



GOVERNANCE FOR RECOGNITION OF TRAINING

The objective is to support the gas utilisation industry with an agreed training delivery structure for new entrants to the industry, along with those providing training, a clear, robust route to achieve well trained and knowledgeable persons able to undertake safe gas work.

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For further information go to www.euskills.co.uk

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SECTION 1: INTRODUCTION

The gas industry document IGEM/IG/1 “Standards of training in gas work”, referenced in L56 paragraph 87 was prepared by a Working Group which included representatives from the Strategic Management Board (SMB) and Standards Consultation Forum facilitated by the Institution of Gas Engineers and Managers (IGEM) and Energy & Utility Skills with industry stakeholder support.

IGEM/IG/1 was approved by the SMB and IGEM’s Technical Coordinating Committee and published after consultation with industry, Gas Safe Register and the Health and Safety Executive (HSE).

IGEM/IG/1 provides criteria and guidance to training providers, trainee gas engineers and employers on the scope, standards and quality of training required to enable a gas engineer to achieve competence. The training provider is required to design and develop training programmes to meet the needs of the trainee, taking account of their level of skill, knowledge and experience of gas work.

The objective of IGEM/IG/1 is to provide the gas utilisation industry with an agreed training structure for those entering the industry, along with those providing training, a clear, robust route to achieve well trained and knowledgeable persons able to work safely within the UK gas utilisation sector. In order for the industry to implement the intent of IGEM/IG/1 the SMB has created a governance structure to enable recognition of the training for new entrants to the industry to be managed.

This document sets out that governance structure.

This document makes use of the term “shall” and “should” when prescribing particular requirements:

- the term “shall” prescribes a requirement which, it is intended, will be complied with in full and without deviation
- the term “should” prescribes a requirement which, it is intended, will be complied with unless, after prior consideration, deviation is considered to be acceptable.

This document was published in September 2022.

SECTION 2: SCOPE

This document sets out the requirements for those organisations intending to become a “Recogniser of training” or “Independent Training provider” to comply with IGEM/IG/1 Standards of training in gas work.

The SMB is required to ensure that all the new entrants to the gas utilisation industry undergo industry recognised training.

This document details the process of authorising Recognisers of training and the management and controls that they have to apply. This will include checking that the content of the training and the work experience is as detailed in the relevant industry specifications.

This document details the process of recognising training delivered by Training providers through Recognisers of training and Independent training providers directly with the Authoriser. This will include the management and controls that they have to apply and checking that the content of the training and the work experience is as detailed in the relevant industry specifications.

This document details the process of recognising training courses developed by organisations that do not deliver training. This will include the management and controls that they have to apply and checking that the content of the training and the work experience is as detailed in the relevant industry specifications.

This document includes the appointment of an Authoriser and the details of their role.

The process of the governance of recognition of training is outlined in Figure 1.

This document details how the industry is informed of those organisations who undertake recognition of training and the training providers and the training programmes that are recognised.

This document provides for a complaints and appeal process for the new entrant, the training provider and the recogniser of training.

Italicised text is informative and does not represent formal requirements.

Appendices are informative and do not represent formal requirements unless specifically referenced in the main sections via the prescriptive term “shall” or “should”.

