

All about Building Services

Issue 08 May 2019

A newsletter from City & Guilds on professional and technical educational updates in Building Services for all nations.

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New support material from Salamander Pumps

[Salamander HomeBoost Installation](#)

[How does HomeBoost Work?](#)

The above links will show how the HomeBoost will be fitted and supply water directly from the mains to either a combination boiler, whole house or cold water tank.
(Unit 305, Learning Outcome 1 AC2.4)

[What is a Gravity Fed System?](#)

[What is the Difference Between Positive and Negative Head Systems?](#)

The above links will describe a gravity system and also the difference between negative and positive head systems and how this relates to pumps
(Unit 306, Learning Outcome 1.1 AC1.1/1.4)

[Centrifugal and Regenerative Pumps Explained](#)

[Understanding Flanges](#)

[Cold Water Storage](#)

[What is the Difference Between Shower and Whole House Pumps?](#)

[Common Shower Pump Installation Pitfalls](#)

The above animations will show how to install a shower pump, avoid common pitfalls and the difference between regenerative and centrifugal shower and house pumps
(Unit 313 Learning Outcome 3 AC3.4 & Unit 305 Learning Outcome 1 AC2.4/2.10)

For further learning regarding Salamander Pumps and their products including; HomeBoost, Centrifugal and Regenerative pumps and EVE – along with gravity system training,

Visit <http://salamandereschool.co.uk> where an account can be created for the centre with free access to multiple courses.

Salamander are working in conjunction with City and Guilds to support the further development and training of industry professionals. This literature has been supplied to City and Guilds to benefit training within the industry and the delivery network. City and guilds can now provide access to this literature as part of the SmartScreen delivery tool to ensure future industry practitioners have access to industry expertise

New requirements for delivering gas qualifications and managed learning programmes – 9074, 6189-33, 6014 etc.

As a recogniser of training City and Guilds now have to ensure all centres delivering gas qualifications aligned to Gas Safe registration are compliant with the IGEM requirements and IGEM/IG1.

This now means the training schemes are recognised and audited to ensure suitability. To support centres with explaining this programme delivery we have a short 15 minute recorded presentation for you to view. We would advise you contact one of the technical advisors if you have any further questions or as a follow up phone call.

Please view the PowerPoint in 'slide show' in order to listen to the recording. This affects all centres delivering Gas Safe aligned qualifications.

[Gas Qualification Delivery and Assessment presentation 2019](#)

Newsletters

Have you downloaded our previous newsletters?

Please follow this link to view past newsletters containing information on various BSE topics

[**https://www.cityandguilds.com/qualifications-and-apprenticeships/building-services-industry#fil=apprenticeship**](https://www.cityandguilds.com/qualifications-and-apprenticeships/building-services-industry#fil=apprenticeship)

Update on government reforms

T-Levels – England

A recent IfA review of content has resulted in the Design, Surveying and Planning pathway being selected for delivery of a T level in 2020, ahead of Building Services Engineering and On-site Construction, which will now follow for first delivery in 2021:

[**https://www.instituteforapprenticeships.org/about/outline-content-for-first-new-t-levels/**](https://www.instituteforapprenticeships.org/about/outline-content-for-first-new-t-levels/)
[**https://www.cityandguilds.com/tlevels**](https://www.cityandguilds.com/tlevels)

Email Updates

Please register for email alerts to remain updated. All invites to regional networks, seminars and regular updates like this newsletter will be advertised through the email update system, if you are not registered you may be missing out.

Register here - [**https://www.cityandguilds.com/what-we-offer/centres/email-updates**](https://www.cityandguilds.com/what-we-offer/centres/email-updates)

City & Guilds Vacancies

We have associate vacancies constantly being refreshed for assessors, moderators, EQA's technical consultants etc. If you are interested in working with us follow the below link to make an application

Interested in working with us? **Follow this link -** [**https://www.cityandguilds.com/**](https://www.cityandguilds.com/)

ECS and City and Guilds checking credibility of qualifications.

A specially-designed computer programme that allows qualifications to be automatically verified during an ECS card application has been developed by the Electrotechnical Certification Scheme and City & Guilds.

The Electrotechnical Certification Scheme (ECS) certifies the skills of electrotechnical workers across the UK. Holding an ECS card proves the cardholder's qualification status, main electrical occupation, identity, health and safety awareness and any additional areas in which they are skilled to work.

The new online system not only combats those who attempt to gain an ECS card with falsified certificates, but also replaces the previous method of manual checking between the two organisations, making the application process more efficient.

When an application is made to the ECS, the qualification details are searched for directly within the City and Guilds database to check the certificate number, name and date. The same online check is also carried out on those renewing cards, as well as first-time ECS applicants.

Those who are found to be making a fraudulent application are referred to the Fraud Investigations Team who work in conjunction with other schemes and the police if necessary, to investigate and decide upon appropriate action.

“We are continuously looking to improve our service and the robustness of the scheme overall,” said Martin Thurbon, ECS Contact Centre Operations Manager.

“Our work with City & Guilds and other partners not only makes the application process more streamlined for customers, but also importantly catches and deters those who attempt to gain an ECS card under false pretences. These people are potentially endangering the safety of themselves and others if they are carrying out work for which they are not qualified.”

