
COMPETENCE FRAMEWORK

Automated Gate System Installer and Service Technician



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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.”

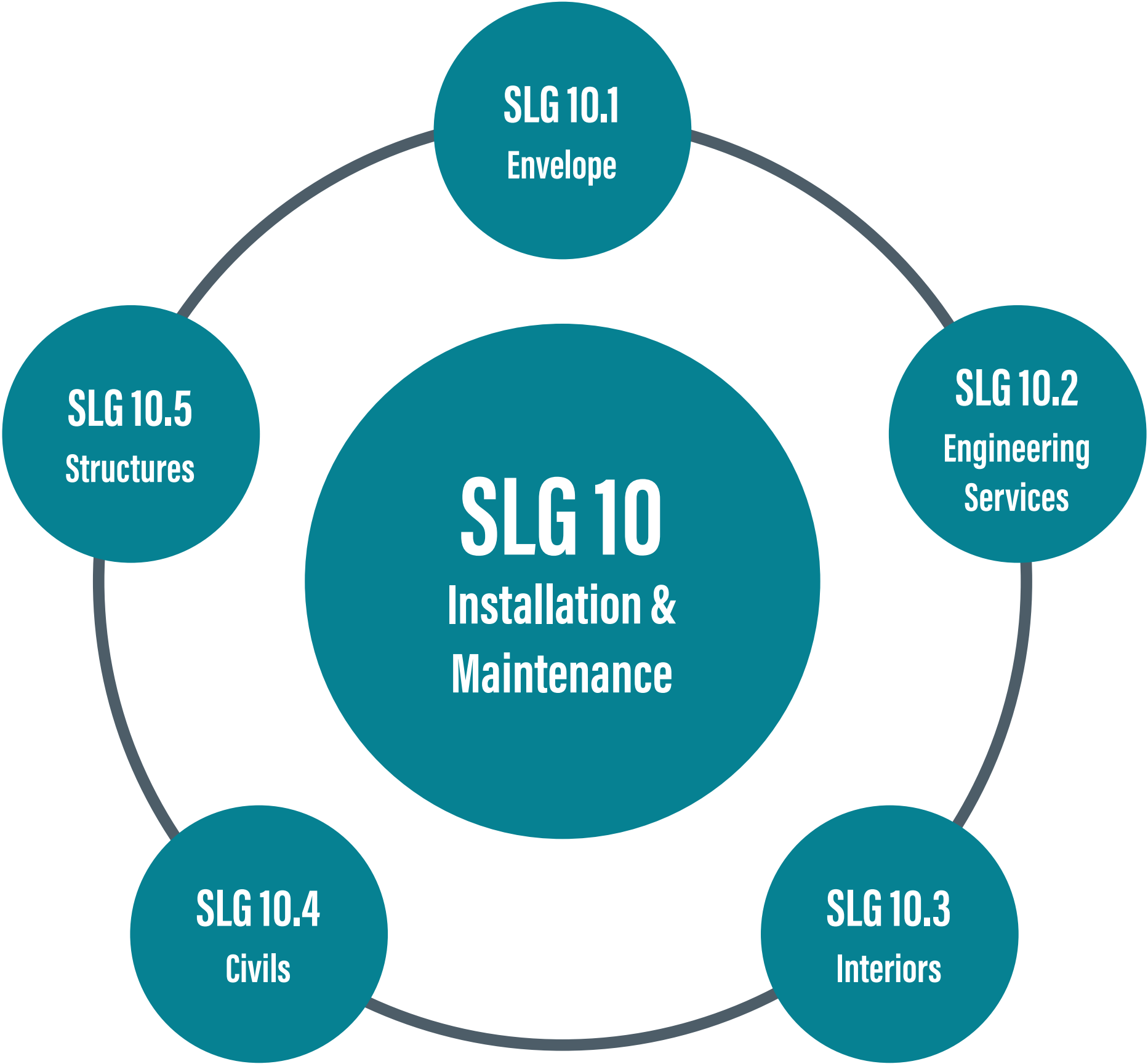
The [Building Safety Act](#) (published on 25 July 2022), together with [The Building Regulations etc. \(Amendment\)\(England\) Regulations 2023](#), has introduced a new regulatory regime that defines competence as having the appropriate **skills, knowledge, experience** and **behaviours (SKEB)**. This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



¹Building 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)



