



Association For
Audio Visual Professionals



membership
benefits

TRAINING

MEMBERSHIP

STANDARDS

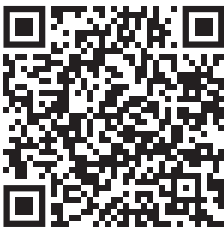
SUPPORT



CAI was formed in 1978 to represent and establish standards in the rapidly growing TV signal reception industry. Although the technologies our members work with have developed beyond anyone's expectations since we formed, our core strengths remain the same.

We set industry standards and assess applications to join. Consumers who use a CAI member can be confident that the member they choose will have the skills and expertise necessary to complete their work to the expected standard.

We now represent businesses of all sizes from sole traders to multinationals, who specialise in many different areas of our industry. Members work in both the domestic and commercial sectors. Whether the CAI member is an installing company, consultant, distributor or manufacturer, they are all experts in their area of the audio, video & data reception and distribution industry.



www.cai.org.uk





CAI's Focus

As well as the commercial benefits set out in the following pages we also continue to focus on:

- Offering members discounted training covering technical including Aerial, Satellite, IRS, Fibre and Home Networking.
- Developing Codes of Practice for the Industry; New versions of all our Codes of Practice have been issued or are in development, with updates as often as is practicable. They are developed with input from Installing Members, Manufacturer and Distributor Members, Broadcasters, Platform Operators, Network Operators, Ofcom, Cenelec, ETSI and BSI.
- Offering technical support and advice whenever required, including our Assessment and Technical Executive's time and expertise.
- Assessing all applicant members and existing members, enabling consumers to have confidence in members' work.
- Safe Working at height renewals at discounted rates.
- Publishing updates on Sky transponder listings, Freeview mux updates, general technical news and product news.
- Offering members a listing on www.getmeviewing.org.uk - attracting over 40k visits per year, driving consumers and systems customers to CAI members.
- Providing access to ECS cards via the CAI diploma for aerial and satellite engineers wanting to work on construction sites.
- Having input into the development of the various standards throughout Europe which impact our industry, ensuring CAI member's interests are represented.
- Representing member's interests to Ofcom, DUK, Broadcasters, SES/Astra, Eutelsat and The Broadband and Home Networking member Associations.
- Operating the existing Aerial and Cable Certification Schemes so members can be confident of using the right quality equipment, plus the EICS certification for system equipment, ensuring compatibility from STB to LNB/Antenna.
- Plus, the many member benefits set out in the following pages.





4 reasons why you should join TrustMark

1

Committed to Quality

- Promoting competence and compliance
- Recognising good customer service and trading practices
- Providing quality assurance

2

Consumer Protection

- Give your customers confidence that they're protected
- Support and guidance for you and your customers if things don't go to plan
- Access to an independent resolution ombudsman to help resolve difficult complaints

3

Raising your profile

- Promote your business with a personalised profile page
- Independent customer review service
- Be eligible to join our national Trading Standards Approved Scheme

4

Exclusive offers and more

- Discounts with big names including Wickes, AA, EasyToolHire, ARMD, Fuel Card Services, Europcar, My Staff Shop & Octopus Electric Vehicles
- Training opportunities including business finance & customer service packages
- Come and talk to us to find out more

**Scan the code to start
your application today**

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join-through-trustmark](http://www.trustmark.org.uk/tradespeople/join-through-trustmark)



Get recognised by the UK's consumer champion

Become a Which? Trusted Trader



**CAI members get 50% off the monthly
membership fee for their first six months***

Call now 029 2168 2154 or visit which.co.uk/cai

*Offer is 50% off the monthly fee for the first six months after becoming endorsed.
Eligibility criteria and an initial non-refundable assessment fee apply.

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BENEFITS OF USING FUEL CARDS

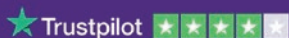
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BUSINESSES NEED TO BE AGILE AND ADAPTABLE TO SURVIVE



CAI have recently launched riskhub that is included in your membership subscription. In the current working environment even minor accidents or disputes can have potentially litigious and costly consequences. Getting employment legislation and Health and Safety compliance right is therefore essential for a business to thrive.



