

Rules of Membership

The CWISC Self Certification Scheme

1. Definitions

In these Rules the following words shall have the meaning specified unless the context requires otherwise:

"Assessment & Surveillance Scheme"	means an Assessment and Surveillance Scheme for Installers of a Relevant Measure operated by a Mandated Body in accordance with any stipulations of the relevant Product Approval(s).
"IAA"	means The Installation Assurance Authority Ltd (the "Scheme Operators")
"Mandated Body"	means the IAA or a System Approval or Inspection and Surveillance body holding a UKAS or equivalent Accreditation recognised by the IAA.
"Members"	means Installers accepted into members of the CWISC Scheme and member companies shall be construed accordingly.
"Product Approval"	means a relevant Product Approval, issued by a UKAS accredited Product certification body carrying thermal insulation within its schedule of activities and who is recognised by the IAA. Accreditation bodies which are members of the European co-operation for Accreditation (EA) or International Accreditation Forum (IAF) Multilateral Recognition Agreement (MLA) are considered as equivalent to UKAS.
"System Designer"	means a supplier of a system holding a Product Approval for a Relevant Measure.
"The Rules"	means these Rules for membership of the CWISC Scheme.
"Installation"	means the retrofit installation of a Relevant Measure.
"LABC"	means Local Authority Building Control services.
"DLUHC"	means the Ministry of Housing Communities & Local Government or their successors as lead Department for Building Regulation.
"Relevant Measure"	Means Cavity Wall Insulation.

2. Rules

These are the Rules of the CWISC Self-Certification Scheme covering the retrofit installation of Relevant Measures in suitable buildings in England and Wales.

3. Objectives

The objectives of CWISC are to:

- 3.1. Administer the Self Certification Scheme covering the installation of Relevant Measures in compliance with the Building Regulations 2000 or successor legislation.
- 3.2. Promote the Scheme to the public, installers and Member companies.
- 3.3. Establish and maintain procedures for the admittance of qualifying installing companies to membership.
- 3.4. Carry out such inspections as are deemed necessary to ensure compliance with the Building Regulations (2000) or subsequent legislation and other Scheme requirements.
- 3.5. Retain records of installations completed under the Scheme and issue certificates of compliance to consumers.
- 3.6. Provide details of installations to Local Authorities

4. Structure

4.1. The structure of CWISC comprises:

- The IAA as Scheme Operators.
- The IAA Certification Committee.
- Other ad hoc Committee/Sub-Committees as may be established by the Certification Committee or Scheme Operators to consider specific issues.

4.2. The Certification Committee

4.2.1. The Certification Committee shall be non executive and responsible for providing impartiality and governance and policy direction to the Scheme Operators and operate the grievance procedures.

4.2.2. The Certification Committee shall comprise:

- Representatives of the IAA as Scheme Operators
- Installer Representative
- System Designer representative
- Mandated Body representative
- Trade Association representative
- Consumer representative
- Such other independent representatives as the Scheme Operators may from time to time invite to provide impartiality and ensure stakeholder interests are represented.

- 4.2.3. In addition DLUHC as lead department for the Building Regulations and the LABC as the representative body of Local Authorities Building Control departments may attend and receive papers but shall not be entitled to vote.
- 4.2.4. The Chairman of the Committee shall be the Chairman for the time being of the IAA.
- 4.2.5. Meetings of the Certification Committee shall be at the Chairman's discretion but the Committee shall meet a minimum of once per year.
- 4.2.6. Meetings of the Certification Committee shall be conducted according to the relevant policy and quorum requirements as set out in the IAA Quality Manual Procedures covering the Conduct of Meetings of the Certification Committee to ensure that no single interest group prevails.

