

**2020**

# APPROVED COMPANY

**Membership  
Application Pack**



“

Had my newly approved company listed on the MLA “find a locksmith” page for no less than 4 days had 5 enquires resulting in 4 jobs. What a brilliant start. Nearly the subs paid for already.

Lloyd Morgan, London Locks

”



# Introducing the Master Locksmiths Association



## ABOUT US

Established to set and promote standards of conduct and practice within the industry, the Master Locksmiths Association is the UK's largest not-for-profit trade association for locksmiths.

The MLA is recognised as the authoritative body for locksmithing by the police, home office, British Standards Institute (BSI), The Risk Insight, Strategy and Control Authority -RISCAuthority (formally IPCRes, the UK property insurers' technical group) and Building Research Establishment (BRE).

Held every other year, the MLA host Europe's largest locksmith exhibition - MLA Expo.

Each year we help locksmiths grow their business and locksmithing skills through our extensive range of expertly run training courses and unique benefits.

## WHY JOIN US?

Whether you're starting out or you've worked in the industry for years, MLA membership will help support and inspire you at every stage of your locksmith career.

In today's challenging environment, it is even more important to distinguish yourself from the competition. As an MLA member, you can demonstrate your commitment to the locksmith industry, show you are a credible locksmith and keep up-to-date and informed with our extensive range of content.

When you join the MLA you join a community of over 1000 other professionals in the locksmith industry.

“

I got Approved Company status earlier this year (2023) so my perspective is from a newly approved company. I noticed an immediate increase in enquiries and annual subscription paid for itself in less than 2 weeks.

**Gerry Brandreth, Regent Locksmiths**

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# Supporting locksmiths since 1958.



## **BECOME PART OF 65 YEARS OF HERITAGE**

The Master Locksmiths Association was first conceived in 1957 and was the idea of the Chubb Lock Company, and one or two London locksmiths. The prime mover was Mr Steve Fallshaw, then a locksmith in the Barbican, who became its first Chairman when it was formally founded early in 1958.

The original 16 members decided the new 'association' should be known as The Greater London Master Locksmiths Association (GLMLA). By the end of the first decade it had grown nationally with a wide distribution of members from all parts of the UK. At this time, it elected its first national President, namely Mr Steve Stephens of Oxford. The association by now included members from overseas and a healthy growth has been maintained, we now number almost 1500 members in all sectors.

In the early '90s the association restructured to meet modern demands, retaining its title Master Locksmiths Association (MLA) it formed three main sectors: Personal Membership (for individual members wanting personal accreditation), Approved Company Membership (for trading locksmith companies meeting the high criteria stipulated by the association), and Affiliate Members (suppliers to the locksmith industry)

## **CHAMPIONING THE FUTURE OF LOCKSMITHING**

In September 2021 we, supported by Mark Pawsley our local Conservative MP, called for government licensing of the locksmith industry following hundreds of reports from householders who had fallen victim to the unscrupulous activities of those masquerading as locksmiths. The government deemed additional licensing unnecessary due to the Master Locksmiths Association's existing accreditation scheme, which effectively vets, inspects, and qualifies approved locksmiths.

We will continue to raise awareness on this issue and recently appeared in the BBC's Rogue Traders programme as well as Sky News, where we turned focus onto search engines allowing false advertisements.

# The right membership for you

## Personal Membership

Aimed at you as an individual locksmith rather than your company. Personal membership is where most of our members begin their journey. We have three different categories of membership.

### REGISTERED MEMBER

Individuals who are new to the membership and are working towards passing the MLA exam to become a Qualified Master Locksmith (QML).

» [Click to view our Personal Membership pack](#)

### QUALIFIED MASTER LOCKSMITH (QML)

Locksmiths who have passed the MLA exam (or auto equivalent).

» [Click to view our Personal Membership pack](#)

### ASSOCIATED SECURITY INDUSTRY MEMBER (ASIM)

Individuals who work within the industry with a link to locksmithing but are not a locksmith themselves OR are locksmiths based outside of the UK.

» [Click to view our Personal Membership pack](#)

## Approved Company

### APPROVED COMPANY MEMBERSHIP

Aimed at your company rather than you as an individual, for members who are self employed and have their own business; you could be a sole trader or a larger company with employees.

All approved companies must have at least one Qualified Master Locksmith in their employment, which means many of our Approved Company owners also have a personal membership.

