



COMPETENCE FRAMEWORK

Shutter and Roller Door Installer and Service Technician Competence Framework





Background

The report, [Building a Safer Future](#) - Independent Review of Building Regulations and Fire Safety: Final Report (Dame Judith Hackitt DBE FREng, May, 2018) stated that industry had:

“An existing approach to competence which was fragmented, encompassing a range of disciplines and different competence frameworks even within one discipline and without reference to other interacting disciplines”.

The [Building Safety Act](#) (published on 25 July 2022), together with [The Building Regulations etc. \(Amendment\)\(England\) Regulations 2023](#), has introduced a new regulatory regime that defines competence as having the appropriate **skills, knowledge, experience** and **behaviours (SKEB)**. This requires all individuals carrying out any design, construction or refurbishment work to be competent to undertake the role to which they are appointed.



¹Building a Safer Future - Independent Review of Building Regulations and Fire Safety: Final Report (Dame Judith Hackitt DBE FREng, May, 2018, Summary 5.2, p.75)



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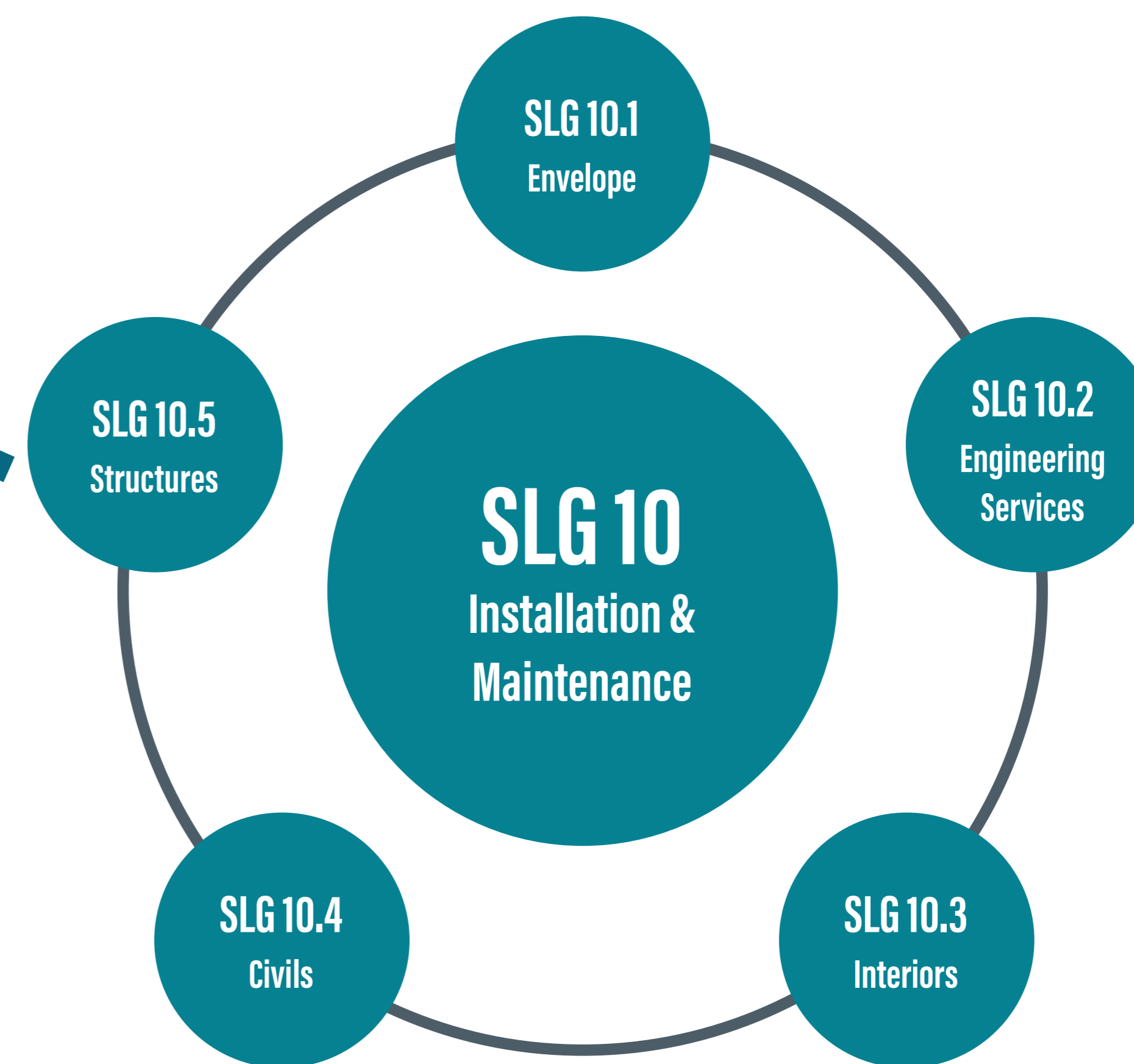
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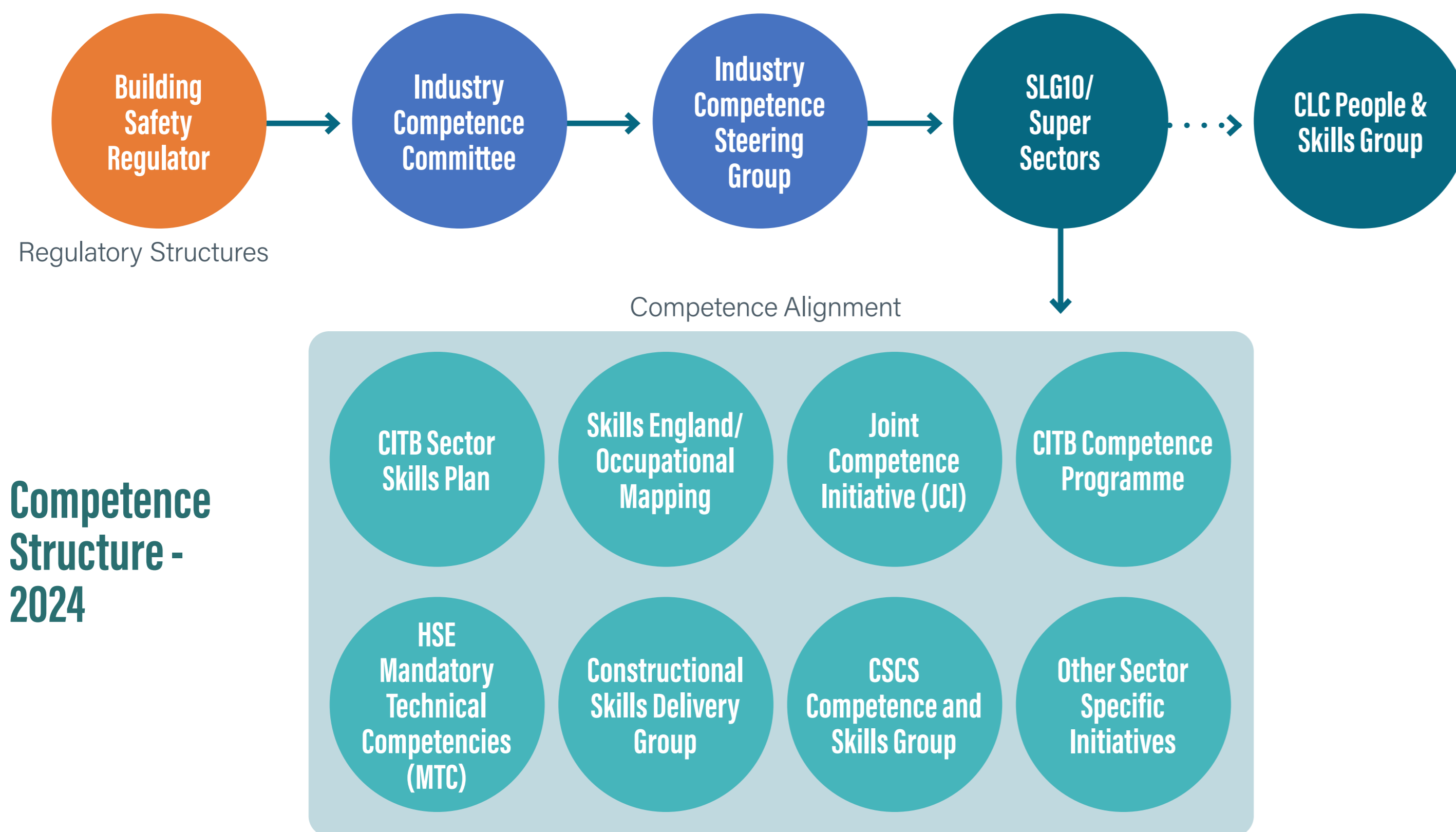
The Industry Competence Steering Group (ICSG)