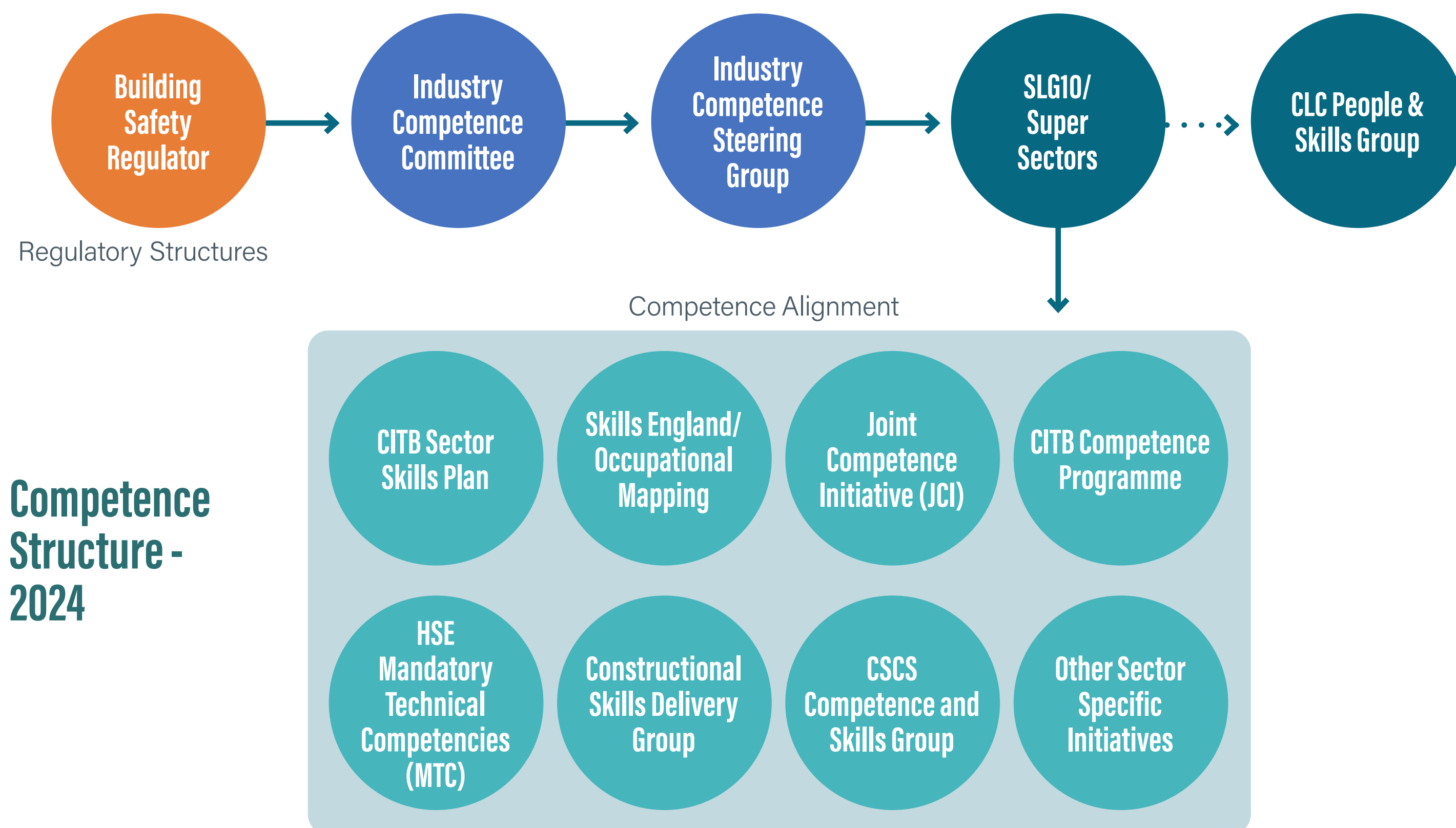
The Industry Competence Steering Group (ICSG)



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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



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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 the 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.

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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

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Sector Overview

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), federations/association representation supported by further consultations with their employer memberships 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 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 SKEB.



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Sector Overview

Outcomes and Findings

The following actions have been prioritised for inclusion in an implementation plan:

Actions already being implemented:

- A full review of the current National Occupational Standard NOS suite

To ensure national coverage the following are required:

- Development of apprenticeships in Wales and Northern Ireland
- Engagement of providers to deliver the current (and revised) Apprenticeship in Scotland
- A review and widening of the scope of the existing Powered Pedestrian Doors (ST0373) English apprenticeship to include Automated Gate systems as there is no current apprenticeship offer for this sector

A full, industry wide consultation will be undertaken utilising the association/federation membership bases to identify the need for:

- Development of short duration training courses to bridge the gap between the current (pre revision) NOS, and the Competence Framework / revised NOS and facilitate upskilling of currently qualified operatives
- Additional safety critical CPD that must be completed to gain and re-validated to renew the Skilled Worker Card
- Development of progressive qualification routes to drive higher level competence
- Development of an Alternative Route to Competence (ARTC) and Experienced Worker Practical Assessment (EWPA) to support those entering the industry with transferable skills
- Introduce Fire Safety in Buildings training as a mandatory competence requirement in line with the following recommendation from the Setting the Bar report²: All installers service and maintenance operatives have a core knowledge of fire safety in buildings – training to be standardised and made mandatory.

Barriers identified to addressing the actions include a substantial lack of recognised training opportunities. There are only two NVQ providers currently delivering the NVQ in England, there is no consistent delivery in the devolved nations although some learners may cross the borders to complete assessment with the English providers . The uptake and achievement rates are very low.

It is worth noting that the federations have wide ranging training offers which if aligned to the Competence Framework would provide a strong development pathway.

The National Occupational Standards (NOS) and relevant core elements of the Powered Pedestrian Door Apprenticeship were used to develop the Competence Framework.

The NOS and subsequent S/NVQ went through a revision and update in 2017, although there was an indicative review to the Recommended Qualification Structure (RQS) in 2022.

With this alignment to the NOS, it has been identified these standards and vocational qualifications were not fit for purpose due to the lack of detail around Fire Doors.

It is acknowledged that the sector covers a wide variation of competence requirements based on different job roles and the products that are involved. During implementation, it is envisaged that the functions in the SKEB will need to be broken down further to improve transparency in these areas.

²Setting the Bar – A new competence regime for Building a Safer Future. Recommendation 243.





