



**PART ONE**

**SPECIFICATION FOR THE APPLICATION OF  
THE STANDARD FOR MAINTENANCE OF  
PORTABLE FIRE EXTINGUISHERS**

**and**

**PART TWO**

**INCORPORATING FIRE EXTINGUISHER SERVICE  
TECHNICIANS SCHEME**

**and**

**PART THREE**

**TERMS AND CONDITIONS**

**SCHEME DESCRIPTION  
AND  
GUIDANCE NOTES**

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# **INTRODUCTION**

## **WELCOME TO BAFE**

This introduction is designed to provide general guidance for companies who wish to obtain BAFE listing covering maintenance of portable fire extinguishers. The company having a quality management system in place complying with BS EN ISO 9001:2000. All their service technicians are to become BAFE listed as “competent persons” in respect of specifying, installing the correct number of fire extinguishers required to meet fire risks and to undertake the maintenance and servicing of fire extinguishers.

For ease of reference the scheme has been divided into three parts.

Part one details the requirements needed by companies wishing to become BAFE listed with particular reference to meeting the BS EN ISO 9001:2000 quality management system as related to service and maintenance of fire extinguishers. The Third Party Certification Body is required to have UKAS accreditation to BS EN 45012 for the scope of this scheme. Details of a number of BAFE approved third party certification bodies are listed in Appendix C of this part of the document. Only certification from one of the listed approved companies will be accepted.

Part two explains the requirements for assessment and verification of fire extinguisher service technicians. The assessment/verification process is straight forward. Once a company fully meets the requirements of part one of the scheme having obtained certification to BS EN ISO 9001:2000 an application for BAFE listing to scheme SP101 incorporating ST104 may be made. Listing to the scheme will only be accepted on the understanding that all the companies fire extinguisher service technicians join and maintain the requirements of the scheme.

Part two relates specifically to the working practices of the service technicians and this fully explains the requirements necessary to meet the assessment/verification process. BAFE issues a BAFE Registered Technician Record file which needs to be completed to the required standard by the technician and includes the provision of documentary evidence, answering questions and in selected cases work related observations.

The BAFE assessor provides guidance during the assessment/verification process and the time scale for completion should not exceed 12 weeks from commencement.

# **PART ONE**

## **SPECIFICATION FOR THE APPLICATION TO THE MAINTENANCE OF PORTABLE FIRE EXTINGUISHERS**

### **SCHEME DESCRIPTION AND GUIDANCE NOTES**

## **BAFE SCHEME DESCRIPTIVE DOCUMENT**

<b>NUMBER:</b> <b>SDD:</b> SP 101	<b>TITLE:</b> Specification, Installation and Maintenance of Portable Fire Extinguishers	<b>DATE:</b> November 2005 Part One  <b>Pages:</b> 20
<b>SHORT TITLE:</b> Fire Extinguisher Maintenance		
<b>BAFE SCHEME NO:</b> SP 101 Requires Compliance with the Following National <b>CRITERIA:</b> Criteria		
<b>PRIMARY: BAFE SDD</b> SP 101 i.e. This Document		
<b>SECONDARY</b>		<b>SUBSIDIARY DOCUMENTATION REFERRED TO:</b>
BS EN 3	Parts 1-7 : Specification for Portable Fire Extinguisher Manufacture.	As listed in BS
BS 5306	Part 3 2003 : Maintenance of Portable Extinguishers - Code of Practice.	As Listed in BS FETA Guide to Servicing IFEDA guide to servicing Or Equivalent
BS 5306	Part 8 2000 : Specification and Installation of Portable Fire Extinguishers – Code of Practice.	
BS EN ISO 9001:2000	Quality Management Systems: Requirements. (NOTE: Appendices A and B to this SDD amplify the requirements of BS EN ISO 9001 in this particular case.)	As listed in BS
BS EN 45012:1998	General requirements for bodies operating product certification systems for the scope of this scheme.	
<b>Attachments:</b> Appendix A - Syllabus and Bibliography Appendix B - Examination Format Appendix C - Certification bodies currently certifying to this Scheme		

# THE MAINTENANCE OF PORTABLE FIRE EXTINGUISHERS

## INTRODUCTION

This quality specification reflects the contents of BS 5423 and BS EN3. The document relates to BS EN ISO 9001: 2000.

This quality specification was originally developed with the participating parties listed and supersedes QAS 3169.4/9 and QSP 94001

## ORGANISATIONS ORIGINALLY CONSULTED DURING THE DEVELOPMENT OF THIS QUALITY SPECIFICATION.

Association of County Councils  
Association of Metropolitan Authorities  
British Approvals for Fire Equipment (BAFE)  
British Fire Protection Systems Association Ltd  
British Nuclear Fuels PLC  
Cable and Wireless PLC  
Chevron Petroleum (UK) PLC  
Chief Fire Offices Association  
Confederation of British Industries  
Consumers Association  
Co-operative Wholesale Society  
Council of British Fire Protection Equipment Manufacturers  
Department of Health and Social Security  
Department of Trade and Industry  
Department of Trade and Industry (Marine Directorate)  
Fire Extinguishing Trades Association  
Fire Insurers, Research and Testing Organisation  
Fire Offices' Committee  
Fire Research Station  
Guest, Keen and Nettlefords PLC  
Home Office  
London Fire Brigade  
National Coal Board  
Property Services Agency  
Retail Consortium  
Shell UK Exploration and Production  
Tesco Stores Ltd  
The British Fire Services Association

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## 1. SCOPE

The Quality Specification relates to the BSI originated and BAFE adopted scheme for the Registration of Companies of Assessed Capability for the Maintenance of Portable Fire Extinguishers.

The scheme covers the selection and installation of portable fire extinguishers as described in BS 5306: Part 8: 2000 and periodic maintenance as described in BS 5306: Part 3: 2003 for which recharging and replacement procedures are specified by the manufacturer.