“As an organisation we are always looking to continuously improve our operational processes,” said David Phillips, City & Guilds Executive Director, Market Strategy, Products and Services. **“This newly designed interface will ensure both organisations’ systems are communicating by providing a layer of security in identifying fraudulent certification and raising standards within the electrotechnical industry.”**

New digital credential for IET Wiring Regulations

Provide greater value to learners and your training through issuing shareable skills.



City & Guilds in collaboration with Digitalme, have developed a bespoke digital credential for learners upon successful completion of the [Level 3 Award in Requirements for Electrical Installations BS7671:2018](#).

Colleges and training providers delivering the City & Guilds 2382-18 training will now be giving their learners additional value through City & Guilds directly issuing this credential upon completion of their qualification. This complimentary service will be offered to all centres until 31 August 2019.

What's the steps involved to ensure your learners receive their digital credentials?

1. Centres register candidates on Walled Garden under qualification code 2382-18.
2. When registering the candidate's mandatory details please ensure to add in the candidate's email address found under the 'add optional details' section within Walled Garden.
 - Candidates will only receive their digital credentials if centres have added in the personal email addresses of each learner upon registration.
 - Download a step-by-step guide on adding in candidate email addresses.
3. Upon successful completion of the course, learners will receive an email from City & Guilds to claim their badge.
4. Learners then can accept their digital badge and set up an Acclaim account.

5. Their digital badge can now be shared to their online networks to showcase recognition of learning.

New EPA 8 step guide

We have created a new guide to the EPA journey, with details about each stage of the process from application all the way through to results and certification. This document will help you walk customer through what they need to do at each stage, what they can expect to receive from us and signposts to our support materials and points of contact along the way. The document will be updated as required. There is a handy summary at the back which can be printed in A3

This can be located on this [link](#) under the EPA application/booking process tab.



Department for Education (DfE) notification on re-take rule for Level 3 Tech Level learners

As you are aware the DfE announced last January 2018, that learners who were due to complete Key Stage 5 Level 3 Tech Level Qualifications in summer 2018 should be given an additional opportunity to re-take their externally marked exam.

We communicated that we would be applying this rule and learners who were eligible would be able to take this re-take opportunity in the spring or summer of the 2019 academic year.

Following further clarification from the DfE, we're pleased to confirm that we will now apply the re-take rule going forward to all our Level 3 Technical Qualifications

What this means for your learners:

All learners who are registered on a City & Guilds Level 3 Technical Qualification and do not pass their external exam or their first re-take will now have an additional opportunity to re-take their external exam.

We will continue to offer two external exam windows; spring and summer per academic year.

The second re-take opportunity can be taken in either spring or summer of the following academic year.

For centres wishing to make bookings for their learners' 2nd re-take on this summer 2019 series, can do so through Walled Garden

What action should I take now?

We want you to know that everything you need to continue delivering your Technical Qualifications will not change, including assessment materials and qualification specifications.

We will continue to provide you with all the support you need.

The additional re-take opportunity only applies to candidates on a Level 3 Tech Level and does not apply to learners on KS4 Technical Awards or KS5 Technical Certificates

Resources, new textbooks



Book 2 Electrical Installations for 5357, 8202 and 2365 now available for purchase

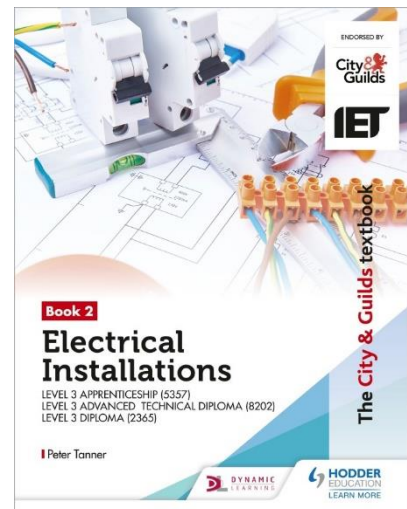
The following textbook, produced in conjunction with Hodder Education and IET, is now available for purchase via Walled Garden.

Title: The City & Guilds textbook: Book 2 Electrical Installations for the Level 3 Apprenticeship (5357), Level 3 Advanced Technical Diploma (8202) and Level 3 Diploma (2365)

ISBN: 9781510432253

Product code: TB247897

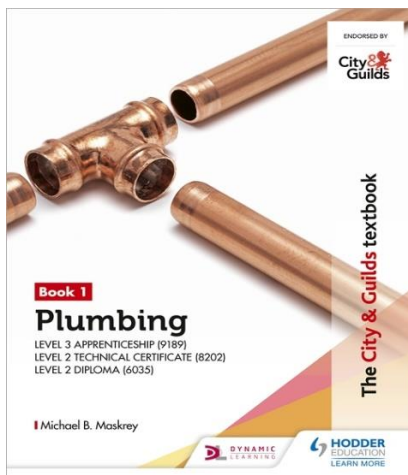
[Download the information factsheet](#)



Discount - Price of £28.04 on WG includes a 15% discount on the RRP of £32.99.