Our risk management service will provide you with the means to manage all aspects of staff employment and workplace safety - more easily, more effectively and more profitably. Membership brings access to a wide range of facilities, designed to help you stay compliant with current legislation and alerts you to any changes or current issues which may impact on your business.



It also includes an 'ask the expert' facility for both risk assessment and HR questions, as well as downloadable templates and other documents. Plus, the CAI riskhub includes access to key e-learning training tools, covering the site ready courses you need. These are both CPD and Rospa accredited and include Asbestos Awareness, Manual Handling, Risk Assessment and Working at Height, among many more.



Members who've used the riskhub have reported back very positively about the service, and one member said he could have saved enough from its use to cover more than a year of his CAI membership fee.

TO START MAKING USE OF THE GREAT RESOURCES AVAILABLE TO YOU PLEASE VISIT: WWW.CAIRISKHUB.ORG.UK

YOUR INDIVIDUAL LOGIN CREDENTIALS HAVE BEEN SENT TO ALL MEMBERS.





BOSCH



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Your branding partner

Peter Ellis, Director
Adelie Brand Limited
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We are a family-owned business, with a small but very experienced and dedicated team ready to exceed all your expectations.

Based in Plymouth, we supply companies throughout the UK with their work wear branded or plain, and carry out all embroidery and printing on site. Being a small independent company, we pride ourselves on the quality of our customer service and the garments we provide.

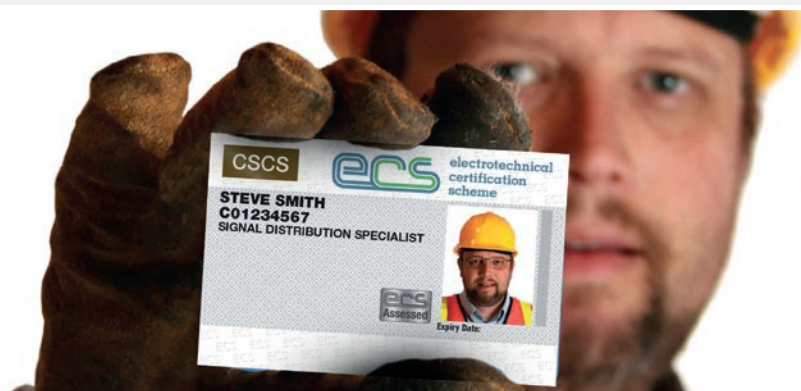
We work closely with all our clients, and having our own digitising team on site means we can digitise your design ready for embroidery inhouse. Once digitised, the next step is to sample your design and send you a photo to make sure you are

completely happy, before embroidering onto any garments. Your company branding and identity is very important, so it's vital we get it right. With your approval, your design is kept on file, so all future orders will be embroidered with your approved design unless you decide to change it.

Initial turnaround time from placement of order and confirmation of design, is usually around 7 to 10 working days. However, once your logo has been set up, it is possible to work to a tighter deadline. If you have a last-minute requirement, we will work closely with you and confirm timings with a telephone conversation.

**ALL FUTURE ORDERS WILL BENEFIT FROM A 10% DISCOUNT TO
CAI MEMBERS ON SUPPLY OF A MEMBERSHIP NUMBER.**





CAI FOUNDATION DIPLOMA IN **SIGNAL RECEPTION** QUALIFIES YOU FOR A SKILLS CARD

Route 1

Must have more than 2 years' experience.

Requirements:

Making the Bond Course
Safe Working at Heights Certificate
CITB Health Safety & Environment
'Specialist Work at Height' Test
Work Based Assessment



Route 2

Must have 2 years' or less experience.

Requirements:

Making the Bond Course
Safe Working at Heights Certificate
CITB Health Safety & Environment
'Specialist Work at Height' Test
Work Based Assessment
Essential Principles for Installers

&

Complete 2 of the following:

Basic Aerial & Satellite Installation Course
An Introduction to IRS Course
Home Networking & Connectivity Course
Fibre Optics in Signal Distribution Stage 1

Contact the CAI Training team on: **01923 803030**
or email: **amanda.ward@cai.org.uk** for a quote.



