



## **Frequently Asked Questions**

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Fees and Payments	
Questions	Answers
How can I Pay?	<p>Payments can be made by:</p> <ul style="list-style-type: none"> <li>• Credit/Debit Card online</li> <li>• Payment by BAC's</li> </ul> <p>We are unable to take payments over the phone.</p>
Do we offer a payment plan / Can I pay in instalments?	No, the FDIS do not offer a payment plan or payment by instalments. The modules cannot be accessed until payment has been received in full.
How much does it Cost?	<p>Please click the links below for costs.</p> <p>Diploma;  <a href="https://fdis.co.uk/fdis-diploma/">https://fdis.co.uk/fdis-diploma/</a></p> <p>FDIS Certified Inspector;  <a href="https://fdis.co.uk/fdis-fire-door-inspector/">https://fdis.co.uk/fdis-fire-door-inspector/</a></p>
Do you offer discounts?	No, the FDIS do not offer any discounts.
Can I get a refund?	<p>No, the courses are non-refundable and non-transferable.</p> <p>Please be sure you are committed to completing the modules before making payment.</p>
Is it possible to complete a multiple block booking for the FDIS Diploma, for multiple candidates in a single transaction and receive one invoice?	Yes, an individual will need to register as a group administrator, select the amount of credits they wish to purchase (one credit per person) and request an invoice. The group administrator will also be required to register each candidate.



Course Modules	
Questions	Answers
<p><b>How do I apply to take the FDIS Diploma in Fire Doors?</b></p>	<p>You can study for the FDIS Diploma in Fire Doors via our online education programme and can sign up via the FDIS website. The FDIS Diploma is a series of education modules, which you can study in your own time. At the end of your study, you can sit the final exam at a Pearson VUE test centre near you.</p>
<p><b>Who are the course modules suitable for?</b></p>	<p>The FDIS diploma is ideal for any fire safety professional, health and safety consultant, building inspector, facilities manager or employee within the fire door industry.</p>
<p><b>What does the FDIS Diploma cover?</b></p>	<p>The FDIS Diploma covers:</p> <ul style="list-style-type: none"> <li>• <b>Foundation module</b> - provides a basic understanding of fire doors and their components, including testing and certification, regulations and standards, inspection and maintenance.</li> <li>• <b>Timber fire doors and frames</b> - provides a more detailed look at timber fire and escape door sets, their construction, installation and functional performance.</li> <li>• <b>Metal fire doors</b> - provides information on how steel doors differ from timber doors, how they are tested, glazed, installed and maintained.</li> <li>• <b>Glazing</b> - provides detailed guidance on the different types of fire-resistant glass, glazed apertures, glazing retention systems and beading and the importance of getting it right.</li> <li>• <b>Seals</b> - provides detailed information on the function and technology of intumescent, acoustic and smoke seals, how they're identified and installed.</li> <li>• <b>Ironmongery and signage (Part 1)</b> - covers why each type of ironmongery is essential, critical issues about installation, how to check it is functioning correctly and when the item should be replaced.</li> </ul>
<p><b>Answer continued on the next page</b></p>	



	<ul style="list-style-type: none"> <li>• <b>Ironmongery and signage (Part 2)</b> - covers essential and non-essential ironmongery, the requirements for panic escape mechanisms and signage on fire doors.</li> <li>• <b>Transition module</b> - only for Diploma holders who wish to proceed to become an FDIS Certificated Inspector.</li> </ul> <p>Each module looks at the relevant regulations and standards that apply to fire door components and how certification is crucial to compliance.</p>
<p><b>When does the course start?</b></p>	<p>The course is only available online and as soon as you pay for the course you are granted access.</p>
<p><b>How long does it take to complete the course?</b></p>	<p>You have 12 months to complete the diploma and exam. However, completion time will be dependent on the individual. Some people may take the full 12 months, others may complete the course in 2-3 months. It will depend on you and your learning style. The exam is 65 minutes long.</p> <p>You have 12 months to complete the FDIS Certificated Inspector Course. Stage 1 consists of the Transition Module and portfolio submission and Stage 2 consists of an onsite assessment and examination. It can take up to 6 weeks to arrange the onsite assessment and examination.</p>
<p><b>Can I transfer the course to a colleague?</b></p>	<p>No, once payment has been made for an individual, the course modules are non-transferable.</p> <p>The FDIS may consider a transfer request under special circumstances, where the modules have not been accessed and sufficient time remains. This decision will be made on a case by case basis, by the FDIS Scheme Manager.</p>
<p><b>Is it possible for a company to hold the FDIS certification, if several its employees hold the FDIS certification?</b></p>	<p>No, the certification is only applicable to the individual who has completed the course modules.</p>
<p><b>Can I inspect doors with the Diploma?</b></p>	<p>No, you are unable to inspect doors with the FDIS Diploma only.</p>



	You will need to complete both the FDIS Diploma and Certificated Inspector course and be approved, before you are able to go out and inspect fire doors.
<b>Is FDIS accredited by an awarding body?</b>	No, the FDIS is not accredited by an awarding organisation/body.
<b>Is there supporting literature for the course or recommended wider reading?</b>	No, currently you will need to do your own research as the course should teach you what you need to know. You will benefit from reading the Regulations and Approved Documents outlined in the course.
<b>What happens if I do not pass my Diploma exam?</b>	If you do not pass first time you will be able to book a retake. Please note there is a fee for booking a retake and it must be scheduled and completed within the 12-month period.
<b>How long does certification last?</b>	FDIS Certificated Inspectors are required to renew their certification and undertake a practical reassessment every three years.