ICSG Working Groups

The Competence Steering Group (CSG) was set up to tackle competence shortcomings identified in the 2018 Hackitt Review. The CSG report [Setting the Bar – a new competence regime for building a safety future](#) (October, 2020), included recommendations for Installers (pages 54-60).



Competence Structure - 2024

In December 2024, the Industry Competence Steering Group (ICSG) was formally established as a working group under the **Industry Competence Committee**, one of three committees set up under the Building Safety Act, which reports to the **Building Safety Regulator**. The purpose of the ICSG and its SLGs is to enable industry access to appropriate competencies, so they may safely contribute to the creation and use of built environments and can demonstrate their competence to others. This includes developing industry consensus agreed competence frameworks that can be used to map against all training and qualifications to bring consistency across the sector. Sector Lead Group 10 (SLG10) in the ICSG represents Installation and Maintenance and is leading on competence frameworks and other competence-related challenges within these disciplines.

Since the publication of [Setting the Bar – a new competence regime for building a safety future](#) (October, 2020, p.54, Recommendations 243 and 244), the primary focus was Higher Risk Buildings (HRBs) whilst developing the pilot competence frameworks, the working groups noted that there is very little difference between work carried out in a HRB and a non-HRB. Consequently, SLG10 has focussed on delivering the recommendations that a framework should be adopted for all the installer roles working on in scope buildings.

In 2024, SLG10 scaled up its initial pilot programme into the format on the next page, grouping the work into five workstreams: Envelope, Engineering Services, Interiors, Civils and Structures.

CITB is supporting industry with the creation of the Competence Frameworks for all roles within its scope order. CITB helps facilitate the Sector Group work, standardising the approach, sharing best practice and aligning common functions.

CITB also plays a pivotal role in the implementation activities, supporting future-state planning, and taking a lead on the development of any key products to support the newly defined Competence requirements.

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Fire Safety in Buildings

Setting the Bar – a new competence regime for building a safety future (October, 2020, p.54, Recommendation 243), also requires

“All installers [to] have a core knowledge of fire safety in buildings – training to be standardised and made mandatory.”

A group of industry stakeholders consulted on the content for a Fire Safety in Buildings training course for all installers to undertake. CITB have funded the creation of the course, and it is now a free-to-access training resource which sits on the eLearning platform on the CITB website.

[Fire Safety In Buildings Free Online Training Course](#)



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Competence Frameworks

The Competence Frameworks have been written in line with [BS 8670-1:2024 Competence Frameworks for building safety Part 1: Core criteria – Code of practice](#) (published May, 2024, p.10, Competence and Competence Frameworks, 0.3.2 to 0.3.5) which outlines the key components of a Competence Framework.

The Competence Framework consists of the following components:

1. Recommended Routes to Competence:

Route to Competence is read from the bottom to the top. It contains 3 routes for a new entrant, someone who has some experience as well as an experienced worker who has much more experience. Identifying the recognised routes to achieving competence.

2. Functional Map:

This shows how a specific role in construction is broken down into different functions: Core Construction Competencies, Core Trade Competencies and Trade Specific Competencies.

3. Core Construction Competencies:

These are the considered the fundamental competencies for most roles within construction. Competencies such as Health & Safety or Manual Handling which enable everyone to work onsite safely.

***Please note that Core Construction competencies have undergone a format revision and are currently draft versions pending a collective review by industry*

4. Core Trade Competencies:

These are shared across multiple roles within an occupational family. An example of this might be Safe Working Practices, which are used by both Roof Slaters and also Solar Collector Installers as they both work in the same environment.

5. Trade Specific Competencies:

These are several distinct functions, that when put together define the competence requirements for a role. Use the Knowledge and Skill tabs to show/hide the details within each function.



Competence Framework Key Definitions

BS 8670-1:2024 Defines the key elements of Competence Frameworks as follows:

Competence: application of skills, knowledge, experience and behaviour to achieve a defined outcome

Skills: ability to perform an activity or task consistently with a specific intended outcome

Knowledge: assimilation of facts, theories and practices in relation to a given role, function, activity or task

Experience: participation in relevant activities or observation of facts and events leading to acquisition or improvement of knowledge and skills

Behaviours: observable things that an individual does or does not do

Validation: formal process of assessing an individual's competence against a sector-specific competence framework

Revalidation: formal process of reassessing an individual's competence against a sector-specific framework on a periodic basis to check that competence has been maintained

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Sector Overview

Development Process

The development process involved extensive consultation and collaboration through a series of working group meetings with SLG10 Installation and Maintenance (previously WG2 Installers), federations/association representation supported by further consultations with their employer memberships and CITB. An online survey and webinar were also available to present the Competence Framework and offer an opportunity to review, provide feedback, support and validate the framework development.

