

LCA STANDARD FOR THE DELIVERY OF TRAINING SERVICES

A) WHAT DOES THIS STANDARD COVER?

- 1** This service standard is for those offering formal training to their customers in aspects of Legionella awareness and/or control, as either:
- a.** Standard courses, or
 - b.** Courses designed and developed for the service user addressing a specific training need
- 2** This standard does not cover:
- a.** Internal staff training
 - b.** Product demonstration and instruction
 - c.** Informal guidance and support
 - d.** Competence assessment
 - e.** Presentations at outside events e.g. conferences

B) COMPETENCE OF STAFF (INCLUDING SUB-CONTRACTORS)

- 3** There are a number of stages involved in delivering training:
- a.** Obtaining the required information to design or select the training to be provided (The Surveyor)
 - b.** Designing and costing the programme and defining the scope of training (The Designer)
 - c.** Planning and initiation of the programme (The Planner)
 - d.** Carrying out the training (The Technician). Staff engaged to deliver training should:
 - i.* Have suitable knowledge and experience in the subject
 - ii.* Remain up to date with current practice
 - iii.* Be able to present information in an appropriate format
 - iv.* Be highly motivated and able to engage an audience
 - v.* Be a good communicator
 - e.** Reporting and communicating the outcomes (The Reporter)
 - f.** Ensuring the service has been delivered according to the LCA Member's company procedures (The Auditor)
- 4** These stages require staff to have different knowledge, skills and experience to be competent. The LCA Member should identify the skills required for the relevant task and provide appropriate training and assess the competence of the operative to carry out their assigned tasks.

C) SERVICE DELIVERY

- 5** To enable you to deliver training services in an appropriate and safe manner you must have procedures to cover and manage the following:

Section 1: Training Requirements

- 6** You should establish the training need and formally agree the course content and objectives with your customer to meet that need. This should include whether the course is to deliver theoretical or practical knowledge or a combination of both.
- 7** The content of the training course must be communicated to your customer and the course title referenced on the certificate or record of training issued.

Section 2: Training Courses

- 8** The delivered training must:
- a.** Be held in an appropriate venue

- b.** Be carried out in group sizes appropriate to the subject and method to ensure proper candidate participation
- c.** Be delivered in an appropriate way to achieve the objective, for example by:
 - i.* Presentation
 - ii.* Practical elements (where applicable)
 - iii.* Student participation
- d.** Include a suitable marked assessment (if required) at the end of programme
- e.** On completion of the training each delegate should be issued with a certificate indicating the:
 - i.* Level achieved in assessment (if applicable) **NB some courses may be pass/fail with no certificate issued for fail**
 - ii.* Course title
 - iii.* Date of course
 - iv.* Name of training organisation and any other relevant information

9 Course content for standard or bespoke courses should be reviewed, assessed and updated regularly to ensure it remains current.

10 In addition to these, for practical or field based training the points below must be considered:

- a.** For training to include a measure of knowledge, understanding and practical skill the students should be observed and assessed carrying out tasks which present a variety of scenarios and the participants should demonstrate that they are:
 - i.* Able to follow instructions
 - ii.* Able to work by themselves and carry out required tasks
 - iii.* Able to work safely in respect of their own safety and the safety of others
 - iv.* Able to account for their actions in a clear unambiguous written record

Note - Training courses will deliver knowledge and measure understanding but cannot confirm the level of competence. Competence can only be assessed by observation, questioning, etc., 'on the job' at appropriate intervals and is the responsibility of the employer.

Section 3: Ongoing Quality Assurance Process

11 The LCA Member must have procedures and records in place to ensure that:

- a.** The training has been completed to the scope agreed
- b.** Assessment has been completed to the agreed scope

12 A representative proportion of output must be monitored to ensure compliance with the above.

D) WHAT YOU NEED TO TELL YOUR CUSTOMER

13 It is the responsibility of your customer:

- a.** To assess the training needs and requirements of their own staff (possibly in conjunction with relevant LCA Member(s))
- b.** To complete regular reviews of own staff training records (possibly in conjunction with relevant LCA Member(s))
- c.** To complete regular competence assessments for specific tasks and identify further training requirements and format, e.g., theory, practical, etc.
- d.** To determine if the content of any training offered meets the requirements.

FOR AND ON BEHALF OF THE LEGIONELLA CONTROL ASSOCIATION