STEP UP TO PRINT EXCELLENCE

Experts estimate that printing costs account for up to nearly a quarter of a business's operational budget. Hence, managing print projects is crucial to the success of any business.

1 **MAXIMISE** your print budget without compromising quality or service.

2 **SIMPLIFY** to enjoy a seamless and hassle free buying journey.

MODERNISE all your print products so they are appropriate and relevant.

3

OPTIMISE to improve return on print spend (RoPS) year-on-year

4

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Make the most of your CAI membership.

From increased productivity to better serving your clients, your membership opens up remarkable new opportunities.

With Dell Technologies benefits, CAI members can access an innovative device design, cutting-edge technologies, and exclusive benefits for business growth:

- **DELL TECHNOLOGIES TRUSTED ADVISORS.** Your dedicated technical advisor will get to know your business needs and goals and deliver customized scalable tech solutions.
- **EXCLUSIVE MEMBER SAVINGS UP TO 20%*** CAI members automatically get access to our stackable exclusive member savings for laptops, desktops, servers, monitors and accessories. You can benefit from your membership discounts in combination with Dell seasonal promotions.
- **FINANCING SOLUTIONS.** CAI members can leverage IT payment solutions to increase the affordability of new technology.
- **GRANTS FOR DIGITAL TRANSFORMATION.** Small Businesses can benefit from national or industry sector subsidies for their projects. Our Dell Grants advisors can help CAI members find the right funding opportunities.

Explore your advantages today. Access your **exclusive member discounts** by emailing: **SBAUK@dell.com**

*Offers ongoing but subject to change. Terms & Conditions apply. See website for details.



AVERAGE SAVING OF £150 PER COURSE FOR CAI MEMBERS



**CAI Foundation Level
Diploma in Signal Reception
- The route to an ECS card**



**City & Guilds | Accredited
Programme**

**This recognises the process and
delivery of Twelve bespoke CAI
training programmes.**



Visit www.cai.org.uk to make a booking





Optimise your business profile

Every year Getmeviewing gets 30,000+ visitors searching for an installer in their area. We've added some exciting new features so make sure your business profile is up to date. Turn a browser into your customer.



Look | NEW | Features

Personalise your profile and provide the browser with the information they need:

- Services
- Branches
- Area
- Staff
- Social Media
- Website
- Affiliations



Contact us now if your profile needs amending!

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FLEET AND COMMERCIAL

Fleet and Commercial is a CAI approved insurance partner, meaning that we are able to offer CAI members competitive pricing and excellent service across a wide range of insurance services.



ABOUT US:

We pride ourselves on bringing a fresh approach to insurance broking, with dedicated skilled account handlers that can provide advice and guide you with your insurance needs only a short phone call or email away.

We specialise in commercial insurance products for businesses like yours, so understand the need for a quick and efficient service that allows no margin for compromise when delivering the right policy for you.

We are able to provide cover not only for Aerial Installers but also TV & Satellite Installers/Engineers, Alarm Installation, Home Automation, Automatic Gate/Entry System installers or any other business activities you are involved with.

We use a panel of insurers who understand the needs of CAI members, and their policies can include the following covers:

- Unlimited Height Limits
- Professional Indemnity extensions
- Defective Workmanship and Rectification of work cover
- Damage to the item being worked upon
- Financial Loss
- Environmental Clean-up costs
- Alarm / security device failure
- Inefficacy (failure to perform)
- Removal of customers goods

We can offer CAI members tailored packages for Public, Products & Employers Liability, Stock & Contents, Personal Accident & Professional Indemnity insurance along with all of our other services.

CONTACT US:

Contact us now for a quote and to see what we could do for your business - just let us know you are CAI members!

✉ james.archer@fleetandcommercial.co.uk

☎ 01993 843 040



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