Thorough analysis of existing competencies, standards, training, qualifications, current working practices and known issues and challenges were carried out to produce the framework and identify actions that needed to be addressed.

The working groups were conducted in a very cooperative, open and friendly manner with all participating getting the opportunity to contribute to the discussions and work being done in relation to the SKEB.



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Sector Overview

Outcomes and Findings

The following significant actions have been identified and will be addressed as part of an implementation plan:

Actions already being implemented:

- A full review of the current National Occupational Standard NOS suite
- Development of specific National Occupational Standard NOS to cover the Installation, Service, Maintenance, Dismantling and Repair of fire-resistant Shutter and Roller Doors

To ensure national coverage the following are required:

- Development of apprenticeships in Wales and Northern Ireland
- Engagement of providers to deliver the current (and revised) apprenticeship in Scotland

A full, industry wide consultation will be undertaken utilising the association/federation membership bases to identify the need for:

- Development of short duration training courses to bridge the gap between the current (pre revision) NOS, Shutter and Roller Doors Apprenticeship and the Competence Framework / revised NOS and facilitate upskilling of currently qualified operatives
- Introduction of Fire Safety in Buildings training as a mandatory competence requirement in line with the following recommendation from the Setting the Bar report: All installers have a core knowledge of fire safety in buildings – training to be standardised and made mandatory².

Barriers identified to addressing the actions include a substantial lack of recognised training opportunities, there is only one NVQ provider currently delivering on England, there is no consistent delivery in the devolved nations although some learners may cross the borders to complete assessment with the English providers. The uptake and achievement rates are very low

It is worth noting that the federations have wide ranging training offers which if aligned to the Competence Framework would provide a strong development pathway.

The National Occupational Standards (NOS) and the Shutter and Roller Door Apprenticeship were used to support the development of the Competence Framework.

The NOS and subsequent S/NVQ went through a revision and update in 2017, although there was an indicative review to the Recommended Qualification Structure (RQS) in 2022.

With this alignment to the NOS, it has been identified these standards and vocational qualifications were not fit for purpose due to the lack of detail around Fire Doors.

²Setting the Bar – A new competence regime for Building a Safer Future. Recommendation 243.



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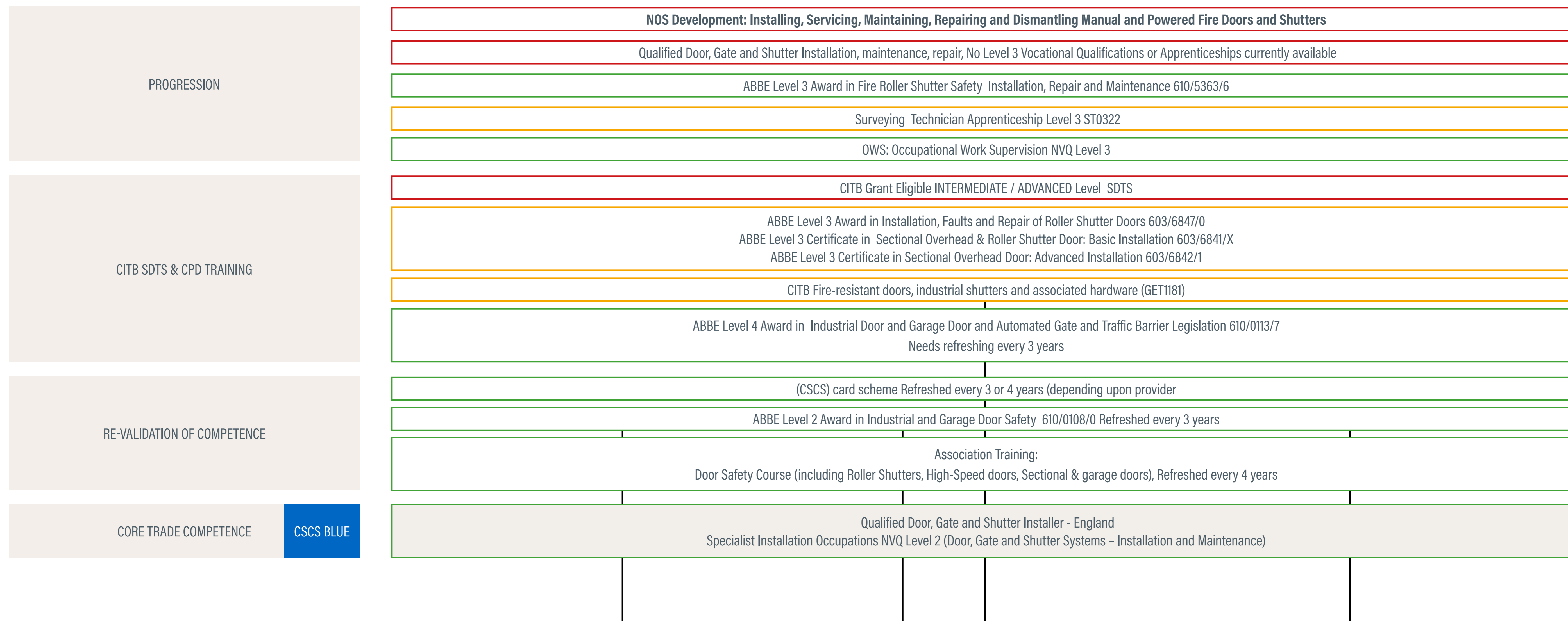
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Routes to Competence