It does not cover:

- i) the refurbishment of fire extinguisher body shells
- ii) the refilling of carbon dioxide and halon extinguishers and factory sealed stored pressure extinguishers of other types

The scope of a Registered Company is given in the Certificate of Registration issued by the UKAS accredited certification body and shall include as a minimum:

- Scope of Maintenance Operation in accordance with BAFE Scheme SP101
- Geographic Areas of Operation
- Numbers of Maintenance Personnel Employed - in bands
  - 1 to 5
  - 6 to 10
  - 11 to 20
  - >21
- BAFE membership is conditional on member companies joining both Parts 1 and 2 of this scheme. Also that all fire extinguisher service technicians must register to the scheme within 12 months of commencing employment with the member company. Prior to technician registration they will have fully met the requirements of the training (see paragraph 4.9).

## 2. SPECIFICATIONS

Portable fire extinguishers shall be selected and installed in accordance with the manufacturer's recommendations\*, taking particular note on fire ratings and the need to provide the correct level and types of extinguishers to a standard not less than recommended in BS 5306 : Part 8 : 2000.

Portable Fire Extinguishers shall be maintained in accordance with the manufacturer's service and maintenance instructions\* to a standard not less than recommended in BS 5306: Part 3: 2003

BS 5306: Part 3: 2003, refers to BS 6643: 1985: Part 2, but compliance with Clause 3.4 of BS 6643: 1985: Part 2, is specifically excluded from this Quality Specification.

BS 5306: Part 3: 2003 Clause 8.1 to 8.4.3 incl. refer to extinguishers, which are defective and should be replaced in one of the following categories: "condemned" or "non-maintained".

### \*NOTE

Where a manufacturer's instructions are not available, guidance may be found in "The Guide to the Servicing of Portable Fire Extinguishers", as published and amended from time to time by the Fire Extinguishing Trades Association, or "A guide to Servicing Portable Fire Extinguishers" as published and amended from time to time by the Independent Fire Distributors Association.

Alternatively, other trade associations and technical bodies may provide similar publications, whilst your company service manual may also be a source of information.

### **3. DEFINITIONS**

For the purposes of this quality specification, the following definitions shall apply:

#### **Portable Fire Extinguishers**

An extinguisher which is designed to be carried and operated by hand and which in working order has a mass of no more than 20kg (ref BS EN 3)

#### **Company**

An individual, body corporate, or body incorporation which is seeking registration under this Quality Specification.

#### **Client**

That person or organisation authorising the maintenance service.

#### **Maintenance Personnel**

Persons who have successfully completed an approved training course and have gained an approved qualification in the servicing of portable fire extinguishers (paragraph 4.9 refers)

#### **Nonconforming Equipment (referred to as Defective portable fire extinguishers in BS 5306: Part 3: 2003)**

Nonconforming extinguishers, i.e. portable fire extinguishers, which cannot be maintained in accordance with the specifications as in (2) above, e.g.: those that have either been condemned or require corrective action, pressure testing, or require recharging for which appropriate equipment or components are not immediately available. (see clause 8 of BS 5306 : 3 : 2003)

#### **UKAS**

United Kingdom Accreditation Service

## **4. SYSTEMS REQUIREMENTS**

### **4.1 Quality Systems**

The quality systems requirements of this scheme are specified in BS EN ISO 9001: 2000 Quality Management Systems – Requirements.

The requirements of this Quality Specification are additional to BS EN ISO 9001 and amplify its requirements in relation to the maintenance of portable fire extinguishers.

### **4.2 Quality Management**

The companies Quality Management system shall ensure that all maintenance operations are conducted by, or under the supervision of, qualified maintenance personnel (paragraph 3 – Definitions, and paragraph 4.9 – Training, refer).

### **4.3 Records (BS EN ISO 9001, 4.2.4 refers)**

Records of all servicing and maintenance carried out shall be retained for a minimum period of two years. These records shall provide for traceability from initiation to completion of servicing, and shall include the recording of any advice given to the client regarding any nonconforming equipment and any recommended corrective action (see paragraph 4.5 and 4.6).

Records of all the information given on the Certificate of Inspection (see paragraph 5) shall be retained for two years.

### **4.4 Service Provision (BS EN ISO 9001, 7.5.1 refers)**

Clear and precise instructions shall be issued to the maintenance personnel to cover all maintenance operations relating to portable fire extinguishers covered by the company's scope; included in those instructions shall be relevant quality control requirements.

### **4.5 Control of Non-Conforming Equipment (BS EN ISO 9001, 8.3 refers)**

The company shall have a written procedure in respect of nonconforming equipment for reporting to the client the reasons why the extinguisher cannot readily be serviced in accordance with BS 5306: Part 3. This advice is to be recorded (paragraph 8.4.1 refers).

### **4.6 Corrective Action (BS EN ISO 9001 8.5.2 refers)**

The company shall have a written corrective action procedure and it shall make provision for dealing with customer complaints. Records of all complaints received and action taken shall be retained.

The corrective action procedures shall provide for feedback of defects and customer complaints to equipment manufacturers.

#### **4.7 Replacement Service**

Where contractually required by the client, or stated as a service by the company, there shall be a system for providing a replacement for any extinguisher removed from the client's premises. A discrepancy shall be recorded on the Certificate of Inspection if the replacement is not equivalent.

#### **4.8 Extinguishers for which Maintenance Instructions are not available**

There shall be a process for dealing with equipment for which maintenance instructions have not been provided. That process should include reference to other companies to obtain guidance (ref. Paragraph 2 above – Specifications).

#### **4.9 Training**

##### Personnel

The competence of maintenance personnel is proven by both training and examination.

##### Training

Each individual shall undergo a training programme, which covers the syllabus detailed in Appendix A.

##### Examination (See Appendix B)

Each individual shall undergo an examination, invigilated, marked and certified by a technically competent person independent of both the training company and the employer, covering all aspects of the syllabus. Certificates issued should state '(name) has satisfactorily completed an examination in the theory and practice of servicing portable fire extinguishers in accordance with the requirements of SP101'. See BAFE/BSI for exact format of certificate. Details of approved examination bodies may be obtained through BAFE.

All maintenance personnel employed at the time of applying for registration, shall be qualified, as above, at the time of the assessment unless they have less than 12 months service. Maintenance personnel appointed, subsequent to the company applying for registration, shall be qualified within one year of the date of their appointment.

