



BCGA GUIDANCE NOTE GN20

**Guidance for BCGA
Training Providers**

2009

British Compressed Gases Association

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PREFACE

The various publications issued by the British Compressed Gases Association have the objective of establishing consistency in design, construction practices and user operational and maintenance procedures, in order to establish high standards of reliability and safety in the interests of employers, employees and the general public.

The Association endeavours to compile these documents using the best sources of information known at the date of issue. The information is used in good faith and belief in its accuracy. The publications are intended for use by technically competent persons and their application does not, therefore, remove the need for technical and managerial judgement in practical situations and with due regard to local circumstances, nor do they confer any immunity or exemption from relevant legal requirements, including by-laws.

The onus of responsibility for their application lies with the user. The Association, its officers, its members and individual members of any Working Parties can accept no legal liability or responsibility whatsoever, howsoever arising, for the consequences of the use or misuse of the publications.

For the assistance of users, references are given, either in the text or Appendices, to publications such as British, European and International Standards and Codes of Practice, and current legislation that may be applicable. The intention of BCGA is that this document should be read and used in the context of these references where the subjects have a bearing on the local application of the processes or operations carried out by the user.

BCGA's publications are reviewed, and revised if necessary, at five-yearly intervals. Readers are advised to check the list of publications on the Association's website www.bcgga.co.uk to ensure that the copy in their possession is the current version.

CONTENTS

	PAGE
1. INTRODUCTION	1
2. AIM	1
3. SCOPE	1
4. LIMITATIONS AND EXCLUSIONS	1
5. APPLICABILITY	2
6. BCGA TRAINING OBJECTIVES	2
7. TRAINING PLANNING	2
8. TRAINING PROPOSAL	3
9. TRAINING DELIVERY	3
10. TRAINING CONTENT	4
11. EVALUATION AND RECORDING OF TRAINING	4
12. COMPLAINTS PROCEDURE	5
13. PUBLICITY AND PROMOTION	5
HISTORY AND OBJECTIVES OF BCGA	6

1. INTRODUCTION

Health and Safety at Work legislation places increasing demands on employers and employees in the pursuit of improved safety performance in the workplace. Risk assessment and appropriate training are key factors in achieving this; in the gases industry, technical and safety training for users of compressed or liquefied gases is thus an important focus area.

The primary objective of the British Compressed Gases Association (BCGA) is to promote safe practice throughout the gases industry and the Association recognizes the fundamental part that training can play in achieving the desired level of safety performance.

Gas users in the UK have access to theoretical and practical training workshops provided by a number of organizations. While it must remain the responsibility of the Client to decide which training providers best meet their individual needs, consistency and common objectives among these providers will ultimately contribute to improving safety standards in the widest sense. Equally, Training Providers have a responsibility to support the BCGA in achieving its objectives, and to deliver their services in a manner that brings credit on themselves and the BCGA.

2. AIM

The Aim of this document is to provide guidance to Training Providers who are members or associate members of the BCGA on the provision of training services related to the safe use of compressed and cryogenic gases and associated equipment.

3. SCOPE

This Guidance Note states the BCGA general expectations of Training Providers in the Planning, Content, Delivery and Evaluation of their training services and products, and specifically offers guidance on promotional, publicity and customer relation's activities.

4. LIMITATIONS AND EXCLUSIONS

The BCGA does not accredit or endorse any individual Training Provider or specific training products or services. Membership of the BCGA should not by itself be used by Training Providers to imply in any way that such accreditation or endorsement is given.

The BCGA does not endorse any accreditation/approval gained by individual Training Providers from UK Awarding Bodies or Commercial Accreditation Schemes.

This Guidance Note is not intended to provide guidance or advice on any aspect of business practice or commercial arrangements.

This Guidance Note is not a regulatory document; the BCGA assumes no regulatory role or function with respect to the activities of Training Providers.

Nothing in this Guidance Note removes from Training Providers the responsibility to comply with all extant legislation related to the conduct of their business.

5. APPLICABILITY

This Guidance Note is applicable to all BCGA members and associate members who provide external training to users of compressed and liquefied gases.

6. BCGA TRAINING OBJECTIVES

In order to complement the wider aims of the BCGA as a whole, Training Providers should attempt to ensure that the training they deliver will:

- i. Help to improve safety performance among the parties involved in the supply, storage, transportation and use of gases and related products.
- ii. Help to raise levels of knowledge about gas-related subjects, equipment and practices.
- iii. Be based, where appropriate, on published Codes of Practice and guidance issued by industrial and professional associations, relevant industry standards and current legislation.
- iv. Meet identified training needs.

7. TRAINING PLANNING

The identification of training needs and objectives should emerge from Risk Assessments or Training Needs Analysis. From these, the Training Provider by agreement should:

- i. Identify theoretical and practical training needs.
- ii. Decide what type of training activity is required and how best to provide it.
- iii. Define the desired training outcomes.
- iv. Define a methodology by which the achievement of these outcomes is evaluated.