- To develop
- Actions needed
- Developed





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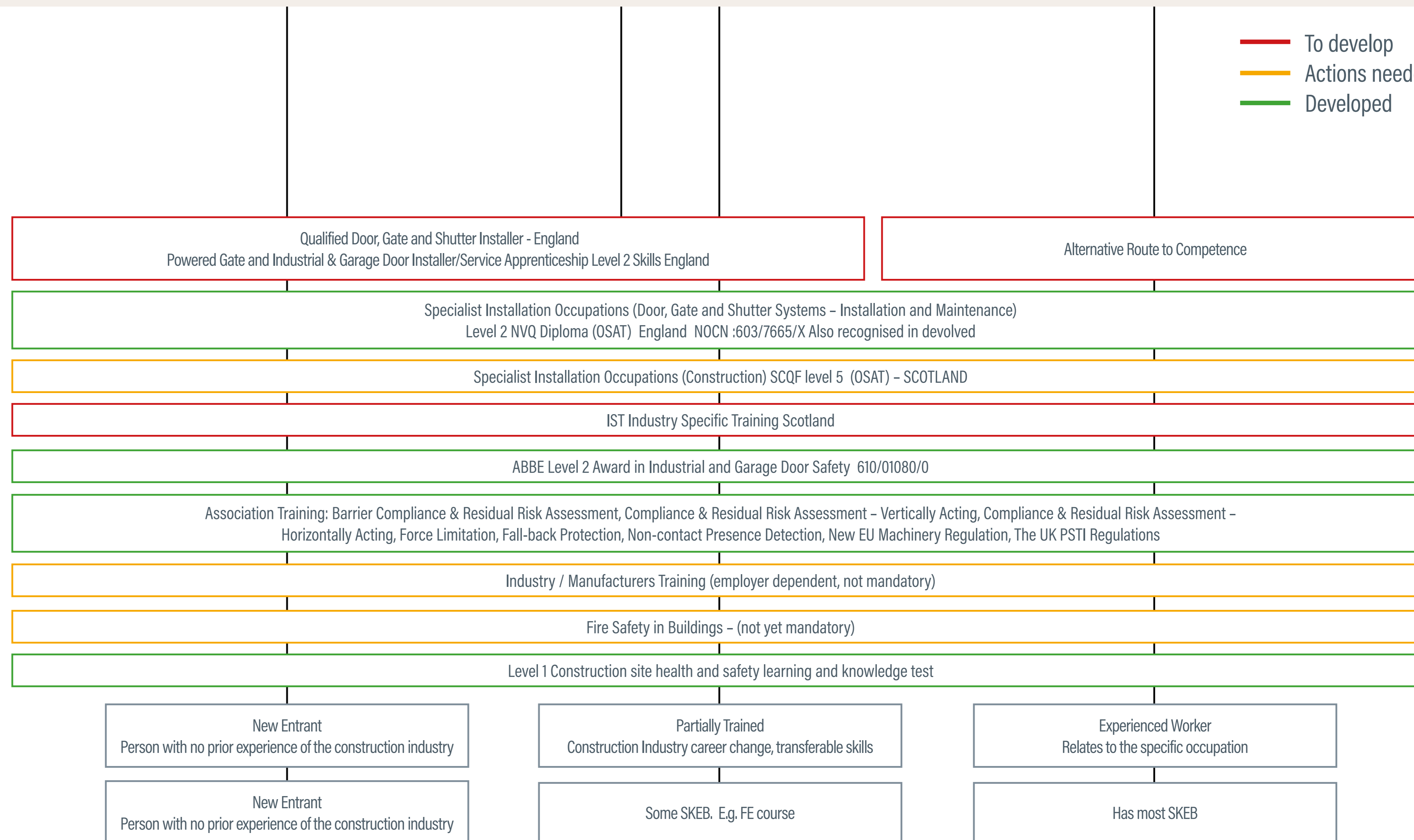
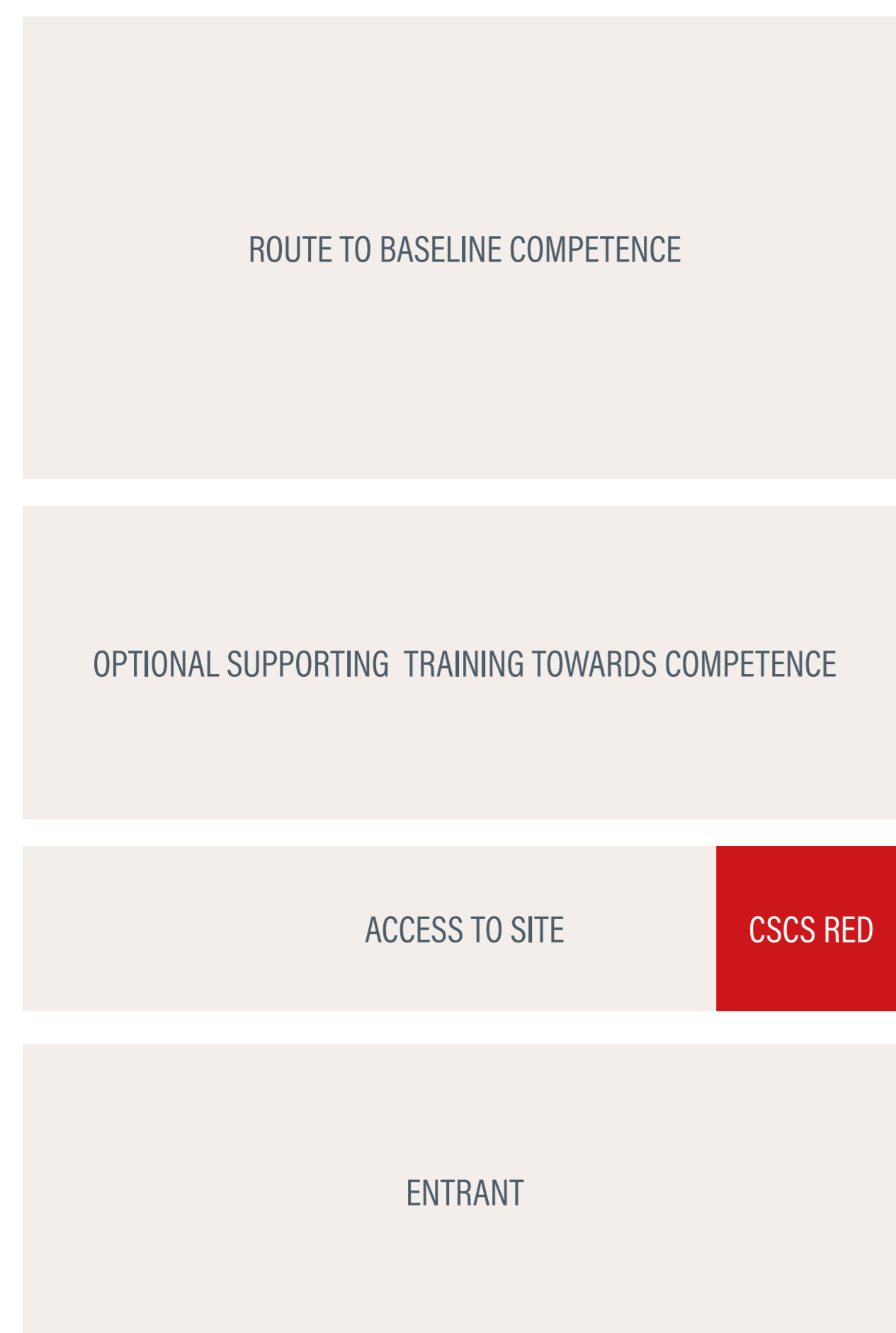
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- To develop
- Actions needed
- Developed



