



## **TRUSTMARK ACCREDITATION CRITERIA**

TrustMark is the Government endorsed scheme for responsible trades people supported by Trading Standards and other consumer groups such as Citizens Advice and Age UK. Carpet And Upholstery Cleaning has its own category listed on the TrustMark website. The NCCA are the Scheme Operator for this category and this document details the criteria required to become TrustMark registered.

The 'Carpet and Upholstery Cleaning' trade is recognised as being under the guidance and principles of the NCCA for quality, assurance and credibility. No other trade body or individual can be incorporated into TrustMark in this category without first being a part of the NCCA.

This means that only NCCA members can apply for TrustMark membership in order to be recognised as part of that standard and to gain the benefits of being associated with the scheme.

To apply you will need:

1. To be a member of the NCCA and abide by its Code of Practice
2. To have attended the NCCA two-day carpet & upholstery cleaning training course, or an equivalent course approved by NCCA, and passed the exam
3. To have attended a recognised course covering advanced spot and stain removal
4. Third party insurance to a minimum value of £2m and including cover for items being worked upon
5. To have been actively involved in the industry for a minimum of 2 years
6. All work is to comply with PAS 86:2008 standards
7. To attend a training course or industry event once every 3 years
8. To be compliant with the latest health & safety and data protection regulations

Applying to become a TrustMark approved NCCA member means you will be expected to be a professional in every aspect of the industry and abide by both the NCCA & TrustMark's Codes of Practice and work to the standards set out in PAS 86.

As such the NCCA directors reserve the right to refuse membership of TrustMark to any current members who within the past 2 years have;

- a) Been placed on probation for breach of the Code of Practice.
- b) Has had a complaint upheld against them.
- c) Has failed to pay their membership fees and / or send in their supporting documentation to the NCCA office, by the due dates.

Both NCCA and TrustMark Membership invoiced fees **must** be paid by the due dates and supporting documents **must** be submitted with payment. **Late payment of either membership fees will result in removal from the TrustMark scheme with immediate effect.**

TrustMark fees are non-refundable and the NCCA will not subsidise payment of these fees to TrustMark for any of its members.

*NCCA Members have the right to appeal, if there have been any extenuating circumstances for late payment.*