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APPENDIX to Standard Terms & Conditions: - (7 Pages)

SUBJECT – Logic Certification Limited (Trading as LCL Awards) Managed Learning Programme (MLP) DNGA3_22 (Domestic Natural Gas Central Heating Boilers & Instantaneous Water Heaters) route – Additional Terms & Conditions (in appendix to our normal Terms & Conditions of Service as published on our web site.)

Additional conditions: -

Definitions: -

These are the additional terms & conditions governing the provision of training services by CCTS or its subcontractors for the DNGA3 MLP Programme only. These conditions are additional to and must be read in conjunction with our Standard Terms & Conditions which can be found on our web-site.

a/ **“DNGA3_22”** means The LCL Awards (LCL) Managed Learning Programme (MLP) DNGA3_22 (Domestic Natural Gas Central Heating Boilers & Instantaneous Water Heaters) route is licensed to CCTS by the Institute of Gas Engineers & Management (IGEM) and Logic Certification Ltd (Trading as LCL Awards) (CCTS Centre No: LC116 & is a registered scheme recognised by Energy Utility Skills & is suitable for Category 3 entrants to the industry). Under ACS Guidance Note 8 this qualification is a Pre- Entry route to ACS qualifications CCN1 – Core Domestic Natural Gas Safety & CENWAT – Natural Gas Central heating/hot water boilers and circulators, Combination Boilers, Storage water heaters and instantaneous water heaters, allowing Gas Safe Registration.

b/ **“SI”** means Safe Isolation of Electrical appliances CPD. This will be automatically added if you have no electrical experience.

c/ **“Recognition of Prior Learning (RPL)”** means a method of assessing whether a learners existing experience & achievements meet any of the Evidence Criteria (i.e. the Standard) of the qualification.

d/ **“Customer/Candidate”** means the Company, Partnership or LLP or Private individual (Customer) and the person or the learner completing the qualification (Candidate)

e/ **“Sessions/Module”** means a learning outcome or activity listed and scheduled on the programme and/or Invoice and/or E-Cordia Software System

f/ **“E-Cordia”** means the digital on-line software portal and mobile Application operated under licence to the Awarding Body (LCL Awards). This software application is cloud based and will be used

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to provide the candidate with an Individual learning plan and track & record the activities of the candidate. It will be used for the upload of evidence by the candidate and CCTS Staff & sub-contractors which will be matched against the learning outcomes of the qualification. Training & instructions of how to use this software will be provided to the candidates and is included in the DNGA3 programme. Candidates will receive a unique log on and all licenced staff of CCTS & LCL Awards (the Awarding Body) will be able to monitor the Candidates progress and provide feedback through the portal.

g/ **“Gas Safe Register”** – means The Gas Safe Register is a list of businesses that are legally permitted to carry out gas work under the trading name that they have registered with. Each business is issued with a registration number when they are entered onto the register.

h/ **“Gas Safe Mentor”** means a person who is legally & can be found to be Gas Safe Registered and who possesses ACS qualifications CCN1 & CENWAT and is willing to mentor & supervise & provide guidance to a Candidate working to achieve Category 1 status under the ACS entry route “Guidance Note 8” (GN8)

i/ **“Learning outcomes”** means *Learning outcomes* are descriptions of the specific knowledge, skills, or expertise that the learner will get from a learning activity, such as a training session, seminar, course, or program. Learning outcomes are measurable achievements that the learner will be able to understand after the learning is complete, which helps learners understand the importance of the information and what they will gain from their engagement with the learning activity.

j/ **“Certificate”** means a hard copy original certificate issued by various awarding bodies or digitally produced ‘in-house attendance certificate’ produced by CCTS. Note: each certificate process will be internally Verified under our normal Internal Quality Audit (IQA) Procedures which have been matched and pre-determined against the qualification learning outcomes. Digital copies of the certificates will be checked by IQA staff.

k/ **“In-Centre”** means learning activities or practical work simulations on equipment or appliances carried out within CCTS premises or under the direct control of a CCTS Mentor or Tutor.

l/ **“CCTS assigned Mentor”** means an independent qualified & suitably skilled professional (as determined and appointed by CCTS Head of Centre) who will examine the evidence produced by a candidate and who will provide feedback and guidance to the candidate before recommending final submission to a CCTS Assessor.

m/ **“On-Site work Experience”** means the work, training & Evidence gathering required after the Candidate has completed their in-Centre training and defined by the Qualification Standard carried

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out by the Candidate whilst under the supervision of a Gas Safe Registered engineer who is competent in the areas of work being undertaken.

n/ “MLP Bridge” means optional addition training and on-site Portfolio building added to the MLP training programme allowing bolt on of other Gas Appliances such as Cookers (CKR1) & Fires (HTR1)

1. **Course Title:** DNGA3+SI (LCL) Natural Gas Managed Learning Programme. (First registration January 2023)
2. **Recognition of Prior learning (RPL):** Customers/Candidate (s) who believe they have relevant former Industry Experience will be able to request RPL. This will involve an interview with a CCTS Assessor and may be subject to independent testing at the candidates/Customers own & additional expense (Currently £ 217.00 + VAT). Customers/Candidates who successfully pass independent RPL exams will not be required to complete the scheme session/module applicable to their previous experience.
3. **Registration/Programme:** CCTS require a minimum of 3 persons (Cohort) to sign up and have fully paid a minimum deposit of £ 1,000 each before the course can be run. CCTS will endeavour to maintain & run the programme as advertised but reserve the right to make changes to the programme dates if operational reasons dictate. It is recommended that Candidates adhere to the furnished programme as supplied by CCTS. Candidates/Customers who fail to attend any of the Sessions/Modules of the course as indicated in the MLP Plan and as listed on the candidate’s Invoice/programme which form part of this contract, will require to re-register for the missing Sessions/Modules later & will lose their deposit and/or be liable for sessions/Modules already attended but which remain unpaid and will be required to pay in full for re-registration and incur any reasonable increased costs. Candidates must complete all the on-site evidence & submit their final portfolio within 1 Calendar year and in accordance with the requirements as set out in IGEM-IG-1 Edition 2 Supplement 2. CCTS will therefore only warrant the price of this course or any of its sessions/modules for 1 Year. If the candidate fails to complete this course within 1 Year CCTS reserve the right to cancel this contract without notice. CCTS will not be liable for any additional costs or

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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 £ 156.00 + 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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