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COMPETENCE FRAMEWORK

# Interior Systems – Complex Ceilings





# Background

The report, *Building a Safer Future - Independent Review of Building Regulations and Fire Safety: Final Report* (Dame Judith Hackitt DBE FREng, May, 2018) stated that industry had:

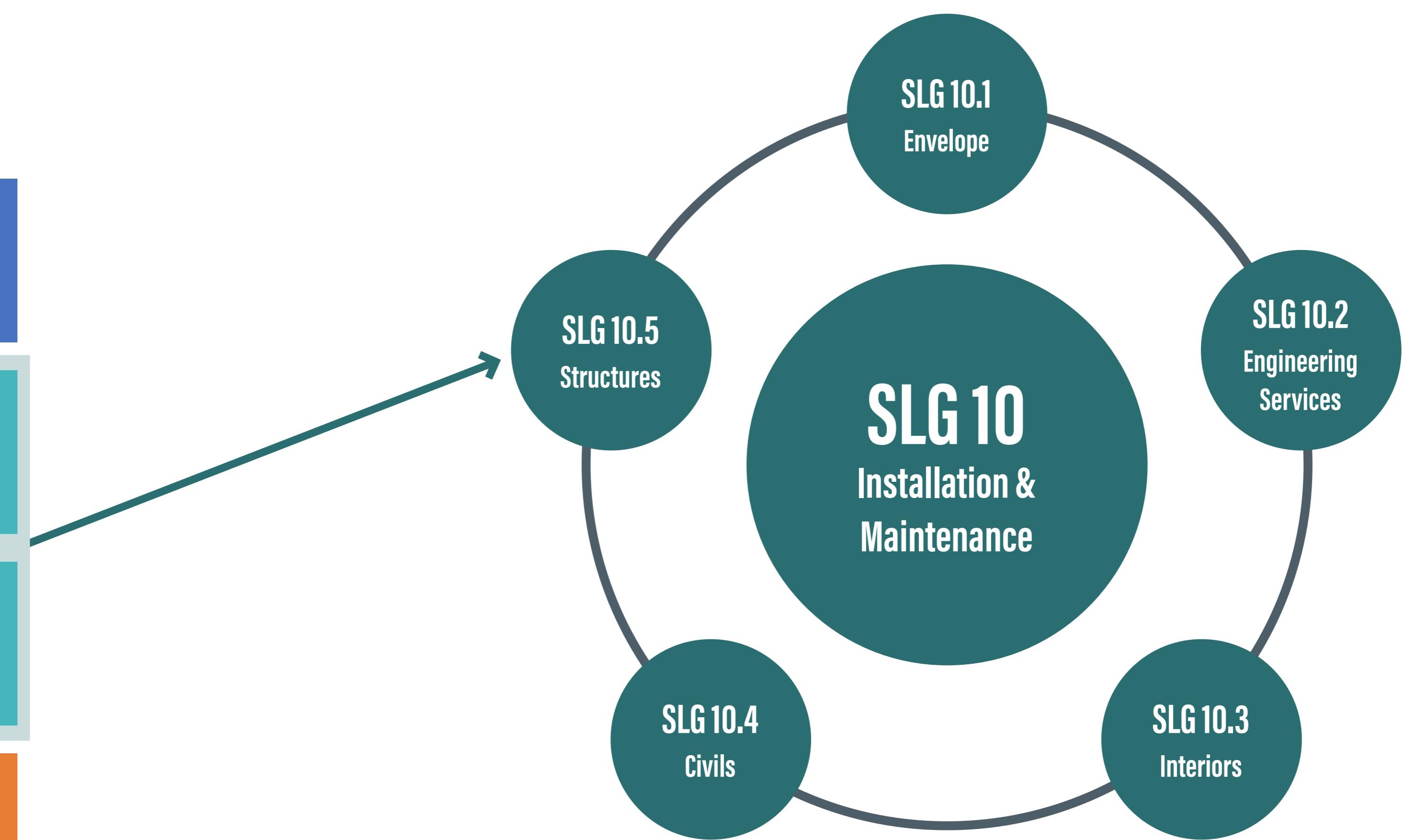
***"An existing approach to competence which was fragmented, encompassing a range of disciplines and different competence frameworks even within one discipline and without reference to other interacting disciplines."<sup>1</sup>***

The Building Safety Act (published on 25 July 2022), together with **The Building Regulations etc. (Amendment) (England) Regulations 2023**, has introduced a new regulatory regime that defines competence as having the appropriate **skills, knowledge, experience and behaviours (SKEB)**. This requires all individuals carrying out any design, construction or refurbishment work to be competent to undertake the role to which they are appointed.