#### **Refresher Training**

Refresher training should be undertaken for all maintenance personnel at the intervals defined in BS5306 Part 3 : 2003.

#### **4.10 Guidance to Clients**

The company shall have a system for providing guidance to, and acquainting clients of, their responsibilities for periodic inspections as defined in BS 5306: Part 3: 2003, Clause 4 and under CDGCPL2 regulations.

#### **4.11 Workload Capacity**

- 4.11.1 When required by the client, the company's procedures shall identify their response time to a client's call-out for an emergency service for maintenance of extinguishers.
- 4.11.2 There shall be a system for analysing the company's maintenance workload.

#### **4.12 Uncompleted Service/Maintenance Work**

If the service/maintenance task has not been completed in one working day, a written report may be needed, at the client's discretion, concerning any unserviceable or missing portable fire extinguisher. This report shall be handed to the client's nominated representative by the maintenance technician prior to his departure from the client's premises each day.

#### **4.13 Technicians Audits**

Technicians audits shall be undertaken by all approved third party certification organisations for companies wishing to meet the requirements of Part 1 of this scheme. Audits of all technicians listed under Scheme SP101 must be undertaken at least annually by the BAFE Registered Company. Records of the technicians' audits even if he/she has left your company, must be maintained for a minimum period of three years and the records made available for inspection by the representative of the chosen certification body and, if requested, to representatives of BAFE.

BAFE will provide assessments and verifications required under Part 2 of the scheme together with ongoing assessments.

#### **4.14 Insurance**

Evidence is required that adequate insurance cover is held for the categories of work undertaken.

#### **4.15 Sub-contracting**

Any portable fire extinguisher maintenance activity that is sub-contracted, shall only be sub-contracted to another BAFE listed SP101/ST104 company. To ensure compliance with this requirement, records providing evidence of this work are to be maintained except in locations where the Code of Practice does not apply.

## 5. CERTIFICATE OF INSPECTION

In all cases a Certificate of Inspection shall be issued to the client.

The Certificate of Inspection should include:

- 5.1 The name, address and telephone number of the maintenance company.
- 5.2 Identification of maintenance Technician.
- 5.3 Client's registered name and address and location involved
- 5.4 A list of all portable extinguishers included in the maintenance task whilst also recording all nonconforming equipment and recommending appropriate corrective action or reference to where this information may be found.
- 5.5 The signature of the nominated representative on site should be obtained immediately upon completion of the service visit and prior to the service technician leaving the premises or record the reason why this is not possible, such as unmanned sites.
- 5.6 A statement that, apart from the nonconforming extinguishers as recorded, all portable fire extinguishers have been inspected and serviced in accordance with BS 5306 : Part 3 : 2003.

<b>APPENDIX A</b>	
<b>Syllabus and Bibliography</b>	
<b>Syllabus</b>	<b>Bibliography</b>
<p><b>1. Theory of Fire</b> Principles of combustion, cause of fire extinguishing methods, classes of fire</p>	<p>Guides to the Regulatory Reform (Fire Safety) Order 2005. ISBN-13: 978 1 85112 815 0</p>
<p><b>2. Portable Fire Extinguishers</b> Construction, operating principles, servicing, classes of fire to be used on:</p>	<p>FETA Guide to Servicing Portable Fire Extinguishers, IFEDA Guide to Servicing Portable Fire Extinguishers or equivalent BS 5306: Part 3 and BS5306 Part 8</p>
<p>a) Water (Gas Cartridge) b) Water (Stored Pressure) c) Water Spray (with or without additives) d) Mechanical Foam (Gas Cartridge) e) Mechanical Foam ( Stored Pressure) f) Extinguishing Powder ( Gas Cartridge) g) Extinguishing Powder ( Stored Pressure) h) Carbon Dioxide ( Stored Pressure) i) Halon (Stored Pressure) j) Wet Chemical (Gas Cartridge) k) Wet Chemical (Stored Pressure)</p>	<p>Extinguisher Manufacturers Literature and Servicing Instructions</p>
<p><b>3. Siting of Extinguishers</b></p>	<p>BS 5306: Part 8</p>
<p><b>4. Extinguishing Media</b> a) Water b) Powder: Various types     BC     ABC     Other c) Foam d) Gases e) Halons f) Wet Chemical</p>	<p>Manufacturers' Literature BS 5423/ BS EN3 BS 6535: Parts 1 BS EN ISO 25923 BS EN ISO 27201 BS EN ISO 615 FPA Data Sheets</p>
<p><b>5. Health and Safety at Work</b> Duties and responsibilities of Employer and Employee</p>	<p>The Health and Safety at Work Act:</p>

## APPENDIX B

### Examination Format

#### General

The examination shall consist of a written paper and a practical assessment to conform to the following:

- a) Each candidate shall be given a number at the time of Registration; this is to be entered on the written paper and practical assessment sheet so that neither their name nor company will be known to the Examiner.
- b) When registering, each candidate should produce proof of identity.
- c) The results of the examination should be made known to the candidate and their company within one month of the examination.
- d) Successful candidates to be issued with a certificate signed on behalf of the examining board, stating their qualification and date.
- e) The required pass mark shall be an average of 80% across the written and practical sections of the examination, subject to a minimum pass mark of 75% in each section of the examination.

#### Written Examination

The written paper shall cover all aspects of the syllabus and the time allowed will be a *minimum* of 1½ hours

#### Practical Assessment

- a) Each candidate shall provide a full range of servicing tools
- b) The assessment shall cover the servicing of one extinguisher from each of the five types listed, from a cross section of manufacturers.