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# Approved Company

This category is for companies and locksmiths trading in their own right, with retail premises or operating as a mobile locksmithing business. Trading directly with the public and private sectors, the Approved Companies inspectorate means the MLA can demonstrate that all company members are meeting high standards.

Each company is inspected on a regular basis, thus ensuring that members and their operatives maintain standards in workmanship and administration. Also, members are expected to conform to legal requirements and work to our customer charters of customer service satisfaction. Inspections have the effect of making locksmithing companies more accountable for their daily operations.

## How Approved Company membership can help your business

- Include the MLA Approved Company logo on your marketing materials and website to show your MLA endorsement/accreditation and demonstrate you're trusted, highly skilled and professional
- MLA Approved Companies are recognised and used by police, insurers and government; local and central
- Your company will be included in our 'find a locksmith' function on our website which gets approximately 500,000 views per year, a dedicated company page and included in the MLA Approved Company Directory which is distributed to insurers, police, Neighbourhood Watch and more
- Grow your network by attending our regional meetings
- Share knowledge, experiences and jobs by joining our members only Facebook group and forum
- Advertise job vacancies FREE OF CHARGE to our members
- Stay up-to-date with industry and association changes with your FREE copy of Keyways our members only journal
- Grow your range of services and/or train new members of staff with access to discounted MLA training
- Savings on business essentials - insurance, computers, payments solutions and vehicles
- Access to FREE marketing communication templates
- Access to technical advice via our technical manager at MLA headquarters.
- Access to regular FREE business skills tips from our experts covering a growing number of topics from branding to improving your website

# Approved Company

## Requirements

- MLA Approved Company members must have a fully paid up Qualified Master Locksmiths (QML) member in place.
- For Approved Companies who employ more than 5 locksmiths, 20% of them will need to be paid up QML members (i.e. personal members who've taken and passed the MLA Exam). This therefore means that Approved Companies with 6-10 employed locksmiths will need 2 QML members, those with 11-15 locksmiths will need 3 QML members etc.
- If you do not have a QML member, or don't have sufficient QML members based on the number of Locksmiths employed, then you will need to apply for Personal Membership first and progress your membership to Approved Company once you, or a member of your staff has passed the MLA exam.
- All Approved Companies must have an on site inspection. We'll send you more information on this once your inspection is booked.

## Approved Company Membership Costs

Standard DBS check: £31\*

Enrolment Fee: £146.40 (if applicant is already a member this will be waived)

Annual Membership Subscription Fee: (MAIN) £486.00, (BRANCH) £486.00

First Inspection fee: £305.40 (MAIN), (SAME DAY BRANCH) £99.75

The reduced rate of £99.75 will apply to branch inspections carried out after the main branch on the same day. Any branch inspection carried out on a different day will cost £305.40

Unless under exceptional circumstances, regular inspections after the first are included in your subscription fees.

Quarterly payment options are available for membership subscription fees

\*If you already have had a DBS issued within the last 3 years you may use this - simply email a copy to [membership@locksmiths.co.uk](mailto:membership@locksmiths.co.uk)

# Application Process

Each membership application is submitted to the membership for any objections and must be approved by our board of directors.

1

Submit your application form and photo of applicant and locksmith employees to Audra Petherick membership@locksmiths.co.uk.

2

We'll check your application and let you know the next steps.

3

A temporary membership number will be provided to you and your staff to use for discounted training rates.

4

We'll invoice you for your enrolment and standard DBS fees if required\*.

5

Your application will be published in our Keyways magazine or our e-newsletter.

**Applications will need 21 days from the date of Keyways Magazine / e-newsletter distribution for members approval**

6

Your application will be reviewed by the Board of Directors

7

Once approved we'll ask you for your inspection fee payment

8

Upon receipt of payment we'll arrange your company inspection

9

After passing the inspection, you'll receive a welcome pack containing a membership number, ID card, and certificate for the applicant and staff members.

#### \*ENROLEMENT FEE

All new applicants are required to forward a non-refundable enrolment fee of £139.75 (incl. VAT). This fee is waived for existing members.

#### STANDARD DBS

A standard Disclosure from the Disclosure & Baring Service check is required on the company owner(s)/director(s) and all locksmiths. For Approved Companies this needs to be performed on the company owner/director and all locksmiths. The cost of this is £31 per person (which should be included with your application).