Book 1 – Plumbing and Heating - Available now



The City & Guilds Textbook: Plumbing Book 1 for the Level 3 Apprenticeship (9189), Level 2 Technical Certificate (8202) and Level 2 Diploma (6035)

Code: TB346872
ISBN: 9781510416482

Price: £28.04 (price includes a 15% discount on the RRP of £32.99)

9189 Plumbing & Heating Diploma Updates

Please note that 9189 tests (H&S, Phase 1 and Phase 2) have now been set live.

Phase 3 is due soon

On-site logbook version 1 now on the website

We have created three further update sessions (see below) to cover 9189

Plumbing and Domestic Heating Standard Launch – Webinar

With the new long awaited standard due to be live for registrations on the 24th January 2019 we delivered a webinar to introduce the new on programme qualification our 9189. You can still register on the below link and watch a recording of this update

Webinar link - <https://attendee.gotowebinar.com/register/1526550243911913219>

The NAPT (National Association of Plumbing Teachers) represent the views of providers, please contact them direct here - naptnationalcouncil@yahoo.co.uk

BSE Regional Networks

We have just finished our latest round of BSE networks, we have planned a couple of update 9189 sessions, please see below links

If you would like to host a future network, please contact us direct here -
buildingservices@cityandguilds.com

Our Technical Advisors have planned two network events for North and South regions to update providers on the requirements of the Plumbing & Heating Diploma 9189.

There will be one held at Bolton College on the 28th May 2019 and the second in Hull on the 11th June and finally a session in London on the 21st June 2019

Agenda

- Meet and Greet from
- Introduction to the 9189 contents
- Assessment approach and methods/recap
- Introduction to onsite portfolio and evidence requirements
- Support materials update Q&A
- Close

<https://www.eventbrite.co.uk/e/9189-plumbing-heating-diploma-update-north-tickets-58382829615>

<https://www.eventbrite.co.uk/e/bse-regional-network-9189-plumbing-heating-diploma-update-hull-tickets-59157397368>

<https://www.eventbrite.co.uk/e/bse-9189-plumbing-heating-diploma-update-london-south-tickets-58433885324>

Maths and English



Maths and English are vital skills we all need to develop and keep using throughout life. Almost every job requires the ability to communicate and use numbers confidently, along with the capacity to problem solve and use technology effectively.

City & Guilds has been offering qualifications and resources to support the development of maths and English for nearly 50 years. We got involved because we could see learners' numeracy and literacy shortcomings were hampering their vocational learning and broader life chances.

Our maths and English team has unrivalled expertise and experience: two full-time Technical Advisors, Katherine Cooper and Paul Sceeny, spend the bulk of their time working directly with City & Guilds centres. They also work closely with Amanda Kelly, who oversees our portfolio of maths and English products and services, and Hilary Gwilliam, who leads this broader category of City & Guilds products and services.

Network dates, location and how to register can be found here -
<https://www.eventbrite.co.uk/o/city-amp-guilds-maths-and-english-team-18038832066>

Generic CPD events, what's coming up?

Preparing your apprentice for End Point Assessment (EPA)

This one-day workshop style session is an opportunity to keep ahead of assessment developments following the latest guidelines from Regulators and City & Guilds. This session is designed to be a highly interactive experience for Assessors to reflect, share best practice and collect practical tips and guidance from our expert facilitator
18 June London

Best practice in the quality assurance for the new Apprenticeship Standards (England)

A workshop full of engaging activities which allowed those attending to reflect on their current quality assurance practices in apprenticeship delivery and highlight areas of further development in their strategies when working with employers and apprentices
30 May Warrington 10 June Taunton

Best Practice in preparing apprentices for EPA professional discussion or interview

A workshop filled with engaging practical and other activities, aims to provide ideas for further developing your individual and centre practice when working with new apprentices in preparing them for their EPA professional discussion or interview
9 April Warrington 10 April Burntwood 17 April Burntwood

Teaching & Learning English & Maths

How to understand English criteria to develop achievable learning aims 2 April London
How to make the most of digital tools in English teaching 3 April London 3 April London
How to teach Maths & English together – How to support learners with the language of Maths
15 May London 2 July London 10 July Burntwood

Leadership & Management

Project Management 24 April London
Finance & Curriculum Drivers 2 May London
Managing Performance 19 June London
Leading Learning & Organisational Performance 4 July London

All above courses are available as a bespoke in-house event.

Please contact advance@cityandguilds.com for further information



A City & Guilds Group Collaboration



Tell us what you think

All About Building Services is a newsletter that brings together all of the key developments from City & Guilds relevant skills learning across England, Scotland Northern Ireland and Wales. It contains updates on the range of teaching and learning resources we offer, plus relevant public policy or other information we think you might be interested in.

Each edition is numbered, so we can refer back to previous issues or tell you when information has been superseded.

If there's anything else you'd particularly like us to cover or explain more fully in future issues of *All About*, please feel free to drop us a line to

For specific queries and enquiries please contact our dedicated customer support team:

PDCustomerSupport@cityandguilds.com

Thank you for your continued support.

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