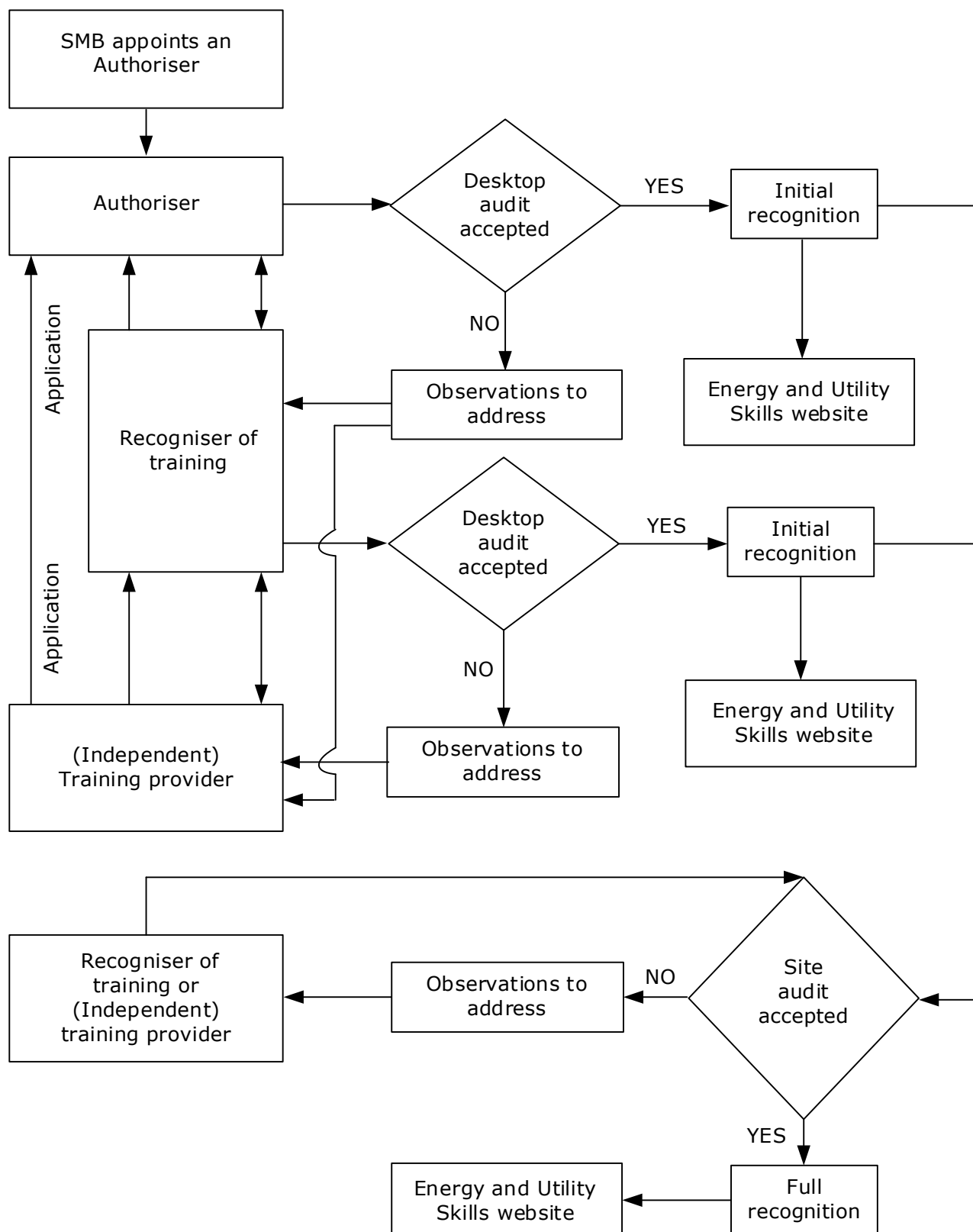


FIGURE 1 – AN OUTLINE OF THE GOVERNANCE OF THE RECOGNITION OF TRAINING

SECTION 3: ROLE OF THE STRATEGIC MANAGEMENT BOARD (SMB)

The terms of reference of the Standards Setting Body includes:

- To produce and maintain training specifications in accordance with IGEM/IG/1
- To ensure all training specifications are kept up to date in line with changes to the Matters of Gas Safety criteria
- Through audit and performance oversight maintain and operate processes and procedures that ensures the implementation and delivery of IGEM/IG/1 Standard, this shall be through the appointment of an independent third party.

To enable these terms of reference to be fulfilled this document details the minimum requirements necessary.

The SMB shall appoint an Authoriser of training to oversee the process of ensuring that the training provided meets the industry specifications and is delivered effectively.

The Authoriser should be appointed for a period of five years to offer certainty and consistency to the industry subject to the successful delivery of the role.

The SMB shall receive reports on the activities of the Authoriser, the Recognisers of training, the (Independent) Training providers and the outcomes of all the Recognised training.

The Authoriser shall be an ex-officio member of the SMB.

