

Professional Development Training Prospectus 2017



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What people say about PCA training

Some examples of the feedback we receive from those who attend our training.

Surveyors training:

“The course was very informative and both myself and my colleagues who attended with me left knowing we could carry out our duties in a more professional manner than before the course.”

Technicians Training:

“With limited experience and knowledge in this particular sector as a whole, I found the course to be an excellent introduction into a market that I am looking to move into.”

CSJK Examination Preparation Training:

“I felt it was a useful day and came out of it more confident.”

Residential Ventilation Masterclass:

“I found this a really informative and enjoyable course and would have no hesitation recommending to anyone involved in surveying or specifying in relation to condensation dampness. The presenters were both knowledgeable and approachable.”

Ground Gas Protection – Getting it Right:

“Benefitted by better understanding issues involved. Excellent and engaging speakers.”

In development for 2017

The PCA continually develops new courses to meet the needs of its members and all professionals working in the property care industry to ensure standards and capabilities are raised across the board to benefit consumers. Work is currently underway to develop the following courses which should be delivered for the first time in 2017.

Sector: Structural Waterproofing

Planned new courses

- PCA Specialist Apprenticeship Programme – Structural Waterproofing
- Foundation course in structural waterproofing

Sector: Invasive Weed Control

Planned new courses

- Report & Management Plan Writing Course
- Schedule 9: Identification of invasive non-native terrestrial plants
- Schedule 9: Identification of invasive non-native aquatic plants



Keep an eye on the PCA website for details of when these, and any other new courses are announced:
www.property-care.org/training-qualifications

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Industry Leading Training & Certification

The PCA is THE Trade Association representing members, promoting best practice and providing technical guidance in a number of industry sectors.

- Damp and Condensation in Buildings
- Structural Waterproofing
- Timber Preservation
- Structural Repair
- Flood Recovery
- Flood Protection/Resilience
- Invasive Weed Control

The PCA has been working with specialist contractors to improve and develop standards for over 85 years. It has progressed a long way from its origin as the British Wood Preserving Association, and remains true to its values and desire to work with specialists to promote high standards of professionalism and expertise within the industry to ensure consumers are delivered value and quality.

The PCA is committed to providing high quality training and instruction, sharing knowledge and raising standards across the specialist sectors it represents.

Training courses are open to all - PCA members and the wider industry in order to raise standards across the board. As the leading training provider in the UK for building preservation, waterproofing, invasive weed and remedial treatments and more, we strongly believe that we are best placed to achieve this goal. Delegates can also collect CPD points upon completing any PCA training which is also CPD accredited.

Delegates learn in practical and classroom based training facilities.

The majority of training and certification is undertaken at our head office in Huntingdon, which is centrally located and easily accessible via a number of major routes. We also have a bespoke Practical Training Centre in Huntingdon, which allows us to deliver an additional element of practical application in our training where appropriate to do so to help candidates put theory into practice.

Courses and examinations can be delivered in-house at a place and time to suit you.

Selected PCA training courses and examinations are also run each year in Scotland, usually in Stirling. There is also the option of training courses being delivered in-house where this may be a more cost effective solution for a company, (see page 6).

Training Locations

Training courses and examinations are held at one of three locations. Delegates are advised in their joining instructions where their training course will be delivered.

1. PCA Head Office, 11 Ramsay Court, Kingfisher Way, Hinchingsbrooke Business Park, Huntingdon, Cambridgeshire PE29 6FY

Unless stated otherwise, PCA training courses and examinations are held at the Association's Head Office in Huntingdon. There is a dedicated training suite on the top floor which accommodates both training courses and examinations. Limited free parking is available.

2. PCA Practical Training Centre, Unit 2, Tower Square, St Peter's Road, Huntingdon, Cambridgeshire, PE29 7DT

This practical training centre incorporates a comfortable and bright classroom area along with a fully equipped practical training area.

3. Venue in Scotland – usually located in Stirling

In order to provide easier access to PCA training and examinations for those based in the north, we run surveyor and technician training courses and examinations at least once a year at a location in Scotland, usually in Stirling. Venues are confirmed nearer the date and details published on the PCA website.

Getting to the Huntingdon training venues

By car: The PCA Headquarters are located just off the junction of the A1 and A14. There is limited free parking available. On street parking is available in the surrounding area.

