



# TrustMark Membership Application Form



## Introduction

Working in partnership with our Scheme Providers, TrustMark exists to enhance consumer protection and choice, providing peace of mind and confidence that when using a TrustMark Registered Business, consumers are selecting a business that has made a clear commitment to customer service, customer protection and trading practices, and that the technical competence of their work has been independently checked.

Simultaneously TrustMark aims to enable Registered Businesses to thrive by championing them on the TrustMark website and other marketing channels, and by actively connecting them with consumers seeking services in their area.

Use of the TrustMark logo allows Registered Businesses to identify themselves to customers and potential customers as part of the Government Endorsed Quality Scheme, as well as availing themselves of the additional reputational benefits and marketing opportunities.

TrustMark Registered Businesses are supported further with the TrustMark Code of Conduct. The Code of Conduct covers each stage of the consumer journey and is designed to maintain clear, fair communications and efficient processes, whilst providing the business with guidance on legislation, cancellation rights and helpful checklists on what contracts and quotes should contain.

You can find out more information on the TrustMark Code of Conduct by visiting [trustmark.org.uk](https://trustmark.org.uk).

Name of Applying Business \_\_\_\_\_

Date of Application: \_\_\_\_\_

Registered Address \_\_\_\_\_

From the CAI licensed trade list below, please select which trades you would like to include in your TrustMark registration:

*These trades have been aligned through the Scheme Providers TrustMark Sub-Licence Agreement.*

Trade	Y/N	Trade	Y/N	Trade	Y/N	Trade	Y/N
Aerial & Satellite Installations (45)		Smart Home & Entertainment Installations (66)		Access Communications & CCTV (67)		Data & Wifi Networking (68)	
Sub Trades: TV Aerial Installation		Sub Trades: AV Design & Integration		Sub Trades: Keypad & Video Entry Systems		Sub Trades: Fibre Installation	
Satellite Dish Installation		Custom TV Mounting		Access Control Systems		Integrated Reception Systems (IRS)	
Radio Aerials for FM & DAB		Home Cinema		CCTV		Copper Data Installation	
Communal TV		Smart Home Control/Automation		Digital Signage		Wireless Technology	
Freeview TV		Integrated Speaker/Audio Systems		Design & Integration		Wifi (WLAN) Network	
Freesat TV		Multi Room Solutions/Networks		Maintenance & Repairs		Bluetooth	
Sky TV		HDTV Distribution				Maintenance & Repairs	
Cable TV		IPTV (Internet TV)					
Fibre Installations		Maintenance Repairs					
Microwave & Wireless Technology							
Interference & Troubleshooting							

The following is the TrustMark criteria for applicant and/or Registered Businesses and are the mandatory minimum requirements, supplemented by additional industry specific requirements set out by Scheme Providers. All registration and surveillance of TrustMark Registered Businesses need to align with Annex A of the TrustMark Framework, which includes requirements from within the Code of Conduct.

On the initial assessment of an application the requirements must be demonstrated where indicated with "Y" or be subject to a 'declaration of intent' where indicated with "Y\*". Following registration, all requirements indicated with "Y" in the "Ongoing" column must be in place and, where applicable, evidenced to the Scheme Provider as required. For additional information and specification, please check Annex A of the TrustMark Framework Operating Requirements: found at trustmark.org.uk.

## 1.1 Suitability of a business to be registered on the scheme

Requirement on applicant or Registered Business		Application Requirement	Supporting Documents Provided (as applicable)	Documents Reviewed by CAI
<b>Y* = Self Declaration</b>				
1.1.1	Declare, as required by the Scheme Provider, previous or current membership of, including trades or removal from other certification/registration schemes/bodies and /or any outstanding remedial actions related to any previous TrustMark registration	Y	Applicant Signature	
1.1.2	Provide evidence of a trading address (evidence could be validated via credit reports, Companies House or site visits by the Scheme Provider). This address may be: <ul style="list-style-type: none"> <li>a) residential</li> <li>b) a Virtual Office address providing the Scheme Provider has validated the Business's actual residential address and this information can be made available upon request</li> <li>c) a PO Box providing the Scheme Provider has validated the Business's actual physical address and this information can be made available on request</li> </ul>	Y		
1.1.3	Provide, or allow the Scheme Provider to access evidence of financial track-record / bona fides / credit rating at residential and/or trading address and accept that Scheme Providers have the right to conduct other background checks as they see appropriate.	Y		
1.1.4	Declare any County Court Judgements at residential and business trading address - accepting that the Scheme Provider may access such evidence independently and that spent County Court Judgement will be at the discretion of the Scheme Provider.	Y	Applicant Signature	
1.1.5	Hold all current relevant insurances; employer's liability, public liability, professional indemnity, covering accidental damage caused to customers property.	Y		
1.1.6	Ensure that all key documents (e.g. quotations, contracts, terms & conditions etc) include the legal entity of the Registered Business and current contact details.	Y		
1.1.7	Comply with current Health and Safety at Work Act 1974 and all relevant health and safety legislation; and where required documented policies, procedures and records.	Y	Enclose Copy of Policy	Assessor Signature
1.1.8	Comply, where relevant to the scope of registration and nature of contracts undertaken, with the Construction, Design and Management Regulations 2015.	Y	Applicant Signature	
1.1.9	Comply with current waste regulations - relating to licensing necessary for the carriage, transfer, storage and/or disposal of waste.	Y	Enclose Copy of Policy	Assessor Signature
1.1.10	Update the Scheme Provider with key changes such as: <ul style="list-style-type: none"> <li>a) legal status or trading title</li> <li>b) trading address</li> </ul>	Y		