The SMB shall act on the reports received to ensure that the performance of all the participants continues to meet the requirements of industry and supports the need for the industry to employ competent persons. This information will be fed into the Gas Safe Register inspection frequency algorithm i.e. risk engine.

Information to be provided by Gas Safe Register regarding on-site inspections by Gas Safe Register personnel or customers or industry stakeholders to the SMB.

The SMB shall accept complaints and manage them within the complaint procedure detailed in this document (see Section 13).

SECTION 4: ROLE OF THE AUTHORISER

The Authoriser shall be appointed by the SMB to authorise organisations intending to be “Recognisers of training” or recognise training provided by “Independent Training providers”.

This requires a process of reviewing the management and controls of the Recognisers of training or Independent Training providers to establish that the training which is being put forward for recognition including the content and delivery of that training meets the appropriate industry training specification (see Appendix 2).

The Authoriser shall have procedures and a set of parameters along with trained personnel to effectively and consistently review applications from the Recognisers of training, Independent Training providers or organisations developing training courses.

The Authoriser shall review the application from the Recognisers of training, Independent Training providers or organisations developed training course(s) and either:

- Accept the application as **initial** recognition
- Accept the application subject to amendments to the procedure or parameters provided
- Withhold initial recognition pending site audit
- Reject the application providing clear reasons for the decision

The Authoriser shall notify the SMB and SSB in writing of the acceptance of the Recogniser of training’s, Independent Training provider’s or organisation’s developed training course(s) initial recognition.

Subsequently, the Authoriser shall audit the Recognisers of training or Independent Training providers at their premises to confirm that the on-site conditions and activities match those submitted in writing and either:

- Accept the application as **full** recognition
- Accept the application subject to amendments to the procedure or parameters provided
- Reject the application providing clear reasons for the decision.

The Authoriser shall notify the SMB and SSB in writing of the acceptance of the Recognisers of training’s or Independent Training provider’s full recognition.

Full recognition shall be valid for a period of three years subject to satisfactory performance and a compliant surveillance audit, which shall be conducted as a minimum yearly. Full recognition and subsequent three yearly review will include evidence of systems, policies and procedures, whereas, annual surveillance visits, include evidence of the satisfactory implementation of the training.

The Authoriser shall undertake a surveillance audit to the Recognisers of training” or “Independent Training providers” at least yearly to verify that the conditions of the recognition remain satisfactory and either:

- Confirm the status of **full** recognition
- Confirm the status subject to amendments to the procedure or parameters provided
- Suspend the status providing clear reasons for the suspension.

The Authoriser shall notify the SMB and SSB of the suspension of the recognition status.

The Authoriser shall accept complaints and manage them within the complaint procedure detailed in this document (see Section 13).

SECTION 5: ROLE OF THE RECOGNISER OF TRAINING

To become a “Recogniser of training” an application shall be made to the Authoriser, who shall review the application and audit the applicant as outlined in Section 4. Where the applicant is successful they shall be notified in writing and their status shall be posted on the SSB’s website. Energy and Utility Skills currently fulfil this role at www.euskills.co.uk.

The Recogniser of training shall review the management and controls of the Training provider to establish that they will be capable of delivering the training that is being put forward for recognition and that the content and delivery of that training meets the appropriate industry training specification (see Appendix 2).

The Recogniser of training shall have procedures and a set of parameters along with trained personnel to effectively and consistently review applications from the Training providers.

The Recogniser of training shall review the application from the Training provider and either:

- Accept the application as **initial** recognition
- Accept the application subject to amendments to the procedure or parameters provided
- Withhold initial recognition pending site audit
- Reject the application providing clear reasons for the decision.

The Recogniser of training shall notify the Authoriser and SSB in writing of the acceptance of the Training providers initial recognition.

Subsequently, the Recogniser of training shall audit the Training provider at their premises to confirm that the on-site conditions and activities match those submitted in writing and either:

- Accept the application as **full** recognition
- Accept the application subject to amendments to the procedure or parameters provided
- Reject the application providing clear reasons for the decision.

The Recogniser of training shall notify the Authoriser and SSB in writing of the acceptance of the Training providers full recognition.

Full recognition shall be valid for a period of three years subject to satisfactory performance and a compliant surveillance visit, which should be conducted as a minimum yearly.