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Functional Map

Core Construction Competencies

FUNCTIONAL MAP ACTIVITIES		POWERED SHUTTER AND ROLLER DOOR INSTALLER	POWERED SHUTTER AND ROLLER DOOR SERVICE TECHNICIAN	POWERED SHUTTER AND ROLLER DOOR REPAIR TECHNICIAN	MANUAL SHUTTER AND ROLLER DOOR INSTALLER	MANUAL SHUTTER AND ROLLER DOOR SERVICE TECHNICIAN	MANUAL SHUTTER AND ROLLER DOOR REPAIR TECHNICIAN
CORE CONSTRUCTION COMPETENCIES							
CC001	Conform to general health, safety, and welfare in the workplace	✓	✓	✓	✓	✓	✓
CC002	Conform to productive working practices in the workplace	✓	✓	✓	✓	✓	✓
CC003	Move, handle, and store resources	✓	✓	✓	✓	✓	✓
CTC-001	Core trade competencies	✓	✓	✓	✓	✓	✓

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Functional Map

Trade Specific Competencies

FUNCTIONAL MAP ACTIVITIES		POWERED SHUTTER AND ROLLER DOOR INSTALLER	POWERED SHUTTER AND ROLLER DOOR SERVICE TECHNICIAN	POWERED SHUTTER AND ROLLER DOOR REPAIR TECHNICIAN	MANUAL SHUTTER AND ROLLER DOOR INSTALLER	MANUAL SHUTTER AND ROLLER DOOR SERVICE TECHNICIAN	MANUAL SHUTTER AND ROLLER DOOR REPAIR TECHNICIAN
CORE CONSTRUCTION COMPETENCIES							
SIO-DGS-03	Install shutter systems	✓			✓		
SIO-DGS-01	Service, maintain or commission door, gate or shutter systems		✓			✓	
SIO-DGS-04	Dismantle, repair door, gate or shutter systems			✓			✓

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Core Construction Competencies

Conform to general health, safety and welfare (CC001)

Description: This function in the context of your occupation and work environment, is about awareness of relevant current statutory requirements and official guidance; responsibilities, to self and others, relating to workplace health, safety and welfare; personal behaviour and security in the workplace.

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Core Construction Competencies

Conform to productive working practices (CC002)

Description: This function in the context of your occupation and work environment, is about productive communication with line management, colleagues and customers, interpreting information, planning and carrying productive work practices, working with others or as an individual.

SKILLS

KNOWLEDGE

You must be able to:

Communicate with others

Communicate with line management, colleagues or customers to ensure work is carried out productively
Respect the needs of others when communicating

Follow procedures

Interpret and follow organisational procedures and use appropriate resources to plan the sequence of work in order to conform to productive work practices and maintain records
Complete documentation as required by the organisation

Work Relationships

Maintain good work relationships
Work productively with line management, colleagues, customers or other people
Apply the principles of equality and diversity



Core Construction Competencies

Move, handle and store resources (CC003)

Description: This function in the context of your occupation and work environment, is about interpreting information, adopting safe and healthy working practices, selecting aids or equipment to move, handle or store occupational resources and moving, handling and storing occupational resources to maintain useful condition.

SKILLS

KNOWLEDGE



You must know and understand:

Interpretation of Information

why organisational procedures have been developed and how they are implemented

types of information, their source and how they are interpreted in relation to:

- technical
- product and regulatory
- oral
- written
- graphical presentation

the importance of reporting and rectifying inappropriate information

how to obtain information to use and store lifting aids and equipment

Safe Work Practices

information for relevant, current legislation and official guidance and how it is applied

the types of fire extinguishers and how and when they are used in relation to water, CO₂, foam, powder

how emergencies should be responded to in accordance with organisational authorisation and personal skills in relation to:

- fires, spillages, injuries
- emergencies relating to occupational activities

the organisational security procedures for tools, equipment and personal belongings in relation to:

- | | |
|-------------|----------------------|
| ▪ operative | ▪ company |
| ▪ site | ▪ customer |
| ▪ workplace | ▪ the general public |
| ▪ vehicles | |

how to report risks and hazards identified by the following:

- methods of work
- manufacturers' technical information
- statutory regulations
- official guidance

the accident reporting procedures and who is responsible for making the report

why, when and how health and safety control equipment identified by the principles of prevention should be used in relation to:

- collective protective measures
- personal protective equipment (PPE)
- respiratory protective equipment (RPE)
- local exhaust ventilation (LEV)

how to comply with environmentally responsible work practices to meet current legislation and official guidance

the organisational procedure when dealing with potential accidents, health hazards and the environmental impact whilst working:

- below ground level
- in confined spaces
- at height
- with tools and equipment
- with materials and substances
- moving and storing materials by manual handling and mechanical lifting

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Core Trade Competencies

Interpret Information

Description: These core trade functions contain all the common competencies including: interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

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Safe Work Practices

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Core Trade Competencies

Selection of Resources

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Core Trade Competencies

Minimise the risk of damage

Description: These core trade functions contain all the common competencies including: interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

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Core Trade Competencies

Meet the contract specification

Description: These core trade functions contain all the common competencies including: interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

KNOWLEDGE

You must know and understand:

- The importance of mental health awareness and wellbeing
- How to identify common trades, professions and roles in construction

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Core Trade Competencies

Approach to work

SKILLS

KNOWLEDGE

Description: These core trade functions contain all the common competencies including: interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

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Core Trade Competencies

Equality, Diversity and Inclusion

Description: These core trade functions contain all the common competencies including: interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

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Core Trade Competencies

Net Zero

Description: These core trade functions contain all the common competencies including: interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

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Core Trade Competencies

Digital Skills

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Core Trade Competencies

Retro Fit

Description: These core trade functions contain all the common competencies including: interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

SKILLS

KNOWLEDGE

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Core Trade Competencies

Continuous Improvement

Description: These core trade functions contain all the common competencies including: interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and working within the allocated time, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

KNOWLEDGE

You must know and understand:

Continuous development and the benefits of ongoing compliance and career progression

The typical progression routes for the industry

The typical qualification structures and routes to professional competency



Install Shutter Systems (DSG03)

Safe working environment and practices

Description: This function is about installing and commissioning shutter and roller door systems and ensuring they operate safely

SKILLS

KNOWLEDGE



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Install Shutter Systems (DSG03)

Tools and Equipment

SKILLS



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

KNOWLEDGE



- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes

Description: This function is about installing and commissioning shutter and roller door systems and ensuring they operate safely



Install Shutter Systems (DSG03)

Preparation of work

SKILLS



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

KNOWLEDGE



- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes

Description: This function is about installing and commissioning shutter and roller door systems and ensuring they operate safely



Install Shutter Systems (DSG03)

Implementation of work

Description: This function is about installing and commissioning shutter and roller door systems and ensuring they operate safely

SKILLS

KNOWLEDGE



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
 - make good
 - apply
 - position
 - secure
 - finish
- selecting, using, storing and maintaining hand and power tools, and equipment