Routes to Competence

- To develop
- Actions needed
- Developed

PROGRESSION

CITB SDTS & CPD TRAINING

RE-VALIDATION OF COMPETENCE

CORE TRADE COMPETENCE

CSCS BLUE

ROUTE TO BASELINE COMPETENCE





Routes to Competence

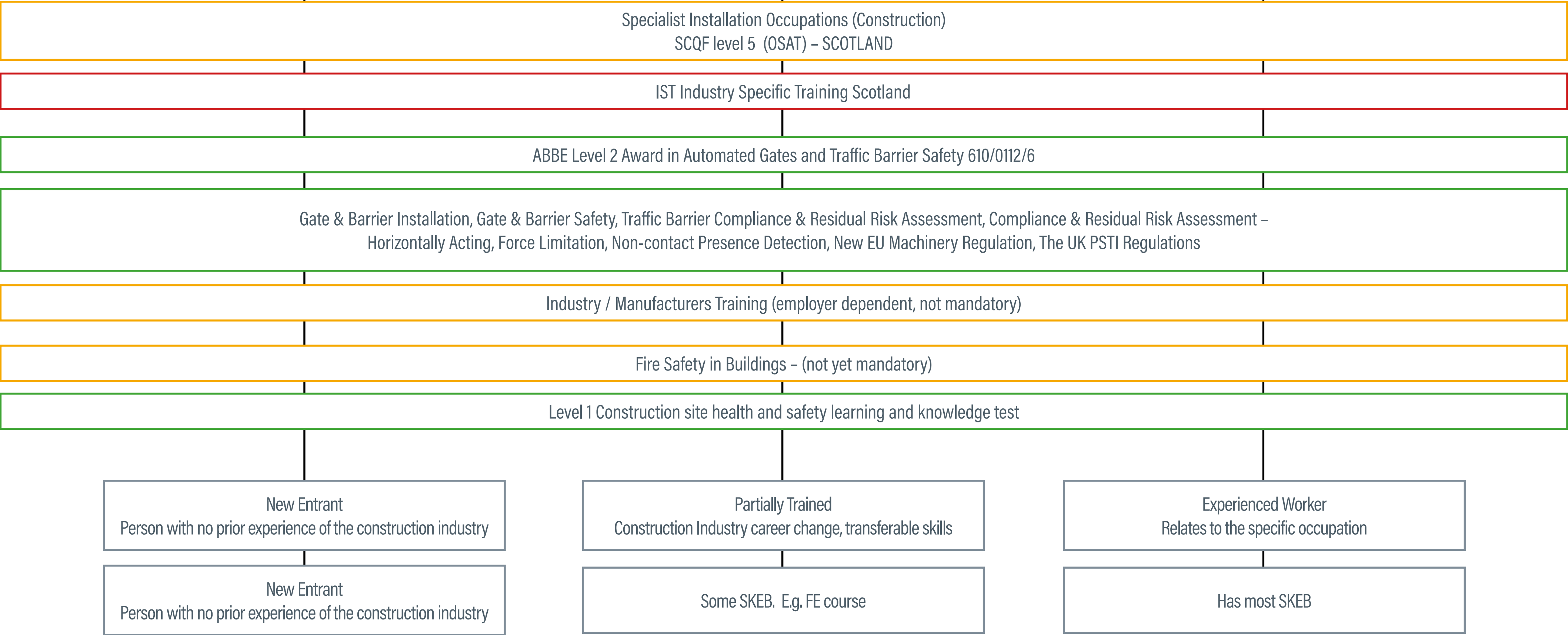
- To develop
- Actions needed
- Developed

ROUTE TO BASELINE COMPETENCE

OPTIONAL SUPPORTING TRAINING TOWARDS COMPETENCE

ACCESS TO SITE CSCS RED

ENTRANT



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Functional Map

Core Construction Competencies

FUNCTIONAL MAP ACTIVITIES		POWERED GATE SYSTEM INSTALLER	POWERED GATE SYSTEM SERVICE TECHNICIAN	POWERED GATE SYSTEM REPAIR TECHNICIAN	MANUAL GATE SYSTEM INSTALLER	MANUAL GATE SYSTEM SERVICE TECHNICIAN	MANUAL GATE SYSTEM REPAIR TECHNICIAN
CORE CONSTRUCTION COMPETENCIES							
CC001	Conform to general health, safety, and welfare in the workplace	✓	✓	✓	✓	✓	✓
CC002	Conform to productive working practices in the workplace	✓	✓	✓	✓	✓	✓
CC003	Move, handle, and store resources	✓	✓	✓	✓	✓	✓
CTC-001	Core trade competencies	✓	✓	✓	✓	✓	✓

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Functional Map

Core Construction Competencies

FUNCTIONAL MAP ACTIVITIES		POWERED BARRIER SYSTEM INSTALLER	POWERED BARRIER SYSTEM SERVICE TECHNICIAN	POWERED BARRIER SYSTEM REPAIR TECHNICIAN	MANUAL BARRIER SYSTEM INSTALLER	MANUAL BARRIER SYSTEM SERVICE TECHNICIAN	MANUAL BARRIER SYSTEM REPAIR TECHNICIAN
CORE CONSTRUCTION COMPETENCIES							
CC001	Conform to general health, safety, and welfare in the workplace	✓	✓	✓	✓	✓	✓
CC002	Conform to productive working practices in the workplace	✓	✓	✓	✓	✓	✓
CC003	Move, handle, and store resources	✓	✓	✓	✓	✓	✓
CTC-001	Core trade competencies	✓	✓	✓	✓	✓	✓





Functional Map

Trade Specific Competencies

FUNCTIONAL MAP ACTIVITIES		POWERED BARRIER SYSTEM INSTALLER	POWERED BARRIER SYSTEM SERVICE TECHNICIAN	POWERED BARRIER SYSTEM REPAIR TECHNICIAN	MANUAL BARRIER SYSTEM INSTALLER	MANUAL BARRIER SYSTEM SERVICE TECHNICIAN	MANUAL BARRIER SYSTEM REPAIR TECHNICIAN
CORE CONSTRUCTION COMPETENCIES							
SIO-DGS-02	Install door and gate systems	✓			✓		
SIO-DGS-01	Service and maintain or commission door, gate or shutter systems		✓			✓	
SIO-DGS-04	Dismantle and repair door, gate or shutter systems			✓			✓

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Functional Map

Trade Specific Competencies

FUNCTIONAL MAP ACTIVITIES		POWERED GATE SYSTEM INSTALLER	POWERED GATE SYSTEM SERVICE TECHNICIAN	POWERED GATE SYSTEM REPAIR TECHNICIAN	MANUAL GATE SYSTEM INSTALLER	MANUAL GATE SYSTEM SERVICE TECHNICIAN	MANUAL GATE SYSTEM REPAIR TECHNICIAN
CORE CONSTRUCTION COMPETENCIES							
SIO-DGS-02	Install door and gate systems	✓			✓		
SIO-DGS-01	Service and maintain or commission door, gate or shutter systems		✓			✓	
SIO-DGS-04	Dismantle and repair door, gate or shutter systems			✓			✓



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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.