## Annex A - Application Form

	c) director(s) d) capability (key personnel, reducing scope of registration) e) legal judgements relevant to the scope of registration			
1.1.11	Comply with the TrustMark Code of Conduct and Customer Charter ensuring information is shared amongst employees and sub-contractors, where applicable.	Y	Applicant Signature	

### 1.2 Capability to Supply the Service for which the Business is Registered

Requirement on applicant or Registered Business		Application Requirement	Supporting Documents Provided (as applicable)	Documents Reviewed by CAI
<b>Y* = Self Declaration</b>				
1.2.1	Quality will be evidenced by onsite assessments of current or recently completed work carried out for every trade/service included in the business's scope of registration.	Y	CAI Assessment Report	Assessor Signature
1.2.2	Works completed outside of the registration criteria as referenced in 1.2.1 must adhere to the relevant industry standards, where applicable and the requirements of the TrustMark Code of Conduct	Y	Applicant Signature	
1.2.3	Provide evidence of competences for trades applied for or registered.	Y	CAI Assessment Report	Assessor Signature
1.2.5	Where required, all works must be installed in accordance with building regulations and any other regulations that relate to the works.	Y		
1.2.6	Maintain records of competence and training records for all employees and sub-contractors, where appropriate.	Y	Enclose Training Records	Assessor Signature

**\*Note 1.2.4 has been removed as not applicable to our trade. 1.2.3 and 1.2.6 are not applicable as CAI members are not part of CPS.**

### 1.3 General Consumer Protection Requirements

Requirement on applicant or Registered Business		Application Requirement	Supporting Documents Provided (as applicable)	Documents Reviewed by CAI
<b>Guidance available in the TrustMark Code of Conduct</b>				
<b>Y* = Self Declaration</b>				
1.3.1	Comply with all relevant and current consumer protection and unfair trading practices legislation.	Y	Applicant Signature	
1.3.2	Comply with General Data Protection Regulations for the protection of privacy and personal information.	Y	Applicant Signature	
1.3.3	Comply with the Scheme Providers requirements for financial protection (where relevant)	Y	Applicant Signature	
1.3.4	Take appropriate steps when dealing with vulnerable people. Vulnerable consumers are those whose circumstances put them at risk of making an incorrect or inappropriate decision, or who are	Y	Applicant Signature	

	at risk of receiving inferior goods or services. The Registered Business must make the necessary effort, and allow sufficient time, ensuring vulnerable consumers understand all aspects of signing a contract for goods and services and, where appropriate, suggest the involvement of a trusted friend or relative.			
1.3.5	Ensure that an appropriate number of people within the Registered Business hold a Disclosure and Barring Service (DBS) Report if the Registered Business believes that they regularly work with vulnerable people. This requirement must be part of the Registered Business' business assessment process.	Y	Applicant Signature	
1.3.6	Act in a non-discriminatory fashion and comply with all current anti-discrimination and equality regulations.	Y	Applicant Signature	

#### 1.4 Pre-Installation Activities including Marketing, Sales, Survey, Design, Quotation & Contract

<b>Requirement on applicant or Registered Business Guidance available in the TrustMark Code of Conduct Y* = Self Declaration</b>		<b>Application Requirement</b>	<b>Supporting Documents Provided (as applicable)</b>	<b>Documents Reviewed by CAI</b>
1.4.1	Comply with Advertising Standards Authority (ASA) guidelines and requirements for legal, decent, honest and truthful advertising, and compliance with the branding requirements.	Y	Applicant Signature	
1.4.2	Respect a consumer's expressed wish that they do not want to receive unsolicited visits, canvassing, mailshots or telephone calls, including respect for displayed notices declining doorstep cold calling.	Y	Applicant Signature	
1.4.3	Not use high pressure selling techniques and shall leave immediately if requested to do so.	Y	Applicant Signature	
1.4.4	Provide honest, clear and helpful advice on the pros and cons of any proposed works including, but not limited to, signposting the customer to independent advice before signing any contracts.	Y	Applicant Signature	
1.4.5	Provide written quotations, estimates, contracts (on values over £500 inc. VAT), contract variations and cancellation notices. An exception to this will be for immediate, emergency call-out work where time is of the essence.	Y		
1.4.7	Provide quotes, invoices and contracts in accessible formats, including but not limited to large print.	Y	Applicant Signature	
1.4.8	Allow consumers enough time to read and understand the information before contracts are signed and make themselves available to provide any further requested information.	Y	Applicant Signature	
1.4.9	Accept full responsibility for the work or services provided by any sub-contracted business, alternatively, the sub-contracting business must also be TrustMark registered. Ensure that any sub-contractors are identified to the consumer and the works that fall outside of your TrustMark registration.	Y	Applicant Signature	