The Recogniser shall audit the Training provider yearly to verify that the conditions of the recognition remain satisfactory and either:

- Confirm the status of **full** recognition
- Confirm the status subject to amendments to the procedure or parameters provided
- Suspend the status providing clear reasons for the decision.

The Recogniser shall notify the Authoriser and SSB of confirmation of a satisfactory surveillance visit or the suspension of the recognition status of the Training provider.

The Recogniser shall accept complaints and manage them in line with the complaint procedure detailed in this document (see Section 13).

SECTION 6: ROLE OF THE TRAINING PROVIDER

The Training provider's training shall be recognised by an organisation that has been authorised as a "Recogniser of training".

All those organisations that are authorised to be Recognisers of training shall be posted on the Standard Setting Body's website. Energy and Utility Skills currently fulfil this role www.euskills.co.uk.

The Training provider may seek recognition for training that they have developed to meet the appropriate industry specification or may choose to deliver a recognised training programme that has been developed by another organisation.

The Training provider shall have a process to manage and control the training that is being put forward for recognition and that ensures the content and delivery of that training meets the appropriate industry training specification (see Appendix 2).

The Training provider shall have procedures and a set of parameters along with trained personnel to effectively and consistently ensure that the new entrant is appropriately informed, taught, coached and mentored.

The Training provider shall have procedures and a set of parameters along with trained personnel to effectively and consistently deliver the training.

The Training provider shall have facilities and equipment along with procedures, a set of parameters and trained personnel to effectively and consistently deliver the training.

The Training provider shall have access to organisations and industry mentors along with procedures, a set of parameters to ensure that work experience is effectively and consistently delivered.

The training provider shall ensure that their advertising of industry recognised training represents the scope and duration of the relevant training specification required by the IGEM/IG/1 training specification (see Appendix 6).

The Training provider shall accept complaints and manage them in line with the complaint procedure detailed in this document (see Section 13).

SECTION 7: ROLE OF THE INDEPENDENT TRAINING PROVIDER

The Independent Training provider's training shall be recognised by the Authoriser.

All those organisations that are recognised as an Independent Training provider shall be posted upon the SSB website, Energy & Utility Skills currently fulfil this role at www.euskills.co.uk.

The Independent Training provider may seek recognition for training that they have developed to meet the appropriate industry specification or may choose to deliver a recognised training programme that has been developed by another organisation.

The Independent Training provider shall have a management process to control the training that is being put forward for recognition and that ensures the content and delivery of that training meets the appropriate industry training specification (see Appendix 2).

The Independent Training provider shall have procedures and a set of parameters along with trained personnel to effectively and consistently ensure that the new entrant is appropriately informed, taught, coached and mentored.

The Independent Training provider shall have procedures and a set of parameters along with trained personnel to effectively and consistently deliver the training.

The Independent Training provider shall have facilities and equipment along with procedures, a set of parameters and trained personnel to effectively and consistently deliver the training.

The Independent Training provider shall have access to organisations and industry mentors along with procedures, a set of parameters to ensure that work experience is effectively and consistently delivered.

The management system employed shall include a process of internal review and change control to ensure compliance with IGEM/IG/1.

The independent training provider shall ensure that their advertising of industry recognised training represents the scope and duration of the relevant training specification required by the IGEM/IG/1 training specification (see Appendix 6).

The Independent Training provider shall accept complaints and manage them in line with the complaint procedure detailed in this document (see Section 13).

SECTION 8: APPLICATION PROCESS

Each organisation seeking recognition for roles within this framework shall be provided with:

- **Application form(s)** for the appropriate recognition being sought
- This document
- Guidance on the audit fee.

On receipt of the completed application(s), an acknowledgement shall be sent within two working days.

The review of the application shall to be completed within 10 working days or by agreement reached with the applicant of a mutually acceptable time.

SECTION 9: REVIEW OF THE APPLICATION

A review of the application shall be undertaken to meet IGEM/IG/1 requirements and assess whether organisations have the management and controls that shall ensure they will be capable of gaining an understanding of the training that is being put forward for recognition. In addition, that the content and delivery of that training shall meet the appropriate industry training specification (see Appendix 2) and to provide the underpinning knowledge, understanding and skills for eventual registration as a “class of persons” by Gas Safe Register.