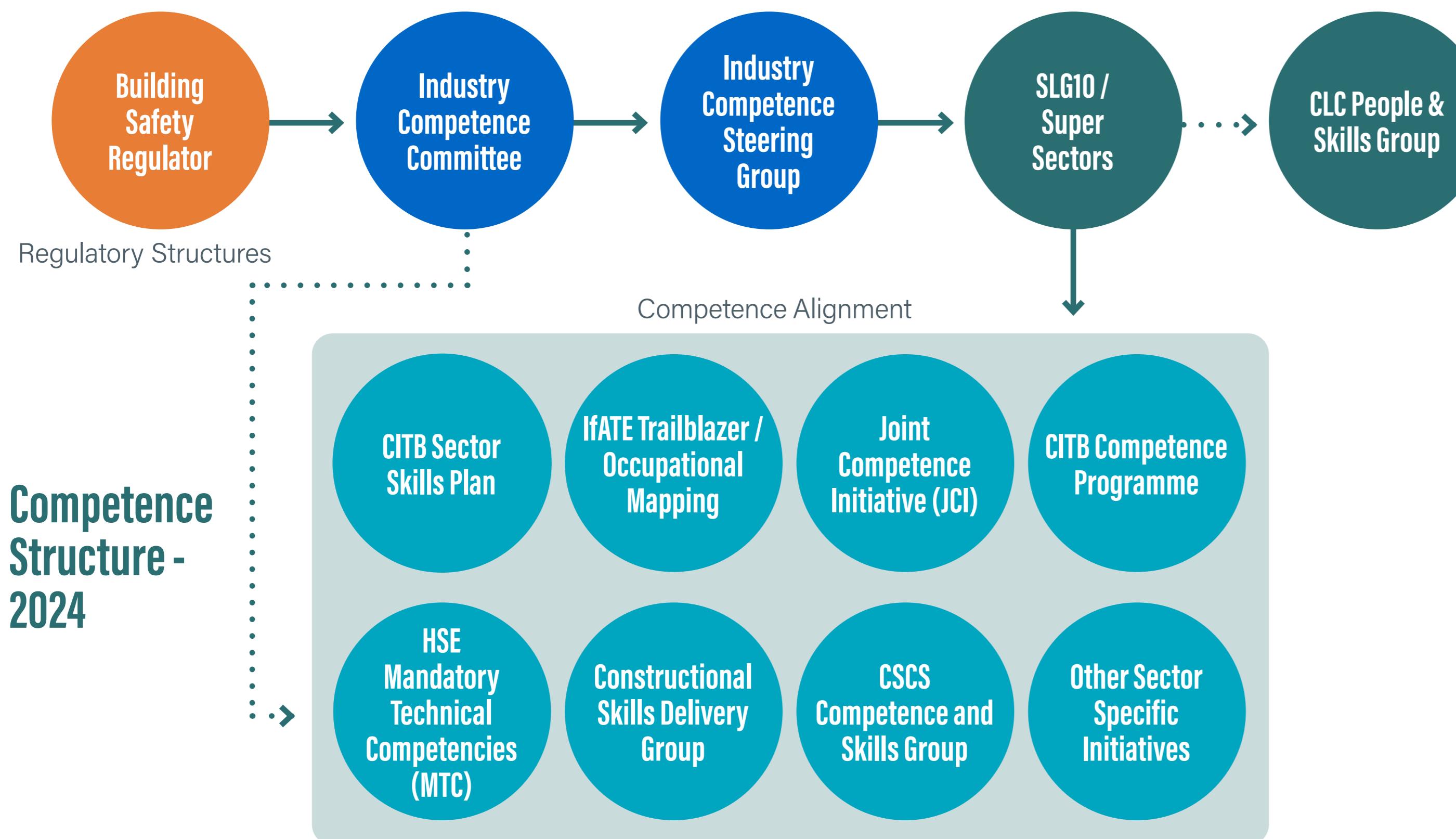
<sup>1</sup> Building a Safer Future - Independent Review of Building Regulations and Fire Safety: Final Report (Dame Judith Hackitt DBE FREng, May, 2018, Summary 5.2, p.75)