By train: The nearest station is Huntingdon, approx. 3 miles drive from the PCA head office, or 30 minutes by foot.

Accommodation

It is the responsibility of individuals to arrange their own overnight accommodation where required to attend training courses and examinations.

The PCA have negotiated preferential rates with some local hotels in the Huntingdon area. The PCA are not able to guarantee availability at any of these hotels, so it is advised that individuals book any accommodation they require as early as they can.

Marriott Hotel - Hinchingsbrooke Business Park, Kingfisher Way, Huntingdon, PE29 6FL: Book a room through their website (www.marriott.co.uk) and enter the **on-line only promotional code "5P4"** in the 'Special Rates & Awards' box.

Contact the hotel directly on tel. 01480 446000 requesting the "Property Care Association rate at the Huntingdon Marriott".

Upon check in you will be required to provide your training/exam booking confirmation to prove that you are eligible for the PCA discounted rate.

Holiday Inn – Huntingdon Racecourse, Huntingdon, PE28 4NL.

Book on-line via www.holidayinn.com/huntingdonrc, select the dates you need and enter the **corporate ID 954322791**.

Alternatively, call direct on 01480 277277 and either quote the corporate ID or state you are a Property Care Association candidate and wish to use the preferential rate.

PCA Qualifications Explained

The PCA is the awarding body for a number of industry recognised surveyor qualifications.

- Certificated Surveyor in Remedial Treatment (CSRT)
- Certificated Surveyor in Structural Waterproofing (CSSW)
- Certificated Surveyor in Japanese knotweed (CSJK)

The examination process includes written papers, practical identification and an oral examination to fully examine a candidates understanding and technical competence. All elements must be passed to achieve certification.

Certificated Surveyor in Remedial Treatment (CSRT)

To successfully achieve CSRT status, delegates are required to sit and pass each of the following elements:

- 3 Written papers: Damp (2 hours) / Timber (2 ¼ hours) / Legal, Health & Safety* (2 hours)**
Timber Identification (20 mins approx.)
2 oral interviews: Timber (20 mins approx.) / Damp (20 mins approx.)

Certificated Surveyor in Structural Waterproofing (CSSW)

To successfully achieve CSSW status, delegates are required to sit and pass each of the following elements:

- Written paper 1: Surveyor in Structural Waterproofing (2 ½ hours)**
Written paper 2: Legal, Health & Safety* (2 hours)
Oral interview (20 mins approx.)

Certificated Surveyor in Japanese knotweed (CSJK)

To successfully achieve CSJK status, delegates are required to sit and pass each of the following elements:

- Written paper: Surveyor in Japanese knotweed (2 ½ hours)**
Identification paper: 20 mins (approx.)
Oral interview: 20 mins (approx.)

**This is the same examination for both the CSRT and CSSW, so if already passed for an existing certification candidates do not need to sit it again.*

Special arrangements to accommodate candidates with learning difficulties

PCA examinations can be adapted to accommodate candidates with learning difficulties such as dyslexia.

Advance notification is required and the candidate needs to have undergone a professional assessment. Without advance notification we regret that special arrangements cannot be organised. Please advise and discuss any requirements with us at the time of booking.

Marking and issue of results

Completed papers are marked by two separate examiners and moderated by the Chief Examiner. Results are issued approximately 8 weeks after the examinations. Candidates are sent their results via post addressed to them personally. Results will not be given out over the phone.

The percentage marks awarded in the examination will not be released to the candidate. The decision of the Chief Examiner is final. As with most other awarding exam bodies, it is our policy not to return candidate's individual papers.

Where a candidate has failed any of the required elements they will be required to undertake resits as follows to attain the qualification:

- Fail any written paper element – candidate needs to re-sit all elements (written papers, identification papers, oral interviews)
- Fail oral interview – candidate needs to re-sit the oral interview and the identification paper
- Fail identification paper – candidate needs to re-sit the identification paper and the oral interview

For further details about our examinations see section 9. of our Terms and Conditions (page 21).

Members of the PCA Training Team are also able to help you with any questions you may have about our qualifications and examinations.

Preparing for examinations

The PCA has developed a range of training courses that are suitable as foundation study and preparation for undertaking PCA Surveyor Qualifications. These are indicated where applicable in this prospectus. While not compulsory to undertake any PCA training prior to sitting any surveyor examinations, we do recommend the training to candidates to help them prepare for examinations.