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
 - using primers, levelling compounds and suitable materials
 - siting and installation of movement joints
 - installing membranes



Install Shutter Systems (DSG03)

Functionality and Safety Checks

Description: This function is about installing and commissioning shutter and roller door systems and ensuring they operate safely

SKILLS

KNOWLEDGE



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Install Shutter Systems (DSG03)

Teamwork & Communication

Description: This function is about installing and commissioning shutter and roller door systems and ensuring they operate safely

SKILLS

KNOWLEDGE



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
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- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Service and Maintain Door, Gate or Shutter Systems (DSG01)

Safe working environment and practices

SKILLS

KNOWLEDGE

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Service and Maintain Door, Gate or Shutter Systems (DSG01)

Tools and Equipment

SKILLS

KNOWLEDGE

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
 - make good
 - apply
 - position
 - secure
 - finish
- selecting, using, storing and maintaining hand and power tools, and equipment



- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
 - using primers, levelling compounds and suitable materials
 - siting and installation of movement joints
 - installing membranes



Service and Maintain Door, Gate or Shutter Systems (DSG01)

Preparation of work

SKILLS

KNOWLEDGE

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Service and Maintain Door, Gate or Shutter Systems (DSG01)

Implementation of work

SKILLS

KNOWLEDGE

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Service and Maintain Door, Gate or Shutter Systems (DSG01)

Functionality and Safety Checks

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS

KNOWLEDGE



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Service and Maintain Door, Gate or Shutter Systems (DSG01)

Teamwork & Communication

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS

KNOWLEDGE



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Dismantle and Repair Door, Gate or Shutter Systems (DSG04)

Safe working environment and practices

SKILLS

KNOWLEDGE

Description: This function is about dismantling and repairing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Dismantle and Repair Door, Gate or Shutter Systems (DSG04)

Tools and Equipment

SKILLS

KNOWLEDGE

Description: This function is about dismantling and repairing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish



- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Dismantle and Repair Door, Gate or Shutter Systems (DSG04)

Preparation of work

SKILLS

KNOWLEDGE

Description: This function is about dismantling and repairing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Dismantle and Repair Door, Gate or Shutter Systems (DSG04)

Implementation of work

SKILLS



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

KNOWLEDGE



- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes

Description: This function is about dismantling and repairing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



Dismantle and Repair Door, Gate or Shutter Systems (DSG04)

Functionality and Safety Checks

Description: This function is about dismantling and repairing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS

KNOWLEDGE



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Dismantle and Repair Door, Gate or Shutter Systems (DSG04)

Teamwork & Communication

Description: This function is about dismantling and repairing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS

KNOWLEDGE



You must be able to:

Comply with the contract information to preparing backgrounds for tiling efficiently to the required specification by:

- demonstrating work skills to:
 - measure
 - set out
 - strip
 - cut out
 - remove
- selecting, using, storing and maintaining hand and power tools, and equipment
- make good
- apply
- position
- secure
- finish

- preparing surfaces to receive wall and floor tiling using appropriate accessories to produce finished work that conforms to British standards, manufacturers information and technical data sheets and undertaking the following as needed:
 - ensuring surfaces are level and plumb
 - conducting remedial work in accordance with specification
 - mixing and applying materials
- using primers, levelling compounds and suitable materials
- siting and installation of movement joints
- installing membranes



Experience

Information that can be evidenced to confirm level of experience
Self-Assessment of the key existing skills & knowledge statements

Rarely: Task is completed less than once every 3 months on average Regular: Task is completed more than once every 3 months on average	Trained or Qualified: You have received and passed formal manufacturers or industry training from a qualified source or hold a recognised qualification such as an NVQ, Apprenticeship or T Level. Train, Supervise or Quality Assure: You hold training sessions, supervise, coach or mentor individuals and provide feedback.			
Experience You must have experience of: Use the drop-down boxes to rate your current experience Select one answer per row	I am not trained or qualified and do not complete this task as part of my role.	I am trained or qualified but rarely complete this task. I would need refresher training and supervision to complete the task.	I am qualified, this task is a regular part of my current role or I have completed it regularly in my time in the industry to an approved standard.	I also train, supervise or quality assure the work of operatives as part of my current role or a regular part of my time in the industry.
Safe working environment and practices Experience				
Demonstrate the application of relevant legislation for working with powered or manual shutter systems				
Demonstrate the application of relevant standards, regulations and codes of practice for working with manual or powered shutter systems				
Implementation of Work – Shutter and Roller Door Products Experience				
Prepare, install, and commission roller shutter systems				
Prepare, install, and commission grille shutter systems				
Prepare, install, and commission sectional overhead doors systems				
Prepare, install, and commission horizontally moving shutter systems				
Prepare, install, and commission manual shutter systems				
Prepare, install, and commission powered shutter systems				
Prepare, install, and commission solar powered shutter systems				



Experience

Information that can be evidenced to confirm level of experience
Self-Assessment of the key existing skills & knowledge statements

Rarely: Task is completed less than once every 3 months on average Regular: Task is completed more than once every 3 months on average	Trained or Qualified: You have received and passed formal manufacturers or industry training from a qualified source or hold a recognised qualification such as an NVQ, Apprenticeship or T Level. Train, Supervise or Quality Assure: You hold training sessions, supervise, coach or mentor individuals and provide feedback.			
Experience You must have experience of: Use the drop-down boxes to rate your current experience Select one answer per row	I am not trained or qualified and do not complete this task as part of my role.	I am trained or qualified but rarely complete this task. I would need refresher training and supervision to complete the task.	I am qualified, this task is a regular part of my current role or I have completed it regularly in my time in the industry to an approved standard.	I also train, supervise or quality assure the work of operatives as part of my current role or a regular part of my time in the industry.
Functionality and Safety Checks - Experience				
Analyse data and make adjustments to ensure that maximum door or gate speeds are not exceeded				
Carry out a residual risk assessment and complete any corrective actions required				
Wider Experience				
Following Equality, Diversity & Inclusion policies, working as part of a diverse team and engaging with diverse communities and stakeholders				
Contributing towards achieving Net Zero by working on projects with a focus on sustainability and energy efficiency				
Working with multidisciplinary teams to use digital solutions across installation, maintenance, service or repair activities				
Complying with quality standards and performance criteria retrofit different types of buildings, including residential, commercial, and heritage properties				



Experience

Information that can be evidenced to confirm level of experience
Self-Assessment of the key existing skills & knowledge statements