## Annex A - Application Form

1.4.12	Have processes in place to communicate to the consumer the reason for, and nature of, any charges relating to any surveys or visits in advance – ensuring understanding by the consumer. <i>NB: The purpose of this requirement is to ensure consumer understanding and awareness with clarity of costs to promote the use of fair and reasonable charges.</i>	Y	Applicant Signature	
1.4.13	Check for the impact on any quote or contract of relevant, current legislation for the protection of protected species, e.g. bats, newts, native plants etc.	Y	Applicant Signature	
1.4.14	Provide consumers with a written report following any survey or assessment.	Y	Enclose Example	Assessor Signature

**\*Note 1.4.15 has been removed as not applicable to our trade.**

### 1.5 Providing the Service to the Customer

Requirement on applicant or Registered Business		Application Requirement	Supporting Documents Provided (as applicable)	Documents Reviewed by CAI
<b>Y* = Self Declaration</b>				
1.5.1	Only supply and/or install goods that correspond to their description, are of satisfactory quality, fit-for-purpose, safe and must comply with all the applicable UK & EU legislation and industry standards (including, where necessary, CE marking and other product marking).	Y	Applicant Signature	
1.5.2	Ensure that installed products integrate with other measures and be mindful of the activities of other trades.	Y	Applicant Signature	
1.5.3	Ensure that instruction manuals, maintenance requirements and appropriate warranties are handed over to the consumer on completion of work.	Y		
1.5.4	Comply with local planning requirements, and such issues as Permitted Development rules etc.	Y	Applicant Signature	

### 1.6 Complaints and Dispute Handling

Requirement on applicant or Registered Business		Application Requirement	Supporting Documents Provided (as applicable)	Documents Reviewed by CAI
<b>Guidance available in the TrustMark Code of Conduct</b>				
<b>Y* = Self Declaration</b>				
1.6.1	Have in place a responsive, accessible and user-friendly dispute handling policy and process, which is free to the customer, tenants of rented accommodation and private rental sector (PRS) landlord to the point of mediation, with a prescribed time limit for responding to disputes.	Y		
1.6.2	Make consumers aware of the dispute procedure, including access to Alternative Dispute Resolution process.	Y		
1.6.3	Retain records of disputes and customer satisfaction evidence.	Y		

1.6.4	Participate in a disputes process for all works undertaken outside of your respective scheme's remit and TrustMark registration.	Y	Applicant Signature	
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### 1.7 Branding and Promotion of the Scheme

Requirement on applicant or Registered Business		Application Requirement	Supporting Documents Provided (as applicable)	Documents Reviewed by CAI
<b>Y* = Self Declaration</b>				
1.7.1	Promote the scheme through effective use of the brand in line with the Brand Guidelines document.	Y		
1.7.2	Make consumers aware of the benefits of the scheme.	Y	Applicant Signature	

### 1.8 Compliance with Scheme Requirements

Requirement on applicant or Registered Business		Application Requirement	Supporting Documents Provided (as applicable)	Documents Reviewed by CAI
<b>Y* = Self Declaration</b>				
1.8.1	Make available to the Scheme Provider all records they require to manage application and registration.	Y		
1.8.2	Make available to the Scheme Provider such sites as required for inspection for application and registration.	Y		
1.8.3	Ensure the attendance of suitable competent individuals as required by the Scheme Provider for application and registration activities.	Y		
1.8.4	Comply with any all instructions issued by the Scheme Provider in identifying and resolving any non-compliance within the requirements of the scheme.	Y		
1.8.5	Cooperate fully with any investigation by the Scheme Provider or TrustMark where they become involved in a complaint or dispute.	Y		

### Business Declaration:

I hereby confirm that the information provided herein is accurate, correct and complete and that the documents submitted along with this application form are genuine. I undertake to inform CAI (scheme provider) in writing of any changes to the information already provided and to update the information on this form whenever requested to do so by CAI.

I understand and acknowledge that this declaration is with respect to \_\_\_\_\_ initial application for TrustMark - The Government Endorsed Quality Scheme registration.

Signed on behalf of business: \_\_\_\_\_

Date:

**Checklist of documentation which must be forwarded along with signed application form:**

Copy of policy relating to 1.1.7	
Copy of policy relating to 1.1.9	
Copy of policy relating to 1.2.6	
Copy of example relating to 1.4.14	

**For CAI Use Only:**

Date of On-Site Inspection:	Inspection Passed	YES/NO
Follow-Up Inspection (if required):	Inspection Passed	YES/NO
Applicant previously registered with TrustMark	YES/NO	Details of which including any remediation they need to complete before this application progresses
Applicant currently registered with another TrustMark Scheme Provider	YES/NO	Details of which Scheme and what trades needs to be collected before this application progresses- this is for clarity during installations and disputes.
Applicant provided with TrustMark Code of Conduct & Customer Charter		YES/NO
TrustMark Registration Date From:		
Registered Businesses entered on csv.file submission		

\*PAS2030 and MCS Certification are not applicable.