Note: *Attending a PCA training course or achieving a PCA qualification does not entitle a delegate to use the PCA logo. The PCA logo indicates membership of the Association and its use is only permitted by those who have full membership of the PCA.*

In House Training Options

The majority of PCA training courses can be delivered as in-house training, subject to availability. The PCA has provided in-house training for both PCA members and non-members, including the following types of businesses:

- Contracting companies
- Manufacturers
- Housing Associations
- Councils & Local Authorities
- Wildlife Trusts

Benefits of in-house training

This may be a more cost effective and convenient option if you have a number of delegates you would like to attend and benefit from our professional training.

Having training delivered on your premises or at a venue of your choice can help minimise time spent out of the work environment by reducing the impact of travelling time.

It can also provide your staff with the opportunity to ask specific questions directly relevant to their work or business in a safe environment amongst colleagues.

What you will need to provide

If you are interested in having a course delivered on an in-house basis, you will need to provide a suitably sized room with adequate seating, a projector and projector screen, a flip chart and pens, and lunch.

The PCA will make all other necessary arrangements around the delivery of the training.

Contact us to discuss your requirements

Contact Jade Stocker in the PCA Training Team to discuss options for in-house training and your particular requirements. Jade will then be able to provide you with a full quotation (and T&Cs).

E-mail: Jade@property-care.org

Tel: 0844 375 4301

Booking your Training & Examinations

For all training and examination bookings we require a completed booking form and full payment in order to confirm your place.

Call the PCA team – 0844 375 4301

A member of the PCA team will be happy to discuss your needs with you, provide advice and further information. If you have any questions about which training courses are appropriate for you, do call to discuss so you undertake the correct training for you.

Find information via the website - www.property-care.org

Find course content descriptions and download syllabuses, reading lists and booking forms.

Payment:

Upon receipt of a completed booking form, you will be sent an invoice. Payment can be made by cheque, BACS or credit card. Please note payments made by credit card will incur a 2.5% surcharge.

Fees & Discounts:

Training course fees include tuition and refreshments, including lunch*. PCA Members receive a discount on course and examination fees. Members of professional bodies including ABI, AIRMIC, AMI, CILA, CIH, CIOB, RIBA, RICS, SPAB and SFHA are eligible for a **10% discount** on the cost of PCA training courses. (note: not applicable to examinations). Please state your entitlement and provide your membership number at the time of booking.

Joining instructions:

Once paid, all delegates receive confirmation of their booking by e-mail. Full joining instructions are sent to delegates 14 days before the relevant course date by e-mail.

Food & drink:

Refreshments and lunch are provided for PCA training courses*. Please advise us of any special dietary requirements at least one week before the day of training.

*Due to timing schedules on examination days, we regret it is not possible to provide lunch on these days. Drinks are provided during the day but candidates are asked to make their own arrangements for lunch.

Cancellation Policy:

In the event that bookings are changed or cancelled, an administration fee of £100 +VAT will be retained per course or exam. (Cancellations or changes to bookings made less than 10 working days before the event, will incur the full cost of the training course or examination. For full terms and conditions please see pages 20 - 21). The PCA reserves the right to alter or cancel any courses for whatever reason. All cancellations or changes to bookings must be made in writing to the PCA.

Course feedback:

The PCA greatly appreciates and values your views about our training. Each delegate is sent a short feedback survey after each course and feedback we receive is used to develop our training to meet your training needs going forward.

Changes to courses:

Occasionally it may be necessary to change training dates, or to add additional dates to meet demand. Any such changes are promoted throughout the year. Keep informed by regularly visiting www.property-care.org. PCA members are also kept updated through the regular PCA members' communications.

Surveyor Training

All our surveyor level training courses are designed for those professionals with experience of working in their specialist fields.

Surveying Timber and Dampness in Buildings

Level: Surveyor **Duration:** 3 Days

Fees: PCA Members £185 + VAT per day or £500 + VAT 3 consecutive days

Non-members £240 + VAT per day or £650 + VAT 3 consecutive days



Aims of training: For those already involved in or who wish to become involved in the surveying of and remedial work associated with timber infestation/decay and dampness in buildings. The course is divided into three one day modules. These can be sat separately or over three consecutive days. Suitable as Foundation Study for the PCA CSRT examination (see p. 11).

