

changes to the course specification by the awarding body if the candidate has not completed within the year from 1st Registration.

4. **Training Venue/Providers:** CCTS will endeavour to complete the training at its registered premises. Candidates may be enlisted onto generic public courses within CCTS. However, CCTS at its own expense (excluding the candidates travel time & expenses), reserve the right to co-ordinate and arrange the candidates training at alternative locations (within Northern Ireland) & by alternative providers were deemed necessary to ensure the candidate achieves all learning outcomes required under the scheme

5. **On-site Work Experience/Gas Safe Mentor:** It is preferable that Customers/Candidates appoint their own Gas Safe Registered Mentor. However, if the Customer/Candidate is unable to acquire their own, CCTS will endeavour to source a willing suitable Gas Safe Registered Mentor to provide the candidate with the required on-site hands-on work experience which is to be completed after the initial in-Centre training. It must be noted that this will be on a strictly voluntary and privately segregated arrangement between the Customer/Candidate and the Mentor's company. The candidate(s) will be required to adhere to the supervising engineer's instructions and make their own way to and from site as required. Candidates must wear suitable Personal Protective equipment (PPE) and comply with any reasonable instructions given by the mentor as well as any site H&S requirements. We would stress that the mentors', who are providing access to skill building are vital to this industry and are doing so on a voluntary basis. We would ask Candidates to be very respectful and appreciate this valued service. Candidates who are set up with a Mentor by CCTS but are later refused access by the Mentor will have to find a replacement themselves. Candidates may find their own mentor provided they are Gas Safe registered, and the mentoring engineer can be easily found on the Gas Safe Website. The engineer, acting as the candidate's mentor, will allow the Candidate to carry out the tasks whilst being closely supervised. The learner must; over a duration of 18 weeks from completion of initial training; upload the minimum required number of Method Statements & on-site work records signed off by their Mentor, using "Ecordia" to satisfy the list of primary & secondary job types of on-site activities which must include a minimum *5 no installations; *5

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no services/Gas Safety checks; *4 No Gas Fault Finding events and their secondary Evidence such as flue types (**One of which may include in-centre simulations Observations using Simulation after the minimum 18 week on-site experience (e.g. One simulated Install; One Simulated Service & One Fault finding)*). *Where an appliance is deemed hard to find on-site the candidate may apply to the CCTS IQA for dispensation to use in-Centre simulated work as evidence. Where this evidence requires another visit to the centre after the in-centre simulations have been completed the Customer/Candidate must organise and pay for their own Gas Safe Mentor and arrange a suitable time for the use of the centre.

6. **Payments/Cancellations:** The candidate/customer agrees to pay a £1,000 initial deposit for registration onto the course. Thereafter a further £ 500 pound in stages as demanded from CCTS, from time to time to cover the modules of training reflected in the priced programme until the total invoice is paid in full. Should the customer/candidate fail to pay on demand, CCTS reserve the right to cancel the training contract and to pursue the candidate/customer for all attended Sessions/ modules less any deposits received plus any additional administrative costs & commercial debt interest accrued thereafter.
7. **Portfolio of Evidence:** CCTS will open a candidate “Ecordia” E-Portfolio of evidence on behalf of the Customer/Candidate. It is preferred that the candidate(s) have access to their own computer but may use CCTS computer suite by prior arrangement and if available. Successful completion of each session/module will result in the production of a Certificate or completed exam results and/or assignment, this will act as evidence to the LCL Awards External Verifier (EV) that the learning outcomes of the course have been met. The Certificates will be uploaded to the Candidates E-Portfolio by CCTS Staff or can be uploaded by the candidate upon request. Once the candidate completes the In-Centre Training the candidate will be required to gather evidence via in-Centre Simulation and on-site work placement with their chosen Gas Safe Registered Mentor. As the Candidates evidence is uploaded to E-Cordia it will be checked remotely by a CCTS assigned Mentor who will review the Evidence & issue the candidate feedback via the on-line E-Cordia Software system. It is vital that the candidate records and completes ALL the

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Evidence as detailed and as required by the designated CCTS Mentor. The CCTS Mentor will pass the Evidence via the software for overview to a CCTS Assessor who will approve the Evidence. The assessor will then recommend approval via a CCTS Internal Verifier for final verification. Once all required evidence & on-line forms are completed the Internal Verifier will request a completion training Certificate, when received, it will confirm the candidate(s) status as a Category 1 candidate for registration on to the next available CCTS Initial ACS Renewal Gas course. CCTS run these courses monthly and the price of this course is included in the MLP package under this contract. Please note Candidates cannot be registered onto the Initial ACS Renewal course until they are in possession of their MLP completion Certificate.

8. **Re-sits:** CCTS offer free re-training to our candidates who have failed independent assessments or exams modules (candidates will be offered to re-sit training (subject to availability) of courses that CCTS may be running. CCTS will cover the cost of **one** Exam resit fee (currently £ 135.00 + VAT at time of press). Alternatively, additional training can be arranged to suit the candidates own timetable at an additional cost.
9. **Post Course Completion:** Upon successful completion of the ACS Assessments and receipt of ACS Qualification CCN1 & CENWAT Customer/Candidate(s) will be eligible to join the gas safe register. Registration is at the discretion of the customer/candidate therefore the responsibility for completing the registration process, including cost, remains the responsibility of the customer/candidate and is not included as part of the managed learning programme. Registration carried out via the gas safe website. <https://www.gassaferegister.co.uk/help-and-advice/becoming-registered/apply-now>
10. **Appeals:** You have the right to Appeal the decision in accordance with our Appeals Policy & Procedures. Appeals should be discussed with the Centre Manager & if it is unresolved to your satisfaction, you should make the appeal in writing within 20 days, clearly stating the reason for the enquiry. If it is in his/her power, the Centre Manager will acknowledge receipt of your enquiry in writing giving an indication of how long he/she expects the investigate will take and when the response should be with you. *However, in many cases we

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will simply handle the enquiry on your behalf with the relevant Awarding Body or you may also appeal directly to them. (*Please note there may be a charge for handling such an enquiry on your behalf where it is clearly out of our control. The Awarding Body may also apply a charge). (For a full copy of our Appeals Policy & Procedures – please contact us or log on to our website)

11. Extension of Scope or Range: Changes by the Strategic Management Board (SMB) in 2022 Stipulated that candidates cannot add additional ACS Codes (e.g., CKR1 – cookers; HTR1 Fires etc) until after they have been Gas Safe Registered for 1 Calendar Year. Candidates/Customers may accelerate this by using an “MLP Bridge” upon request at additional expense.

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