<b>TYPE A</b>	<b>TYPE B</b>	<b>TYPE C</b>	<b>TYPE D</b>	<b>TYPE F</b>
Water (Gas Cartridge)	Mechanical Foam (Gas Cartridge)	Powder (Gas Cartridge)	Carbon Dioxide (Stored Pressure)	Wet Chemical (Gas Cartridge)
Water (Stored Pressure)	Mechanical Foam (Stored Pressure)	Powder (Stored Pressure)		Wet Chemical (Stored Pressure)

## APPENDIX C

### AN OUTLINE ON HOW TO ACHIEVE BAFE REGISTRATION

Those companies who wish to obtain BAFE listing must first implement a quality management system known as BS EN ISO 9001: 2000 from a UKAS accredited Certification Body. The Third Party Certification Body is required to have UKAS accreditation to BS EN 45012 for the scope of this scheme. Once a company has this in place, they may make application to BAFE for membership to SP101/ST104 Parts 1 and 2.

BAFE operates a number of schemes, and the accredited certification bodies for Part 1 of this scheme are listed below. For a complete and up to date list of certification bodies working on this and other BAFE schemes please go to [www.bafe.org.uk](http://www.bafe.org.uk) or contact BAFE at:

Thames House  
31 Thames Street  
Kingston-upon-Thames  
Surrey, KT1 1PH

Telephone: 020 8541 1950  
Fax: 020 8547 1564  
E-mail: [info@bafeg.org.uk](mailto:info@bafeg.org.uk)  
Website: [www.bafeg.org.uk](http://www.bafeg.org.uk)

#### 1. **BMTRADA Certification**

Stocking Lane  
Hughenden Valley  
High Wycombe  
Bucks  
HP14 4ND  
phone: 01494 569700  
fax: 01494 569701  
e-mail: [enquiries@bmtrada.com](mailto:enquiries@bmtrada.com)  
website: [www.bmtrada.com](http://www.bmtrada.com)

**Contact**  
John Hunt

#### 2. **British Standards Institution**

Beech House  
Breckland  
Linford Wood  
Milton Keynes  
MK14 6ES  
phone: 0845 080 9000  
direct dial: 01908 228144  
mob: 07920 534337  
e-mail: [michele.timpson@bsi-global.com](mailto:michele.timpson@bsi-global.com)  
website: [www.bsi-global.com](http://www.bsi-global.com)

**Contact**  
Michele Timpson

**3. Centre for Assessment Ltd**

Wigan Investment Centre  
Waterside Drive  
Wigan  
WN3 5BA  
phone: 01942 610070  
fax: 01942 244052  
email: joanne.breen@carnw.co.uk  
website: www.carnw.co.uk

**Contact**  
Joanne Breen

**4. Certification International (UK) Ltd**

Delta 200  
Delta Business Park  
Great Western Way  
Swindon  
Wiltshire SN5 7XP  
phone: 01793 492892  
fax: 01793 492692  
email: ci@cert-int.com  
website: www.cert-int.com

**Contact**  
John Pymer

**5. European Quality Assurance Limited**

Navigation House  
48 Millgate  
Newark  
Notts  
NG24 4TS  
phone: 01636 611226  
fax: 01636 611704  
email: eqa@eqa.co.uk  
website: www.eqa.co.uk

**Contact**  
David Stack

**6. Independent European Certification Limited**

42A Knight Street  
Pinchbeck  
Spalding  
Lincolnshire  
PE11 3RB  
phone: 01775 722728  
fax: 01775 719846  
e-mail: info@iecuk.co.uk  
website: www.iecuk.co.uk

**Contact**  
Frank Gabbutt

**7. ISOQAR**

First Floor  
West Point  
501 Chester Road  
Manchester  
M16 9HU  
phone: 0161 877 6914  
fax: 0161 877 6915  
email: enquiries@isoqar.com  
website: www.isoqar.com

**Contact**  
Steve Stubley

**8. Lloyds Register Quality Assurance**

LRQA Centre  
Hiramford  
Middlemarch office Village  
Siskin Drive  
Coventry  
CV3 4FJ  
phone: 024 7688 2309  
email: enquiries@lrqa.co.uk  
website: www.lrqa.co.uk

**Contact**  
Kevin How

**9. Loss Prevention Certification Board**

Garston  
Watford  
Hertfordshire  
WD2 7JR  
phone: 01923 664100  
fax: 01923 664994  
email: enquiries@brecertification.co.uk  
website: www.redbooklive.com

**Contact**  
Joe Milton

**10. National Quality Assurance**

Warwick House  
Houghton Hall Park  
Houghton Regis  
Dunstable  
LU5 5ZE  
phone: 01582 539000  
fax: 01582 539090  
e-mail: enquiries@nqa.com  
website: www.nqa.co.uk

**Contact**  
S Dewhurst

**11. National Security Inspectorate**

Sentinel House  
Reform Road  
Maidenhead  
SL6 8BY  
phone: 0845 006 3003  
fax: 01628 773367  
e-mail: nsi@nsi.org.uk  
website: www.nsi.org.uk

**Contact**  
Pat Baldwin

**12. SAI Global**

Winterhill House  
Snowdon Drive  
Milton Keynes  
MK16 1AX  
phone: 01908 509090  
fax: 01908 609825  
e-mail: customerserviceuk@sai-global.com  
website: www.saiglobal.com

**Contact**  
Kimberley Short

**13. Sira Certification Ltd**

12 Acorn Industrial Park  
Crayford Road  
Crayford  
Kent  
DA1 4AL  
phone: 01322 520500  
fax: 01322 520501  
email: info@siraenvironmental.com  
website: www.sira.com

**Contact**  
Steve Lower

**14. United Register of Systems Ltd**

United House  
Station Road  
Cheddar  
Somerset  
BS27 3AH  
phone: 01934 743999  
fax: 01934 744300  
email: gen@urs.co.uk  
website: www.urs.co.uk

**Contact**  
Mr D Riggs

Once a company has been registered to a particular scheme, the certification body will inform BAFE. Subject to details being satisfactory BAFE will produce a certificate and release the relevant logos. The company will have its name placed on the **National List of Registered Companies**, which is available to the public free of charge or may be checked by reference to the BAFE website [www.bafe.org.uk](http://www.bafe.org.uk)