Surveyor in Structural Waterproofing Training

Level: Surveyor **Duration:** 3 Days

Fees: PCA Members £500 + VAT **Non-members** £650 + VAT



Aims of training: An intensive theoretical course for those already involved in or who wish to become involved in converting existing basements. Also suitable for those involved in or who wish to be involved in the design, planning and installation of any structural waterproofing projects below ground. Suitable as Foundation Study for the PCA CSSW examination (see p. 11).

Legal Aspects, Survey Methodology & Report Writing (Waterproofing)

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £185 + VAT **Non-members** £240 + VAT

Aims of training: This is a tailored day for those working in structural waterproofing. It looks at the important legal aspects as well as exploring what comprises good practice when conducting surveys and writing meaningful reports. This can be used as preparation for the Legal, Health & Safety examination element of the CSSW qualification (see page 11).

Structural Waterproofing Update Course

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £185 + VAT **Non-members** £240 + VAT

Aims of training: This has been developed for those who have already attended the PCA Structural Waterproofing Course and subsequently sat the CSSW examination prior to the changes and revisions that were successfully introduced in 2015. This training will help to keep knowledge up to date.

Structural Implications of Waterproofing

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £185 + VAT **Non-members** £240 + VAT

Aims of training: An industry first training course that will be beneficial to all waterproofing surveyors, including those who hold the CSSW qualification and in particular those involved in designing waterproofing systems.

Property Flood Resilience Training for Surveyors

Level: Surveyor **Duration:** 2 Days

Fees: PCA Members £370 + VAT **Non-members** £480 + VAT

Aims of training: : For anyone who wants to understand the processes involved in the assessment of flood risk and the delivery of flood resistance and resilience in the built environment. Over two days delegates explore four key areas which provide the depth of understanding required in order to undertake effective and comprehensive property level protection (PLP) surveys to deliver reliable and relevant flood resilience and protection.



Control and Eradication of Japanese Knotweed

Level: Surveyor **Duration:** 2 Days

Fees: PCA Members £370 + VAT **Non-members** £480 + VAT

Aims of training: : A comprehensive two-day training course aimed at those involved in the identification, assessment and eradication of Japanese Knotweed and other common invasive species. Some prior knowledge and experience is required. Suitable as Foundation Study for the PCA CSJK examination (see p.11).



Examination Preparation Days

For those who have not sat a formal examination for a while the prospect of doing so can be daunting. To help prepare for the formal examination scenario we run dedicated examination preparation days for Surveyor Qualifications.

Examination preparation days provide delegates with the opportunity to:

- Practice how to approach an exam question
- Practice exam question technique
- Ask questions about areas of the syllabus where they may still be unsure to clarify their understanding

Examination Preparation: Certificated Surveyor in Remedial Treatments (CSRT)

Duration: Run over 2 days. Modules can be sat separately or consecutively.

Level: Surveyor **Duration:** 2 days

Fees: PCA Members

Timber Paper 1 day £185 + VAT

Damp Paper ½ day £90 + VAT

Legal, H&S ½ day £90 + VAT

Fees: Non-members

Timber Paper 1 day £240 + VAT

Damp Paper ½ day £130 + VAT

Legal, H&S ½ day £130 + VAT

Examination Preparation: Certificated Surveyor in Structural Waterproofing (CSSW)

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £185 + VAT **Non-members** £240 + VAT

Examination Preparation: Certificated Surveyor in Japanese Knotweed (CSJK)

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £185 + VAT **Non-members** £240 + VAT

Surveyor Qualifications

The PCA is the awarding body for industry recognised surveyor qualifications (see page 4).

Certificated Surveyor in Remedial Treatments (CSRT) Examination

The CSRT is a nationally recognised professional qualification for surveyors in the remedial property industry. This qualification is made up of three modules: Timber, Damp and Legal, Health & Safety. The exams for each module can be sat individually or consecutively.

Duration: Run over 2 days in total

Fees: PCA Members

Timber & Damp Paper Full Day £195 + VAT

Legal, H&S Paper ½ day £180 + VAT

ID / Oral Paper ½ day £80 + VAT

Fees: Non-members

Timber & Damp Paper Full Day £235 + VAT

Legal, H&S Paper ½ day £210 + VAT

ID / Oral Paper ½ day £80 + VAT

Certificated Surveyor in Structural Waterproofing (CSSW) Examination

The CSSW is a nationally recognised professional qualification for individuals involved in diagnosing problems with water entering structures below ground level and recommending design solutions.

The examination consists of a 2 ½ hour written paper, and a 20 minute oral examination. Candidates also need to sit a 2 hour Legal, Health & Safety examination written paper (see page 4).

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £195 + VAT **Non-members** £235 + VAT

Certificated Surveyor in Japanese Knotweed (CSJK) Examination

The CSJK is a recognised professional qualification for individuals involved in the identification, control and eradication of Japanese Knotweed.

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £195 + VAT **Non-members** £235 + VAT



Technicians Training

These courses aim to enhance the knowledge and understanding of experienced technicians as well as provide a good foundation for those embarking on a new career. At the end of each course, delegates sit a 60 minute multiple choice paper. If they successfully pass they are entitled to refer to themselves as a 'PCA Qualified Technician (PCAQT)'

PCA Qualified Technician (PCAQT) – Damp & Timber

Level: Technician **Duration:** 2 Days

Fees: PCA Members £260 + VAT Non-members £325 + VAT

Aims of training: Designed to enhance the knowledge and understanding of experienced technicians as well as to provide a good foundation for those who have recently commenced a career in the building preservation industry.

PCA Qualified Technician (PCAQT) – Structural Waterproofing

Level: Technician **Duration:** 1 Day

Fees: PCA Members £185 + VAT Non-members £240 + VAT

Aims of training: For those who have started working in the structural waterproofing industry. Ideally delegates will have received basic training from their employer and have already gained some technical or practical experience in a related environment.

PCA Qualified Technician (PCAQT) – Japanese Knotweed

Level: Technician **Duration:** 1 Day

Fees: PCA Members £185 + VAT Non-members £240 + VAT

Aims of training: For Technicians and field operatives working on the control and management of Japanese knotweed. This is a one day course designed for new or experienced site workers who want to understand more about the plant and its eradication. There is a 60 minute multiple choice examination at the end of the training day.

Candidates who successfully pass the multiple choice exam and can also then provide evidence of their PA1 and PA6 Certificate of Competence in the Safe Use of Pesticides, are then entitled to refer to themselves as a 'PCA Qualified Technician (PCAQT)'

(To attend the training day it is not necessary to hold a PA1 or PA6).

Moisture Management Series

Managing atmospheric moisture effectively in the built environment requires an in-depth understanding of all the various factors that can have an impact. These include understanding and managing condensation and the importance of the correct ventilation systems being used, as well as managing any unintended consequences of retrofit insulation.

Condensation & Atmospheric Moisture Management

Type: Masterclass **Duration:** 1 Day

Fees: PCA Members £185 + VAT **Non-members** £240 + VAT

Aims of Training: Developed to provide delegates with the necessary skills to analyse raw information collected by atmospheric data loggers, and present this in a way that can illustrate clearly to the homeowner or property professional what is happening in the occupied house. It will also assist in devising rectification strategies and help allow practitioners to take the guesswork out of atmospheric moisture monitoring.

Residential Ventilation Masterclass

Type: Masterclass **Duration:** 1 Day

Fees: PCA Members £185 + VAT **Non-members** £240 + VAT

Aims of Training: A detailed look at retrofit ventilation systems and the associated industry regulations. Suitable for anyone involved in the design and installation of retrofitting fans and mechanical ventilation solutions in existing homes.

Retrofit Insulation Masterclass

Type: Masterclass **Duration:** 1 Day

Fees: PCA Members £185 + VAT **Non-members** £240 + VAT

Aims of Training: A must for surveyors and building professionals, landlords, property managers and contractors as they will increasingly come across buildings with retrofit insulation. They will need to understand the retrofit process so they can identify what work retrofitters have undertaken, the potential resulting unintended consequences and how they should be remedied.

Professional workshops

As well as our industry recognised Surveyor and Technician training courses and qualifications the PCA also offers a variety of other training courses to help professionals in the property care industry develop their technical competencies. Additions to this list that may be made through the year will be added to the PCA website – www.property-care.org/training-qualifications.

Wood Identification for the Infestation Surveyor

Type: Workshop **Duration:** 1 Day

Fees: **PCA Members** £185 + VAT **Non-members** £240 + VAT

Aims of Training: For delegates who need to understand how to identify the most common structural timbers found in house construction, using a variety of methods, and to help them develop the necessary practical skills. Delegates should have prior background knowledge and experience of working in this area.

Alternative Repair Strategies for Traditional Buildings

Type: Workshop **Duration:** 1 Day

Fees: **PCA Members** £295 + VAT **Non-members** £345 + VAT

Aims of Training: This one day workshop will deliver a practical insight into traditional repair methods. Aimed at those working on traditional buildings (defined as solid-walled properties pre-dating around 1939). It will be of benefit though to anyone in the preservation industry who is interested in understanding how traditionally constructed buildings differ in their construction and how this can necessitate the use of repair strategies that are sympathetic and complementary to the original structure.

Thermography

Type: Workshop **Duration:** 1 Day

Fees: **PCA Members** £185 + VAT **Non-members** £240 + VAT

Aims of Training: A basic orientation day for those who want to know more about thermography and deepen their understanding of the application of thermography as a diagnostic aid.

Ground Gas Protection Measures: Getting it Right

Type: Workshop **Duration:** 1 Day

Fees: **PCA Members** £185 + VAT **Non-members** £240 + VAT

Aims of Training: For professionals associated with general ground gas protection, such as surveyors, company owners with legal responsibilities, designers and design engineers. Also for those involved in writing tenders for projects and those who wish to keep up to speed with the requirements of the latest standards, good practice and successful implementation to ensure safe development.

Ground Gas Protection Measures: Installation & Verification

Type: Workshop **Duration:** 1 Day

Fees: **PCA Members** £295 + VAT **Non-members** £345 + VAT

Aims of Training: A highly practical one day workshop, for on-site technicians, which takes a look at best practice and the latest CIRIA C735 guidance on the verification of gas protection measures.

Basement Water Management

Type: Workshop **Duration:** 1 Day

Fees: **PCA Members** £185 + VAT **Non-members** £240 + VAT


Aims of Training: For technicians and surveyors who are already involved in, or who wish to gain a better understanding of, the theory and practical application of pump stations and accessories relating to drainage of cavity membrane systems.

PCA Specialist Apprenticeship Programme – Damp & Timber

This industry first scheme has been developed to actively preserve and develop the new skills required to help secure and develop the future of the preservation industry.

This specialist programme provides apprentices with a relevant specialist path upon which to start their career, and businesses. A CITB endorsed apprenticeship programme which is also subject to substantial grant funding (subject to meeting specific criteria).

How the scheme works

The 2 year Apprenticeship programme has been designed to take a company employee who is beginning their career in damp and timber treatment through the award of the National Vocational Qualification (NVQ) Level 2 Diploma in 'Insulation and Building Treatments (Wood Preserving and Damp-Proofing)'.


Using formal classroom based training, practical workshops and supervised employer led on-the-job training, candidates are able to learn and apply theory both in the controlled environment of the PCA bespoke training facility and real world situations. Throughout the programme there is regular on-site NVQ assessment by an external assessor.

There are 21 days of formal teaching, held in 4-day blocks at regular intervals within the first 18 months of the Apprenticeship. During the remaining months, the candidates will continue with their learning on the job, gaining in experience until the final assessment period.

Grant funding available

The Specialist Apprenticeship Programme is fully endorsed by the CITB and forms part of their apprenticeship programme for the specialist trades. The Apprenticeship can be fully grant funded for those registered with CITB, subject to meeting specified criteria. Available grant funding can be up to £7,650.

More information on the PCA website

There are numerous benefits for employers and apprentices alike of participating in an apprenticeship scheme. A summary of the benefits can be found on the PCA website, along with details of the payment options, intake dates and an on-line enquiry form:

<http://www.property-care.org/specialist-apprenticeship-programme> or contact

Lisa Holdich on **0844 375 4301** or email lisa@property-care.org



PCA Members Only Training

The PCA also runs training courses that are open to PCA members only. These training courses focus on business related topics including customer service, using social media effectively and writing expert reports.

Writing Expert Reports

Type: Workshop **Duration:** 1 Day **Fees** £295 + VAT

Aims of Training: This workshop is of benefit to anyone who has, or may need to in the future, act as an expert witness and prepare reports. Delegates will learn how to write high-quality expert reports and present evidence that will withstand the challenge of cross-examination in court. The workshop uses presentations, discussion and practical exercises based on report extracts to emphasise and reinforce learning.

Social Media

Type: Workshop **Duration:** 1 Day **Fees** £95 + VAT

Aims of Training: This course provides an insightful look in to social media, focusing on Facebook and Twitter. It is designed for anyone who would like to increase their knowledge and understanding of this communication channel, and how it can be used to generate awareness of their business and generate business leads.

Customer Service & Administration

Type: Workshop **Duration:** 1 Day **Fees** £95 + VAT

Aims of Training: This is a one-day classroom based workshop covering a broad range of subjects. It is of benefit to anyone who works as part of a team and deals with customers at any point, undertaking tasks such as dealing with enquiries, managing bookings and communicating with customers, including handling complaints.

Business Management

Type: Workshop **Duration:** 1 Day **Fees** £95 + VAT

Aims of Training: This workshop is designed to provide Business Managers in the property care industry with the opportunity to step away from their highly technical world for a day and to think about how and why they run their business. It will enable delegates to apply their new insights and tools to reassess their strategies, set objectives, and re-visit their business plans and strategies to help take their business to the next level. with customers, including handling complaints.

Health & Safety E-learning

This e-learning module can be used by anyone, whatever their role (external or office based) to fulfil Health & Safety Training requirements.

The PCA E-learning Health & Safety module has been developed to also deliver all the required Health & Safety aspects relating to PCA professional training courses. For this reason, those completing the PCA technicians or surveyor training courses are encouraged to complete this e-learning.

Cost: £35 + VAT per delegate

Duration: 2 – 3 hours*

E-learning process:

1. Once booked, delegates are e-mailed an individual link and password.
2. Delegates have one month from the date they receive their access details to complete the training module.
3. Complete all in one go, or save progress to continue later on.
In total it should take 2-3 hours to complete*.
4. At the end of each section (16 in total) there are 10 multiple choice questions.
A mark of 90% is required.
5. Delegates can review a section and retake the test if they do not pass first time.
6. Once successfully completed, a certificate of completion is issued.

* Delegates work at their own pace and can either complete the module in one go, or save progress and continue later on. The stated duration is an average time taken to complete the e-learning.

PCA Training Courses

Terms and Conditions

1. About these Terms and Conditions

- 1.1 These Terms and Conditions (the "Conditions") form the whole of our 'Agreement with you.
- 1.2 In these Conditions 'we' and 'us' means the Property Care Association; 'you' means the individual or organisation booking a course, exam, product or service under these Conditions. 'Booking' means a request by you to book a course or exam with us; 'Consumer' means any natural person who, in contracts to which the Consumer Protection (Distance Selling) Regulations 2000 apply, is acting for purposes which are outside his business, 'Course' means a Property Care Association course, 'Exam' means a Property Care Association exam, 'Delegate or Candidate' means an individual enrolled on a course or exam by you.
- 1.3 These Conditions replace all other terms and conditions previously applicable and shall apply to any booking to the exclusion of any other terms and conditions.

2. Booking

- 2.1 You may make a booking by telephoning 0844 375 4301, or downloading a booking form from our website (www.property-care.org) and returning by email, fax or post.
- 2.2 Booking a Course or Exam shall be regarded as an offer by you to book a Course or Exam under these terms and conditions.
- 2.3 As soon as reasonably practicable you shall provide us with the name of the Delegate(s) and any special requirements they may have particularly with regard to diet, mobility, access, etc.
- 2.4 Substitution of a Delegate will be allowed up to the commencement of the Course or Exam without charge subject to clause 2.3.

3. Confirmation

- 3.1 Acceptance of your offer will take place on receipt of full payment. Our acceptance of your Booking brings into existence a legally binding Agreement between us.
- 3.2 Written Course or Exam confirmation will be forwarded to you prior to the start date, usually 14 days before the event.

4. Price

- 4.1 Standard Course and Exam prices are as listed on our website. We reserve the right to change prices listed without notice.
- 4.2 The price of bespoke Courses or Exams are as confirmed in our written quotation.
- 4.3 Course prices include a buffet lunch. Regrettably, due to timings we are unable to provide food on examination days and would advise candidates to bring their own.
- 4.4 Course and Exam prices do not include: travel, accommodation, parking costs or any other cost incurred as a result of attending a Course or Exam.
- 4.5 Accommodation provider details are available on request however, the Property Care Association can take no responsibility for the quality of any such accommodation. Please contact the office for further details.
- 4.6 Value Added Tax will be added to all taxable supplies at the current rate.

5. Payment

- 5.1 All payments must be made in UK sterling (GBP) and reference our invoice number where provided.
- 5.2 Payment must be received at time of Booking a Course or Exam or immediately on receipt of invoice.
- 5.3 Payment can be made by BACS, cheque or debit/credit card; please note that all credit card transactions are subject to a 2% surcharge.
- 5.4 No payment shall be deemed to have been received until we have received cleared funds.
- 5.5 Without prejudice to any other right or remedy available to us if payment is not received when due we shall be entitled to:
 - 5.5.1 Cancel the Agreement; and/or
 - 5.5.2 Suspend delivery of any other Course or Exam to you; and/or
 - 5.5.3 Withhold the issue of any applicable Course or Exam material; and/or
 - 5.5.4 If we must recover the outstanding payment recovery costs are to be paid by you.

6. Transfer & Cancellation by you

- 6.1 If you wish to transfer to an alternative date or cancel a Course or Exam booking your request must:
 - 6.1.1 Be received or confirmed in writing by the Property Care Association.
 - 6.1.2 In the event that Bookings are transferred or

cancelled, an administration fee of £100+ VAT will be retained per course or exam

6.1.3 Cancellations or transfers made less than 10 working days before the Course or Exam will incur the full cost of the Course or Exam.

6.2 In the event you are a Consumer:

6.2.1 You have the right to cancel the Agreement and receive a refund. You must inform us within 14 working days, starting the day after the Agreement is concluded (the 'Cooling Off Period').

6.2.2 If the Course or Exam start date occurs within the Cooling Off Period your cancellation rights will end when the Course or Exam starts.

6.2.3 Your statutory rights are not affected.

7. Cancellation by us

7.1 All Courses and Exams are subject to availability and demand.

7.2 We reserve the right at any time:

7.2.1 To cancel Course and Exams and refund in full or transfer Candidates to the next available dates. No further liability will be acceptable.

7.2.2 To vary Course and Exam dates, programmes, speakers and venues.

7.3 We shall endeavour to inform Candidates as soon as possible in the unlikely event that we are unable to run or if there are any variations to a Course or Exam.

7.4 Although every effort has been made to ensure accuracy of information contained within our literature and materials, including any Course or Exam descriptions, we do not accept responsibility for any errors or omissions. We reserve the right to cancel any Booking for a Course or Exam where any such error or omission has occurred, even after we have accepted such a Booking.

8. Delegates

8.1 Prior to making a Booking it is your responsibility to ensure that a Delegate has the:

8.1.1 Physical ability; and/or Communication skills; and/or

8.1.2 Literacy and/or numeracy skills; That is/ are required for a Delegate to attend and complete the Course or Exam on which they are enrolled.

8.2 For those Candidates with learning difficulties, such as dyslexia, if advanced notification is given and the candidate has

undergone a professional assessment, we are able to adapt Exams to accommodate the Candidate.

9. Examinations

9.1 The marking process is as follows:

9.1.1 Completed papers are marked independently by two separate examiners with these marks being sent to the Chief Examiner for moderation. The Chief Examiner will award the result.

9.1.2 The Chief Examiner's decision is final.

9.1.3 We will only notify Candidates of Pass/Fail results. Percentage marks awarded in the examination will not be released to the Candidate.

9.1.4 We regret that we are unable to return Candidates completed Exam papers to them.

9.2 Candidates may request a re-assessment or appeal against a result. Requests must be made in writing within three months of notification of results and will be subject to a £100 + VAT fee, which must be paid before the enquiry or appeal process takes place. The fee for a Candidate's enquiry or appeal will be returned in the event that the enquiry or appeal leads to the result being amended.

9.3 Candidates that wish to obtain feedback, a fee of £100 + VAT is payable following a failed exam.

10. Intellectual Property

10.1 Attendance at one of our Courses or Exam days does not entitle you to use the Property Care Association logo. Only Members of the Property Care Association are entitled to use the logo, and there is no provision for third party membership through chemical manufacturers. If you would like to discuss Membership of our Association, contact the Membership Manager.

10.2 Copyright subsists in our literature (including training and examination material) and no part of our literature may be reproduced in any form without our prior written consent. training and examination material) and no part of our literature may be reproduced in any form without our prior written consent.



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