



## National Training Group Industry Standards Register

# ‘GETTING IT RIGHT FIRST TIME’

### The Problem

The Kitchen, Bedroom and Bathroom industry (KBB) is big business in the UK turning over hundreds of millions of pounds each year and with much of this work being within the domestic sector.

Unfortunately some rogues have infiltrated our industry and given the good guys who form the vast majority a bad name with some £80M worth of complaints being received by Trading Standards annually.

If we accept that the majority of complaints don't get as far as Trading Standards, then we start to see the true scale of the problem facing our industry.

This is a nightmare for the consumer and seriously undermines you the craftsmen and women within our industry

### The consumer

The consumer is making a large financial commitment when they decide to have a new kitchen, bathroom or bedroom fitted as well as often embarking on the fulfilment of a dream.

This is a commitment that has to be lived with for an average of ten years before it is changed again, often because of the cost, making a compromise between that and the family holiday or the new car, but they do it because they are buying the dream

## **The \$50M question**

As the consumer how do you know who to trust?

### **The solution**

The National Training Group (NTG) has launched the Industry Standards Register (ISR) which provides the good installer with an opportunity to separate themselves from the rogues, whilst giving them a commercial edge.

The ISR registers individual Installers not companies!

The NTG have asked NAPIT to administer this scheme on their behalf for the launch as they have extensive experience in running large Competent Person Registers with the successes of their Electrical, Plumbing, Heating, Ventilation and Microgeneration registration schemes.

The ISR has been designed so that companies employing ISR registered individuals can give reassurance to their new customer that if they choose a company employing them, they are not just efficient at handling complaints and dealing with problems, but that they are the company who will do their utmost in avoiding complaints arising in the first place by ensuring a good quality installation service and **getting it done right the first time**.

The ISR launch and solution has the support of the Office of Fair Trading and Trading Standards

### **How do I join?**

Simply call NAPIT on 01623 819092 or email to [isr@napit.org.uk](mailto:isr@napit.org.uk) and we will provide you all the information you require.

A brief overview is;

- You need to have demonstrated a skill set in line with the newly developed National Occupational Standards (copy available on request), or you need to hold qualifications in the area of work you carry out.
- You need evidence of a current CRB check
- You need an NTG approved sponsor company to authenticate your application (don't worry if your sponsor is not yet approved or you are self employed, there are solutions available so that you are not unfairly excluded, please contact NAPIT or the NTG for further information)

### **Standard Registration Fees**

Annual Fee - £84.00

Payable either as a one off payment or by monthly Direct Debit of £7.00 per month for twelve months

The above fees are subject to vat at the current standard rate.

## **Benefits to ISR Registrants on NAPIT scheme**

Registrants benefit from the following:-

- Playing your part in raising the standards in our industry eventually leading to the marginalising of the unskilled, **increased status and the ensuing appropriate financial rewards**
- Membership of a respected KBB Industry endorsed organisation (the ISR) that supports your needs
- Professional recognition in the eyes of customers
- Magazine
- Welcome pack
- Access to Nationwide Training & Assessment
- Annual support visit if required (subject to additional fee)
- NAPIT has negotiated special rates for Registrants on;
  - test equipment and tools
  - Insurance including Buildings, Home Contents, Car, Van and Holiday
  - on Private Medical Insurance
- Access to legal advice
- Access to technical support through the iKBBi
- Your name on the NTG web site for customers to search for genuine Kitchen Installers
- Impartial complaints process with support and representation by the iKBBi if desired
- Access for the highest grades of Registrants for membership offers to join the Institute of Kitchen, Bathroom and Bedroom Installers

### **Further Information**

For any further advice or help concerning Registration requirements, please contact: -

ISR section  
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