# The Industry Competence Steering Group (ICSG)



# ICSG Working Groups

The Competence Steering Group (CSG) was set up to tackle competence shortcomings identified in the 2018 Hackitt Review. The CSG report [Setting the Bar – a new competence regime for building a safety future](#) (October, 2020), included recommendations for Installers (pages 54 – 60).



In December 2024, the Industry Competence Steering Group (ICSG) was formally established as a working group under the **Industry Competence Committee**, one of three committees set up under the Building Safety Act, which reports to the **Building Safety Regulator**. The purpose of the ICSG and its SLGs is to enable industry access to appropriate competencies, so they may safely contribute to the creation and use of built environments and can demonstrate their competence to others. This includes developing industry consensus agreed competence frameworks that can be used to map against all training and qualifications to bring consistency across the sector. Sector Lead Group 10 (SLG10) in the ICSG represents Installation and Maintenance and is leading on competence frameworks and other competence-related challenges within these disciplines.

Since the publication of [Setting the Bar – a new competence regime for building a safety future](#) (October, 2020, p.54, Recommendations 243 and 244), the primary focus was Higher Risk Buildings (HRBs). Whilst developing the pilot competence frameworks, the working groups noted that there is very little difference between work carried out in a HRB and a non-HRB. Consequently, SLG10 has focussed on delivering the recommendations that a framework should be adopted for all the installer roles working on in scope buildings.

In 2024, SLG10 scaled up its initial pilot programme into the format on the next page, grouping the work into five workstreams: Envelope, Engineering Services, Interiors, Civils and Structures.

CITB is supporting industry with the creation of the Competence Frameworks for all roles within its scope order. CITB helps facilitate the Sector Group work, standardising the approach, sharing best practice and aligning common functions.

CITB also plays a pivotal role in the implementation activities, supporting future-state planning, and taking a lead on the development of any key products to support the newly defined Competence requirements.



# Fire Safety in Buildings

**Setting the Bar – a new competence regime for building a safety future** (October, 2020, p.54, Recommendation 243), also requires

*"All installers [to] have a core knowledge of fire safety in buildings – training to be standardised and made mandatory"*

A group of industry stakeholders consulted on the content for a Fire Safety in Buildings training course for all installers to undertake. CITB have funded the creation of the course, and it is now a free-to-access training resource which sits on the eLearning platform on the CITB website.

[Fire Safety In Buildings Free Online Training Course](#)





# Competence Frameworks

The Competence Frameworks have been written in line with [BS 8670-1:2024 Competence Frameworks for building safety Part 1: Core criteria – Code of practice](#) (published May, 2024, p.10, Competence and Competence Frameworks, 0.3.2 to 0.3.5) which outlines the key components of a Competence Framework.

The Competence Framework consists of the following components:

**1. Recommended Routes to Competence:**

Route to Competence is read from the bottom to the top. It contains 3 routes for a new entrant, someone who has some experience as well as an experienced worker who has much more experience. Identifying the recognised routes to achieving competence.

**2. Functional Map:**

This shows how a specific role in construction is broken down into different functions: Core Construction Competencies, Core Trade Competencies and Trade Specific Competencies.

**3. Core Construction Competencies:**

These are considered the fundamental competencies for most roles within construction. Competencies such as Health & Safety or Manual Handling which enable everyone to work on site safely.

*\*\*Please note that Core Construction competencies have undergone a format revision and are currently draft versions pending a collective review by industry*

**4. Core Trade Competencies:**

These are shared across multiple roles within an occupational family. An example of this might be Safe Working Practices, which are used by both Roof Slaters and also Solar Collector Installers as they both work in the same environment.