8. TRAINING PROPOSAL

Prior to the agreement of a formal contract for the delivery of training services, the Training Provider should submit a written Training Proposal containing the following information:

- i. Title and overview/syllabus of the course or courses.
- ii. Agreed training recipients.
- iii. Training objectives to be achieved or expected outcomes.
- iv. Means by which trainees will be deemed to have met the required training standard. For example, the test/assessment procedures to be used if the participants are to be tested/assessed.
- v. Duration of the course or training programme.
- vi. Training methods/materials to be used and related class sizes.
- vii. Training materials to be provided to the client and/or trainees.
- viii. Requirements for training to be met by the client - room layout, electronic equipment, white screen and/or board, refreshments etc.
- ix. Equipment and workshop requirements to be met by the client for practical courses.
- x. Where required, detailed Risk Assessments and/or Method Statements of the classroom and practical course activities;
- xi. The type of certification being provided and the recommended re-training intervals.
- xii. Ongoing support provided to the client after training.

9. TRAINING DELIVERY

The method of delivery should be appropriate for the training activity to be undertaken and should ideally meet the following criteria:

- i. Training should only be delivered by tutors with the necessary experience, knowledge, expertise and skills.
- ii. Training methods and materials should be of a standard that portrays the Training Provider and the BCGA in a professional light.
- iii. A range of delivery techniques should be available to take account of different needs and abilities of students.

- iv. Where required, an assessment activity or test to evaluate the understanding of students should be undertaken.
- v. Where appropriate, practical assessment/testing should be undertaken to ascertain student capabilities following practical training.
- vi. If the participants have been assessed/tested, the Training Provider should inform them of the results as soon as possible

10. TRAINING CONTENT

While the content of training activities should always facilitate achievement of the Training Objectives outlined above, it will necessarily require adjustment to meet differing training needs. However, general guidance can be provided; as a suggested baseline, Training Providers should ensure that:

- i. Contents of the training activity should be informed by, and reflect the content of, current and relevant Legislation, Codes of Practice and guidance issued by professional bodies, and current industry standards.
- ii. Training courses are based upon written Lesson Plans and Learning Objectives.
- iii. They retain complete responsibility for any training contracted by their organization whether conducted by full-time employees or contracted associates.
- iv. Course content only varies from that agreed at contract award after negotiation with the Client to meet any specific needs that the trainer may encounter when visiting or in discussion with the Client prior to the commencement of the course.
- v. There should be adequate time provision to deliver the training.

11. EVALUATION AND RECORDING OF TRAINING

In order to evaluate the effectiveness of training, and to achieve continuous improvements in quality, students should be given the opportunity to comment on the quality of the training delivered.

They must also be given the opportunity to say whether their personal needs have been met and to suggest ways in which the provision might be improved to meet the agreed course aims and objectives more effectively.

Information derived from this exercise should inform future planning and development of the content and delivery of the training activities concerned.

The Training Provider should retain adequate evidence of the training delivered.

12. COMPLAINTS PROCEDURE

Training Providers should have a Complaints Procedure in place in order to respond to client complaints. Every effort should be made by the Training Provider to resolve complaints quickly and completely. The Training Provider should keep records of any action taken following investigation of complaints.

In the case of BCGA members, should a client feel that the complaint has not been resolved to their satisfaction, they have the right to bring the matter to the attention of the BCGA; the BCGA will address the issue with the Training Provider in accordance with extant rules and procedures. If it is judged that the integrity of the BCGA has been compromised then ultimate sanction will lie with the Association.

13. PUBLICITY AND PROMOTION

In all promotional material, paper and electronic, the Training Providers should express themselves without ambiguity so that the client is not misled, intentionally or otherwise.

Publicity and promotional material may refer to this Guidance Note only in such form as explicitly approved by the BCGA.

Training Providers shall not publish an advertisement or make use of any promotional material that might lead the client to assume that they, or any of their training workshops, are formally endorsed by the BCGA.

Promotional activities, of any description, must not call into question the integrity of the BCGA or of any other Training Provider.

HISTORY AND OBJECTIVES OF BCGA

The British Compressed Gases Association was established in August 1971 as the successor to the British Acetylene Association, formed in 1901. Its Members consist of producers, suppliers of gases equipment and container manufacturers and users operating in the compressed gas field.

The main objective of the Association is the advancement of technology and safe practice in the manufacture, handling and use of all gases and the design and manufacture of all containers, apparatus, appliances, plant, etc. BCGA also provides advice and makes representations, insofar as these relate to particular problems of the compressed gases industry, on behalf of its Members to all regulatory bodies, including the UK Government, concerning legislation both existing and proposed.

Policy is determined by a Council elected from Member Companies, with detailed technical studies being undertaken by a Technical Committee and its specialist Sub-Committees appointed for this purpose.

Further details of the Association may be obtained from:

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