

Interior Systems - Service Movable Walls





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:

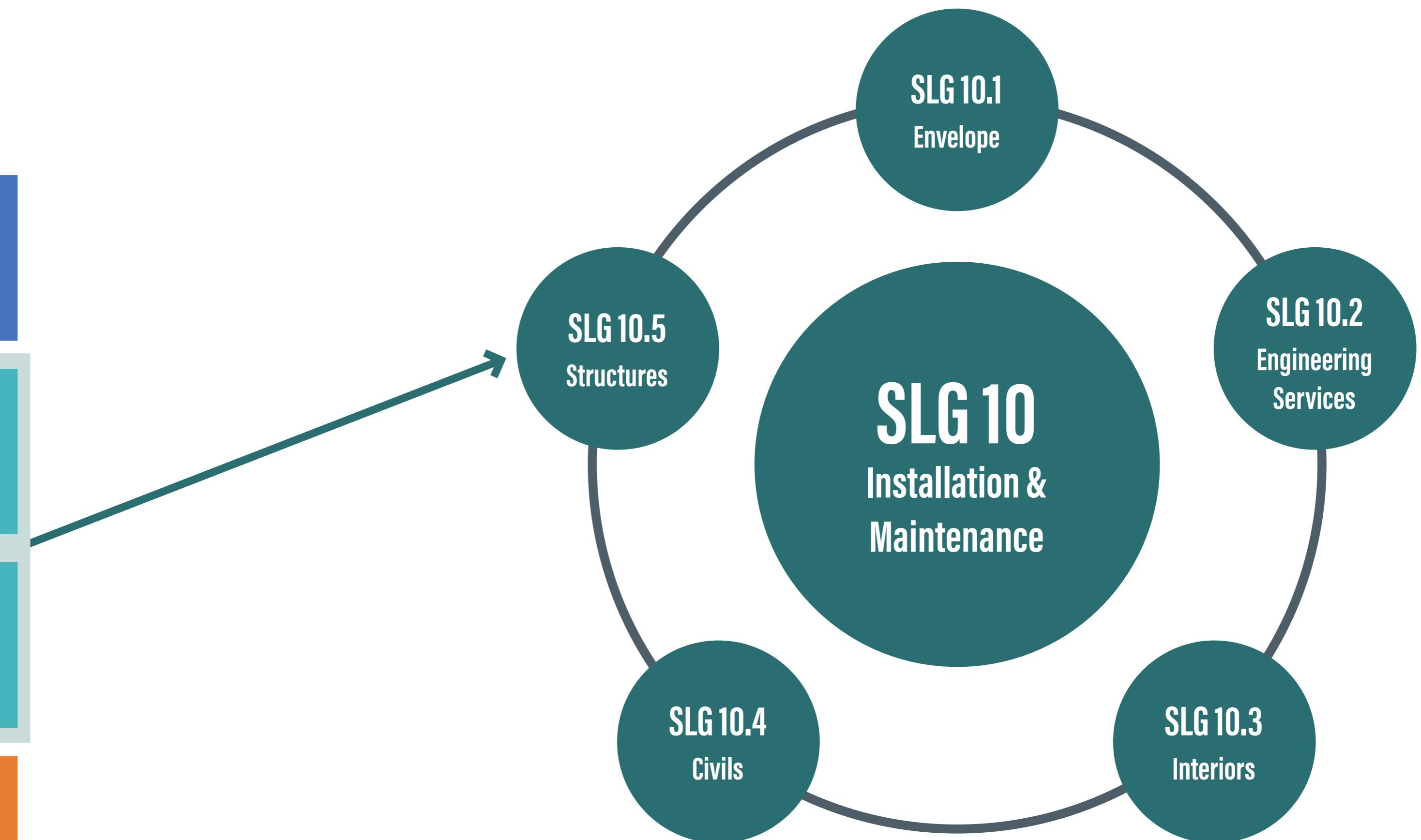
"An existing approach to competence which was fragmented, encompassing a range of disciplines and different competence frameworks even within one discipline and without reference to other interacting disciplines."¹

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.