**5. Trade Specific Competencies:**

These are several distinct functions, that when put together define the competence requirements for a role. Use the Knowledge and Skill tabs to show/hide the details within each function.



## Competence Framework Key Definitions

BS 8670-1:2024 Defines the key elements of Competence Frameworks as follows:

**Competence:** application of skills, knowledge, experience and behaviour to achieve a defined outcome

**Skills:** ability to perform an activity or task consistently with a specific intended outcome

**Knowledge:** assimilation of facts, theories and practices in relation to a given role, function, activity or task

**Experience:** participation in relevant activities or observation of facts and events leading to acquisition or improvement of knowledge and skills

**Behaviours:** observable things that an individual does or does not do

**Validation:** formal process of assessing an individual's competence against a sector-specific competence framework

**Revalidation:** formal process of reassessing an individual's competence against a sector-specific framework on a periodic basis to check that competence has been maintained



# Development Summary

## Sector Overview

The development of the Complex Ceiling Competence Framework aims to establish a structured, standardised approach for assessing and ensuring the competency of installers working within the Interior Systems sector. The framework serves to address the growing demand for high-quality and safe installations, promoting the development of skilled professionals who meet industry standards and maintaining the skills and knowledge of those already in the industry.

The framework outlines key competencies required for Complex Ceiling Installers, including health and safety, training and qualification landscape and any re-validation requirements. It is designed to guide employers, workers, regulatory bodies, industry professionals and training providers to create a consistent and accountable approach to competency for the installation of Complex Ceilings. This competency model is intended to reduce risks associated with poor practices, improve building performance, and ensure compliance with relevant regulations and standards.





# Development Summary

## Development Process

The development process involved extensive consultation and collaboration through a series of working group meetings with SLG10 Installation and Maintenance (previously WG2 Installers), Finishes and Interiors Sector (FIS), employers, manufacturers, training providers and CITB. An online survey and webinar were also available to present the Competence Framework and offer an opportunity to review, provide feedback, support and validate the framework development.

Thorough analysis of existing competencies, standards, training, qualifications, current working practices and known issues and challenges were carried out to produce the framework and identify actions that needed to be addressed.

The working groups were generally very well attended and were conducted in a very cooperative, open and friendly manner with all those participating getting the opportunity to contribute to the discussions and work being done in relation to the Skills Knowledge Experience and Behaviours (SKEB) document.





# Development Summary

## Outcomes and Findings

The following actions have been identified and will be addressed as part of an implementation plan:

- Develop Scottish and Welsh specific pathways
- Update and maintain National Occupational Standards (NOS) attached to this pathway
- Develop short duration training courses to support the Competence Framework
- Introduce Fire Safety in Building training as a mandatory competence requirement

The existing National Occupational Standards (NOS) were used as the basis to develop the Competence Framework. The NOS and subsequent NVQ went through a revision and update in 2021. With this alignment to the NOS, it has been identified these standards and vocational qualifications are still fit for purpose but should be reviewed to ensure they are fully aligned to the competence framework.

The working group have also identified the experience and behaviour requirements. When adopted either individually or through an organisation, these will promote a culture of self-development, responsibility and reinforce positive values. The experience requirements encourage the management of practice and quality of works, as well as encouraging the methodology of the framework to be adopted in all workplace scenarios, even those outside the scope of this framework to encourage a positive attitude towards the implementation of competency.

### Next Steps

The review of the Interior Systems National Occupational Standards (NOS) is currently ongoing. It will be ensured that the Skills and knowledge included in the NOS are fully aligned to the Competence Framework. In turn, short duration training standards will be developed that are also aligned to the NOS and Competence Framework. Feedback received through the consultation process will be reviewed by the working group and used to inform the final Competence Framework (SKEB) and its associated implementation plan.

The Competence Framework is scheduled to be published on 30 April 2026.