# Application FAQs

## Q. What is involved?

- A.** Further guidelines and advice can be found on the following pages.
1. The application form needs to be completed by existing personal members and new applicants. ALL NEW APPLICANTS ARE REQUIRED TO FORWARD A NON-RETURNABLE ENROLMENT FEE OF £146.40 (inc VAT) WITH THESE FORMS (this fee is waived for existing members). (Please see Q/A regarding Disclosure Barring Service Check [DBS]).
  2. The application forms and DBS check are submitted to MLA Head Office, checked by staff and then processed, and an acknowledgement letter will be issued and examination confirmation, where necessary.
  3. Once the DBS check has been completed and your locksmith has passed the examination to become a Qualified Master Locksmith, an invoice for the inspection fee (see below) will be issued.
  4. Following payment of the inspection fee, arrangements will be made for an experienced member of our inspectorate to carry out the inspection which may also include a site inspection.
  5. After the inspection, the Inspector will submit his recommendations to the Directors for their final decision.
  6. Notification of your application will be published in Keyways, giving the membership 21 days to lodge any objection.

## Q. Is a Disclosure & Baring Service Check necessary?

- A.** Yes due to the important nature of ethics within the MLA, we insist on checking the criminal records of our members and therefore a Standard Disclosure from the Disclosure & Baring Service check is required on the company owner(s)/director(s) and all locksmiths. For Approved Companies this needs to be performed on the company owner/director and all locksmith staff. The cost of this is £31 per person (which should be included with your application).

## Q. How much does an inspection cost?

- A.** Sole or main premises £305.40  
Branch premises if able to be inspected on same day as main premises £99.75  
Branch premises if inspected on another day £305.40  
Regular re-inspection costs are included in membership subscriptions, therefore it is only the first inspection and any extraordinary inspections e.g. result of a complaint which will require payment separately.



# Application FAQs

## **Q. Why is there a non-returnable enrolment fee?**

**A.** This fee is required as a contribution to the MLA toward the costs of the administration involved in the first line process of the application prior to the inspection being arranged.

## **Q. What about confidentiality?**

**A.** Inspectors are not concerned with your customer details, only in your efficient record keeping and skill base. Their focus is not on your charges or competitive strategy, but rather on the standards and procedures of your business including quoting accurate prices. Some Inspectors have their own businesses and also have to be inspected, so they fully understand that much information is confidential – they will keep it that way. All Inspectors have signed the MLA's Confidentiality Agreement.

## **Q. How often are inspections carried out?**

**A.** New applicants must be inspected as part of their application process and thereafter re-Inspections will take place as follows:-

- Second Inspection – 2 years after First Inspection
- Third Inspection – 3 years after Second Inspection
- Thereafter continuing at 3 year intervals.

If a complaint is made against an Approved Company, or if any changes occur to either the management or premises of an Approved Company additional Inspections may be carried out and maybe charged for. In interim years a declaration stating that no major changes (as above) have occurred within the company and copies of current documentation will be requested.

## **Q. What are the subscription fees for companies/branches?**

**A.** (MAIN) £486.00 (BRANCH) £486.00

Please note that all regular inspections after the 1st are covered by the subscription fees.

# What our members say

“

Being a member of the MLA company has been instrumental in enhancing our credibility with esteemed organizations such as Herts Constabulary, St Albans City and District Council, NHS, and All Schools, among others.

Thanks to our MLA membership, we were able to obtain the prestigious Which? Trusted Trader certification, which has significantly bolstered our reputation.

Moreover, being part of the MLA community has provided us with a valuable platform to engage with fellow locksmiths, exchange knowledge, and seek advice.

Last but not least, our affiliation with the MLA has proven to be an effective marketing tool, attracting local customers who trust the MLA's endorsement and frequently visit our business through their website.

**Alban Locksmiths**

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“

I've definitely seen an increase since becoming approved. For customers that want to use trades that are associated with a trade body, then MLA Approved status gets you through the door. I get a lot more enquiries from schools, churches and solicitors to name a few. They like the reassurance that Approved Company Status gives you. If there's not many in your area it also gives you a USP over the local competition

**Tony Lewis, The Yorkshire Lock and Door Man**

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“

You won't look back! We became an approved company and in a few jobs it pays for itself. Also been asked by many other members to do work for them and likewise I rely on them when I need work doing.