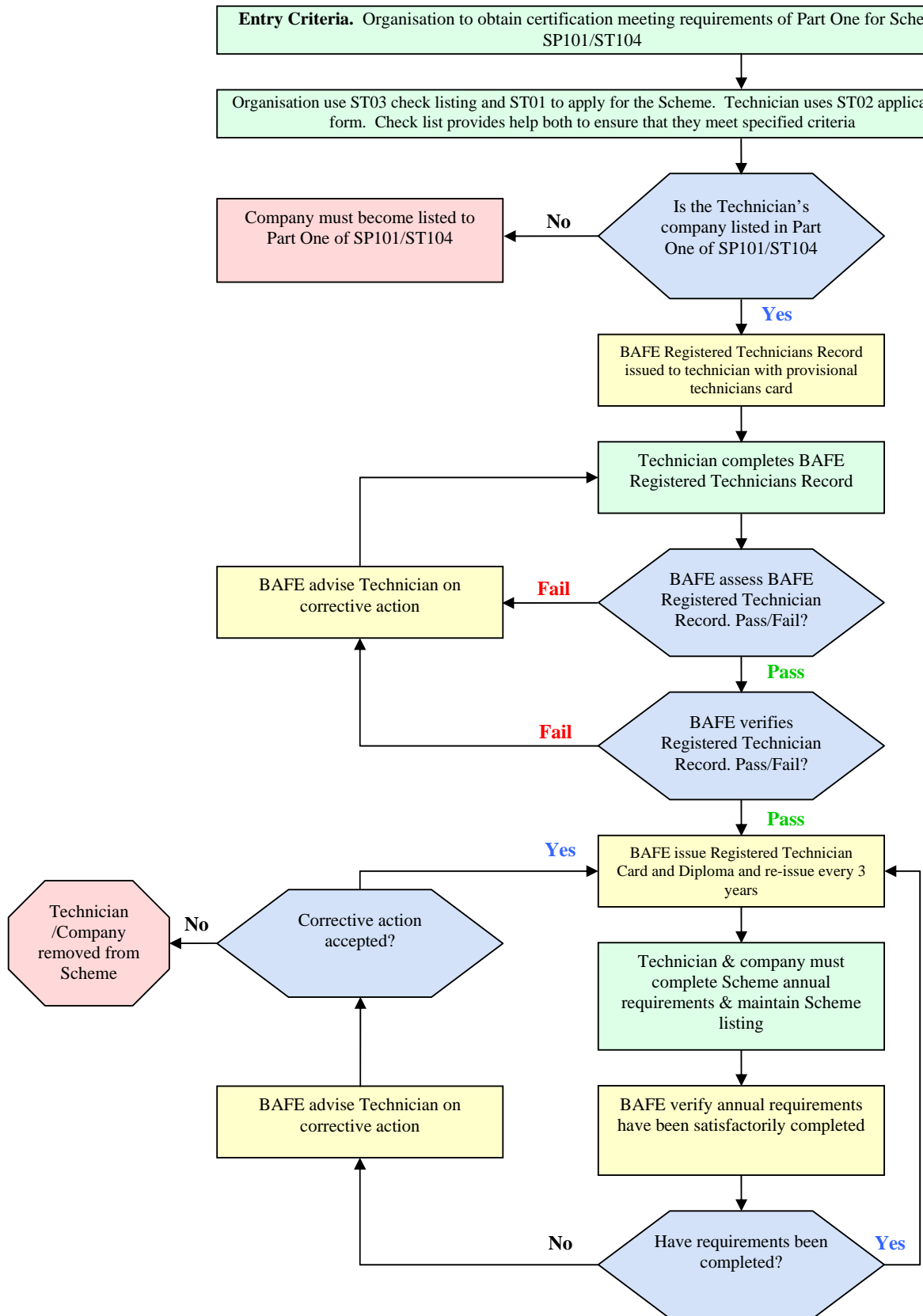
## **PART TWO**

# **REGISTERED SERVICE TECHNICIANS SCHEME FOR MAINTENANCE OF PORTABLE FIRE EXTINGUISHERS**

## **SCHEME DESCRIPTION AND GUIDANCE NOTES**

**PART TWO**  
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## **INTRODUCTION**

The BAFE Listed Technicians Scheme has been designed to cover the provision and servicing of portable extinguishers. Section 2 of the Scheme forms part of the Listed Firms and Technicians Scheme SP101/ST104 for the Maintenance of Portable Extinguishers and as such becomes an essential requirement for firms servicing extinguishers to participate to maintain their BAFE Listed Firm status.

The prime objectives are to ensure the competence of fire extinguisher service technicians thus providing the highest quality service to the end user. Benefits include:

- Third Party service accreditation
- Fully competent Service Technicians
- Consistent level of competence and service
- Performance management process (appraisal)
- Improved commercial awareness
- Increased customer satisfaction
- Recognised Industry approved benchmark
- Provides additional differentiation for quality companies/firms

The Scheme is based on technicians proving their competence through an approved written and practical examination and through field assessments in order to gain registered status and be awarded a diploma and ID badge.

## **MEMBERSHIP**

A prerequisite of membership is that the company will operate an approved ISO 9001:2000 Documentation Scheme, which is certified by a UKAS accredited certification body. This certification shall meet the requirements of Part One of BAFE Scheme SP101/ST104 and is an essential requirement of the scheme.

On joining the scheme companies are required to appoint a co-ordinator to provide liaison with BAFE. All technicians within the company shall be registered within 6 months of joining the scheme. Provisional ID cards will be issued upon enrolment and will be valid for 6 months from date of scheme entry. New technicians joining a company will need to achieve registration within 12 months from the start of their employment.

To apply for membership to the Scheme, companies should complete form ST01 and ST02 should be completed for each technician, they should then be forwarded to the Scheme Administrator, with the appropriate payment. ST03 is a checklist designed to help companies' through the process. These forms are to be found in Section 3 of this document.

## **CANDIDATE REGISTRATION**

Individual listing ST02, forms are to be completed by the company for each person applying for registration under the Scheme.

These forms are to be submitted to the Scheme Administrator, together with two colour passport type photographs and two examples of the applicant's signature. Upon satisfactory completion of this form and appropriate payment being received the Technicians BAFE Registered Technicians Record and provisional identity cards will be issued to the company. In the case of the BAFE Registered Technicians Record this will be provided usually by the BAFE Assessor on his initial visit.