Rarely: Task is completed less than once every 3 months on average Regular: Task is completed more than once every 3 months on average	Trained or Qualified: You have received and passed formal manufacturers or industry training from a qualified source or hold a recognised qualification such as an NVQ, Apprenticeship or T Level. Train, Supervise or Quality Assure: You hold training sessions, supervise, coach or mentor individuals and provide feedback.			
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Safe Working environment and practices - Experience				
Demonstrate application of relevant legislation for working with powered or manual door, gate or shutter system				
Demonstrate application of relevant standards, regulations and codes of practice for working with powered or manual door, gate or shutter system				
Implementation of Work - Experience				
Risk assess the door, gate or shutter system to be serviced and maintained				
Identify and resolve problems and technical challenges when servicing and maintaining door, gate or shutter systems within the limit of the product specification and its application				
Service and maintain industrial and commercial sectional door systems				
Service and maintain industrial and commercial vertical moving door systems				
Service and maintain industrial and commercial horizontally sliding and swing door systems				
Service and maintain industrial and commercial automated power gate systems				

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Experience

Information that can be evidenced to confirm level of experience
Self-Assessment of the key existing skills & knowledge statements

Rarely: Task is completed less than once every 3 months on average Regular: Task is completed more than once every 3 months on average	Trained or Qualified: You have received and passed formal manufacturers or industry training from a qualified source or hold a recognised qualification such as an NVQ, Apprenticeship or T Level. Train, Supervise or Quality Assure: You hold training sessions, supervise, coach or mentor individuals and provide feedback.			
Experience You must have experience of: Use the drop-down boxes to rate your current experience Select one answer per row	I am not trained or qualified and do not complete this task as part of my role.	I am trained or qualified but rarely complete this task. I would need refresher training and supervision to complete the task.	I am qualified, this task is a regular part of my current role or I have completed it regularly in my time in the industry to an approved standard.	I also train, supervise or quality assure the work of operatives as part of my current role or a regular part of my time in the industry.
Implementation of work – Experience				
Service and maintain industrial and commercial automated power barrier systems				
Service and maintain pedestrian and residential domestic garage door systems				
Service and maintain pedestrian and residential powered garage door systems				
Service and maintain pedestrian and residential manual slide door systems				
Service and maintain pedestrian and residential manual swing door systems				
Service and maintain pedestrian and residential manual folding door systems				
Service and maintain pedestrian and residential powered slide door systems				
Service and maintain pedestrian and residential powered swing door systems				
Service and maintain pedestrian and residential powered folding door systems				
Service and maintain pedestrian and residential revolving door systems				

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Experience

Information that can be evidenced to confirm level of experience
Self-Assessment of the key existing skills & knowledge statements

Rarely: Task is completed less than once every 3 months on average Regular: Task is completed more than once every 3 months on average	Trained or Qualified: You have received and passed formal manufacturers or industry training from a qualified source or hold a recognised qualification such as an NVQ, Apprenticeship or T Level. Train, Supervise or Quality Assure: You hold training sessions, supervise, coach or mentor individuals and provide feedback.			
Experience You must have experience of: Use the drop-down boxes to rate your current experience Select one answer per row	I am not trained or qualified and do not complete this task as part of my role.	I am trained or qualified but rarely complete this task. I would need refresher training and supervision to complete the task.	I am qualified, this task is a regular part of my current role or I have completed it regularly in my time in the industry to an approved standard.	I also train, supervise or quality assure the work of operatives as part of my current role or a regular part of my time in the industry.
Implementation of work - Experience				
Service and maintain pedestrian and residential manual gate systems				
Service and maintain roller shutter systems				
Service and maintain grille shutter systems				
Service and maintain sectional overhead door systems				
Service and maintain horizontally moving shutter systems				
Service and maintain manual shutter systems				
Service and maintain powered shutter systems				
Service and maintain solar powered shutter systems				



Experience

Information that can be evidenced to confirm level of experience
Self-Assessment of the key existing skills & knowledge statements

Rarely: Task is completed less than once every 3 months on average Regular: Task is completed more than once every 3 months on average	Trained or Qualified: You have received and passed formal manufacturers or industry training from a qualified source or hold a recognised qualification such as an NVQ, Apprenticeship or T Level. Train, Supervise or Quality Assure: You hold training sessions, supervise, coach or mentor individuals and provide feedback.			
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Functionality and Safety Checks - Experience				
Connect, adjust, and test the system including relevant activation and safety sensors				
Verify the operational functionality of the system				
Service and maintain third party certified doorsets in line with manufacturers' instructions or to meet the tested scheme requirements				
Carry out force testing, analyse results and make amendments as required				
Test operational functionality and safety devices of the door gate or shutter system				
Analyse data and make adjustments to ensure maximum door, gate or shutter speeds are not exceeded				
Carry out a residual risk assessment and complete any corrective actions required				
Identify when a door, gate or shutter system is unsafe and needs to be turned off				

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Experience

Information that can be evidenced to confirm level of experience
Self-Assessment of the key existing skills & knowledge statements

Rarely: Task is completed less than once every 3 months on average Regular: Task is completed more than once every 3 months on average	Trained or Qualified: You have received and passed formal manufacturers or industry training from a qualified source or hold a recognised qualification such as an NVQ, Apprenticeship or T Level. Train, Supervise or Quality Assure: You hold training sessions, supervise, coach or mentor individuals and provide feedback.			
Experience You must have experience of: Use the drop-down boxes to rate your current experience Select one answer per row	I am not trained or qualified and do not complete this task as part of my role.	I am trained or qualified but rarely complete this task. I would need refresher training and supervision to complete the task.	I am qualified, this task is a regular part of my current role or I have completed it regularly in my time in the industry to an approved standard.	I also train, supervise or quality assure the work of operatives as part of my current role or a regular part of my time in the industry.
Wider Experience				
Following Equality, Diversity & Inclusion policies, working as part of a diverse team and engaging with diverse communities and stakeholders				
Contributing towards achieving Net Zero by working on projects with a focus on sustainability and energy efficiency				
Working with multidisciplinary teams to use digital solutions across installation, maintenance, service or repair activities				
Complying with quality standards and performance criteria retrofit different types of buildings, including residential, commercial, and heritage properties				

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Experience

Information that can be evidenced to confirm level of experience
Self-Assessment of the key existing skills & knowledge statements

