

The Membership Structure

The NCCA has a tiered membership structure, designed to recognise continued and long term support of the Association and reward additional training beyond the basic criteria for joining, the aim being to raise standards within the industry. Companies can progress through the levels of membership by fulfilling additional criteria, such as length of service and further training, in order to receive more benefits and opportunities from the Association. The levels of membership are Associate Member, Member, Advanced Member and Senior Member.

All companies new to the Association/industry will begin at Associate Member level, though established companies with at least two years industry experience may be eligible for Member level should they fulfil the necessary criteria. Each membership level is explained below.

Associate Member

Following successful completion of approved entry level training in carpet and upholstery cleaning, an Associate Membership application for the company can be put forward. Associate Members will be entitled to use of a specific NCCA logo and receive all NCCA benefits apart from referrals. Companies must achieve Member status before being eligible for inclusion in the referral network.

In order to achieve Member status (the next level), Associate Members must have been registered with the NCCA for one year and, in that time, at least one employed technician must have undertaken a recognised advanced spot and stain removal course. Companies may remain at Associate Member level beyond this first year, however if completion or attendance of this compulsory training is not confirmed within that time, an additional examination may need to be taken - for which a nominal fee is payable - in order to continue registration with the NCCA. Following successful completion of the exam, Associate Members have a further year to arrange attendance of a spot and stain course. Should this criteria not be met by the end of the second year, membership renewal may be refused. Upheld complaints and breaches of the NCCA Code of Practice may also affect a company's membership status.

Member

Companies are eligible for Member status after one year of Associate Membership (or two years industry experience directly prior to completing an approved entry level course) and confirmation that at least one employed technician has completed recognised training in advanced spot and stain removal. Members are entitled to use the NCCA logo in advertising and all the benefits of membership, including referrals.

Members may remain at this level indefinitely if they so wish however, after two years at this level, an application can be made for Advanced Membership providing that an additional recognised training course has been completed during the time as a Member.

Advanced Member

Advanced membership provides further benefits and a specific logo in order to promote registration at this level. Companies that achieve Advanced Member status are also eligible to join the Government endorsed TrustMark scheme (should they fulfil the relevant criteria).

Members may remain at this level indefinitely if they so wish however, after five years as an Advanced Member an application can be made for Senior Membership. In order to become eligible for Senior Membership, attendance of four further recognised training courses must be confirmed.

Senior Member

Senior Member is the final tier of membership and entitles the member to use of a specific logo to promote achievement of this level. In order to remain at Senior Member level, there are additional criteria to fulfil and maintain, including attendance of further training courses every three years and participation in industry and educational events.