# Routes to Competence

- To develop
- Actions needed
- Developed

## PROGRESSION

NVQ Level 3/SVQ Level 6 Occupational Work Supervision (CSCS Gold Card)

## RE-VALIDATION OF COMPETENCE

Renewal of CSCS Card and HSE test along with 10 hours of verified CPD in relation to complex ceilings

Suspended Ceiling Installer  
CSCS Gold Card

## COMPETENCE QUALIFICATIONS

No qualifications/apprenticeship available in Scotland and Wales

No EWPA or OSAT route for this pathway

NVQ Level 3 in Complex Suspended Ceiling Systems

## OTHER TRAINING

Up to date Fire Safety in Buildings Training

In date HS&E Test

## ACCESS TO SITE

## ENTRANT

Experienced Worker- Has already achieved competence for the Level 2 Suspended Ceiling pathway



# Functional Map

## Core Construction Competencies

FUNCTIONAL MAP ACTIVITIES		PROPOSED ROUTE	RE-VALIDATION
<b>CORE CONSTRUCTION COMPETENCIES (HIDE THE NOS NOT STATED ON THE RQF)</b>			
CC001	Conform to general health, safety and welfare	✓	
CC002	Confirm work activities and resources for the work	✓	
CC003	Confirm the occupational method of work	✓	
CC004	Develop and maintain good working relationships	✓	



# Functional Map

## Trade Specific Competencies

FUNCTIONAL MAP ACTIVITIES		ENGLAND & WALES COMPETENCE ROUTE	RE-VALIDATION
<b>TRADE SPECIFIC COMPETENCIES</b>			
OWS001	Co-ordinate and confirm the dimensional requirements of the work	✓	
CSC001	Install complex suspended ceiling systems	✓	10 hours of verified CPD in relation to Complex Ceilings
PFP001	Erect fire resisting ceiling systems	✓	

[BACKGROUND](#)[ICSG WORKING GROUPS](#)[FIRE SAFETY IN BUILDINGS](#)[COMPETENCE FRAMEWORKS](#)[COMPETENCE FRAMEWORK KEY DEFINITIONS](#)[DEVELOPMENT SUMMARY](#)[ROUTES TO COMPETENCE](#)[FUNCTIONAL MAP](#)[CORE CONSTRUCTION COMPETENCIES](#)[CORE TRADE COMPETENCIES](#)[TRADE SPECIFIC COMPETENCIES](#)[EXPERIENCE](#)[BEHAVIOURS](#)[REFERENCES/GLOSSARY](#)

## Core Construction Competencies

Conform to general health, safety and welfare (CC001)

**Description:** This function in the context of your occupation and work environment, is about awareness of relevant current statutory requirements and official guidance; responsibilities, to self and others, relating to workplace health, safety and welfare; personal behaviour and security in the workplace.

[BACKGROUND](#)[ICSG WORKING GROUPS](#)[FIRE SAFETY IN BUILDINGS](#)[COMPETENCE FRAMEWORKS](#)[COMPETENCE FRAMEWORK KEY DEFINITIONS](#)[DEVELOPMENT SUMMARY](#)[ROUTES TO COMPETENCE](#)[FUNCTIONAL MAP](#)[CORE CONSTRUCTION COMPETENCIES](#)[CORE TRADE COMPETENCIES](#)[TRADE SPECIFIC COMPETENCIES](#)[EXPERIENCE](#)[BEHAVIOURS](#)[REFERENCES/GLOSSARY](#)

## Core Construction Competencies

Confirm work activities and resources for the work (CC002)

**Description:** This function in the context of your occupation and work environment, is about identifying your own work activities, adopting safe and healthy work practices, identifying resources to carry out the work and confirmation of a work program/schedule for the work being carried out.

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## Core Construction Competencies

Confirm the occupational method of work (CC003)

**Description:** This function in the context of your occupation and work environment, is about assessing project data to determine occupational work methods, adopting safe and healthy working practices, selecting the methods of work, confirming the methods of work to the relevant people associated with the occupation and sourcing additional information.



## Core Construction Competencies

Develop and maintain good working relationships (CC004)

**Description:** This function in the context of your occupation and work environment, is about interpreting information, adopting safe and healthy working practices, working with, informing and supporting people and developing and maintaining good occupational working relationships.

