

Installers and surveyors

FENSA Skills Card

About the FENSA Skills Card

The FENSA Skills Card is evidence of an individual's competency as an Installer and/or Surveyor in fenestration.

This evidence is set out to meet Route 3 of the Ministry of Housing, Communities and Local Government (MHCLG) framework for Minimum Technical Competency (MTC) which can be found at the following links:

- [Installers](#)
- [Surveyors](#)

Who can apply for a FENSA Skills Card?

Any individual who:

- has worked as an Installer and/or Surveyor for a minimum of 2 years in the occupations registered, ie Installer and/or Surveyor,
- is over the age of 18, and
- works for a FENSA Approved Installer, or an installer applying to become a FENSA Approved Installer.



All the proof
you need

Have a question?
Don't hesitate to
contact our team:

skillscard@fensa.org.uk
020 7645 3700



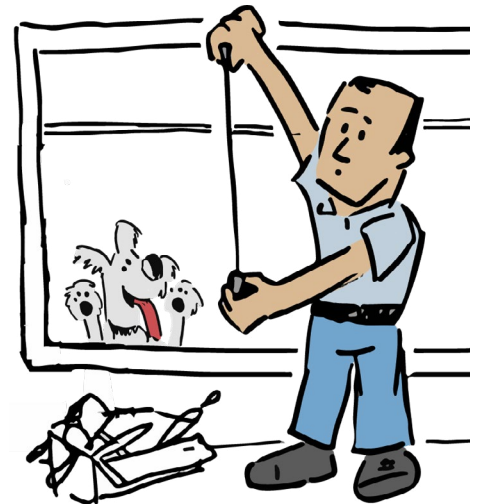
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What is involved in achieving Competency for a FENSA Skills Card?

To receive a FENSA Skills Card, an individual is required to pass the following assessments:

1. **Online Knowledge Assessment.** This is a multiple choice assessment completed online with a pass mark of 75%.
2. **Onsite Assessment.** This assessment is done in the presence of a FENSA Assessor and requires the individual to evidence their competency of installing and/or surveying. In certain cases the assessor will need to witness the removal and replacement of a window/door. In some cases assessments may be performed remotely using case studies.



How do I renew my FENSA Skills Card?

FENSA Skills Card are valid for three years from the date of issue.

Renewal of a FENSA Skills Card requires the individual to have a professional discussion with a FENSA Assessor to ensure they have maintained their knowledge of building regulations and best practices.

How long do I have to complete the Online Knowledge Assessment?

You must complete both the Online Knowledge Assessment and Onsite Assessment **within 6 months** of the payment being received.

If either assessment is not completed within this period, FENSA has the right to close the FENSA Skills Card registration. To reopen the registration, FENSA has the right to charge an additional Administration fee of £50 + VAT.

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What do you get after you pass your Assessments?

All employees/individuals that pass both the Online Knowledge Assessment and Onsite Assessment will be issued with a 3-year FENSA Skills Card which includes:

- Photo
- Name
- Company name
- FENSA ID
- Occupation (Installer &/or Surveyor)
- Expiry date



I have already done my MTC through NVQ or Industry Experience. Do I need to do it again?

If your MTC has not expired, FENSA will replace your existing competency card with a FENSA Skills Card free of charge. The expiry date and occupation (Installer and/or Surveyor) will match that of the card being replaced.

If your MTC card has expired, you will be required to renew your card by arranging a professional discussion with a FENSA Assessor. Costs apply.

How long after my assessment will I receive my FENSA Skills Card?

FENSA will send your new FENSA Skills Card to the address provided in your registration within 1 month of receiving your passport style photo.

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What will FENSA do with my personal data?

FENSA will only use your personal data for purposes of assessment and record maintenance for the period you hold a FENSA Skills Card.

This may require FENSA to pass on your personal data to a 3rd party to arrange, book and carry out the onsite assessment to fulfil the FENSA Skills Card requirements.

Under no circumstances will your personal data be sold or passed on for marketing purposes.

What if I change my employer?

If you cease working with a FENSA Approved Installer, please notify FENSA immediately in writing to skillscard@fensa.org.uk. Please include in your email your Person ID and the details of your new employer.

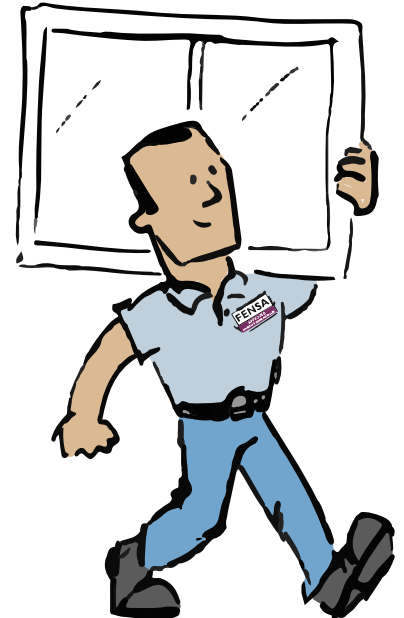
If your new employer is a FENSA Approved Installer, we will issue you a new FENSA Skills Card free of charge.

If your new employer is not a FENSA Approved Installer, we will issue you with a certificate of achievement showing evidence of your competency.

If I disagree with a decision that has been made on my registration can I appeal?

Yes. All appeals must be received in writing by email to skillscard@fensa.org.uk within 28 days of the decision being made. Your email should include details of the decision and the reason(s) why you disagree. Please include any evidence to support your appeal in your initial email.

FENSA will respond to your appeal in writing within 28 days of receipt of the appeal.



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Cancellation and Refunds

If you wish to cancel your registration for your FENSA Skills Card and request a refund, please email the FENSA team at skillscard@fensa.org.uk.

Your email must include the following:

- The Person ID of the individual you are requesting the refund for
- FENSA ID (if known)
- Date of payment
- Name on the card you used to pay with
- Last 4 digits of the card you used to pay with

Failure to provide any of the above information may result in delays to the processing of your refund.

Where an Online Knowledge Assessment has been arranged (completed or not), your cancellation will be subject to a £50 + VAT administration fee.

Where an Onsite Assessment was booked but not carried out, your cancellation will be subject to a £50 + VAT administration fee.

Where an Onsite Assessment has been completed, we are unable to refund any portion of the payment.

Refunds will automatically be paid to the card from which the original payment was received. If you wish to receive the refund to an alternative account, please include the bank details for us to make a BACS payment. Please note: BACS payments may take longer to process.

Refunds will be processed within 10-14 days of receipt of your refund request.

Acceptance of these rules

By registering and paying for your FENSA Skills Card you are acknowledging and accepting all the rules and requirements listed above.



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