**Mo Khan, Access Locks**

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<b>14. Please list all Locksmiths staff. Include their DBS certificate number &amp; date of issue for this company/ branch (if available).</b> <i>(Please provide additional individuals on a separate sheet)</i>				
Name				
Name				
Name				
Name				
Name				
<b>15. Name and addresses of ALL branches</b> <i>(Please provide any additional information on a separate sheet)</i>				
<b>16. Please give details of business type.</b>  <i>(Please provide any additional information on a separate sheet)</i>	Sole Proprietor			
	Partnership		Names of Partners	
	Ltd. Company		Names of Directors	
	Public Ltd:		Names of Directors	
Franchise		Details of Franchiser		
PLEASE SUPPLY COPIES OF THE FOLLOWING DOCUMENTS				Enclosed
<b>17. Company Registration Number</b>				
<b>18. Vat Registration Number</b>				
<b>19. BS EN ISO 9000 No (if applicable)</b>				
<b>20. Insurance Cover Held</b>				
Employers Liability	£			
Public Liability	£			
Professional Indemnity	£			
<b>21. Company's Stationary</b>				
<b>22. Latest Advertisement (if applicable)</b>				
<b>23. Claims made in the following sections will be checked by the inspector to validate your entry into MLA publications. (Please tick as appropriate)</b>				
Single premises		Mobile		
Main premises - with branches		Retail		
Branch of main premises		Workshop		
<b>24. What hours does the company operate?</b>				
Mon - Fri	:	am	:	pm
Weekends	:	am	:	pm
Open 24 hrs for public		Yes		No
Open 24 hrs for existing customers		Yes		No

The following questions relate to the level of service that you offer; please circle as applicable.

All services circled MUST be carried out by the Applicant Company and NOT subcontracted to other or bought in.

**25. Key Cutting Services**

Lever	Yes	No	
Cylinder	Yes	No	
To lock	Yes	No	
To code	Yes	No	
Safe	Yes	No	
Auto	Yes	No	

**26. Upgrade and/or installation of locks to:**

Timber Doors	Yes	No	
Windows	Yes	No	
Aluminium Doors	Yes	No	
UPVC Doors	Yes	No	

**27. Services**

Workshop Repairs	Yes	No	
Security Surveys	Yes	No	
Lock Opening & General lockouts	Yes	No	
Master Keying	Yes	No	
Door Closing Devices	Yes	No	

**28. Grilles/Bars**

Folding/Collapsible Gates	Yes	No	
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**29. Access Systems (Mechanical)**

	Yes	No	
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**30. Access Systems (Electronic)**

	Yes	No	
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**31. Burglar Alarm Installation**

	Yes	No	
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**32. CCTV Installation**

	Yes	No	
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**33. Retail Lock Sales**

	Yes	No	
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**34. Underfloor Safes**

Sales	Yes	No	
Installation	Yes	No	
Servicing	Yes	No	
Opening/Repair	Yes	No	
Stocks of Spare Parts	Yes	No	

**35. Freestanding/Wall Safes**

Sales	Yes	No	
Installation	Yes	No	
Servicing	Yes	No	
Opening/Repair	Yes	No	
Stocks of Spare Parts	Yes	No	

<b>36. Workshop Auto Services</b>			
Keys to Lock	Yes	No	<input type="checkbox"/>
Keys to Code	Yes	No	<input type="checkbox"/>
Keys to Pattern	Yes	No	<input type="checkbox"/>
Transponder Key Duplication	Yes	No	<input type="checkbox"/>
Remote key fob generation/duplication	Yes	No	<input type="checkbox"/>
<b>37. Onsite Auto Services</b>			
Keys to Lock	Yes	No	<input type="checkbox"/>
Keys to Code	Yes	No	<input type="checkbox"/>
Keys to Pattern	Yes	No	<input type="checkbox"/>
Transponder Key Duplication	Yes	No	<input type="checkbox"/>
Remote key fob generation/duplication	Yes	No	<input type="checkbox"/>
Lost Car Keys	Yes	No	<input type="checkbox"/>
Locked Out Car	Yes	No	<input type="checkbox"/>
Key Programming	Yes	No	<input type="checkbox"/>
<b>38. In/On Vehicle</b>			
Vehicle Security Device Installation (Mechanical)	Yes	No	<input type="checkbox"/>
Vehicle Security Device Installation (Electronic)	Yes	No	<input type="checkbox"/>
Van Lock Installation	Yes	No	<input type="checkbox"/>