On entry to the scheme provisional identity will be issued and valid for 6 months. During this period the assessment and verification of the BAFE Registered Technicians Record will be carried out.

## **TECHNICIANS RECORD**

The BAFE Registered Technicians Record contains a Guide to Obtaining the BAFE Registered Service technicians qualification, the evidence of assessment required, the assessment process, planning and achievement. The BAFE Assessor will provide guidance during an initial meeting or via correspondence on what evidence should be provided; how this will be collated; how the assessment process will be carried out and agree an assessment programme to achieve prompt successful verification. Ideally this programme should not exceed a maximum of 12 weeks.

It is the responsibility of both the Company and Technician to ensure that following successful verification of the BAFE Registered Technicians Record, that this is maintained up to date with records of ongoing assessments, quality checks and training records.

This information is to be available for inspection by BAFE assessors/verifiers during ongoing visits.

## **TRAINING**

The qualification is in two parts:

1. Written/practical BAFE recognised examination
2. On-the-job assessment

Three examinations are recognised by BAFE as meeting the scheme entry criteria required. These are those provided by:

- A. British Fire Consortium
- B. Fire Extinguishing Trades Association
- C. Independent Fire Engineers & Distributors Association

Successful completion of one of the examinations must be achieved prior to commencing on-the-job assessment.

Evidence of training, covering the following subjects, is required.

The essential areas of knowledge are as follows:

- Theory of fire
- Types of fire risk
- Maintenance of equipment
- Regulations/Legislation
- Provision of equipment
- Health & Safety
- Standards

To comply with the recommendations of BS 5306-3 2003, evidence will be required that all technicians have undertaken BAFE refresher training within the last three years. Details should be available in the BAFE Registered Technicians Record.

## **ASSESSMENT**

The company should actively involve the technician in the process of assessment, so that each person:

- a) has ownership of how they are assessed
- b) “buy into” the necessary training
- c) understands clearly what they need to do to improve and become qualified
- d) feels able to comment how they have been assessed.

The approved assessor will measure the technician’s performance against agreed BAFE criteria covering the following headings taken from the scheme details i.e:

- Servicing fire protection equipment
- Planning and organisation
- Maintaining positive working relationships with colleagues and customers
- Applying safe working practice
- Maintaining and caring for tools and associated equipment
- Reviewing fire protection provision and establishing changing customer needs
- Recommending opportunities for improving services to customers

- Identifying and interpreting fire extinguisher protection issues affecting customers and implementing solutions
- Recommending fire extinguisher equipment to cover fire risks
- Preparing and restoring work sites prior to, and following, servicing of fire protection equipment

Normally BAFE will provide the assessment and verification service. It is possible however for member companies to carry out the assessments themselves providing the assessor has the necessary NVQ qualification. Verification will always be the responsibility of BAFE.

All BAFE approved assessors and or verifiers will have extensive experience of portable fire extinguisher maintenance, service procedures and requirements. The BAFE assessors/verifiers are independent of any commercial activity in this business segment.

All information provided during the assessment/verification process will be treated in strictest confidence.

All the assessors/verifiers are to hold a valid fire extinguisher service examination certificate issued by a BAFE recognised examination company. They must have also successfully completed the National Standards for Training and Development Units A1 and V1 or equivalent.

The nominated assessor will carry out the assessment activity. These assessments will typically comprise an initial group meeting with candidates and the employer's co-ordinator. Certain assessments will take the form of field accompaniment with individual candidates. Each technician will receive at least one field assessment over a three year cycle of the scheme.

The assessment process will cover the details as set out in the BAFE Registered Technicians Record. The initial visit will cover the following requirements:

- the assessment process
- the study of the candidate's BAFE Registered Technicians Record
- how and what evidence is required
- preparation of an action plan
- commence the assessment process
- agree assessment timetable – this should not exceed 12 weeks

It is essential that all candidates will co-operate with their nominated assessor, who will advise the necessary actions required.

Items to be covered during subsequent visits:

- study and check evidence prepared for inclusion in the candidates' BAFE Registered Technician Record
- undertake field assessments

- complete assessment feedback records
- agree any continuing assessments
- complete successful assessments for each candidate
- sign off the BAFE Registered Technicians Record
- notify the BAFE Scheme Administrator that assessment has been completed

## **VERIFICATION**

Upon successful completion of the assessment process of the BAFE Registered Technicians Record this will be verified by BAFE. The verifier will not have any involvement in the actual candidate assessment process. The verification may take place at the Listed company's premises or elsewhere, whichever is the most economic.

The verification will take the form of an inspection of all the candidates' BAFE Registered Technicians Record to confirm that they have provided the necessary evidence and that this meets the required standards. In addition, chargeable field visits may become necessary through a technicians failure to meet the required level of competence during assessment or verification. This action to be taken at the discretion of the BAFE verifier and with prior approval of the company.

In the event of a technician not completing the BAFE Registered Technicians Record to the required standard the technician will be given additional time to correct and/or provide additional evidence/information as requested by the BAFE assessor or verifier. Failure to meet the requirements in a reasonable time frame (usually 4 weeks) may at the discretion of BAFE lead to the de-listing of the person concerned.

## **REGISTRATION**

Once the technician's assessment and verification is successfully completed, the BAFE verifier will notify the Scheme Administrator and, subject to the information being satisfactory, an individual diploma and registered technicians identity card will be issued.

The diploma is the personal record of the listed technician. This document **SHOULD BE KEPT BY THE COMPANY BUT THE TECHNICIAN HAVING ACCESS AS AND WHEN REQUIRED**. The scheme administrator will manage the issuing and control the provision of identity cards. The card will carry the following information.

- BAFE Logo and information.
- Technicians name, photograph and signature.
- Employing company name and contact telephone number.
- Technicians qualifications.
- Expiry date – renewable every 36 months.
- Identification number – BAFE Registered company and technician.