5. Acceptance into Membership

- 5.1. Membership of the CWISC Scheme shall be open to any business that:
 - 5.1.1. Carries on the business of installation of a Relevant Measure.
 - 5.1.2. Holds any certifications or approvals stipulated by the Product Approval for the Relevant Measure(s) issued by the Scheme Operators or a Mandated Body recognised by the IAA as Scheme Operators and where a data sharing deed is in place namely a relevant NVQ Level 2 and/or any other mandated certifications and/or qualifications as dictated by Scheme Operators or a Mandated Body recognised by the IAA.
 - 5.1.3. Is a current member of the IAA.
 - 5.1.4. Agrees to be bound by the IAA code of professional conduct.
 - 5.1.5. Maintains adequate employers and at least £10m of public liability insurance.
 - 5.1.6. Agrees to comply with all laws, Statutory Regulations and Building Regulations in force.
 - 5.1.7. Commits to be bound by these Scheme Rules and comply with any reasonable requirements of the Scheme Operators.
 - 5.1.8. Meets such other conditions as may be imposed under the Scheme from time to time.
- 5.2. Applications for admission to Membership must be submitted in writing using the form annexed as Schedule I and be signed by the sponsoring System Designer (where required) and include evidence of certifications or approvals stipulated by the Product Approval(s) for the Relevant Measures issued by the Scheme Operators or a Mandated Body recognised by the Scheme Operators and such other information as the Scheme may require from time to time.
- 5.3. The application will be subject to an assessment of technical competence carried out by the Scheme Operators.
- 5.4. The applicant shall submit details of three financial referees, together with a copy of the last available accounts with its application.

- 5.5. The Scheme Operators shall make such enquiries, inspections and investigations as it deems necessary to assess whether to admit the applicant to membership of the Scheme, which decision shall be in the sole discretion of the Scheme Operators.
- 5.6. The Scheme Operators shall not unreasonably refuse any application for membership.
- 5.7. In the case of dispute then the application shall be referred to the Certification Committee for review.
- 5.8. The Scheme Operators reserve the right to vary the fees payable for Certification at any time.

6. Continuing Review of Membership

- 6.1. The Scheme Operators shall review the technical and financial qualifications of Members, including onsite surveillance of work to check compliance with the Building Regulations, annually and shall make such further enquiries, inspections and investigations as it deems necessary in that regard.
- 6.2. The Scheme Operators shall have power to make ad hoc inspections of work being carried out by Members at any time during normal working hours.
- 6.3. The Scheme Operators shall have the power to make detailed inspections and investigations at any site where it has reasonable cause to suspect that the work is not being or has not been carried out in accordance with the technical specifications laid down by the Scheme from time to time.

7. Obligations of Members

- 7.1. Members shall agree to be bound by these rules and decisions of the Scheme Operators and Certification Committee and specifically:
 - 7.1.1. To maintain a current IAA membership and abide by the Rules laid down by the IAA from time to time and with all IAA Guides to Best Practice including those relating to working at heights and the use of ladders.
 - 7.1.2. To maintain any certifications or approvals stipulated by the Product Approval(s) for the Relevant Measures issued by the Scheme Operators or a Mandated Body recognised by the Scheme Operators and submit to Mandated Body Assessment and Surveillance.
 - 7.1.3. To be bound by the IAA code of professional conduct.
 - 7.1.4. To conduct all work carried out by them in accordance with the Building Regulations and the procedures laid down by the Scheme from time to time.
 - 7.1.5. To ensure that in the event of any installations being sub contracted to assume liability for such work and ensure that the sub contractors are also registered under CWISC.
 - 7.1.6. Notwithstanding any Agreements or undertakings to the contrary, to consent to details of non compliance discovered during routine Mandated Body Assessment and Surveillance of work under the Scheme to be provided to the Scheme Operators and the Certification Committee and to be reported to DLUHC as appropriate.

- 7.2. Within 14 days (or such other time as the Scheme Operators may lay down from time to time) of completion of each installation to provide details of the work in a format as laid down by the Scheme Operators from time to time and confirm that the work was completed according to the requirements of the Building Regulations and including details of provision of independent Financial Protection acceptable to the IAA. Where the work is in scope of the IAA Guarantee Scheme enclosing payment of the relevant Guarantee fee.
- 7.3. To co-operate and submit to Head Office Audits and routine inspection of compliance with the Building Regulations by The Scheme Operators and/or Mandated Body Inspectors (with the participation of observers if applicable) pre, during and post installation.
- 7.4. To rectify any faults relating to the relevant Building Regulations identified from such inspections within a period of 2 weeks.
- 7.5. To submit to routine inspection of installations by The Scheme Operators or Mandated Body Inspectors and to rectify any faults relating to the relevant Building Regulations identified from such inspections within a period of 2 weeks.
- 7.6. To submit to routine audit of installations and applications by The Scheme Operators and to rectify any faults relating to non provision of information identified by such inspections within a period of 2 weeks.
- 7.7. To implement a documented complaints handling procedure substantially as defined in the IAA Guide to Best Practice for Complaint handling as amended from time to time and respond to consumer complaints within 1 month. The procedure must specify that details of all complaints and their resolution are logged and made available to the Scheme Operators on request.
- 7.8. To notify The Scheme Operators within 2 days of any material change in the ownership, structure or management of the Company or any change to the Systems used.
- 7.9. To only make claims regarding certification that are consistent with the scope of certification, and if copies of certification documents are provided to third parties to ensure that the documents are reproduced in their entirety or as otherwise specified by the Scheme Operators.
- 7.10. Not to use its certification in such a manner as to bring the certification body into disrepute or to make any statement regarding its product certification that the Scheme Operators may consider misleading or unauthorised;