<b>Criminal Background Check</b>			
<p>The Master Locksmiths Association requires that the character of each of its members is beyond reproach. Owner(s)/Directors &amp; all locksmith staff will need a DBS check which will be undertaken by us at a cost of £31 per application. In addition, It is essential that ALL applicants answer the following questions otherwise applications will not be accepted.</p> <p>Have you:</p>			
A) Ever been convicted of any offence involving fraud, other dishonesty or violence?			
Yes	No	<input type="checkbox"/>	
B) Ever been convicted of any other offence, excluding minor traffic offences?			
Yes	No	<input type="checkbox"/>	
C) Been adjudged bankrupt or, in Scotland had your estate sequestered, within the last 10 years?			
Yes	No	<input type="checkbox"/>	
D) Had any county court judgement connected with Trading Practices recorded against you within the last 3 years?			
Yes	No	<input type="checkbox"/>	

If you have answered YES to any of the above questions please give full details. (Use a separate sheet if necessary)			
Offence	<input type="text"/>		
Court	<input type="text"/>		
Date	<input type="text"/>		
Result	<input type="text"/>		
Comments	<input type="text"/>		

**Privacy Policy- standard/enhanced checks (paper and e-Bulk applications) declaration**  
I have read the Standard/Enhanced Check Privacy Policy for applicants <https://www.gov.uk/government/publications/dbs-privacy-policies> and I understand how DBS will process my personal data and the options available to me for submitting an application.

## Declaration

- A) I, the undersigned on behalf of the company, declare that the information given on this form is complete and accurate to the best of my knowledge and that it forms the basis of this application.
- B) The company understands that any false declaration may invalidate this application.
- C) The company understands that the information given will be subject to confirmation during the Inspection which will be carried out as part of the application procedure by the Association's Inspectorate.
- D) The company understands that a letter of acknowledgement will be sent to the company, when the application has been verified, together with the invoice for the Inspection Fee.
- E) The company understands that the inspection will be arranged on receipt by MLA Head Office of the Inspection Fee.
- F) The company understands that, should a re-inspection be necessary following a deferral of my application, a further fee will be due.
- G) The company understands that further inspections will be carried out during the period of membership as an Approved Company and that a Fee will be payable prior to each Inspection.
- H) The company confirms that it conforms to all current statutory legal requirements, including Health & Safety regulation and that a competent person is assigned to ensure all compliances.
- I) In the event of the cessation/termination of this company's membership, the company undertakes to ensure that the use of the Approved Company logo (or whatever designation shall be in place at that time) in advertising, or on stationery, and all mention of the MLA, in any connection, will cease Immediately.

Signed	
Name in Capitals	
Position in Company	
On Behalf of	
Date	

Please ensure that you have enclosed the copies of the documents requested and the non-refundable Enrolment Fee.

IT IS ADVISABLE THAT YOU TAKE A COPY OF THE COMPLETED FORM FOR YOUR RECORDS

### **General Data Protection Regulation 2018**

Information given on this form will be held on digital and physical format as part of the MLA's Membership Database. We will use your personal details to create membership related documents and to contact you in regards to your membership. The lawful basis of this processing is the performance of a contract between you and us at your request, to enter into such a contract. MLA will only share your details with a third party if sharing is necessary to provide the benefits offered by this membership. MLA has signed contracts with any third party involved that we share your details with to assure that they are GDPR that are compliant. All information is for MLA use only, except for company name, address, trading hours, telephone and fax numbers, details that will be published online on our website [www.locksmiths.co.uk](http://www.locksmiths.co.uk) and shared with the affiliate members.

# Getting your application ready.

- ✓ If you're an existing member, please ensure any application paperwork is marked with your membership number.
- ✓ When returning the Application Form to head office, please remember to take a copy together with all the necessary paperwork marked by an asterisk.
- ✓ You are not permitted to use any reference to approved company membership or MLA approval in any way, or use of the logo until your application has completed.

# Get in touch.

If you have any queries not answered in this pack please do not hesitate to contact our membership team on 01327 262255 or email [membership@locksmiths.co.uk](mailto:membership@locksmiths.co.uk)

**01327 262255**

**[membership@locksmiths.co.uk](mailto:membership@locksmiths.co.uk)**

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