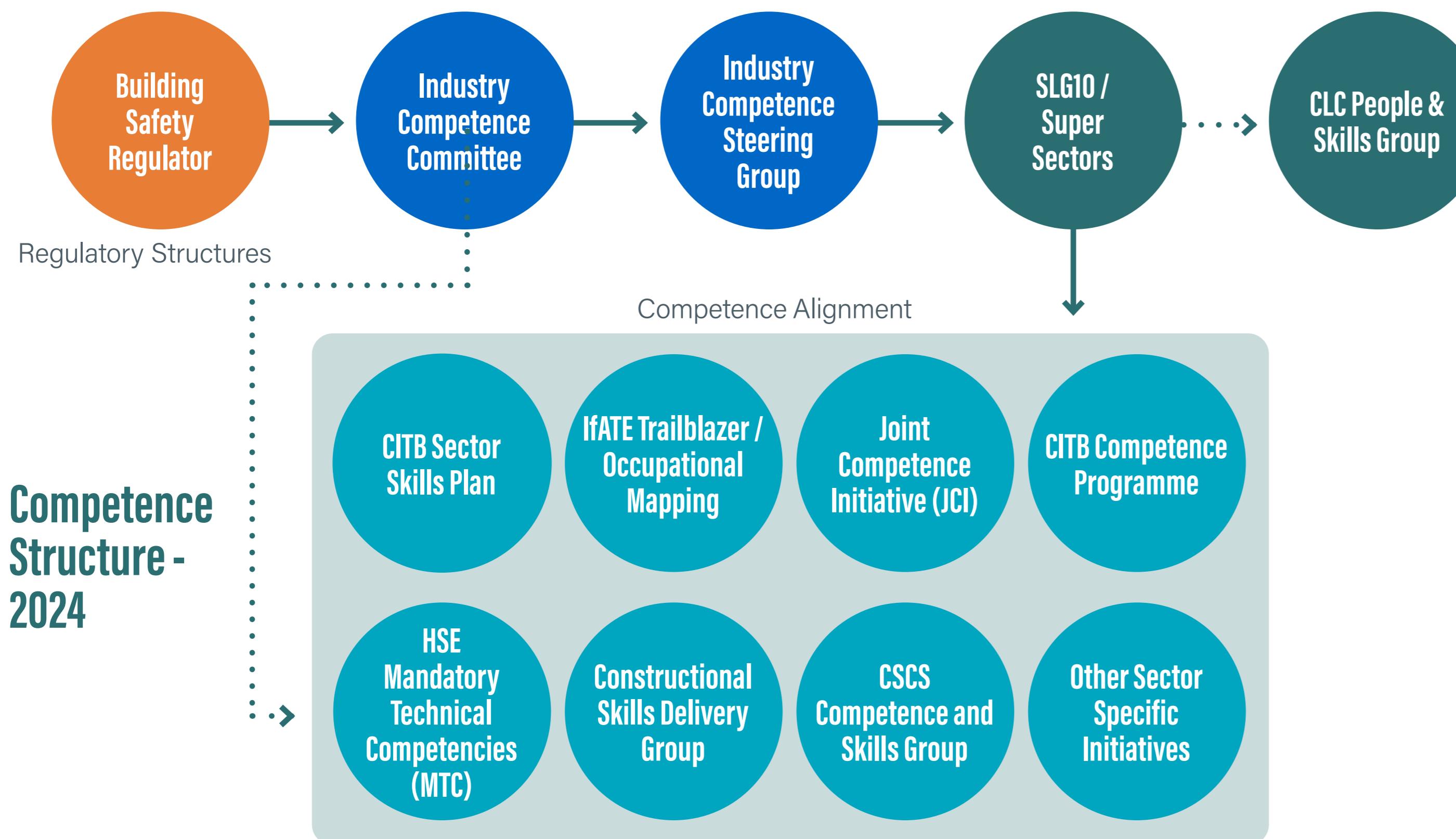
¹ Building a Safer Future - Independent Review of Building Regulations and Fire Safety: Final Report (Dame Judith Hackitt DBE FREng, May, 2018, Summary 5.2, p.75)

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 onsite 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 Service Moveable Walls 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 Servicing Moveable Walls, 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 Servicing Moveable Walls. 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 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:

- 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 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.



Route to Competence

— To develop
— Actions needed
— Developed

PROGRESSION

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

RE-VALIDATION OF COMPETENCE

Renewal of CSCS Card and HSE test

COMPETENCE QUALIFICATIONS

NVQ Level 3 Interior Systems Service Operable Walls

OTHER TRAINING

No specific Training Standard

ACCESS TO SITE

Up to date Fire Safety in Buildings Training

In date HS&E Test

ENTRANT

Experienced Worker – Must have completed a level 2 Interior Systems qualification



Functional Map

Core Construction Competencies

FUNCTIONAL MAP ACTIVITIES		COMPETENCE	RE-VALIDATION
CORE CONSTRUCTION COMPETENCIES			
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		COMPETENCE	RE-VALIDATION
TRADE SPECIFIC COMPETENCIES			
OWS001	Install and relocate operable partition systems	✓	
SOW0002	Service, maintain and repair operable partition wall systems	✓	10 hours of verified CPD in relation to Moveable Walls

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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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.

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Trade Specific Competencies

0W001 Install and relocate operable partition systems

SKILLS



KNOWLEDGE



Description: This function is about installing and relocating moveable partition systems including sliding wall, hinged/folding wall, operable wall, non-acoustic glass moveable wall, vertically rising wall and accordion wall.

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Trade Specific Competencies

SOW002 Service, maintain and repair operable partition wall systems

SKILLS



KNOWLEDGE



Description: This function is about servicing, maintaining, and repairing operable partition wall systems to ensure they operate safely.



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 Moveable Walls in the last 12 months

working on site servicing, maintaining and repairing three of the following types of moveable partition wall systems to working instructions:

- sliding wall
- hinged folding wall
- operable wall
- non-acoustic glass moveable wall
- vertically rising wall
- accordion wall

working on site installing two types of moveable walls systems





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

We gratefully acknowledge the valuable time, effort, and expertise contributed by the following organisations in the development of these competence frameworks:

Organisations TBC