Ownership of the technician's identity card remains the property of BAFE and is not transferable. The card is issued to the company and is only valid whilst the registered technician is employed by the company, whose name which appears on the card. This card must be worn at all times whilst working and returned to BAFE on the termination of technician's employment. The BAFE Registered Technicians Record or the portfolio should be kept by the employer for a minimum period of 12 months.

Maintenance of a technician's registered status is subject to:

- a) ongoing technicians audit by the listed company
- b) major substantiated complaints without adequate corrective action being taken against either the company
- c) technician, successful completion of refresher training (when required) and payment of all fees.

Technicians are not permitted to directly transfer their registration to another company, which is listed to the BAFE Scheme ST101/ST104. In these circumstances it will be necessary for the new employer to make application to BAFE to re-register the technician and for fast track re-assessment/verification to be carried out. Registration of a technician lapses immediately upon ceasing employment with a listed company.

## **TECHNICIANS FIELD ASSESSMENT**

As part of the scheme BAFE will carry out regular ongoing field assessments of the registered technicians. The BAFE assessor will make an appointment with the Manager/Supervisor of the service team to carry out these assessments. BAFE will issue a field assessment report for each registered technician assessed. These reports may contain BAFE assessor comments which will be drawn to the attention of the Manager as appropriate and remedial action to be taken as required. These reports are to be kept in the Registered Technicians Record for future reference and use.

Each registered technician will be assessed at a minimum of once during a three year cycle. In addition to normal assessments BAFE reserve the right to make unannounced visits to carry out supplementary visits as it sees necessary to maintain the scheme standard. The Registered Company will provide access to BAFE during normal business hours. Failure to comply with required remedial action may lead to company delisting.

# **PART THREE**

## **APPLICATION PROCEDURES**

### **GENERAL TERMS AND CONDITIONS**

**PART THREE**  
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The check list given below is the procedure to be followed for companies wishing to apply for membership of BAFE Scheme SP101 incorporating ST104.

### Application Checklist

**ST03**

1. Have you obtained ISO 9001 : 2000 UKAS approved Certification as required in Part One of This scheme? Enclose a copy of your approval certificate
  2. Have you obtained BAFE listing for maintenance and service of fire extinguishers - to original Scheme SP101?   
If yes – Certificate Number
- If you answered 'Yes' to either questions 1 or 2 please complete the following checklist
- If you are unable to answer 'Yes' to either question please contact BAFE for further advice on how you should proceed
3. Complete companies application form No ST01. This application form must be included as a part of any application
  4. Complete and enclose technicians listing form No ST02  
Please complete a separate form for each technician-by taking photo copies as necessary
  5. Enclose 2 passport style photographs for each applicant
  6. Enclose 2 sample signatures for each applicant
  7. Payment: Initial membership fee to be included with application

When satisfied that all of the checklist points have been met please send all documents to:

BAFE Scheme Administrator  
Thames House  
31 Thames Street  
Kingston upon Thames  
Surrey KT1 1PH

Upon receipt BAFE will check details and subject to the information being satisfactory will proceed with the assessment/verification process.

The assessment/verification programme will be prepared with target commencement and completion dates agreed. Upon satisfactory assessment and verification of candidates' Record, BAFE will issue diplomas of registration and ID cards



**ST01**

**Companies Application Form**

Company / Firm name

Address

Company / Firm Contact

Position

ISO 9001 Approval

Date: \_\_\_\_\_

BAFE Approved

Date: \_\_\_\_\_

Total number of Fire Extinguisher service technicians employed.

**FOR OFFICE USE ONLY**

Application fee paid  
Date Received  
Entered on database

	YES	NO
Application fee paid		
Date Received		
Entered on database		

APPENDIX D



Technicians Application Form

ST02

Company name

Address

Company Contact

Position

Technicians name

Company / Firm ID number

His/Her Location (if different to above)

FETA/IFEDA or other approved examination Certificate number and date

Enclose two sample signatures on plain white paper

Enclose two colour passport style photographs

**Your signature to be no bigger than this box**

**FOR OFFICE USE ONLY**

	YES	NO
Company/firm Listed to Scheme		
Fee paid		
BAFE Registered Technicians Record		
Scheme ID Number Allocated		
Provisional Identity Card ordered		
Provisional Identity Card issued		
Date received		
Entered on Database		



## **FINANCE**

Payment to cover the operation and promotion of the scheme shall be made using the following method:-

An initial joining fee will be paid at the time of entry into the scheme and should be sent with application for membership.

Ongoing invoices to cover monthly technician's fees will be submitted quarterly i.e. (June, September, December and March). The quarterly charge will be calculated on the total number of service technicians employed by the participating company.

Companies who wish to leave the scheme during the initial 12 month period will be required to pay the equivalent of a complete annual fee for the total number of technicians that joined the scheme. For subsequent years companies may leave the scheme subject to 3 months notice and full payment of money due during this period of notice.

**Technicians Terminating Employment** : If a service technician leaves a participating company within the first twelve months and an assessment and verification have been carried out, the original employer will maintain the payment(s) until the due expiry date of the initial twelve month period has elapsed.

Technicians leaving after completion of the initial twelve months of membership will be accepted on receipt of written instructions. The acceptance will be subject to payment of money due and this will be calculated from the first day of the next calendar month following receipt of notification.

**Replacement ID Cards** : Requests for replacement of missing ID cards (other than 3 yearly renewals by BAFE) will be dealt with promptly and will be charged at the going rate.

**Terms of Payment** : Strictly 30 days nett. All charges subject to VAT.

In the event of failure to make payment when due, BAFE reserve the right to de-list any company and its technicians and to publish this on the BAFE website.

## **DELISTING**

Should a major complaint investigated by BAFE be substantiated against a listed company or its technician(s) BAFE reserve the right to suspend or de-list the company and/or the technician(s).

In the event of a technician not completing the BAFE Registered Technicians Record to the required standard, the technician will be given additional time to correct and/or to provide additional evidence/information as requested by the BAFE assessor or verifier. Failure to meet the requirements in a reasonable time frame (usually 4 weeks) may at the discretion of BAFE lead to the de-listing of the person concerned.

