

## Frequently Asked Questions – Licensed Flooring Practitioner Programme

Outlined below are some frequently asked questions about the Licensed Flooring Practitioner (LFP) Programme and the information you need to know.

### Benefits

- Why do I need to be licensed?

With the licensing of the building trade there has been a strong push from Government for all the sub-trades to set up licensing programmes to control quality. The message has been that if we don't initiate it for ourselves it will be imposed on us. Once FloorNZ initiates a licensing programme then this will be preferred by Government contractors and commercial organisations over those that don't have a licence. Also, the public are more aware of the quality issue and if it is available some people will request an LFP to install their flooring products.

- What benefit is in it for my business?

As well as being better placed to bid for Government and commercial work, you will be able to advertise that your installers are licensed. Many retailers have expressed the desire to have LFPs as their preferred contractors which becomes important in a competitive market.

- Do I need my Trade Certificate?

Your Trade Certificate or National Certificate in Flooring is still an important document and will provide useful evidence to determine your licence class.

- I have my Trade Certificate why do I need a licence?

Your Trade or National Certificate was awarded based on your skills and knowledge at the time it was awarded. A licence ensures you have maintained and kept your skills and knowledge up to date with any product or legislative changes.

- Will I be able to charge more if I have a licence?

FloorNZ is unable to enter into discussions on charging rates. However, installers with evidence of providing quality service through the use of consistent best practice would be more marketable than those that don't have that evidence.

- Will this be compulsory for all installers?

The LFP programme will be a voluntary programme. However, as outlined above retailers, suppliers, manufacturers and the public will be looking to use LFPs as preferred suppliers for installation services.

- How does the licensing programme fit with the Health and Safety at Work Act?

One of the compulsory requirements of the licensing programme is maintaining knowledge of the requirements of the new Act. This is important as it ensure all sectors of the industry are compliant with the legislation and will reduce the incidents of workplace accidents.

- If I have a licence does my staff need to be licenced?

We are recommending that on any flooring job there should be 1 LFP to 2 other non-licensed workers. This enables apprentices or other non-licensed staff to be on a job overseen by a licensed worker.

### **Costs**

- How much will it cost?

We are proposing an annual fee of \$400 + GST to cover the cost of assessment and mentoring services. This is the same price as the annual FloorNZ membership, so installers will receive their membership free when they pay their annual fee. Before finalising this fee, we will be discussing this with the Installation Advisory Group.

- If I have a large number of waged workers do I get a discount?

As the licence is attached to the person not the organisation this is an issue we would like to get feedback from the Installer Advisory Group on before we make a decision.

- Will there be ongoing costs?

Apart from the annual fee the only other costs will relate to training or applying for additional endorsements. When an LFP is registered they receive a card with their endorsement(s) noted on the card e.g. Resilient Flooring. If they want to increase their endorsements to cover another type of work e.g. Carpet, they will need to meet further assessment requirements, which will incur a further fee. We are proposing a fee of \$200 per endorsement. However, once achieved the yearly annual fee remains the same. If a person needs upskill training to meet the assessment requirements training will be provided by FloorNZ. It is possible this might be covered by the new fees-free Government scheme for those who haven't had formal training before for initial upskilling.

- How does the Flooring licensing programme compare to other licensing programmes in the construction sector?

The Licensed Flooring Practitioner programme is modelled on the same basis as the builders licensing programme with the additional advantage that our LFP programme will have national recognition by being registered with NZQA and delivered through our Private Training Establishment the Allied Trades Institute (ATI). Our proposed annual fee is half that of the builders which is approximately \$800. Other sectors of the construction industry that have mandatory licensing are the plumbers and the electricians.

## Process

- How do I apply for a licence?

When the programme is launched you will be able to apply through the FloorNZ website. You will need to state which type of licence you want to apply for and the type of endorsement(s) you want to be specialise in.

- What will I receive?

Once you meet the entry assessment requirements you will be provided with a licence, about the same size as your driver's licence, which states the type of licence it is and the endorsement(s) you have obtained. Your licence is valid for 3 years but during that period you will need to provide evidence against a range of competencies to retain your licence.

- When can I apply for a licence?

We will be piloting the licensing programme later in the second half of 2018 and implementing the programme in 2019. Updates on progress will be listed on the FloorNZ website.

- What do I need to provide to gain a licence?

When you enrol for your licence you will be sent an assessment booklet outlining the evidence you will need to provide for the endorsement(s) you have applied for. This might include any flooring qualifications you have, evidence of relevant jobs you have completed, some questions to answer and any feedback from customers or clients.

- What support will I receive?

To assist with the evidence collection process FloorNZ will have mentors who can provide support with both collecting the evidence and uploading it to the Student Management System we will be using to store the evidence for assessment. Some work may need to be verified in the workplace. Workplace verifiers can be your employer or for those who are self-employed a nominated person who can authenticate your work.

- Will the verifiers get training?

We will be providing an online tutorial for verifiers outlining the key critical points they will need to consider when authenticating a person's evidence. All verifiers will be given a registration number and their details kept on a database by FloorNZ, so we can check that evidence is being signed off by authorised people.

- Can it be taken away from me?

Your licence can only be removed if you violate the Code of Conduct which is listed as part of the enrolment process or if there are consistent complaints about the quality of your work. Removing a person's licence is the last resort. An LFP may be required to upskill in the areas causing concern first. All complaints will be independently verified, and the FloorNZ Board have to approve any de-registration of a licence. This issue also needs to be discussed with the Installer Advisory Group before the policy is finalised.

- Can anyone gain a licence?

There are 3 types of licenses:

- Flooring practitioner with endorsement(s) – under training or someone who is trained in limited flooring work
- Trade qualified - NZ recognised qualification with less than 4 years experience
- Licensed Flooring Practitioner – someone with a qualification and a minimum of 4 years experience or someone without a qualification and a minimum of 5 years experience.

- Will it expire?

The licence is valid for 3 years. During that time, you will be required to complete a set of compulsory and elective assessments to ensure you have maintained and kept up to date your technical knowledge and skills. If any skill gaps are identified, then FloorNZ will arrange training for you through the Allied Trades Institute (our flooring training provider) to address those gaps. As the training will be available on-line you won't be required to take time off work to attend classroom training. A mentor will be available to assist you, where required.

- I only lay floating flooring and have no Trade Certificate will I be able to get a licence?

Yes, you will be able to apply for a licence under the following class - Flooring practitioner with endorsement(s) – under training or someone who is trained in limited flooring work.

- Will a retailer need to be licensed and if so as a subcontractor will I be covered by their licence?

The licence belongs to the individual not the organisation they work for.

- How will it be promoted to the consumer and the industry?

FloorNZ will promote the programme through its website and Facebook page. However, retailers who employ LFPs would also be encouraged to use this as part of their marketing strategy as would suppliers and manufacturers. The Advisory Group will be involved in developing a marketing plan to market the LFP programme to the industry.

- What will happen if an installation that was installed by a licensed installer fails?

If there are consistent complaints about the quality of an installer's work, then this will be investigated by FloorNZ and could result in de-registration. De-registration is the last resort. The outcome may require the installer to upskill in the areas causing the issue. All complaints will be independently verified, and the FloorNZ Board have to approve any de-registration of a licence.

- What sort of skills/experience will be needed by the people on the Advisory Group?

The Advisory Group will be made up of a maximum of 8 people and needs to include installers from a range of different sectors so that the whole flooring community's needs are included. Members need to be experienced and also represent installers who are waged and contractors and from large and small businesses. FloorNZ will facilitate the meetings and record the results which will be part of the larger communication back to the industry.