Exams & Onsite Assessments	
Questions	Answers
<b>Is there a Test Centre near me?</b>	<p>Yes. The exams are held at Pearson Vue test centres. They are a Global company with testing centres all around the world.</p> <p>To find your nearest test centre please go to <a href="https://home.pearsonvue.com/fdis">https://home.pearsonvue.com/fdis</a></p>
<b>What does the FDIS Exam entail?</b>	The exam consists of 50 multiple choice questions. You have 65 minutes to complete the exam.
<b>What is the pass rate for the exam?</b>	You will need 75% or more to pass.
<b>I failed the exam; can I see my papers or get any feedback?</b>	No. Unfortunately you cannot see your exam papers or get feedback on where you failed, as we need to protect the content of the exam to protect its integrity.
<b>Do you provide the onsite assessment and examination site?</b>	No. You will need to provide the site for your onsite assessment and examination. This can be anywhere you have access to (e.g., Workplace, Office building etc.) that has a minimum of 10 Fire Doors of different types. Please note you will need a suitable venue to sit the examination.
<b>What does the onsite assessment and examination entail?</b>	The <a href="https://fdis.co.uk/wp-content/uploads/2021/06/Fire-Door-Inspection-Scheme-Candidate-Information.pdf">https://fdis.co.uk/wp-content/uploads/2021/06/Fire-Door-Inspection-Scheme-Candidate-Information.pdf</a> details what a candidate needs to know about the onsite assessment and examination.
<b>How long does the onsite assessment and examination take?</b>	The candidate must allow a full day for the onsite assessment and examination.



<b>Benefits of the FDIS</b>	
<b>Questions</b>	<b>Answers</b>
<b>What do I get when I become a FDIS Certificated Inspector?</b>	<p>You will receive a FDIS Certificate and Inspector card. You will also be entitled to use the designation Cert FDI, as well as use of the FDIS Certificated logo on your website, letterhead etc.</p> <p>You can then practice as an approved FDIS Certificated Inspector in accordance with the FDIS Scheme Directives.</p>
<b>Why should I become a FDIS Certificated Inspector?</b>	<p>FDIS Certificated Inspectors can carry out on-site fire door inspections of installed fire doors in existing or new buildings. This is an essential part of any fire risk assessment required by law to be done by a building's Responsible Person.</p> <p>If you do not want to trade as a professional fire door inspector, you do not have to take the next step after achieving the FDIS Diploma. But if you want to provide a professional fire door inspection service to building owners and others who need fire door inspection services and advice on fire doors and if you want to be listed on the FDIS website, you need to be an approved FDIS inspector.</p> <p>Being a FDIS Certificated Inspector confirms that you have been assessed to meet the FDIS standards. Certificated Inspectors are entitled to use the designation CertFDI. All Certificated Inspectors work to the FDIS Scheme Directives.</p> <p>By lifting your knowledge levels to that of a certificated professional, you will be playing your part in enhancing life-safety measures in buildings all over the UK.</p>
<b>How do we promote the fact that we are FDIS approved to clients and prospects?</b>	<p>Each approved inspector is issued with the FDIS Certificated inspector logo, which inspectors can use on their websites and documentation.</p>



FDIS Education Site Help	
Questions	Answers
<b>Where is my password reset email?</b>	Please check your spam and junk folder. If you cannot see it in either and are using a company email address, please contact your email provider/IT Support as they often block emails before they get to your inbox.
<b>The modules aren't showing.</b>	Please try reloading or opening in a different browser. If you are still having problems, please contact the FDIS.
<b>I can't see my certificate</b>	Please wait at least 24 hours after passing your exam before attempting to download your certificate. You will be able to access your certificate online in the learning history area of the FDIS Education website.
<b>How do I purchase and assign multiple credits?</b>	<p>The FDIS Education website allows a Group administrator (GA) to purchase credits for the diploma on behalf of other users.</p> <p>Once set as a GA the "Purchase multiple credits" menu becomes available. They can purchase any number of credits.</p> <p>If you want to purchase the diploma for 2 people then enter '2' in the number of credits box, or '4' for 4 people and so on.</p> <p>Purchases can be made online, by credit card, in which case the credits are available for the user to assign immediately.</p> <p>Invoice payments require FDIS to mark the invoice as having been paid before credits are available to assign.</p> <p>How to assign:</p> <ul style="list-style-type: none"> <li>• New user GA log in</li> <li>• Purchase Multiple Credits – Enter the number of credits you would like to purchase</li> <li>• Add user - enter the details of the user</li> <li>• Automatic email sent to the user to confirm their email address and create password</li> </ul>
<b>Answer continued on next page</b>	





	<ul style="list-style-type: none"><li>• once the password has been set the credit is automatically assigned to the added users</li></ul> <p>When a credit is assigned to the user their account is given full access to the training modules, and their details and one exam authorisation is sent over to Pearson Vue. The individual will also receive an email from Pearson Vue within the next 24 hours to confirm they have received their details.</p>
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If you have a question which is not covered in the FDIS frequently asked questions, please contact the FDIS on [info@fdis.co.uk](mailto:info@fdis.co.uk).