8. Certification Fees

- 8.1. There is no annual fee or joining subscription for installers who are already members of the IAA. Non IAA PAS certified members can be considered for membership of CWISC at a charge of £1,000 p.a. and £1 per notification subject to meeting the necessary CPS standards and the IAA having data sharing arrangements in place with alternate PAS Certification provider.
Where possible audits and surveillance will be integrated with that being conducted for other schemes but a fee may be payable for initial Assessment of an installer application, annual audit and ongoing surveillance of work as specified by the Scheme Operators from time to time and is payable:

8.1.1. In respect of Assessment of the application for Certification in advance.

8.1.2. In respect of annual audits within 30 days of invoice.

8.1.3. In respect of Surveillance of installations within 30 days of invoice rendered Monthly in arrears.

8.2. Additional fees may be payable to maintain certification in the event that additional Surveillance or Head Quarters audit visits are required, including as a result on non-conformities or cancellation of appointments.

9. Branding

9.1. Member Installers will, whilst their Registration remains current, be:

9.1.1. Granted a non exclusive, non transferable, revocable, royalty free license to use the CWISC Logo.

9.1.2. Entitled to make known that they are Members of the CWISC CPS Scheme.

9.2. Immediately following termination of Membership for whatsoever reason all references to CWISC Membership and CWISC logo's must be removed from all of that companies materials and literature.

10. Data protection

10.1. Notwithstanding whether installation details are considered confidential information as defined under the Data Protection Act 2018 or GDPR Member installers are responsible for notifying their customers that their installation details will be passed to various third parties under the legal basis of Legitimate Business Interest including;

10.1.1. Details of properties where installations have taken place may be provided to Mandated Bodies for the purposes of Assessment and Surveillance which may include property address, telephone number and homeowner and/or occupants name.

10.1.2. Installation details may be required to be provided to other third parties for the purposes of administration of Installation schemes.

10.1.3. Records will be retained for the life of the associated Relevant Measure Guarantee.

10.2. The Scheme Operators may also provide details of a Registered Business including details of any complaints to other interested parties such as other Certification Bodies, DLUHC, Scheme Providers, Energy Suppliers and UKAS.

10.3. On admission to Certified Membership details will be published on the CWISC website and provided to the Competent Persons Forum or such other bodies as are required.

10.4. On termination of Membership details may be published on the CWISC and IAA websites and provided to interested parties.

11. Disciplinary Procedures

- 11.1. In the event that any routine or other inspections identifies that work completed is not in compliance with the Building Regulations or Scheme rules then the following disciplinary procedure will apply.
- 11.2. In the first instance the Member involved will be subject to additional inspection at their own cost.
- 11.3. In the event of further compliance failures then the Member will be required to undergo mandatory re-training and re-assessment.
- 11.4. Persistent failure to comply with the requirements of the Scheme would be a breach of the Scheme Rules.

12. Grievances

- 12.1. In the event of any grievance then this should be raised in writing with the Chief Executive Officer of the IAA as Scheme Operators.
- 12.2. In the event that the parties are unable to agree a resolution, then the matter will be referred to the Certification Committee, whose decision will be final.