For authorising “Recognisers of training” this shall be conducted by the Authoriser.

For recognition of training delivered by “Independent training providers” this shall be conducted by the Authoriser.

For recognition of training delivered by “Training providers” this shall be conducted by a Recogniser of training.

Recognition of training course/programmes shall be on the basis of them delivering the learning outcomes of the training Specifications. Those outcomes shall be derived from the generic and specific statements of learning outcomes from the appropriate recognised training specification agreed by industry through SSB for those persons seeking to become a ‘class of persons’.

Recognition involves a comprehensive review of the training proposed set against the industry specification and an audit of the training in progress to establish that it meets the requirements as set out and the industry specification.

It is essentially a review process undertaken by appropriately independent trained and qualified persons.

In making a judgement, consideration shall be given to evidence from a range of indicators. These shall include:

- a. A quality assurance system to provide documented evidence for the consistent delivery of individual training programme (s):
 - change/version control of each training programme to ensure the relevant training specifications are being trained
 - procedures/quality assurance audits are kept and maintained on the delivery of each training programme
 - procedure/quality assurance audits are kept and maintained to ensure learning evaluation for each training programme is carried out
 - procedures/quality assurance audits are kept and maintained to ensure the learner’s portfolio is relevant and appropriate for the training specification.
- b. Service level agreements/legislative requirements supporting programme delivery to ensure:
 - appropriate insurances for trainees, trainers and supporting staff are in place, relevant and current
 - facilities used are in line with relevant regulations e.g. welfare, fire and accessibility
 - written agreements between trainees and training provider in relation to programme delivery and relevance to Gas Safe registration
 - complaints and appeals procedure between the new entrant and Training provider.
- c. Policies and Procedures:
 - equal opportunities
 - diversity and inclusion
 - data protection
 - health and safety policy
 - environmental policy
 - first aid and reporting requirements
 - risk assessments e.g. manual handling, working at height
 - COSHH assessments
 - RIDDOR reporting
 - fire safety regulations.
- d. The quality assurance system supporting training delivery to ensure that:
 - any appropriate prior learning and experience, which is current and relevant, is recognised and utilised
 - the new entrant is fully aware of the training methods and how they will be trained

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- the new entrant is clear about how they can demonstrate positive achievement and how additional grading requirements (where they exist) can be achieved
 - performance evidence is supported by an appropriate measure of knowledge evidence
 - there are suitable systems in place to ensure the evidence generated in response to the evaluation tasks is demonstrably by the learner.
- e. There are appropriate procedures in place for learners with special needs, where these are appropriate to the new entrant, the learning objectives and the evaluation process.
- f. There are processes in place that evaluate and monitor the production of the new entrant's portfolio against the set standard guidelines.

An SSB representative may also be invited on certain occasions to comply with audit procedures, as appropriate.

A desk top study of the application shall be conducted and concluded within 10 working days and a written report shall be provided to the training organisation on the outcome, which will be either:

- Accept the application as **initial** recognition
- Accept the application subject to amendments to the procedure or parameters provided
- Withhold initial recognition pending site visit
- Reject the application providing clear reasons for the decision.

The Authoriser shall notify SSB in writing of the acceptance of the Recogniser of training's or Independent Training provider's initial recognition. This shall be within 3 working days of notifying the Training organisation.

The Recogniser of training shall notify the Authoriser and SSB in writing of the acceptance of the Training provider's initial recognition. This shall be within 3 working days of notifying the Training organisation.

For those applications that are rejected there is a complaint process that shall be followed. This process is set out later in this document (see Section 13).

On acceptance of the application attaining **initial** recognition, an audit of the training in progress shall be arranged.

The audit shall be arranged normally within 4-6 weeks of the receipt of the application or as agreed when the first training is in progress following the receipt of initial recognition of that training.

SECTION 10: AUDIT PROCESS

The Auditor shall be provided with all the necessary documentations referred to in Section 9. The Recogniser of training/ (Independent) Training provider shall be advised of the Auditor and if appropriate, should be provided with their brief biographical details.