[BACKGROUND](#)[ICSG WORKING GROUPS](#)[FIRE SAFETY IN BUILDINGS](#)[COMPETENCE FRAMEWORKS](#)[COMPETENCE FRAMEWORK KEY DEFINITIONS](#)[DEVELOPMENT SUMMARY](#)[ROUTES TO COMPETENCE](#)[FUNCTIONAL MAP](#)[CORE CONSTRUCTION COMPETENCIES](#)[CORE TRADE COMPETENCIES](#)[TRADE SPECIFIC COMPETENCIES](#)[EXPERIENCE](#)[BEHAVIOURS](#)[REFERENCES/GLOSSARY](#)

# Core Trade Competencies

## Interpret Information

**Description:** These core trade functions contain all the common competencies specific to this role, including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and approach to work, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

[BACKGROUND](#)[ICSG WORKING GROUPS](#)[FIRE SAFETY IN BUILDINGS](#)[COMPETENCE FRAMEWORKS](#)[COMPETENCE FRAMEWORK KEY DEFINITIONS](#)[DEVELOPMENT SUMMARY](#)[ROUTES TO COMPETENCE](#)[FUNCTIONAL MAP](#)[CORE CONSTRUCTION COMPETENCIES](#)[CORE TRADE COMPETENCIES](#)[TRADE SPECIFIC COMPETENCIES](#)[EXPERIENCE](#)[BEHAVIOURS](#)[REFERENCES/GLOSSARY](#)

# Core Trade Competencies

## Safe work practices

**Description:** These core trade functions contain all the common competencies specific to this role, including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and approach to work, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

[BACKGROUND](#)[ICSG WORKING GROUPS](#)[FIRE SAFETY IN BUILDINGS](#)[COMPETENCE FRAMEWORKS](#)[COMPETENCE FRAMEWORK KEY DEFINITIONS](#)[DEVELOPMENT SUMMARY](#)[ROUTES TO COMPETENCE](#)[FUNCTIONAL MAP](#)[CORE CONSTRUCTION COMPETENCIES](#)[CORE TRADE COMPETENCIES](#)[TRADE SPECIFIC COMPETENCIES](#)[EXPERIENCE](#)[BEHAVIOURS](#)[REFERENCES/GLOSSARY](#)

# Core Trade Competencies

## Selection of resources

**Description:** These core trade functions contain all the common competencies specific to this role, including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and approach to work, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

[BACKGROUND](#)[ICSG WORKING GROUPS](#)[FIRE SAFETY IN BUILDINGS](#)[COMPETENCE FRAMEWORKS](#)[COMPETENCE FRAMEWORK KEY DEFINITIONS](#)[DEVELOPMENT SUMMARY](#)[ROUTES TO COMPETENCE](#)[FUNCTIONAL MAP](#)[CORE CONSTRUCTION COMPETENCIES](#)[CORE TRADE COMPETENCIES](#)[TRADE SPECIFIC COMPETENCIES](#)[EXPERIENCE](#)[BEHAVIOURS](#)[REFERENCES/GLOSSARY](#)

# Core Trade Competencies

## Minimise the risk of damage

**Description:** These core trade functions contain all the common competencies specific to this role, including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and approach to work, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

[BACKGROUND](#)[ICSG WORKING GROUPS](#)[FIRE SAFETY IN BUILDINGS](#)[COMPETENCE FRAMEWORKS](#)[COMPETENCE FRAMEWORK KEY DEFINITIONS](#)[DEVELOPMENT SUMMARY](#)[ROUTES TO COMPETENCE](#)[FUNCTIONAL MAP](#)[CORE CONSTRUCTION COMPETENCIES](#)[CORE TRADE COMPETENCIES](#)[TRADE SPECIFIC COMPETENCIES](#)[EXPERIENCE](#)[BEHAVIOURS](#)[REFERENCES/GLOSSARY](#)

# Core Trade Competencies

## Approach to work

**Description:** These core trade functions contain all the common competencies specific to this role, including interpreting information, adopting safe, healthy and environmentally responsible work practices, selecting and using materials, components, tools and equipment, minimising damage, and approach to work, in accordance with organisational requirements which are equal to or exceed current statutory and legislative requirements.

