

TRAINING & QUALIFICATION

WHAT IS THE WAY TO IMPROVE PROFESSIONALISM?

- Different types of training suit different roles within a business. Historically ductwork cleaning concept training has been helpful to sale people, however, little or no practical training for engineers.
- The customer expects a level of professionalism from the maintenance provider, seminar style training gives no confirmation of competence for the customer, employer or employee.
- Competency assessment is critical for engineers to evidence a minimum level of service can be delivered. This is established in other trades for many years i.e. plumbers, electricians, gas engineers



EVHA and BESA Training have partnered to deliver competency training and assessment across Europe



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WHAT IS THE WAY TO IMPROVE PROFESSIONALISM?

EVHA and BESA have a standard of training available which enforces:

- Minimum requirements of the training centre (equipment, ductwork etc.)
- Standardised assessment – theory **and** practical
- Standardised course material
- Standardised certification

This allows us to recommend a minimum standard of qualification of those carrying out works in accordance with EN15780.



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WHAT IS THE WAY TO IMPROVE PROFESSIONALISM?

The EVHA can help to standardise processes across Europe which can include:

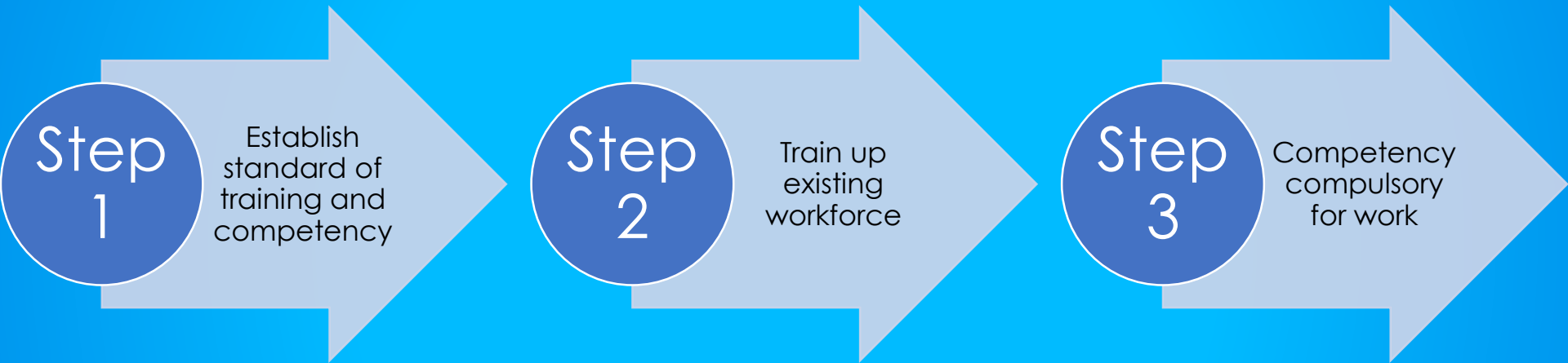
- Reporting of works
- Cleanliness levels as per EN15780
- Cleanliness sampling techniques
- Mechanical cleaning techniques
- System fault finding
- Health and safety



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WHAT IS THE WAY TO IMPROVE PROFESSIONALISM?

Competent engineers carrying out work benefits the customer, insurer, employer and employee. Industry should aspire to employ **only** competent persons.



The expense of training can be recovered through improved efficiency, identification of additional work by trained staff and in reduced number of mistakes leading to damage/injury.

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WHAT IS THE WAY TO IMPROVE PROFESSIONALISM?

Training must be accessible and affordable in order for it to be rolled out, meaning either a multitude of training centres need to be set up, approved, monitored and maintained, or mobile centres made available.

Discussion points:

- Readiness of markets for training?
- EVHA mobile training centre?
- European centre locations?