Rarely: Task is completed less than once every 3 months on average Regular: Task is completed more than once every 3 months on average	Trained or Qualified: You have received and passed formal manufacturers or industry training from a qualified source or hold a recognised qualification such as an NVQ, Apprenticeship or T Level. Train, Supervise or Quality Assure: You hold training sessions, supervise, coach or mentor individuals and provide feedback.			
Experience You must have experience of: Use the drop-down boxes to rate your current experience Select one answer per row	I am not trained or qualified and do not complete this task as part of my role.	I am trained or qualified but rarely complete this task. I would need refresher training and supervision to complete the task.	I am qualified, this task is a regular part of my current role or I have completed it regularly in my time in the industry to an approved standard.	I also train, supervise or quality assure the work of operatives as part of my current role or a regular part of my time in the industry.
Safe Working environment and practices – Experience				
Demonstrate application of relevant legislation for working with powered or manual door, gate or shutter systems				
Demonstrate application of relevant standards, regulations and codes of practice for working with powered or manual door, gate or shutter systems				
Implementation of Work – Experience				
Risk assess the door, gate or shutter system to be dismantled and repaired				
Dismantle and repair industrial and commercial sectional door systems				
Dismantle and repair industrial and commercial vertical moving door systems				
Dismantle and repair industrial and commercial horizontally sliding and swing door systems				
Dismantle and repair industrial and commercial automated power gate systems				
Dismantle and repair industrial and commercial automated power barrier systems				

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Implementation of Work – Experience				
Dismantle and repair pedestrian and residential domestic garage door systems				
Dismantle and repair pedestrian and residential powered garage door systems				
Dismantle and repair pedestrian and residential manual slide door systems				
Dismantle and repair pedestrian and residential manual swing door systems				
Dismantle and repair pedestrian and residential manual folding door systems				
Dismantle and repair pedestrian and residential powered slide door systems				
Dismantle and repair pedestrian and residential powered swing door systems				
Dismantle and repair pedestrian and residential powered folding door systems				
Dismantle and repair pedestrian and residential revolving door systems				
Dismantle and repair pedestrian and residential manual gate systems				

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Implementation of Work – Experience				
Dismantle and repair roller shutter systems				
Dismantle and repair grille shutter systems				
Dismantle and repair sectional overhead door systems				
Dismantle and repair horizontally moving shutter systems				
Dismantle and repair manual shutter systems				
Dismantle and repair powered shutter systems				
Dismantle and repair solar powered shutter systems				



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Functionality and Safety Checks – Experience				
Connect, adjust, and test the system including relevant activation and safety sensors				
Verify the operational functionality of the repaired system				
Dismantle and repair third party certified doorsets in line with manufacturers' instructions or to meet the tested scheme requirements				
Carry out force testing, analyse results and make amendments as required				
Test operational functionality and safety devices of the door gate or shutter system				
Analyse data and make adjustments to ensure products meet force testing requirements: <ul style="list-style-type: none"> Maximum door, gate or shutter speeds are not exceeded Carry out a residual risk assessment and complete any corrective actions required 				
Identify when a door, gate or shutter system is unsafe and needs to be turned off				



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Wider Experience				
Following Equality, Diversity & Inclusion policies, working as part of a diverse team and engaging with diverse communities and stakeholders				
Contributing towards achieving Net Zero by working on projects with a focus on sustainability and energy efficiency				
Working with multidisciplinary teams to use digital solutions across installation, maintenance, service or repair activities				
Complying with quality standards and performance criteria retrofit different types of buildings, including residential, commercial, and heritage properties				

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Behaviours

You must be able to demonstrate:

Personal responsibility

- Proactively seek feedback on own performance
- Proactively identify areas for personal development, seek out and participate in training opportunities
- Maintain a record of learning and CPD

Teamwork and communication

- Recognise and action fairness, inclusion, and respect
- Support colleague's development by fostering a culture of continuous learning
- Be prepared to share expertise with colleagues when completing tasks
- Identify and provide constructive feedback on processes, equipment, and procedures
- Reflect and review on working practices that worked well or could be improved
- Effectively communicate, actively listen to, and work collaboratively with colleagues and clients using a variety of methods

Safe working environment and practices

- Understand and adhere to safety legislation and best practice protocols
- Uphold the relevant codes of conduct and promote a culture of safe and ethical behaviour

Anticipate potential safety issues, report unsafe practices or concerns through established channels and adapt work processes to ensure safety is maintained

Recognise when the equipment you are installing is connected to a wider system that requires additional specialist skills to achieve overall system compliance.

Ensure that you do not exceed the limits of your own level of competence and authority and that the system meets the cause and effect of the building requirements

Preparing and implementing work

- Operate within the boundaries and scope of own responsibilities and capabilities to ensure clarity and collaboration
- Stop working immediately upon recognising situations requiring specialist skills or knowledge beyond your own and seek appropriate assistance
- Maintain a professional demeanour and positively interact with colleagues, customers, suppliers, and subcontractors
- Uphold a duty of care to the public, building occupants, and co-workers
- Take ownership of own work and actions, working to deadlines, and delivering high-quality results
- Proactively use sound judgment to anticipate, identify, analyse, and solve problems

Environment and sustainability

- Consistently integrate the environment and sustainability into decisions and actions
- Proactively promote environmentally responsible behaviour within the team and community
- Use available recycling and disposal outlets

Digital skills

Be open to new ideas and technologies and show a willingness to adapt to rapidly changing digital technologies and industry practices

Retrofit

Keep up to date with the latest retrofit technologies, methodologies, and best practices and work with others to achieve retrofit goals and objectives

Equality, diversity and inclusion

- Take responsibility for following Equality, Diversity & Inclusion within the organisation
- Be open to and respectful of the different views of others for all individuals, regardless of background
- Work effectively with a diverse team, including architects, engineers, contractors, and clients to achieve goals and objectives
- Advocate Equality, Diversity & Inclusion and question discriminatory behaviours or practices

Net Zero

- Show a willingness to embrace and implement innovative solutions for reducing carbon footprint
- A commitment to sustainability and environmental responsibility
- Promote sustainable practices and show commitment to incorporating sustainability into all aspects of Door, Shutter, Gate or Barrier systems

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References/Glossary

The Competence Framework page hosted by the CLC:
[Competence – Construction Leadership Council](#)

Details of the new ICSG Structure: [Industry Competence Steering Group – Construction Leadership Council](#)

CITB Competence Framework page: [Competence Frameworks - CITB](#)

The BSI Competence Programme pages: [Raising Competency Across the Built Environment | BSI](#)

Automatic Door & Shutter Association - [Home Page](#)
[| Automatic Door Suppliers Association](#)

Door Hardware Federation - [dhf](#)

Definitions

SKEB - Skills, Knowledge, Experience and Behaviours

VQ - Vocational Qualification

NVQ - National Vocational Qualifications

SVQ - Scottish Vocational Qualifications

NOS - National Occupational Standards

COSVR XXX - Specific National Occupational Standards

RQF - Regulated Qualification Framework (England)

SCQF - Scottish Credit & Qualifications Framework

ICC - Industry Competence Committee

CLC - Construction Leadership Council

CSG - Competence Steering Group

ICSG - Industry Competence Steering Group (Formerly CSG)

CITB - Construction Industry Training Board

SLG - Sector Lead Group