A requirement of the scheme is for a minimum of an annual assessment of all service technicians to be carried out by the BAFE Registered Company (see Part One page 12 Clause 4.13). A record of the assessment is to be maintained. The record of these assessments will be reviewed by BAFE, failure to carry out these assessments satisfactorily or to take remedial action following a reported non conformity may lead to de-listing of the company.

Failure to pay scheme fees by the due date will be taken to mean that the listed company no longer wishes to participate in the scheme, and as such BAFE reserve the right to de-list the company. The de-listed companies will have their details published on the BAFE website.

Employers and individual technicians will have the right to appeal against any decision regarding de-listing. In the first instance the appeal should be made to the BAFE Scheme Administrator in writing. If he is unable to resolve the matter then it will be referred to the BAFE Council. This decision of the BAFE Council will be advised to the company concerned. In the event of failure to agree with the decision of the Council, BAFE Council may refer the complaint to the Chartered Institute of Arbitrators (CIA).

## COMPLAINTS PROCEDURE

Although the vast majority of service calls are performed satisfactorily, situations will arise when the customer feels he has been unfairly treated by the service technician.

Customers with a complaint must in the first instance raise this with the technicians registered company and follow the companies' complaint procedure. The company should examine the matter speedily and sympathetically and take corrective action if justification is established.

Should it not be possible to resolve any dispute with the customer, or the customer approach BAFE directly, then the following procedure will be implemented.

Complainant asked by BAFE to put the complaint in writing to the Scheme Administrator with supporting documentation.

BAFE reply within seven days and record the complaint in the Complaints Register. A copy of the letter will be sent to the BAFE Registered Company concerned. BAFE will also advise the client that should the complaint be unsubstantiated, the complainant must be willing to meet the cost of the enforcement of the investigation. This is at the discretion of BAFE.

Complainant not satisfied

BAFE refer to the Scheme Administrator who will attempt to resolve the issue informing both parties by letter of his decision within seven days.

BAFE Registered Company undertakes to carry out the decision of the Scheme Administrator within seven days of receipt, provided the complainant agrees.

Complainant still not satisfied.

BAFE invites both parties to a meeting with members of the BAFE Council.

BAFE Registered Company undertakes to carry out the decision of the BAFE Council within seven days of that decision, provided the complainant agrees.

Complainant still not satisfied.

BAFE the BAFE Council may refer the complaint to the Chartered Institute of Arbitrators (CIA). The complainant must be willing to meet the costs if the Institute rules against them. The decision of the CIA is binding on the BAFE Registered Company and the complainant.

BAFE Registered Company undertakes to abide by the ruling of the CIA.

# NOTES

<b>Amendment Record</b>			
<b>Document Title</b>	<b>Issue Date</b>	<b>Reviewed By</b>	<b>Approved By</b>
SP101 Incorporating ST104	February 2006	P Bollons	P Bollons
<b>Amendment Number</b>	<b>Description of Amendment</b>		<b>Approved By</b>
1	Page 16 – change of contact details		P Bollons
	Page 17 – change of contact details		P Bollons
	Page 30 – insert new heading “amendments” and page number		P Bollons
	Page 39 – amendment record page added		P Bollons
2	Page 17 – Change of telephone and fax numbers		P Bollons
<b>Document Title</b>	<b>Issue Date</b>	<b>Reviewed By</b>	<b>Approved By</b>
SP101 Incorporating ST104	June 2006	P Bollons	P Bollons
<b>Amendment Number</b>	<b>Description of Amendment</b>		<b>Approved By</b>
3	Page 19 – addition of Certification Body (document increased by 1 page)		P Bollons
	Page 16 – change of contact details		P Bollons
	Page 19 – change of contact details		P Bollons
<b>Amendment Number</b>	<b>Description of Amendment</b>		<b>Approved By</b>
4 (July 06)	Page 15 Practical Assessment Table – typographical change from Type E to Type F		P Bollons
	Page 19 – change of contact details		P Bollons
<b>Amendment Number</b>	<b>Description of Amendment</b>		<b>Approved By</b>
5 (November 06)	Page 19 – change of contact details		P Bollons
	Page 33 – addition of signature box		P Bollons
<b>Amendment Number</b>	<b>Description of Amendment</b>		<b>Approved By</b>
6 (March 07)	Front Cover – BS EN ISO 9001:2000 to the – changed to: The Standard for		P Bollons
	Page 2,3,4,16, The addition of BS EN 45011 as a requirement of the TPCB		P Bollons
	Page 9 – Definitions - Addition of UKAS		P Bollons
	Page 14 – Update of Bibliography		P Bollons
<b>Amendment Number</b>	<b>Description of Amendment</b>		<b>Approved By</b>
7 (March 07)	Page 2,4,16, The addition of BS EN 45012 as a requirement of the TPCB		P Bollons
	Page 17 – change of contact details		P Bollons
<b>Amendment Number</b>	<b>Description of Amendment</b>		<b>Approved By</b>
8 (May 07)	Page 16,17,18 – change of contact details		P Bollons
<b>Amendment Number</b>	<b>Description of Amendment</b>		<b>Approved By</b>
9 (Aug 07)	Page 7-10 – Clause Numbering adjusted		P Bollons
	Page 1 – Removal of words – “where the service is conducted for any other organisation (i.e. second party)”		P Bollons
	Page - Front Page,1,2,3,4,21,24,32–word “Contract” removed		P Bollons

<b>Amendment Number</b>	<b>Description of Amendment</b>	<b>Approved By</b>
10 (Aug 07)	Page 4 – Change of Title	P Bollons
	Page 29 – Additional Paragraph – Technicians Field Assessment	P Bollons
	Page 35 – New BSI Logo	P Bollons
	Page 40 Amendment Page – should read Page 7 - Removal of words – “where the service is conducted for any other organisation (i.e. second party)”	P Bollons
	Page 40 Amendment Page – should read Page - Front Page,2,3,4,21,24,32–word “Contract” removed	P Bollons
11 (Oct 08)	Page 19 – Change of contact details	P Bollons
12 (Oct 08)	Page 29 – Change of words from 3 years to 12 months	P Bollons