SKILLS

You must be able to:

Workplace health, safety and welfare

Comply with all workplace health, safety and welfare legislation requirements at all times

Avoid risk by complying with given information relating to the following:

- induction
- briefings
- application of prior training (safe use of health and safety control equipment)

Adhere to statutory requirements and/or safety notices and warning signs displayed in the workplace or on equipment

Recognition of hazards

Recognise hazards, associated with the workplace and report them in accordance with organisational procedures

Recognise hazards created by changing circumstances, that have not been previously controlled, and report them in accordance with organisational procedures

Organisational policies and procedures

Accept responsibility for, and comply with, organisational policies and procedures in order to contribute to health, safety and welfare

Show personal behaviour which demonstrates active responsibility for general workplace health, safety and welfare

KNOWLEDGE

Comply with organisational policies and procedures relating to the following:

- consideration of others
- interpretation of given instructions to maintain safe systems of work
- contributing to discussions (offer and provide feedback)
- maintaining quality working practices
- contributing to the maintenance of workplace welfare facilities
- storage and use of equipment provided to keep people safe
- disposal of waste and/or consumable items

Security arrangements

Comply with and support organisational procedures for maintaining the security of the workplace

- during the working day
- on completion of the day's work
- from unauthorised personnel (other operatives and/or the general public)
- from theft

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Core Construction Competencies

Conform to productive working practices (CC002)

Description: This function in the context of your occupation and work environment, is about productive communication with line management, colleagues and customers, interpreting information, planning and carrying productive work practices, working with others or as an individual.

SKILLS

KNOWLEDGE

You must be able to:

Communicate with others

Communicate with line management, colleagues or customers to ensure work is carried out productively
Respect the needs of others when communicating

Follow procedures

Interpret and follow organisational procedures and use appropriate resources to plan the sequence of work in order to conform to productive work practices and maintain records
Complete documentation as required by the organisation

Work Relationships

Maintain good work relationships
Work productively with line management, colleagues, customers or other people
Apply the principles of equality and diversity

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Core Construction Competencies

Move, handle and store resources (CC003)

Description: This function in the context of your occupation and work environment, is about interpreting information, adopting safe and healthy working practices, selecting aids or equipment to move, handle or store occupational resources and moving, handling and storing occupational resources to maintain useful condition.

SKILLS

KNOWLEDGE



You must be able to:

Interpretation of Information

Interpret the information to move, handle or store occupational resources, and use and store lifting aids and equipment for the following:

- technical
- product and regulatory
- oral
- written
- graphical presentation

Safe Work Practices

Comply with the relevant legislation and official guidance to move, handle or store occupational resources and maintain safe and healthy work practices relating to the following:

- methods of work
- safe use of health and safety control equipment
- safe use of lifting aids
- protection of the environment

Selection of Resources

Select the required resources associated with moving, handling or storing:

- lifting and handling aids
- container(s)
- fixing, holding and securing systems

Minimise the Risk of Damage

Comply with organisational procedures to minimise the risk of damage to the work and surrounding area by:

- protecting the occupational resources and their surrounding area from damage
- maintaining a safe, clear and tidy work area
- disposing of waste in accordance with current legislation

Comply with Occupational Resource Information

Comply with the contract information to move, handle or store resources efficiently to the required specification by:

- demonstrating work skills to:
 - move
 - position
 - store
 - secure
 - use lifting aids and kinetic lifting techniques
- Move, handle or store occupational resources to meet product information and organisational requirements relating to at least three of the following:
 - sheet material
 - loose material
 - bagged or wrapped material
 - fragile material
 - tools and equipment
 - components
 - liquids

Allocated Time

Complete the work within the estimated, allocated time in accordance with organisational procedures, the programme of work and to meet the needs of other occupations and/or client



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Core Trade Competencies

Interpret Information

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

SKILLS

KNOWLEDGE

You must be able to:

Interpret the information relating to the work and resources to confirm its relevance for the following:

- drawings
- specifications
- schedules
- risk assessments
- method statements
- manufacturers' information
- electronic data

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Core Trade Competencies

Safe Work Practices

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

SKILLS

KNOWLEDGE

You must be able to:

Comply with the legislation and official guidance to carry out the work and maintain safe and healthy work practices relating to the following:

- methods of work
- safe use of health and safety control equipment
- safe use of access equipment
- safe use, storage and handling of materials, tools and equipment
- specific risks to health
- specific risks associated with asbestos containing materials



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Core Trade Competencies

Selection of Resources

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

SKILLS

KNOWLEDGE

You must be able to:

Select the required quantity and quality of the following resources for the methods of work for:

- materials
- tools and equipment
- components and fixings

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Core Trade Competencies

Minimise the risk of damage

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

SKILLS

KNOWLEDGE

You must be able to:

Comply with organisational procedures to minimise the risk of damage to the work and surrounding area by:

- protecting the work and its surrounding area from damage
- maintaining a safe, clear and tidy work area
- disposing of waste in accordance with current legislation

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Core Trade Competencies

Meet the contract specification

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

KNOWLEDGE

You must know and understand:

- The importance of mental health awareness and wellbeing
- The importance of applying Fairness, Inclusion and Respect (FIR) when dealing with others

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Core Trade Competencies

Approach to work

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

SKILLS

KNOWLEDGE

You must be able to:

Complete the work in accordance with organisational procedures, the programme of work and to meet the needs of others and the client

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Core Trade Competencies

Equality, Diversity and Inclusion

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

SKILLS

KNOWLEDGE

You must be able to:

Effectively communicate across diverse groups by:

- recognising, valuing, appreciating and respecting the diversity of cultures, beliefs and practices that exist
- leading by example and promoting an inclusive culture
- working effectively in diverse teams to achieve goals and objectives



Core Trade Competencies

Net Zero

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

SKILLS

KNOWLEDGE

You must be able to:

- Work efficiently and effectively with tools and materials to minimise waste, reducing, reusing and recycling materials where appropriate during projects
- Work on projects that focus on sustainability and energy efficiency

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Core Trade Competencies

Digital Skills

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

SKILLS

KNOWLEDGE

You must be able to:

Understand and act on digital information

Protect sensitive digital information using secure methods

Capture photographic evidence of work completed using hardware

Use effective communication and engagement with diverse teams through digital technologies including:

- engineers
- contractors
- clients
- architects
- other professionals



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Core Trade Competencies

Retro Fit

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

SKILLS

You must be able to:

Explain the benefits of retrofit work

Describe the basics of building physics and energy efficiency, including heat loss, ventilation and airtightness

Describe the various properties and meanings of U-values related to thermal insulated industrial doors and shutters

Use best practice industry guidance to support effective retrofit installation

Use effective communication and engagement in retrofit operations with diverse teams, including:

- clients
- contractors
- engineers
- architects
- other professionals

KNOWLEDGE



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Core Trade Competencies

Continuous Improvement

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

KNOWLEDGE

You must know and understand:

- Continuous development and the benefits of ongoing compliance and career progression
- The typical progression routes for the industry
- The typical qualification structures and routes to professional competency



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Install door and gate systems (DGS-02)

Safe working environment and practices

SKILLS

KNOWLEDGE

Description: This function is about installing and commissioning industrial, commercial or pedestrian door, gate or barrier systems and ensuring they operate safely.



You must be able to:

Determine that the existing structural integrity is suitable for the application of the door or gate system





Install door and gate systems (DGS-02)

Tools and Equipment

SKILLS

KNOWLEDGE

Description: This function is about installing and commissioning industrial, commercial or pedestrian door, gate or barrier systems and ensuring they operate safely.



You must be able to:

Safely and competently use and maintain hand tools, power tools, and equipment for door or gate system installations





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TEAMWORK & COMMUNICATION

Install door and gate systems (DGS-02)

Preparation of work

SKILLS

KNOWLEDGE

Description: This function is about installing and commissioning industrial, commercial or pedestrian door, gate or barrier systems and ensuring they operate safely.



You must be able to:

- Demonstrate the ability to accurately measure building openings for door or gate installation
- Mark out positions for door or gate components based on measurements and working instructions
- Determine that the existing structural integrity is suitable for the application of the door or gate system



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Install door and gate systems (DGS-02)

Implementation of work

Description: This function is about installing and commissioning industrial, commercial or pedestrian door, gate or barrier systems and ensuring they operate safely.

SKILLS



You must be able to:

Lift, level, balance and align door or gate components during installation

Fit components together securely and adjust for proper and safe operation

Securely fix door or gate systems

Install door or gate systems in line with manufacturer installation instructions

Identify and resolve problems and technical challenges when installing doors or gate systems within the limit of the product specification and its application

Apply the correct finishing touches to door or gate installations

Install and commission industrial and commercial powered or manual door or gate systems:

- sectional doors
- vertical moving doors

- horizontally sliding and swing doors
- gate systems
- barrier systems

Install and commission pedestrian and residential powered or manual door or gate systems:

- domestic garage doors (panel, rolling or sectional constructions)
- slide, swing, and folding doors
- revolving doors
- gate systems
- barrier systems

KNOWLEDGE



Powered products only:

Apply control circuit application skills to meet a specification and safe operating standard:

- set up electrical wiring and control systems for automatic doors and gate systems
- test and troubleshoot electrical wiring and control systems
- integrate control systems with motors, control boards, and safety components
- connect, adjust, and test installed door or gate systems
- work with activation and safety sensors, electro-sensitive protective equipment (ESPE) and pressure-sensitive protective equipment (PSPE)

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Install door and gate systems (DGS-02)

Functionality and Safety Checks

Description: This function is about installing and commissioning industrial, commercial or pedestrian door, gate or barrier systems and ensuring they operate safely.

SKILLS



You must be able to:

- Test operational functionality of installed door or gate systems
- Ensure all safety devices are working correctly
- Verify the operational functionality of the installed system
- Carry out a residual risk assessment and complete any corrective actions required

KNOWLEDGE



Powered products only:

- Connect, adjust, and test installed door systems, associated activation, and safety sensors
- Carry out force testing, analyse results and make amendments as required
- Analyse data and make adjustments to ensure that maximum door or gate speeds are not exceeded



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Install door and gate systems (DGS-02)

Teamwork & Communication

SKILLS



You must be able to:

Work effectively within a team environment and be mindful of the needs of other occupations involved in the installation process

Effectively communicate operational instructions, principles, user training and safety measures, to clients, customers, or their representatives

KNOWLEDGE



Description: This function is about installing and commissioning industrial, commercial or pedestrian door, gate or barrier systems and ensuring they operate safely.



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TEAMWORK & COMMUNICATION

Service and Maintain door, gate or shutter systems (DGS01)

Safe working environment and practices

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS

KNOWLEDGE



You must be able to:

Demonstrate application of relevant standards, regulations and codes of practice for working with door, gate or shutter systems





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Service and Maintain door, gate or shutter systems (DGS01)

Tools and Equipment

SKILLS

KNOWLEDGE

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



You must be able to:

Safely and competently use and maintain hand tools, power tools, and equipment for door, gate or shutter system service and maintenance



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Service and Maintain door, gate or shutter systems (DGS01)

Preparation of work

SKILLS



You must be able to:

Risk assess the door, gate or shutter system to be serviced and maintained to include:

- accessibility of all working parts of the complete system
- determine a safe method of working
- dynamically risk assess individual site-specific hazards
- determine that the existing structural integrity is suitable for the service and maintenance of the door, gate or shutter
- ensure that the area of work is safely cordoned off to establish the safety of the employee and other users

KNOWLEDGE



Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



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Service and Maintain door, gate or shutter systems (DGS01)

Implementation of work

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS



You must be able to:

Identify and resolve problems and technical challenges when servicing and maintaining door, gate or shutter systems within the limit of the product specification and its application

Service and maintain various powered or manual door, gate or shutter systems based on working instructions:

commercial:

- sectional doors
- vertical moving doors
- horizontally sliding and swing doors
- gate systems
- barrier systems

pedestrian / residential:

- domestic garage doors (panel, rolling or sectional constructions)
- slide, swing, and folding doors
- revolving doors
- gate systems
- barrier systems

shutter systems:

- roller shutters and grilles
- sectional
- vertical moving
- horizontally acting

Powered products only:

Apply control circuits, testing, fault finding, integration with motors, control boards, and safety sensors for door, gate or shutter systems

- connect, adjust, and test the system including relevant activation and safety sensors
- verify the operational functionality of the serviced and maintained system
- service and maintain third party certified doorsets in line with manufacturers' instructions or to meet the tested scheme requirements
- carry out force testing, analyse results and make amendments as required
- test operational functionality and safety devices of the door gate or shutter system

KNOWLEDGE



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Service and Maintain door, gate or shutter systems (DGS01)

Functionality and Safety Checks

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS

KNOWLEDGE



You must be able to:

Analyse data and make adjustments to ensure that maximum door, gate or shutter speeds are not exceeded

Carry out a residual risk assessment and complete any corrective actions required

Identify when a door, gate or shutter system is unsafe and needs to be turned off

Communicate when a door, gate or shutter system is deemed to be unsafe and issue an unsafe system notice





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Service and Maintain door, gate or shutter systems (DGS01)

Teamwork & Communication

Description: This function is about servicing and maintaining industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS



You must be able to:

Work effectively within a team environment and be mindful of the needs of other occupations involved in the service and maintenance process

Effectively communicate operational instructions, principles, user training and safety measures, to clients, customers, or their representatives

KNOWLEDGE





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Dismantle and Repair door, gate or shutter systems (DGS04)

Safe working environment and practices

Description: This function is about dismantling, repairing or replacing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS

KNOWLEDGE



You must be able to:

Demonstrate application of relevant standards, regulations and codes of practice for working with door, gate or shutter systems





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Dismantle and Repair door, gate or shutter systems (DGS04)

Tools and Equipment

SKILLS

KNOWLEDGE

Description: This function is about dismantling, repairing or replacing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



You must be able to:

Safely and competently use and maintain hand tools, power tools and equipment for dismantling and repairing door, gate or shutter systems



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Dismantle and Repair door, gate or shutter systems (DGS04)

Preparation of work

SKILLS



You must be able to:

Risk assess the door, gate or shutter system to be dismantled or repaired to include:

- the structural integrity of the surrounding area and aperture
- accessibility of all working parts of the complete system
- determine a safe method of working
- dynamically risk assess individual site-specific hazards
- determine that the existing structural integrity is suitable for the repair of the door, gate or shutter
- ensure that the area of work is safely cordoned off to establish the safety of the employee and other users

KNOWLEDGE



Description: This function is about dismantling, repairing or replacing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.



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Dismantle and Repair door, gate or shutter systems (DGS04)

Implementation of work

Description: This function is about dismantling, repairing or replacing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS



You must be able to:

Identify and resolve problems and technical challenges when dismantling and repairing door, gate or shutter systems within the limit of the product specification and its application

Dismantle, repair or remove powered or manual commercial door, gate or shutter systems based on working instructions:

- sectional doors
- vertical moving doors
- -horizontally sliding and swing doors
- gate systems
- barrier systems

KNOWLEDGE



Dismantle, repair or remove powered or manual pedestrian and residential door or gate systems based on working instructions:

- domestic garage doors (panel, rolling or sectional constructions)
- slide, swing, and folding doors
- revolving doors
- gate systems
- barrier systems

Dismantle, repair or remove various powered or manual shutter systems based on working instructions:

- roller shutters and grilles
- sectional
- vertically moving
- horizontally acting

Powered products only:

Apply control circuits, testing, fault finding, integration with motors, control boards, and safety sensors for powered doors, shutters or gates:

- connect, adjust, and test repaired door, gate or shutter systems and associated activation and safety sensors
- verify the operational functionality of the repaired system
- repair third party certified doorsets in line with manufacturers' instructions or to meet the tested scheme requirements
- test operational functionality and safety devices of the door gate and shutter system





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INSTALL DOOR AND GATE SYSTEMS (DGS-02)

SERVICE AND MAINTAIN DOOR, GATE OR SHUTTER SYSTEMS (DGS01)

DISMANTLE AND REPAIR DOOR, GATE OR SHUTTER SYSTEMS (DGS04)

SAFE WORKING ENVIRONMENT AND PRACTICES

TOOLS AND EQUIPMENT

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IMPLEMENTATION OF WORK

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TEAMWORK & COMMUNICATION

Dismantle and Repair door, gate or shutter systems (DGS04)

Functionality and Safety Checks

Description: This function is about dismantling, repairing or replacing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS

KNOWLEDGE



You must be able to:

- Analyse data and make adjustments to ensure that maximum door, gate and shutter speeds are not exceeded
- Carry out a residual risk assessment and complete any corrective actions required
- Identify when a door, gate and shutter system is unsafe and needs to be turned off
- Communicate when a door, gate and shutter system is deemed to be unsafe and issue an unsafe system notice





Dismantle and Repair door, gate or shutter systems (DGS04)

Teamwork & Communication

Description: This function is about dismantling, repairing or replacing industrial, commercial or pedestrian door, shutter, gate or barrier systems and ensuring they operate safely.

SKILLS



You must be able to:

Work effectively within a team environment and be mindful of the needs of other occupations involved in the dismantling and repair process

Effectively communicate operational instructions, principles, user training and safety measures, to clients, customers, or their representatives

KNOWLEDGE



Experience

Information that can be evidenced to confirm level of experience

Self-Assessment of the key existing skills & knowledge statements

Rarely: Task is completed less than once every 3 months on average Regular: Task is completed more than once every 3 months on average	Trained or Qualified: You have received and passed formal manufacturers or industry training from a qualified source or hold a recognised qualification such as an NVQ, Apprenticeship or T Level. Train, Supervise or Quality Assure: You told training sessions, supervise, coach or mentor individuals and provide feedback.			
Experience You must have experience of: Use the drop-down boxes to rate your current experience Select one answer per row	I am not trained or qualified and do not complete this task as part of my role.	I am trained or qualified but rarely complete this task. I would need refresher training and supervision to complete the task.	I am qualified, this task is a regular part of my current role or I have completed it regularly in my time in the industry to an approved standard.	I also train, supervise or quality assure the work of operatives as part of my current role or a regular part of my time in the industry.
Safe working environment and practices Experience				
Demonstrate the application of relevant legislation for working with powered or manual door or gate systems				
Demonstrate the application of relevant standards, regulations and codes of practice for working with powered or manual door or gate systems				
Implementation of Work – Powered Products Experience				
Install and commission industrial and commercial sectional door systems				
Install and commission industrial and commercial vertical moving door systems				
Install and commission industrial and commercial horizontally sliding and swing door systems				
Install and commission industrial and commercial automated power gate systems				
Install and commission industrial and commercial automated power barrier systems				

Experience

Information that can be evidenced to confirm level of experience

Self-Assessment of the key existing skills & knowledge statements

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Implementation of Work – Powered Products Experience				
Install and commission pedestrian and residential domestic garage door systems				
Install and commission pedestrian and residential powered garage door systems				
Install and commission pedestrian and residential manual slide door systems				
Install and commission pedestrian and residential manual swing door systems				
Install and commission pedestrian and residential manual folding door systems				
Install and commission pedestrian and residential powered slide door systems				
Install and commission pedestrian and residential powered swing door systems				
Install and commission pedestrian and residential powered folding door systems				
Install and commission pedestrian and residential revolving door systems				

Experience

Information that can be evidenced to confirm level of experience

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Implementation of Work – Powered Products Experience				
Install and commission pedestrian and residential manual gate systems				
Install and commission pedestrian and residential powered gate systems				
Set up electrical wiring and control systems for automatic doors and gate systems				
Test and troubleshoot electrical wiring and control systems				
Integrate control systems with motors, control boards, and safety components				
Connecting, adjusting, and testing installed door or gate systems				
Installing and testing activation and safety sensors				
Installing and testing electro-sensitive protective equipment (ESPE)				
Installing and testing pressure-sensitive protective equipment (PSPE)				

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Functionality and Safety Checks - Experience				
Analyse data and make adjustments to ensure that maximum door or gate speeds are not exceeded				
Carry out a residual risk assessment and complete any corrective actions required				
Wider Experience				
Following Equality, Diversity & Inclusion policies, working as part of a diverse team and engaging with diverse communities and stakeholders				
Contributing towards achieving Net Zero by working on projects with a focus on sustainability and energy efficiency				
Working with multidisciplinary teams to use digital solutions across installation, maintenance, service or repair activities				
Complying with quality standards and performance criteria retrofit different types of buildings, including residential, commercial, and heritage properties				

Experience

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Safe working environment and practices Experience				
Demonstrate application of relevant legislation for working with powered or manual door, gate or shutter system				
Demonstrate application of relevant standards, regulations and codes of practice for working with powered or manual door, gate or shutter system				
Implementation of Work – Powered Products Experience				
Risk assess the door, gate or shutter system to be serviced and maintained				
Identify and resolve problems and technical challenges when servicing and maintaining door, gate or shutter systems within the limit of the product specification and its application				
Service and maintain industrial and commercial sectional door systems				
Service and maintain industrial and commercial vertical moving door systems				
Service and maintain industrial and commercial horizontally sliding and swing door systems				
Service and maintain industrial and commercial automated power gate systems				

Experience

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Implementation of Work – Powered Products Experience				
Service and maintain industrial and commercial automated power barrier systems				
Service and maintain pedestrian and residential domestic garage door systems				
Service and maintain pedestrian and residential powered garage door systems				
Service and maintain pedestrian and residential manual slide door systems				
Service and maintain pedestrian and residential manual swing door systems				
Service and maintain pedestrian and residential manual folding door systems				
Service and maintain pedestrian and residential powered slide door systems				
Service and maintain pedestrian and residential powered swing door systems				
Service and maintain pedestrian and residential powered folding door systems				

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Implementation of Work – Powered Products Experience				
Service and maintain pedestrian and residential revolving door systems				
Service and maintain pedestrian and residential manual gate systems				
Service and maintain roller shutter systems				
Service and maintain grille shutter systems				
Service and maintain sectional overhead door systems				
Service and maintain horizontally moving shutter systems				
Service and maintain manual shutter systems				
Service and maintain powered shutter systems				
Service and maintain solar powered shutter systems				

Experience

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Functionality and Safety Checks - Experience				
Connect, adjust, and test the system including relevant activation and safety sensors				
Verify the operational functionality of the system				
Service and maintain third party certified doorsets in line with manufacturers' instructions or to meet the tested scheme requirements				
Carry out force testing, analyse results and make amendments as required				
Test operational functionality and safety devices of the door gate or shutter system				
Analyse data and make adjustments to ensure maximum door, gate or shutter speeds are not exceeded				
Carry out a residual risk assessment and complete any corrective actions required				
Identify when a door, gate or shutter system is unsafe and needs to be turned off				

Experience

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Wider Experience				
Following Equality, Diversity & Inclusion policies, working as part of a diverse team and engaging with diverse communities and stakeholders				
Contributing towards achieving Net Zero by working on projects with a focus on sustainability and energy efficiency				
Working with multidisciplinary teams to use digital solutions across installation, maintenance, service or repair activities				
Complying with quality standards and performance criteria retrofit different types of buildings, including residential, commercial, and heritage properties				

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Safe Working environment and practices – Experience				
Demonstrate application of relevant legislation for working with powered or manual door, gate or shutter systems				
Demonstrate application of relevant standards, regulations and codes of practice for working with powered or manual door, gate or shutter systems				
Implementation of Work – Experience				
Risk assess the door, gate or shutter system to be dismantled and repaired				
Dismantle and repair industrial and commercial sectional door systems				
Dismantle and repair industrial and commercial vertical moving door systems				
Dismantle and repair industrial and commercial horizontally sliding and swing door systems				
Dismantle and repair industrial and commercial automated power gate systems				
Dismantle and repair industrial and commercial automated power barrier systems				

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Implementation of Work – Experience				
Risk assess the door, gate or shutter system to be dismantled and repaired				
Dismantle and repair pedestrian and residential domestic garage door systems				
Dismantle and repair pedestrian and residential powered garage door systems				
Dismantle and repair pedestrian and residential manual slide door systems				
Dismantle and repair pedestrian and residential manual swing door systems				
Dismantle and repair pedestrian and residential manual folding door systems				
Dismantle and repair pedestrian and residential powered slide door systems				
Dismantle and repair pedestrian and residential powered swing door systems				
Dismantle and repair pedestrian and residential powered folding door systems				

Experience

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Implementation of Work – Experience				
Dismantle and repair pedestrian and residential manual gate systems				
Dismantle and repair roller shutter systems				
Dismantle and repair grille shutter systems				
Dismantle and repair sectional overhead door systems				
Dismantle and repair horizontally moving shutter systems				
Dismantle and repair manual shutter systems				
Dismantle and repair powered shutter systems				
Dismantle and repair solar powered shutter systems				

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Functionality and Safety Checks – Experience				
Connect, adjust, and test the system including relevant activation and safety sensors				
Verify the operational functionality of the repaired system				
Dismantle and repair third party certified doorsets in line with manufacturers' instructions or to meet the tested scheme requirements				
Carry out force testing, analyse results and make amendments as required				
Test operational functionality and safety devices of the door gate or shutter system				
Analyse data and make adjustments to ensure products meet force testing requirements:				
- Maximum door, gate or shutter speeds are not exceeded				
- Carry out a residual risk assessment and complete any corrective actions required				
Identify when a door, gate or shutter system is unsafe and needs to be turned off				

Experience

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Wider Experience				
Following Equality, Diversity & Inclusion policies, working as part of a diverse team and engaging with diverse communities and stakeholders				
Contributing towards achieving Net Zero by working on projects with a focus on sustainability and energy efficiency				
Working with multidisciplinary teams to use digital solutions across installation, maintenance, service or repair activities				
Complying with quality standards and performance criteria retrofit different types of buildings, including residential, commercial, and heritage properties				

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Behaviours

You must be able to demonstrate:

Personal responsibility

Proactively seek feedback on own performance

Proactively identify areas for personal development, seek out and participate in training opportunities

Maintain a record of learning and CPD

Teamwork and communication

Recognise and action fairness, inclusion, and respect

Support colleague's development by fostering a culture of continuous learning

Be prepared to share expertise with colleagues when completing tasks

Identify and provide constructive feedback on processes, equipment, and procedures

Reflect and review on working practices that worked well or could be improved

Effectively communicate, actively listen to, and work collaboratively with colleagues and clients using a variety of methods

Safe working environment and practices

Understand and adhere to safety legislation and best practice protocols

Uphold the relevant codes of conduct and promote a culture of safe and ethical behaviour

Anticipate potential safety issues, report unsafe practices or concerns through established channels and adapt work processes to ensure safety is maintained

Recognise when the equipment you are installing is connected to a wider system that requires additional specialist skills to achieve overall system compliance.

Ensure that you do not exceed the limits of your own level of competence and authority and that the system meets the cause and effect of the building requirements

Preparing and implementing work

Operate within the boundaries and scope of own responsibilities and capabilities to ensure clarity and collaboration

Stop working immediately upon recognising situations requiring specialist skills or knowledge beyond your own and seek appropriate assistance

Maintain a professional demeanour and positively interact with colleagues, customers, suppliers, and subcontractors

Uphold a duty of care to the public, building occupants, and co-workers

Take ownership of own work and actions, working to deadlines, and delivering high-quality results

Proactively use sound judgment to anticipate, identify, analyse, and solve problems

Environment and sustainability

Consistently integrate the environment and sustainability into decisions and actions

Proactively promote environmentally responsible behaviour within the team and community

Use available recycling and disposal outlets

Digital skills

Be open to new ideas and technologies and show a willingness to adapt to rapidly changing digital technologies and industry practices

Retrofit

Keep up to date with the latest retrofit technologies, methodologies, and best practices and work with others to achieve retrofit goals and objectives

Equality, diversity and inclusion

Take responsibility for following Equality, Diversity & Inclusion within the organisation

Be open to and respectful of the different views of others for all individuals, regardless of background

Work effectively with a diverse team, including architects, engineers, contractors, and clients to achieve goals and objectives

Advocate Equality, Diversity & Inclusion and question discriminatory behaviours or practices

Net Zero

Show a willingness to embrace and implement innovative solutions for reducing carbon footprint

A commitment to sustainability and environmental responsibility

Promote sustainable practices and show commitment to incorporating sustainability into all aspects of Door, Shutter, Gate or Barrier systems



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