[BACKGROUND](#)[ICSG WORKING GROUPS](#)[FIRE SAFETY IN BUILDINGS](#)[COMPETENCE FRAMEWORKS](#)[COMPETENCE FRAMEWORK KEY DEFINITIONS](#)[DEVELOPMENT SUMMARY](#)[ROUTES TO COMPETENCE](#)[FUNCTIONAL MAP](#)[CORE CONSTRUCTION COMPETENCIES](#)[CORE TRADE COMPETENCIES](#)[TRADE SPECIFIC COMPETENCIES](#)[EXPERIENCE](#)[BEHAVIOURS](#)[REFERENCES/GLOSSARY](#)

## Trade Specific Competencies

OWS001 Co-ordinate and confirm the dimensional requirements of the work

SKILLS

+

KNOWLEDGE

+

**Description:** This function is about co-ordinating and communicating information with work colleagues, selecting, using and maintaining, measuring and recording equipment, confirming and measuring dimensional control requirements of the work and performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment.

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## Trade Specific Competencies

CSC001 Install complex suspended ceiling systems

**Description:** This function is about preparing, installing and repairing complex proprietary suspended ceilings in domestic, commercial and industrial situations.

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## Trade Specific Competencies

### PFP001 Erect fire resisting ceiling systems

#### SKILLS



#### KNOWLEDGE



**Description:** This function is about erecting fire resisting ceiling systems by set out, erect and repair fire resisting ceiling systems to working instructions.



# Experience

## Information that can be evidenced to confirm level of experience

relevant qualifications by review of portfolio

training (Trade Specific training, non-qualification, manufacturers training and systems specific training) by review of logbook

various projects worked on by observation, photographic and videographic evidence

testimony from clients/customers by professional discussion

job description and role from employer by Q&A session

written testimony from employer by professional discussion

keeping up to with changes to manufacturers as built information, (e.g. fire rated products and acoustic ratings by research manufacturers training, Q&A)

maintaining 10 hours of verified CPD in relation to complex ceilings in the last 12 months

setting out, installing and repairing four of the following to working instructions:

- curved ceilings
- sloping ceilings
- floating ceilings including canopies
- complex ceiling voids
- plasterboard margins and upstands
- transition and style trims
- acoustic ceilings including acoustic hangers and various forms of insulation and acoustic pads





## Behaviours

### You must be able to demonstrate:

report problems as soon as they arise and comply with rules, regulations and instructions, and identify and report conflicts

are willing to asking questions to clarify queries

challenge unsafe behaviours and activities, and report where necessary

maintain a clean and tidy work area

demonstrate awareness of manual and mechanical handling with installing complex ceilings

respect the particular issues with the safe installation of complex ceilings and understanding the suitability of the substrate and fixings to support the ceiling and prevent accidents

work towards high quality of all work completed with an understanding of impact of defects.

demonstrate teamwork and effective communication

demonstrate time management skills

tailor method communicating and information to various audiences including other trades, members of public and residence

respect lines of communication

undertake appropriate training to increase or maintain level of competence

understand and honestly assess level of competence

work within limits of own capability and know when to seek advice from others

behave in a way that represents your trade and employer in a positive manner

are aware of the differing approaches for interacting other trades and building occupants

understand the differing requirements for live site environment compared to an occupied environment fitout

protect members of public from noise, dust and other inconveniences





# References/Glossary

The Competence Framework page hosted by the CLC:  
[Competence – Construction Leadership Council](#)

Details of the new ICSG Structure: [Industry Competence Steering Group – Construction Leadership Council](#)

CITB Competence Framework page: [Competence Frameworks - CITB](#)

The BSI Competence Programme pages: [Raising Competency Across the Built Environment | BSI](#)

## Definitions

- SKEB** - Skills, Knowledge, Experience and Behaviours
- VQ** - Vocational Qualification
- NVQ** - National Vocational Qualifications
- SVQ** - Scottish Vocational Qualifications
- NOS** - National Occupational Standards
- COSVR XXX** - Specific National Occupational Standards
- RQF** - Regulated Qualification Framework (England)
- SCQF** – Scottish Credit & Qualifications Framework
- ICC** - Industry Competence Committee
- CLC** - Construction Leadership Council
- CSG** - Competence Steering Group
- ICSG** - Industry Competence Steering Group (Formerly CSG)
- CITB** -Construction Industry Training Board
- SLG** - Sector Lead Group

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Organisations TBC

