. When you have completed the industry experience Knowledge Test and Onsite Assessment or you have passed the qualification you will receive a Full FENSA MTC Card. You will need to have done this by June 2014.



If you already hold relevant industry qualifications then you will receive a Full FENSA MTC Card – and yes you will then be fully MTC compliant.

24. How long does it take to become fully MTC compliant?

A minimum of three months. This means you will need to start your MTC compliance process before March 2014.

25. Can an employer register its installers and surveyors for the FENSA MTC Card on their behalf?

Yes. But the card is still issued to each installer, surveyor installer/surveyor and it is their responsibility to complete the tests, assessments or qualifications and keep the card live.

26. How long does the card last for?

The Provisional FENSA MTC Card lasts until June 2014.

The Full FENSA MTC Card is valid for five years from successful completion of the Industry Experience (MTC Assessment) route, or for five years from successful achievement of the relevant qualifications.

27. I'm not good with computers. Is there any other way to apply?

Yes. Just email training@ggfttraining.com or telephone 0844 848 2855.

Costs

28. How much does it cost?

1. INDUSTRY EXPERIENCE ROUTE

£299 + VAT (or £1.15 per week as the card lasts 5 years). The £299 cost includes the FENSA MTC Card, Knowledge Test and the Onsite Assessment. Operatives get the Provisional FENSA MTC Card first. On successful completion of the Knowledge Test and Onsite Assessment, the full FENSA MTC Card will be awarded.

2. QUALIFICATION ROUTE

If you wish to undertake relevant qualifications, the FENSA MTC Card cost £30+VAT, plus the cost of taking an NVQ. Operatives get the Provisional FENSA MTC Card first. On successful completion of the relevant qualifications, the full FENSA MTC Card will be awarded. The costs for taking relevant NVQs (and similar qualifications) vary as in some parts of the country funding is available for some or all of the cost. Your nominated GQA Centre will be able to advise you on this.

3. EXISTING QUALIFICATIONS

This is if you already have relevant qualifications that were undertaken within the last 5 years. The FENSA MTC Card costs £30+VAT

4. OTHER COSTS

Lost replacement FENSA MTC Cards cost £30+VAT

29. Who pays for the FENSA MTC Card?

The individual pays but an employer may choose to sponsor an individual. An operative can try to obtain funding such as from a GQA approved centre for taking qualifications. Regardless of who pays, the card belongs to the cardholder and is transferable across employers and glazing (windows, doors and roof light) Competent Person Schemes.

Commented [SLM1]: