

ENFORCEMENT POLICY

Introduction

The Registered Digital Installer Licensing Body (RDI-LB) is a not for profit community interest company. Our focus is upon identifying the UK's best installation engineers and registering them with our scheme.

The scheme has been set up and is managed by installation experts and training specialists. Our organisation is licensed by the Government (BIS) to administer the up-skilling, registration and promotion of a professional digital installer workforce for the public. To become licensed, installers must achieve our minimum qualification requirements and provide us with updated details every year.

The RDI-LB is responsible for maintaining a register of licensees and promoting them to public or commercial interests. In addition we help installers with access to training and through the licensing process into the scheme. We also manage policing of the scheme against abuse by rogue traders.

It is an offence to imply or falsely claim membership of the RDI scheme or use the 'digital tick' logo without a licence. See **appendix A** and **appendix B** for criteria.

The RDI accept that some individuals may advertise the logo without being aware that they are committing an offence therefore before formal legal action is taken, officers will provide an opportunity to discuss the circumstances of the case and, if possible, resolve points of difference, unless immediate action is required.

Standards

The RDI has drawn up a clear User licence for installers to follow. We will work with registered installers to help them to comply with this licence agreement.

Any registered installers who breach the terms of this licence may have their registration removed from the scheme and will be asked to return their id badges and vehicle stickers within 14 days. Any logos used on their websites must be removed within 48 hours. Any other paperwork or advertising claiming membership of the RDI scheme must be removed within 14 days. Enforcement proceedings could be commenced if this is not complied with.

Installers who do not renew their membership will be asked to return their id badges and vehicle stickers within 14 days of their membership lapsing. Any logos used on their websites must be removed within 48 hours. Any other paperwork or advertising claiming membership of the RDI scheme must be removed within 14 days. Enforcement proceedings could be commenced if this is not complied with.

Enforcement procedures

The following proceedings will be used before legal action will be commenced.

1. The RDI's Compliance Officer will respond to all complaints of false claims of membership and logo abuse within 14 days of receipt of the complaint.
2. The person or company making the false claim will be sent a letter asking them to remove the logo(s) within 14 days of receipt of the letter
3. If the abuse continues then a second letter will be sent asking for confirmation of receipt of this letter within 14 days and asking what action they are taking to remove the logo(s). This letter will be copied to Trading Standards, other agencies or where applicable editors of relevant newspapers, magazines or advertising promoters.
4. Failure to comply with this second request will initiate a third letter to be sent advising the abuser that the RDI will commence criminal proceedings against them either directly or indirectly.
5. Any requests for information from enforcement agencies will be responded to within 14 days.

Appendix A

CRITERIA TO USE CERTIFICATION MARKS IN RELATION TO PROVISION OF SERVICE AS A REGISTERED DIGITAL TELEVISION AERIAL INSTALLER

A registered digital television aerial installer must:

1. have achieved a minimum Level 2 National Vocational Qualification (NVQ) in "Electrical and Electronic Servicing (Signal Reception Pathway)" within the National Qualifications Framework;
2. provide evidence of satisfactory and appropriate public liability insurance;
3. have been judged by the RDI-LB, through having a Basic Disclosure, through Disclosure Scotland or other appropriate body, to be able to carry out the activities of an RDI in a way which will not bring the digital switchover Certification Mark scheme into disrepute.

Appendix B

CRITERIA TO USE CERTIFICATION MARKS IN RELATION TO PROVISION OF SERVICE AS A REGISTERED DIGITAL TELEVISION AERIAL INSTALLER COMPANY

1. At the time of the application at least one in five installers who carry out unsupervised installations are licensed to use the Certification Mark as a Registered Digital Installer.
2. At the time of the application, all other installers are Associate Registered Digital Installers. All of the Associate Registered Digital Installers are enrolled, or intend to enrol and are registered by the RDI-LB on a waiting list for enrolment, in a training course to obtain a minimum Level 2 National Vocational Qualification (NVQ) in "Electrical and Electronic Servicing (Signal Reception Pathway)" within the National Qualifications Framework.
3. The Registered Digital Installer will act in a supervisory role in respect of those still working towards full accreditation and take responsibility for the work of the Associate Installers ensuring that they will perform to a standard of competence not less than that of a Registered Digital Installer.