13. Termination of Membership

- 13.1. Membership of the Scheme may be terminated by written notice to the Member:
 - 13.1.1. Where a Member is in breach or fails to abide by the Scheme Rules.
 - 13.1.2. Where, in the Certification Committee's opinion, the Member has acted to the detriment of another Member.
 - 13.1.3. In the event of the Member making any voluntary arrangement with their creditors or becoming the subject of an administration order, or being an individual in the event of a bankruptcy petition being issued against them.
 - 13.1.4. Where the Member commits a material breach of these Rules which, if capable of remedy, is not remedied within twenty-eight days of receipt of written notice of breach from the Scheme Operators.
 - 13.1.5. Where the Member fails to pay their debts as they fall due.
 - 13.1.6. Where the Member ceases or threatens to cease to carry on business or ceases permanently to carry on the business of installing any Relevant Measures.
- 13.2. Where a Member ceases so to be for whatever reason it shall continue to be liable under all work completed under the Scheme prior to the date of it ceasing to be a Member.
- 13.3. In the event of Termination the business must immediately cease to describe itself as a CWISC Member or to use the Logo of CWISC and details of the businesses whose membership has been terminated will be published on the Scheme website, <http://www.cwisc.org>.
- 13.4. In the event of Termination the business has the right of appeal to the Certification Committee.

14. Amendment to Rules for Membership

14.1. These conditions of Certification may be amended by the Scheme Operators from time to time subject to review by the Certification Committee.

14.2. Where amendments are made the Scheme Operators will communicate the changes to Members who are responsible for implementing the changes which may be verified by the Scheme Operators.

15. Disputes

15.1. All disputes will be referred to the Certification Committee whose decision shall be binding.

16. Governing Law

16.1. These Rules shall be construed according to English Law with jurisdiction in the United Kingdom.



SCHEDULE I



CWISC APPLICATION FOR MEMBERSHIP

IAA Membership Application form

Tick the required options

CWISC Membership*

Loft Membership

ISA Access

Installer Certification	CWI <input type="checkbox"/>	Loft <input type="checkbox"/>	UFI <input type="checkbox"/>	RIRI <input type="checkbox"/>	Flat Roof <input type="checkbox"/>
Park Homes <input type="checkbox"/>	IWI <input type="checkbox"/>	EWI <input type="checkbox"/>	Hybrid <input type="checkbox"/>	New Build <input type="checkbox"/>	

Please note:
Current CIGA guarantees for CWI require the use of either CIGA or BBA PAS certification and one of CIGAs approved ISA platforms

For loft guarantees CIGA or BBA PAS certification is required and applicants must use the abridged CIGA Loft ISA process

For all other guarantees CIGA PAS and ISA is mandatory

* The CWISC scheme is administered by the IAA on behalf of CIGA who remain responsible for all obligations associated with operating the competent persons scheme

Company name	Tel no:
Comp. Reg no	Email
VAT no.	Web
Contact name	Business type
Address	Limited company <input type="checkbox"/>
	Partnership <input type="checkbox"/>
	Sole trader <input type="checkbox"/>
Postcode	System Designer / Manufacturer

I/We agree:

1. To allow The IAA to make such enquiries, inspections and investigations as may seem necessary for it to assess my/our application and subsequent membership.

2. To abide by the decision of The IAA and the Certification Committee.

3. To submit to a business assessment to assess my/our compliance against the relevant scheme criteria.

4. In the event of admission to membership to abide by:

- the Scheme Rules in the case of CWISC
- PAS 2030 and the Green Deal Code of Practice in the case of Certification.
- the Rules of Installer Certification
- The IAA Guarantee Scheme Terms and Conditions and the IAA Code of Conduct (as amended from time to time) in respect of any guarantees whether or not membership

5. We agree that our details name may be included on the relevant Membership list which may be used on the web-sites and for other publicity purposes.

6. If requested we will provide details of three financial referees and a copy of my/our latest accounts together with evidence of any other certifications held.

7. We enclose the application fee

(Please note different charges apply for existing members adding certification - Please speak to an IAA representative for more information)

8. We enclose details of Employer and Public Liability Insurance policies carried by the company

Office use

Application checked by:

Technical assessment carried out by:

Application approved by:

9. The principals or Directors of the firm and any PSC's are given below:

10. The principles, Directors or PSC'S have held a similar position with a company previously registered with CIGA

Company name/ principle/ Director name

11. We accept responsibility for any Guarantees issued by the firm named in 10.

12. The following System Designers have previously supplied and we hereby give consent for them to be approached for a reference:

Installer Signature	<hr/>
Date	<hr/>
System Designer/ Mnf Signature	<hr/>
Date:	<hr/>

Date:

Date:

Date: