



Professional Development  
Training Prospectus  
**2022**



**01480 400000**



**[www.property-care.org](http://www.property-care.org)**



# Welcome to the Property Care Association

**The Property Care Association (PCA) is proud to be at the forefront of best practice, innovation and education and offer improved training year on year. Following a year like no other, we continue to develop our training offering to meet the needs of those who want to learn.**

We strive to build lasting relationships with our trainers and examiners, sharing expert knowledge and ongoing opportunities for development.

We have worked hard to deliver a suite of online courses this year, creating a dedicated website for

candidates to access in an engaging, informative, and accessible format.

At a time when we need to address the skills shortage, investing in people and providing training at every stage of their career has never been more important. From apprenticeships, examinations, and training courses that challenge even the more experienced professionals, our portfolio of development opportunities offers valuable learning across all sectors of the industry.

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# Industry Leading Training & Certification

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***The PCA is THE Trade Association representing members, promoting best practice and providing technical guidance in several industry sectors:***

- Damp Control
- Structural Waterproofing
- Timber Preservation
- Structural Repair
- Flood Resilience and Flood Remediation
- Invasive Weed Control
- Residential Ventilation
- Ground Gas

The PCA has been working with specialist contractors to improve and develop standards for over 90 years. It has progressed a long way from its origin as the British Wood Preserving Association, but remains true to its values and desire to work with specialists and experts 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 – both 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 more, we strongly believe that we are best placed to achieve this goal. PCA members can also collect CPD points upon completion of any PCA training.

***Delegates learn in practical and classroom based training facilities, or online.***

The majority of training and certification is undertaken at our head office in Huntingdon, which is centrally located and easily accessible via several 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. We also have a dedicated website for candidates to access our suite of online training courses.

Selected PCA training courses and examinations are also run each year in Scotland, usually in Stirling.

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

There is also the option of training courses being delivered in-house where this may be a more cost-effective solution for a company. Please contact us to discuss further if this option is of interest to your organisation. More information can be found on page 8.





# What People Say About PCA Training

*“An excellent organisation that supports the best standards within this industry.”*

*“100% professional, extremely knowledgeable and an extremely supportive environment. 10 out of 10. Fantastic! Thank you!”*

*“The damp training courses delivered by the PCA are very informative and practical. I would recommend the course as they provide good understanding and managing of the damp issue in buildings. The courses were well organised, and the instructors have amazing experience in the field.”*

*“Excellent informative courses and friendly team. I can't recommend the PCA enough.”*

## ***New courses for 2022!***

In 2021 our focus was on developing a whole suite of online training for surveyors including the ongoing development of our damp & timber courses.

New courses launched in 2021 included:

- Below Ground Waterproofing (online)
- Safe & Sustainable Use of Herbicides (online)
- Managing Japanese Knotweed (online)

For 2022 we are aiming to have several new courses available, including technician level training for the same areas listed above. We are also looking at developing a number of new invasive weed and ground gas courses.

# Training Locations

Training courses and examinations are held at one of three locations.

## ***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

The PCA's Practical Training Centre incorporates a comfortable and bright classroom area along with a fully equipped practical training area.



## ***3. Venue in Scotland***

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

# Booking Your Training & Examinations

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

## Meet the Training Team



**Jade Stocker**  
Training Manager



**Jo Orlebar**  
Senior Training &  
Certification Administrator



**Amber Topham**  
Training & Certification  
Administrator

Our training team will be happy to discuss your training requirements, provide advice and further information on the correct training course for you.

Contact the team today on **01480 400000** or visit our website:  
[www.property-care.org](http://www.property-care.org).

## Fees & Discounts

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

Please state your entitlement and provide your membership number at the time of booking.

## Joining instructions

Following receipt of payment, all delegates receive confirmation of their booking by e-mail. Full joining instructions will be sent to delegates 14 days before the relevant course date by e-mail.

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

## Cancellation Policy

If bookings are changed or cancelled by the delegate, an administration fee of £100 +VAT will be retained per course or exam module. 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 (24-25).

**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 the feedback we receive is used to develop our training and meet your needs going forward.

## Covid-19

In line with government guidelines, we have introduced several new policies and procedures to ensure the safety of candidates, trainers and PCA staff. If you would like further information please contact us directly on 01480 400000.

**Information at your fingertips via the PCA website - [www.property-care.org](http://www.property-care.org).**

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

Follow us on Social Media   



# Training Calendar 2022

## Surveying Timber and Dampness in Buildings

Online Surveyors Damp & Timber Training	3-day Surveying Timber & Dampness in Buildings	Exam Preparation (CSDB/CSTDB)	Examinations (CSDB/CSTDB)
January - February February - April May - July	25th - 27th January 22nd - 24th February (Scotland) 10th - 12th May 6th - 8th September 8th - 10th November	15th - 16th February 15th - 16th March (Scotland) 22nd - 23rd March 31st - 1st June 27th - 28th September 29th - 30th November	8th - 9th March 29th - 30th March 12th - 13th April 22nd - 23rd June 12th - 13th October 20th - 21st December

## Structural Waterproofing Surveyors

Online Surveyors Structural Waterproofing	3-day Structural Waterproofing Surveyors Course	Waterproofing Legal Aspects Day	Exam Preparation (CSSW)	Examinations (CSSW)
February - March 2022 May - July 2022	11th - 13th January 5th - 7th April 13th - 15th September 1st - 3rd November	19th January 17th May 16th November	1st February 21st April 19th July 4th October 17th November	22nd February 5th May 28th July 19th October 1st December

## Management of Japanese Knotweed for Surveyors

2-day Management of Japanese Knotweed	Exam Preparation (CSJK)	Examinations (CSJK)
8th - 9th February 29th - 30th March 28th - 29th June 5th - 6th October	24th February 14th April 12th July 27th October	15th March 3rd May 26th July 15th November

## Technicians Training

Damp & Timber	Structural Waterproofing	Japanese Knotweed
25th - 26th January 10th - 11th March 6th - 7th September 8th - 9th November	18th January 18th May 15th November	17th February 4th May 29th September 6th December

<b>Moisture Management Series</b>		
<b>A Diagnostic Approach to Understanding Condensation, Atmospheric Moisture and Mould</b>	<b>Residential Ventilation Masterclass</b>	<b>Evaluating Ventilation in Existing Buildings</b>
2nd February 20th April 11th October	20th January 5th October	3rd February 14th December

<b>Professional Workshops/Courses</b>	
<b>Waterproofing Awareness</b>	<b>Alternative Repair Strategies for Traditional Buildings</b>
2nd February 20th July 7th December	TBC
<b>Contracting &amp; Client Relationship Workshop</b>	<b>Wood Identification for the Infestation Surveyor</b>
21st July	24th March
<b>Japanese Knotweed Onsite Containment and Cell Burial</b>	<b>Invasive Plant Identification Course</b>
20th April 12th October	19th May 27th July 31st August
<b>Thermography Workshop</b>	<b>Surveying Cavity Wall Construction</b>
25th May	18th May 22nd November
<b>Basement Water Management Course</b>	<b>Understanding &amp; Managing Moisture Risk in Buildings</b>
29th March	16th - 19th May

<b>Ground Gas</b>	
<b>Design &amp; Detail</b>	<b>Installation &amp; Verification</b>
2nd - 3rd February 25th - 26th October	21st April 13th October

<b>Member Only Courses</b>	
<b>Customer Service and Administration</b>	
7th July	

The above dates are correct at time of publication and may be subject to change.  
 New courses may be added throughout the year and we recommend you keep up to date via the PCA website.  
 The PCA team are available to discuss your training requirements with you on 01480 400000.

## PCA Qualifications Explained

The PCA has developed a number of industry recognised surveyor and technician qualifications. In 2017, the PCA became an approved centre for the Awarding Body of the Built Environment (ABBE) – one of the leading awarding organisations providing qualifications for the building industry.

To be awarded this status, the PCA's examination process for the CSSW (Certificated Surveyor in Structural Waterproofing), CSDB (Certificated Surveyor of Dampness in Buildings) and CSRT qualification (Certificated Surveyor in Remedial Treatments) –

which has been re-named CSTDB (Certificated Surveyor of Timber & Dampness in Buildings) – was thoroughly reviewed and examined by ABBE against their standards and criteria.

The PCA met ABBE's requirements of a professional and rigorous examination and qualification process. ABBE now audit all examinations under these qualifications and is the awarding body.

### *Certificated Surveyor of Timber & Dampness in Buildings (CSTDB)*

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

- Written paper 1: Damp (2 ¼ hours)**
- Written paper 2: Timber (2 ¼ hours)**
- Written paper 3: Legal, Health & Safety\* (2 hours)**
- Timber Identification: 20 mins (approx.)**
- Oral interview (Timber): 20 mins (approx.)**
- Oral interview (Damp): 20 mins (approx.)**

### *Certificated Surveyor in Structural Waterproofing (CSSW)*

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

- Written paper 1: Surveyor in Structural Waterproofing (2½ 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 all of the following elements:

- Written paper: Surveyor in Japanese Knotweed (2½ hours)**
- Invasive Plant Identification: 20 mins (approx.)**
- Oral interview: 20 mins (approx.)**

*For professionals working in the industry who specialise in understanding and diagnosing damp in all its forms but who do not specialise in timber infestation to a similar degree, there will be a separate formal qualification available: Certificated Surveyor of Dampness in Buildings (CSDB).*

### *Certificated Surveyor of Dampness in Buildings (CSDB)*

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

- Written paper 1: Damp (2 ¼ hours)**
- Written paper 2: Legal, Health & Safety\* (2 hours)**
- Oral interview (Damp): 20 mins (approx.)**



*For PCA membership, all members are required to hold the relevant qualifications as follows:*

*CSRT, CSTDB = Damp Control, Timber Preservation and Residential Ventilation*

*CSSW = Structural Waterproofing CSJK = Invasive Weed*

*\* The Legal, Health & Safety element is the same examination for both the CSRT (CSTDB & CSDB from 01 January 2018) and CSSW, and therefore candidates will only need to pass this examination once.*



# Marking and issuing of results

The marking of exam papers is a robust and stringent process. Completed papers are marked by two separate examiners then sent to the Chief Examiner for moderation – some of which go through an additional stage of moderation with ABBE.

Results are issued to candidates approximately ten weeks after the examinations have taken place. They will be addressed to the candidate personally and sent via post or e-mail, indicating a Credit, Pass or Fail. Results will not be given out over the phone.

The percentage marks awarded in the examination will not be released to the candidate and the decision of the Chief Examiner is final. As with 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 need to undertake a resit(s) to obtain the qualification, as follows:

- **Fail all elements of the written paper** – 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 element
- **Fail identification element** – candidate needs to re-sit the identification element and the oral interview
- **Fail only the report element of written paper** – candidate needs to re-sit only the report element of the written paper

For further details about our examinations, see Section 9 of our Terms and Conditions (page 24-25).

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 it is not compulsory to undertake any PCA training prior to sitting any surveyor examinations, we do recommend the training to candidates in order to help them in their preparation for the examinations. In addition, revision should be undertaken by the candidate outside of the exam preparation and training to help achieve a positive result.

## *Special arrangements*

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.

## 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 PCA members and non-member organisations, including:

- Contractors
- Manufacturers
- Surveyors
- Housing Associations
- Local Authorities

### Benefits of in-house training

This is becoming increasingly popular and may be a more cost effective and convenient option if you have several delegates you would like to benefit from our professional training.


*Don't just take our word for it - read this case study from previous in-house training on our website.*



### Contact us

Please contact Jade Stocker in the PCA Training Team to discuss the option of in-house training and your specific requirements. Jade will then be able to provide you with a no obligation quotation.

 [Jade@property-care.org](mailto:Jade@property-care.org)

 01480 400000

## Training Developed for Housing Associations

### Understanding Dampness & Condensation (online training)

In early 2020 and following the release of the Homes (Fitness for Human Habitation) Act 2018, the PCA developed a 1-day workshop specifically aimed at Housing Associations who could potentially be affected by the updated/introduction of this Act.

The responsibility on social and private landlords in relation to addressing dampness in homes has been highlighted, and this workshop is aimed at housing officers looking to gain further understanding of moisture related defects within buildings.

### Online Training

This course is now available online to ensure that Housing Associations can receive this fundamental training. Focusing on three main areas; Internal Sources of Moisture, Condensation & Humidity Control and External Sources of Moisture this course provides the opportunity to develop a more knowledgeable and confident surveying/repairs/maintenance team.

**Duration:** 6 hours over two days

**Delivery method:** Zoom

**Fees:** £1,200 + VAT (for up to a group of 10)

*“Informative, well organised training.”*  
Course Delegate

# Health & Safety E-Learning

This e-learning module has been developed to deliver all the required Health & Safety aspects within our training courses, for PCA professionals. This can be used by anyone, whatever their role (external or office-based) to fulfil Health & Safety requirements.

## Health & Safety e-learning

**Duration:** 2-3 hours\*

**Fees:** £35 +VAT per delegate

### E-learning process:

1. Once booked, delegates are e-mailed an individual link and password from Stallard Kane Associates online.
2. A revision booklet will be provided which candidates can keep for future study.
3. Delegates have one month from the date they receive their access details to complete the training module.

4. Complete all in one go or save progress to continue later. In total it should take 2-3 hours to complete\*.
5. At the end of each section (16 in total) there are 10 multiple-choice questions. A mark of 90% is required. Delegates can review a section and retake the test if they do not pass first time. 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. The stated duration is an average time taken to complete the e-learning.*

# Professional Users of Biocides Register

Users of wood preservation products (used in existing buildings) can now demonstrate that they have been trained and assessed in the safe and effective use of professional-use only chemicals.

## Leading the way in the responsible use of wood preservatives

The Property Care Association (PCA), has developed an initiative to ensure those who have received training and assessment in the safe use of these important and effective preservatives can be identified and verified. This is known as the '**Professional Biocide Users Register**'.

To be included on the Professional Biocide Users Register, technicians will be required to attend the PCA's Safe Use of Biocides for Professional Users training course and pass a short assessment.

## Benefits

This will provide a reference point for both suppliers and consumers who want to confirm an individual's status as a professional biocides user.

This will also act as a means for professional users to differentiate themselves in the marketplace, with the PCA issuing a 'Professional Biocide User' identification card to participants.

## Safe Use of Biocides for Professional Users

**Level:** Technician **Duration:** 1 Day

**Fees: PCA Members** £105 + VAT

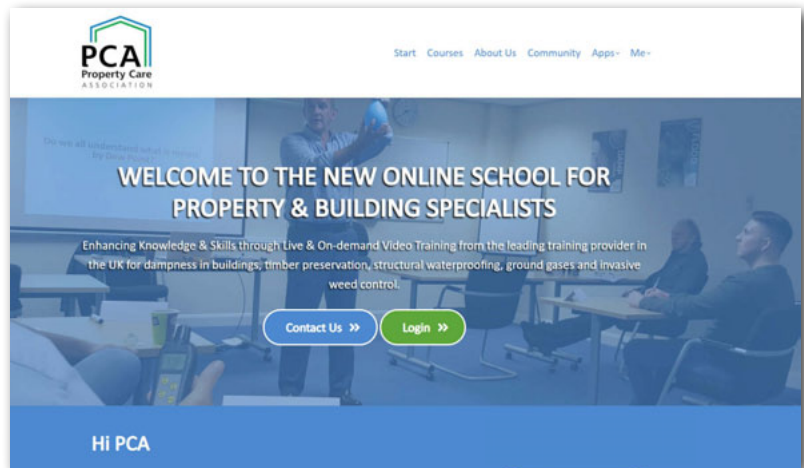
**Non-members** £160 + VAT

**Aims of Training:** This one-day course will look at a selection of elements and will involve a short multiple-choice exam at the end of the day. The course will cover: wood preservatives and biocides, causes of wood decay and basic identification skills, environmental control as part of remedial treatment, practical application skills and legislative framework.

## Online Training

Over the last 18 months the PCA has focused its resources to develop engaging, accessible and informative training opportunities. The Association is now in a position where candidates have a dedicated website for the PCA online training, to:

- access all of their courses
- download material
- attend live sessions
- contact trainers
- and much more...



## Online Training - Short Courses

These courses allow candidates to learn at a pace and location to suit them. Using a number of pre-recorded videos in bitesize form provides candidates with the information required to keep updated.

### *Safe & Sustainable Use of Herbicides*

**Duration:** 4 hours (access to course for 7 days)

**Fees:** £25 + VAT

**Aims of Training:** Update your knowledge and skills regarding pesticide regulations and methods of use with particular emphasis on Integrated Weed Management in the control of non-native invasive weeds, especially Japanese knotweed.

This course includes a short test that upon passing, will provide candidates with a CPD certificate.

### *Building Moisture Index (BMI) Technology*

**Duration:** 1 hour

**Aims of Training:** A short online training course showing building professionals how to perform environmental monitoring of dwellings using the Building Moisture Index (BMI) technology. The BMI system facilitates data processing quickly and accurately to objectively identify and quantify atmospheric and surface moisture levels in dwellings. It provides the root cause and severity of moisture imbalance, risk of condensation and mould growth.

**For more information contact Dr Paula Lopez-Arce:**  
[paula@property-care.org](mailto:paula@property-care.org)

**FREE CPD** - The PCA has put together a short informal video on the use of speedy meters! **Sign up today and take a look!**

# Online Training for Surveyors

Utilising a mixture of pre-recorded videos, live interactive sessions and a whole suite of reading material, our surveyor courses provide the opportunity to learn from the comfort of your own home or workplace. The course content is released to delegates in a structured format, optimising the convenience of this learning experience. These courses can also be used as a foundation study towards our surveyor examinations.

## Surveying Timber and Dampness in Buildings

**Duration:** 6 - 8 weeks

**Fees: PCA Members** £500 + VAT

**Non Members** £650 + VAT

Developed to enhance the knowledge and skills for identifying timber and damp issues within buildings. This course is broken down into three modules:

- Dampness – Diagnosis and Control
- Timber – Diagnosis and Eradication
- Report Preparation, Legal, Safety and Environmental Considerations

## Below Ground Waterproofing

**Duration:** 5 - 6 weeks

**Fees: PCA Members** £500 + VAT

**Non Members** £650 + VAT

This course covers all forms of waterproofing as well as a closer look into waterproofing principles, cement technology, deck waterproofing, surveying existing basements and so much more. This course aims to develop and expand the skills of those already involved, or those who wish to become involved, in any stage of structural waterproofing projects below ground.

## Managing Japanese Knotweed

**Duration:** 4 - 5 weeks

**Fees: PCA Members** £370 + VAT

**Non Members** £480 + VAT

Aimed at those involved in managing invasive weeds including Japanese knotweed. Covered over two modules looking at a number of areas including:

- Identification
- Surveying
- Control Options
- Management Plans



UK CENTRE FOR MOISTURE IN BUILDINGS

## Understanding and Managing Moisture Risks in Buildings course (online training)

**Duration:** 4 morning sessions (09.30 - 13.30)

**Fees: PCA Members** £370 + VAT

**Non Members** £480 + VAT

In 2020, the PCA was delighted to be the first organisation to partner with UK Centre for Moisture in Buildings (UKCMB) and offer their course online.

This course is made up of four main sections:

- Context
- Coherence
- Caution.
- Capacity

*“ I come from a 'traditional' conservation/surveying background, and I found the course content, knowledge level of the training staff, and openness really professional and encouraging. I will (and already have!) recommended this course and the PCA to other associates ”*  
Course Delegate





# Surveyor Training

The PCA understands the importance of having trained and qualified surveyors. These training courses aim to develop knowledge and understanding for surveyors across the whole industry.

## Who is this training for?

Ideally delegates should have some related skill, knowledge or experience in the relevant industry sector.

### Surveying Timber and Dampness in Buildings

**Level:** Surveyor **Duration:** 3 days

**Fees: PCA Members** £205 + VAT per day or £520 + VAT  
3 consecutive days

**Non-members** £260 + VAT per day or £670 + 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/ABBE CSTDB/CSDB examination (see page 14).

### Surveyor in Structural Waterproofing Training

**Level:** Surveyor **Duration:** 3 Days

**Fees: PCA Members** £520 + VAT

**Non-members** £670 + 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/ABBE CSSW examination (see page 14).



### Legal Aspects, Survey Methodology & Report Writing (Waterproofing)

**Level:** Surveyor **Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + 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 14).

### Management of Japanese Knotweed

**Level:** Surveyor **Duration:** 2 Days

**Fees: PCA Members** £390 + VAT

**Non-members** £500 + VAT

**Aims of Training:** A comprehensive two-day training course aimed at those involved in the identification, assessment and control 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 page 14).



### Property Flood Resilience Training for Surveyors

**Level:** Surveyor **Duration:** 2 Days

**Fees: PCA Members** £390 + VAT

**Non-members** £500 + 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 to undertake effective and comprehensive Property Level Resistance (PLR) surveys to deliver reliable, predictable flood resilience and protection.



# Examination Preparation Days

For those who have not sat a formal examination for a while, the prospect of doing so can be daunting. It can make even the most knowledgeable and experienced individual nervous. To help delegates prepare for the formal examination scenario, there is the opportunity to attend a dedicated examination preparation day relevant to the qualification they are seeking to attain.

Examination preparation days provide delegates with the opportunity to:

- Practice how to approach an exam question
- Run through the logistics of the exam day
- Work through example exam papers to practice exam technique
- Ask the tutor any questions about areas of the syllabus to clarify their understanding



## ***Certificated Surveyor of Timber & Dampness in Buildings (CSTDB/CSDB)***

**Level:** Surveyor **Duration:** 2 Days

### **Fees – PCA Members:**

Timber Paper	Full day	£205 + VAT
Damp Paper	½ day	£110 + VAT
Legal, H&S	½ day	£110 + VAT

### **Fees – Non-Members:**

Timber Paper	Full day	£260 + VAT
Damp Paper	½ day	£150 + VAT
Legal, H&S	½ day	£150 + VAT

Run over two days the modules can be sat separately or consecutively.

## ***Certificated Surveyor in Structural Waterproofing (CSSW)***

**Level:** Surveyor **Duration:** 1 day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + VAT

## ***Certificated Surveyor in Japanese Knotweed (CSJK)***

**Level:** Surveyor **Duration:** 1 day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + VAT

“*All staff are professional, friendly and welcoming. Tutors are knowledgeable and helpful and make the course very interesting*”

*Course Delegate*

# Surveyor Examinations

The PCA is the awarding body for several industry recognised surveyor qualifications for professionals working in the damp and timber, structural waterproofing, and non-native invasive species industry sectors. Some of our qualifications are also awarded through ABBE who approved us as a centre in 2017. This means for anyone sitting the Damp/Timber/Legal Health & Safety/Waterproofing examinations, an ABBE registration and certification fee of £50 per qualification is required.

## **Certificated Surveyor of Timber & Dampness in Buildings (CSTDB) Examination**

The CSTDB is a nationally recognised professional qualification for surveyors in the preservation industry. This qualification is made up of three modules: Timber, Damp and Legal, Health & Safety. Candidates must pass all three modules to achieve CSTDB status. The exams for each module can be sat individually or consecutively.

**Level:** Surveyor **Duration:** 2 Days in total

### **Fees – PCA Members:**

Timber Exam	Full day	£220 + VAT
Damp Exam	½ day	£220 + VAT
Legal, H&S Paper	½ day	£205 + VAT

### **Fees – Non-Members:**

Timber Exam	Full day	£260 + VAT
Damp Exam	½ day	£260 + VAT
Legal, H&S Paper	½ day	£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.

The examination consists of a 2.5 hour written paper, a 20-minute identification examination and a 20-minute oral examination. To achieve the qualification candidates are required to pass all three elements of the CSJK examination.

**Level:** Surveyor **Duration:** 1 Day

**Fees: PCA Members** £220 + VAT

**Non-members** £260 + 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 2.5 hour written paper, and a 20-minute oral examination. Candidates also need to sit a 2 hour Legal, Health & Safety examination written paper (see CSTDB Examination – Legal, Health & Safety).

To achieve the qualification candidates are required to pass both the CSSW exam paper and the Legal, Health & Safety Exam (*if candidates have already passed the CSTDB Legal, Health & Safety exam they are exempt from being required to sit the exam again*).

**Level:** Surveyor **Duration:** 1 Day

**Fees: PCA Members** £220 + VAT

**Non-members** £260 + VAT

## **Certificated Surveyor of Dampness in Buildings (CSDB) Examination**

The CSDB is for those surveyors in the remedial property industry who specialise in understanding and diagnosing damp in all its forms, but who do not specialise in timber infestation to a similar degree. This qualification is made up of two modules: Damp and Legal, Health & Safety. Candidates must pass both modules to achieve CSDB status. The exams for each module can be sat individually or consecutively.

**Level:** Surveyor **Duration:** 1 Day

### **Fees – PCA Members:**

Damp Paper	½ day	£220 + VAT
Legal, H&S Paper	½ day	£205 + VAT

### **Fees – Non-Members:**

Damp Paper	½ day	£260 + VAT
Legal, H&S Paper	½ day	£235 + VAT



# Moisture Management Series

Managing atmospheric moisture in the built environment is a balancing act that requires an 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 controlling any unintended consequences of retrofit insulation.

.....

## ***A Diagnostic Approach to Understanding Condensation, Atmospheric Moisture and Mould***

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + 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 practitioners to take the guesswork out of atmospheric moisture monitoring.

## ***Residential Ventilation Masterclass***

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + 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***

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + 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, identify what work retrofitters have undertaken, the potential unintended consequences and how they should be remedied.

## ***Evaluating Ventilation in Existing Buildings***

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + VAT

**Aims of Training:** This one-day course is aimed at those already involved, or who wish to become involved, in the surveying of dampness related problems in residential buildings. Ideally delegates should have some related skill, knowledge or experience. The course provides delegates with the knowledge and skills necessary to identify and understand ventilation systems 1-4, as defined in approved Document F. The day will also cover Positive Input Ventilation (PIV) systems and probable defects that can occur within buildings.

*“Every training course I have attended has been informative, beneficial and thorough, with the time to ask questions and go over the details delivered throughout the training with the lecturer.”*





## Professional Workshops/Courses

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. Additional courses maybe launched throughout the year and details will be added to the PCA website [www.property-care.org/training-qualifications](http://www.property-care.org/training-qualifications).

### *Japanese Knotweed - On Site Containment and Cell Burial Strategies*

**Duration:** 1 Day

**Fees: PCA Members** £250 + VAT

**Non-members** £305 + VAT

**Aims of Training:** The workshop will focus on the use of Geomembranes for on-site encapsulation and burial. The course, hosted by a highly regarded specialist with a wealth of field experience, will provide an insight into both the theory and practical considerations to the design and implementation of burial and encapsulation using barrier systems.

### *Wood Identification for the Infestation Surveyor*

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + 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*

**Duration:** 1 Day

**Fees: PCA Members** £315 + VAT

**Non-members** £365 + 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, however, to anyone in the preservation industry 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*

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + 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: Design & Detail

**Duration:** 2 Days

**Fees: PCA Members** £390 + VAT

**Non-members** £500 + VAT

**Aims of Training:** Develop an understanding in all aspects of contaminated ground gas remediation strategies, from initial site investigation and planning, to a completed and validated protection system. Aimed at Developers, Contractors, Specifiers, Verification Engineers and those encountering ground gas issues on their projects.

## Ground Gas Protection Measures: Installation & Verification

**Duration:** 1 Day

**Fees: PCA Members** £315 + VAT

**Non-members** £365 + VAT

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

## Basement Water Management

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + 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.

## Contracting & Client Relationships

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + VAT

**Aims of Training:** To improve delegates knowledge, appreciation and understanding of contractual obligations with all parties within a project, so they can work effectively to avoid potential disputes and legal claims.

“*Very informative. I would definitely recommend this course to my colleagues and customers!*”

*Course Delegate*

## Understanding Traditional Building Construction Principles

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + VAT

**Aims of Training:** To deepen understanding and background knowledge of the different types of building construction, and how the construction type will affect how a building performs. This course would be extremely beneficial to those looking to become a surveyor.

## Waterproofing Awareness

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + VAT

**Aims of Training:** This course provides training at a level for those who will benefit from a basic understanding of structural waterproofing, and for whom a technician level course would be too in-depth. This could increase confidence in office staff and enhance communication within the workforce.

## Defects in Cavity Construction

**Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + VAT

**Aims of Training:** Designed for those already involved or who wish to become involved in the surveying of buildings this course will look at the history, function of cavity walls and how to investigate, diagnose and repair defects. Understand defects in cavity construction and recognise the mechanisms for failure and the ability to advise your client appropriately.



# Invasive Plant Identification Course

Our Invasive Plant Identification course is aimed at surveyors who are already working in the invasive weed sector wanting to gain further knowledge and understanding of Invasive Species as listed in Schedule 9.

## *We were asked, so we delivered!*

Following requests from PCA members for further training on the identification of Invasive Plants, the PCA invested in a greenhouse providing an opportunity to work with live samples and extend knowledge with invasive species that are causing problems within the UK.

## *Invasive Plant Identification*

**Duration:** 1 Day

**Fees: PCA Members** £315 + VAT

**Non-members** £365 + VAT

**Aims of training:** This one-day workshop will provide candidates with the opportunity to be hands-on with around 15 common terrestrial invasive species in the UK.

The course will focus upon:

- Ecology and habitats for each species
- UK distribution
- Similar native and/or non-native species
- Growth stages
- Biosecurity

And what's more...candidates will also receive a copy of the 'Practical Management of Invasive Non-Native Weeds in Britain and Ireland'.

## *What species will we be looking at?*

Candidates will look at identifying the following:

- American Skunk Cabbage
- Rhododendron
- Creepers
- Buddleia
- Yellow Azalea
- Giant Hogweed
- Three Cornered Garlic
- Bamboo
- And many more....



“*The plant identification course was brilliant, informative and enjoyable*”

*Course Delegate*



# Technician Training

The PCA recognises the importance of having trained and qualified technicians. These technician level training courses aim on a new career.



## **PCA Qualified Technician (PCAQT) – Damp & Timber**

**Level:** Technician **Duration:** 2 Days

**Fees: PCA Members** £280 + VAT

**Non-members** £345 + 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. This is a two-day course with a 60-minute multiple-choice examination at the end of day two.

## **PCA Qualified Technician (PCAQT) – Structural Waterproofing**

**Level:** Technician **Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + 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. This is a one-day course with a 60-minute multiple-choice examination at the end of the training day.

## **PCA Qualified Technician (PCAQT) – Japanese Knotweed**

**Level:** Technician **Duration:** 1 Day

**Fees: PCA Members** £205 + VAT

**Non-members** £260 + 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. Candidates must obtain their PA1 and PA6aw certification to be awarded the qualification. There is a 60-minute multiple-choice examination at the end of the training day.

Upon passing the multiple-choice examination at the end of the course, candidates are entitled to refer to themselves as a 'PCA Qualified Technician (PCAQT)'.

“*The course was really enjoyable, and the trainer was really knowledgeable. I would definitely recommend this course.*”

*Course Delegate*



# PCA Specialist Apprenticeship Programme

The PCA has developed two apprenticeship programmes to help preserve the future of the preservation and waterproofing industry. There are numerous benefits for the employer, not least in filling skill gaps and improving staff retention. The opportunity to 'earn while you learn' and gain a recognised qualification and valuable industry experience are a few of the benefits for the apprentice.



## How the scheme works

Combining classroom based training and practical workshops in a safe environment with experienced trainers, we believe this provides apprentices with the foundation on which to build a career within the industry.

The 18-month Apprenticeship Programme awards candidates with a National Vocational Qualification (NVQ) Level 2 in either:

- 'Insulation and Building Treatments (Wood Preserving and DampProofing)'; or
- 'Sub-Structure Work Occupations (Structural Waterproofing)'

Due to the increase in those retiring and the lack of succession, the apprenticeship programme will ensure that those who want to pursue a career in either the preservation or structural waterproofing sector have a relevant and specialist path to follow.

*"The future depends on what you do today and offering apprenticeships is a great way of growing talent for the future as well as helping young people start their careers within the property care industry. I truly believe that starting an apprenticeship with the PCA is a great way to gain invaluable hands on experience."*

(Apprentice Employer)



### **What the Damp & Timber Apprenticeship Programme offers**

There are 21 days of formal teaching, held in 4-day blocks at regular intervals within the first 12 months of the Apprenticeship. During the remaining months, the candidates will continue with their learning on the job and gaining experience until the final assessment period.

### **What the Structural Waterproofing Apprenticeship Programme offers**


Over the first 12 months learners will have 24 days formal training held either at the PCA Practical Training Centre, or when visiting manufacturers. During the remaining months, candidates will continue with their learning on the job, gaining experience until the final assessment period.

### **Grant funding available**

Both of our programmes are fully endorsed by the Construction Industry Training Board (CITB) and form part of their NVQ programme for the specialist trades. There is grant funding available for both Apprenticeships for those registered with CITB, subject to meeting specified criteria.

### **More information on the PCA website**

There are numerous benefits of participating in an apprenticeship scheme for both employer and apprentice alike. 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>  
Alternatively contact Jade Stocker on:

 01480 400000

 [jade@property-care.org](mailto:jade@property-care.org)

#### **Facts** *(from data compiled by the National Apprenticeship Service)*

- 92%** believe it has led to a more motivated and satisfied workforce
- 83%** rely on apprenticeship programmes to provide the skilled workers they need for the future
- 80%** report a significant increase in employee retention



“**Everyone  
and everything  
was exceptional.**”  
**Course Delegate**





# Ground Gas NVQ

Level 4 NVQ Diploma in Verification of Ground Gas Protection Systems.

The PCA was approached to administer the Level 4 NVQ Diploma in Verification of Ground Gas Protection Systems. This assessment process provides professionals with a qualification demonstrating their knowledge of ground gas verification.

### How it works

Candidates must complete an application to enable us to verify that they have the necessary experience and knowledge. Additionally, we require two recent verification plans, CPD record and current CV to be sent in to the PCA, which are then reviewed by our group of assessors. No payment is required until the application has been accepted.

### Your assessor

Once your application has been accepted and payment received, you will be assigned an assessor. They will complete an induction with you either face-to-face or remotely, depending on location.

Your portfolio of work will be sent to your assessor who will provide feedback to ensure you are meeting the requirements set by the awarding body (Awarding body for the Built Environment (ABBE)).


### Assessment and Qualification

The Individual will have 15 months to complete their portfolio which will be submitted by their assessor to the Internal Quality Assurer (IQA).

All those who submit a completed portfolio which meets the qualification requirements, will be awarded a Level 4 NVQ Diploma in Verification of Ground Gas Protection Systems.

**This qualification will now grant you access to a Gold Skilled CSCS card.**

For more information on this assessment process please contact Jade Stocker on:

 **01480 400000**

 **jade@property-care.org**





## Development Opportunities for PCA Members

This training course focus on business related topics including customer service and business administration.

### Customer Service & Administration

**Duration:** 1 Day

**Fees: Members** £105 + 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.

## Continuous Professional Development (CPD)

**Continuous Professional Development (CPD) is a personal commitment to keeping your professional knowledge up to date.**

Formally recording learning will show active commitment to career development, and all professionals have a responsibility to keep skills and knowledge up to date. CPD helps turn that accountability into a positive opportunity to identify and achieve objectives. As the scheme progresses, you can review learning over the previous 12 months and set development objectives for the coming year.

For the PCA Scheme you will need to accumulate 25 points annually. A CPD points table is available demonstrating how you can earn points and record the CPD activity on your registration form, get it verified and supply any relevant evidence to support the development you've undertaken.

A certificate will be issued at the start of each year that you can carry with you to prove you are a member of the scheme.

## PCA Waterproofing Design Specialist (WDS) Register

British Standard BS8102:2009 – 'Code of Practice for protection of below ground structures against water from the ground' – recommends that a specialist in waterproofing is included in the design team for any structure where usable space is fully or partly below the ground level.

In the past an architect has often taken responsibility for waterproofing when designing below ground projects. Many would, however, acknowledge that they lack the training or expertise necessary to consider themselves waterproofing specialists. This is where the PCA **Waterproofing Design Specialist (WDS) Register** provides a solution.

Using the Waterproofing Design Specialist (WDS) Register provides a central point where individuals with the relevant waterproofing design skills can identify themselves.

Developers, architects, builders etc can search this register to quickly locate properly vetted and approved individual waterproofing design specialists who can assist in the design and planning of underground waterproofing. The ability to easily identify and engage a waterproofing design specialist will allow the design team to conform to the recommendations set out so clearly in BS8102:2009.

Want to know more about PCA membership? Get in touch with the team on **01480 400000**, or visit our website: [www.property-care.org/membership](http://www.property-care.org/membership)



# 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. By accepting these terms and conditions once, they will be applied to all future booking requests made by yourself to the PCA.

## 2. Booking

- 2.1 You may make a booking by telephoning 01480 400 000, or downloading a booking form from our website ([www.property-care.org](http://www.property-care.org)) and returning by email 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 the y 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.
- 2.5 Any data collected during the booking process will be kept secure in accordance with our Privacy Policy.
- 2.6 Places are only confirmed on receipt of full payment.

## 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 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.
- 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
  - 8.1.2 Communication skills; and/or
  - 8.1.3 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 use of 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.

## **11. Covid-19 Procedure**

- 11.1 In line with government guidelines, we have introduced several new policies and procedures to ensure the safety of candidates, trainers and PCA staff.





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