



QUALITY BY ASSOCIATION

CFA comment



The chief executive officer: Richard Catt

FITA has workshops for M&S installers

FITA probably had the busiest November and December on record last year. Standard courses were traditionally quiet, but the M&S programme reported in last month's **CFJ** gave us a busy time.

Following consultation last summer, we were delighted that high street retailer Marks and Spencer decided to use FITA to carry out assessments on installers who will fit floors in their premises for their ongoing schedule.

Part of their wider Flooring Improvement Programme, which also requires all companies employed to be CFA members, two main objectives for the FITA element of the project were identified:

- Establish a consistent approach to installing the floors in M&S.
- Carry out an assessment of skills and understanding.

Three courses have been developed, which were felt were representative of some of the core skills required to fit materials in an M&S store.

- 1 Substrate and subfloor preparation;
- 2 Installation of vinyl sheet; and
- 3 Installation of vinyl tiles.

We also helped to develop a ceramic course to be delivered by another provider.

Key industry partners assisted and supported FITA in developing and delivering these courses and I would like to thank all those involved for their input.

As Geoff Lewin of Tarkett commented: '... having attended some of the FITA / M&S workshop courses, we were impressed with the overall level of competence of the installers; also, the positive feedback from them indicated a clear awareness and acknowledgement of the course content.'

We obtained both individual and company feedback and have been delighted with the response. We seem to have managed to strike a well received balance between a technical update, demonstrations to give FITA input and the practical assessment that M&S required.

In the first phase, we have assessed 43 fitters and have issued the successful candidates with the M&S 'Approved Installer' identification cards (see opposite). It identifies the fitter and specifically for which areas of installation they have been assessed by FITA.

M&S construction standards manager Matt Edgell commented regarding the objectives and experience of working with both FITA and the CFA: 'As part of a significant drive in 2009 to identify



The M&S card from FITA

and eliminate a large number of poor quality flooring installation in its stores, M&S established a team whose challenge was to remove the identified issues. This challenge led to the development of a 10-point Flooring Improvement Programme supported by the flooring industry.

'As part of our improvement programme we wanted to establish a baseline of competency that all floor

layers working in M&S Stores achieved. This is the area that the Flooring Industry Training Association (FITA) were able to assist. Working with FITA, we developed a four module assessment programme that utilised their centrally located, fully equipped training centre.

'We have been impressed by FITA's ability to successfully co-ordinate and manage this assessment programme taking into account the flexibility required when dealing with floor layers from multiple organisations throughout the UK.

'Overall our experience of working with the CFA and FITA has been incredibly positive and we look forward to reaping the rewards of the relationship with an improved quality of installed floor.'

From the CFA's view point we are delighted that through FITA, we can continue to deliver our commitment to training, whilst also raising the profile of both the CFA and FITA.

Full details of standard courses currently available can be seen on the FITA website www.fita.co.uk

Our ability to provide assessments or bespoke courses could not be more clearly illustrated by the M&S programme and if you would like to discuss a similar scheme, large or small, do not hesitate to contact me direct. **Mobile: 07787 577065**

T: 0115 941 1126 Email: richard@cfa.org.uk

Manufacturers hear about the BBA, then off to the pub with John Firth

We had a good manufacturers' meeting in December when there was an interesting presentation from Philip Curry of the British Board of Agreement. He explained the BBA background, organisation and management, Agreement certification process, additional services and benefits of BBA approval. A copy of his presentation is in the members' area of the CFA website.

After the meeting we had a very enjoyable lunch during which I made a presentation to John Firth, **pictured left**.

John has been involved with the CFA for many years and regularly attended manufacturers' committee meetings. He was also one of the CFA representatives on the BS8203 committee PR/3.

My presentation concluded with a gift from the CFA of a book which we hoped he would make good use of during his retirement **The Good Pub Guide**. To your good health, John!



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Comment



CFA president: John Alcock

Recycling: See it as a benefit not a burden

AS an industry we don't do enough recycling, do we? If you put aside the contract sector, an awful lot of domestic carpet gets thrown away, ultimately going into landfill. Much domestic carpet could be recycled, if only to provide insulation materials.

Maybe the best route would be for a company – now there's a business idea – to take away all the domestic carpets, perhaps via an additional skip in your local supermarket car park. This could divert carpets from landfill and process them into something useful.

With both the incumbent and shadow governments indicating that future funds will be made available for households to better

insulate their homes, the market will surely exist. It would also help us on that weary journey towards the goal of recycling 60% of pretty much everything by the end of this year.

We always seem to be a bit slow in the UK. In Europe the culture to recycle is intrinsic to society and there is less opposition, typically, to projects that seek to do something useful with waste than in the UK.

Take incineration for energy production. Waste carpet is a good fuel and could no doubt be used to provide energy for power generation, not necessarily as a single fuel source, but together with other waste that cannot economically be recycled or which

lacks a suitable end product.

With new housing projects earmarked, small community incinerators could be built to provide local heat from such waste that is sustainable. This happens throughout Europe, yet in the UK we have a NIMBY attitude, which extends to pretty much anything being built and that includes incinerators as well as especially green wind farms.

This attitude kills projects pretty much before they leave the ideas page and this has to change. We must accept we have finite resources and even if you're a global warming sceptic, renewable energy has its merit.

Some industries are recycling well – I've seen them – but the

flooring industry is a bit slow, although it is not alone and probably better than others.

Maybe industrial incentive is the key or maybe we as individuals should have personal incentives to recycle; experimental schemes are up and running I gather.

Reward points for recycling have been mooted, redeemable against council tax or similar. I'm sure there are other workable schemes out there waiting to be thought, but one thing is certain, legislation and penalty for not is the wrong route.

Recycling must be willingly embraced and not taken up grudgingly or without thought of the financial implications. Recycling should be of benefit and not a burden.



Basic carpet fitting

(5 days) Mar 1; Apr 19; Jun 7;

Intermediate carpet fitting

(5 days) Mar 8; Apr 26;

Advanced carpet fitting

(4 days) Mar 29;

Essential wood fitting

(3 days) Mar 24; May 12; Jun 30;

Intermediate wood fitting

(3 days) Apr 7; May 24;

Solid wood sanding & finishing

(2 days) Mar 18; May 6; Jun 24;

Laminate & floating wood

(2 days) Mar 22; May 10;

Domestic vinyl fitting

(2 days) Mar 3; Apr 21; Jun 9;

Safety & smooth vinyl (commercial) fitting

(4 days) Apr 12; Jun 1;

Courses also in Manchester on Mar 15; May 4; Jun 21;

Luxury vinyl tile fitting

(4 days) May 17; **Estimating and planning**

(2 days) Apr 19; Jun 7;

Damp testing floors (1 day)

Mar 30; May 18.

Subfloor preparation (2 days)

Apr 26-27; June 14-15.

All courses are at Loughborough unless otherwise stated. Please enquire about course fees when booking. Check out the FITA website for the latest course information.

FITA also offers NVQ training via EWPA and OSAT.

■ T: 0115 950 6836

■ www.fita.co.uk

NVQ COURSES



Floortrain (GB) is a registered City & Guilds assessment centre for NVQs in textile, impervious and wood flooring. Full funding is available in 95% of cases. Training packages are offered to intermediate or advanced levels. Contact Dominic for details: ■ T: 01709 780505

FERFA

Courses include In-situ resin flooring apprenticeship scheme; prepare and profile substrates apprentice scheme; work-based recorders (half-day training session); assistance

with obtaining NVQ level 2 In situ resin flooring. ■ T: 01252 714250

Flooring Assessments

offers on-site assessment for floorcovering City & Guild NVQ at all levels, including CSCS cards and training to up-skill in carpets, impervious and wood flooring:

■ T: 07515885912

■ dave@flooringassessments.com

■ www.flooringassessments.com

Bostik Flooring Academy

St Helens College offers training in floorcovering NVQ Levels 1, 2 and 3 and construction diplomas for two years on a day release basis, plus On Site Assessment and Training (OSAT) for experienced workers and the Experienced Workers Practical Assessments (EWPA) for CSCS cards.

■ T: 01744 623640

Scotland Floor Training

Construction skills/SQA approved centre for textile, impervious and wood. We come to you! On site assessments & apprenticeships for SVQs & CSCS. Contact Neilie or Rory:

■ T: 01870 602525

■ www.floortraining.co.uk

■ E: rory@floortraining.co.uk

APPRENTICESHIP COURSES

NVQ floorcoverings (levels 1, 2 & 3) offered at Thomsit Centres & OSAT for experienced workers.

Northumberland:

Graham Cunningham

■ T: 07976 539154

Leicester:

■ T: 0116 224 2240

Accrington & Rossendale :

Brian Enderwitz

■ T: 07976 353920

Yale, Wrexham:

Steve Davies

■ T: 07984 002632

Acton & West London :

Jim Gallagher

■ T: 07768 745787

National Construction College, Erith.

Malcolm Harrison

■ T: 01322 349638

Fitting courses



THE ACADEMY OF FLOORING SKILLS (TAOFS)

set up by John Roberts has a training centre near Sudbury, Suffolk. Training is offered on a flexible basis. Check website for details. ■ www.taofs.co.uk

■ M: 07831584334

■ E: john@jroberts.co.uk

■ T: 01162608873

HCTS MERSEY ACADEMY

Apprentice training for NVQ for local CITB and a few non-CITB employers, plus day release courses for local flooring firms. Shirley Ashcroft

■ T: 0151 289 9090

O2H2 Flooring Consultants

■ T: 01386 422256

www.o2h2flooringconsultants.com

CERAMIC ADHESIVES

ARDEX Luke Kingston

■ T: 01440 714939

BAL Amy Rushton

■ T: 01782 591123

BOSTIK Gary Hardy

■ T: 07735 271664

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