The audit shall be arranged in consultation with the Recogniser of training/(Independent) Training provider and take place normally within 4-6 weeks of the receipt of the application or as agreed when the first training is in progress following the receipt of initial recognition of that training.

At the end of the audit, the auditor shall meet with the Recogniser of training/ (Independent) Training provider to discuss the audit. The auditor shall not disclose the conclusions or recommendations but the training organisation will be advised of the general views and, in the event of any concerns and queries, they will have the opportunity to discuss and clarify these.

The auditor's report and recommendation/s shall be prepared immediately after the audit, in the following stages:

- the first draft report, excluding recommendation shall be sent to the Recogniser of training/(Independent) Training provider for confirmation of and accuracy of factual statements
- the final report, signed by the head of the Authoriser/Recogniser of training organisation shall be sent to the Recogniser of training/ (Independent) Training provider and retained as a record.

The Recogniser of training/ (Independent) Training provider shall be advised in writing, normally within 10 working days of the outcome of the visit and recommendation which will be either:

- Accept the status of **full** recognition
- Accept the status subject to amendments to the procedure or parameters provided
- Reject the status providing clear reasons for the denial.

The Authoriser shall notify the SSB in writing of the acceptance of the Recogniser of training's or Independent Training provider's full recognition. This shall be within 3 working days of notifying the Recogniser of training organisation

The Recogniser of training shall notify the Authoriser and SSB in writing of the acceptance of the Training provider's full recognition. This shall be within 3 working days of notifying the Training organisation.

For those applications that are rejected there is a complaints process that shall be followed. This process is set out later in this document (see Section 13).

SECTION 11: CHANGE CONTROL AND AUDITORS

Change control

The Training provider shall notify their “Recogniser of training” and the “Independent Training provider” shall notify the Authoriser if:

- there are any changes to the entry standards, for example: changes to training staff, premises additional training programmes.
- there are any changes to the training that materially affects the basis in which it/they was/were recognised.

In addition, the Chairman of the SMB, or their nominee, may from time to time, visit training providers running recognised courses. Such visits will be arranged in advance and with training organisational approval.

Training of auditors

Training of new recognition auditors shall be provided through a “shadowing” induction process that requires them to attend recognition visits initially as observers with increasing subsequent participation. Established auditors should receive material and presentations, as appropriate, on relevant recognition matters.

SECTION 12: CONFIDENTIALITY

The exchange of information between the parties and auditing within this governance for recognition of training shall be undertaken in strict confidence.

SECTION 13: COMPLAINT AND APPEAL PROCESS

INTRODUCTION

Complaints may be received from a number of sources with differing subjects. These have been identified as:

- organisations concerned about rejection or suspension action by the Authoriser
- new entrants concerned about the training they are/have received
- organisations/individuals concerned about the training being offered and its suitability for wishing to become Gas Safe registered and work in the industry, which is divided into:
 - a) organisations offering training that is not industry recognised
 - b) organisations offer training that is industry recognised but does not meet the minimum requirements of IGEM/IG/1 or the relevant training specification.

All complaints shall be logged either by the SMB through the secretariat, currently Energy & Utility Skills or the Authoriser, currently IGEM, as appropriate.

1) ORGANISATION

In the case of rejected or suspended recognition, the Recogniser of training/ (Independent) Training provider may complain in writing to the designated person of the Authoriser/Recogniser of training (see Figure 2). The complaint shall be processed in line with their written procedures. The outcome shall be either:

- where a rejection or suspension is imposed, an action plan is determined and the application shall be re-considered
- where the action plan is not successfully implemented, the decision not to recognise the training shall be upheld
- where an organisation has been suspended an action plan has not been successfully implemented the recognition may be withdrawn.

The complaint or appeal shall initially be made in writing to the designated person and should set out in full the organisation's case for recognition.

The Authoriser/Recogniser of training shall respond acknowledging receipt of the complaint within 10 working days.

The complaint shall be considered and a response in writing forwarded to the Recogniser of training/ (Independent) Training provider within 20 working days unless otherwise agreed.

In the event that the Recogniser of training/ (Independent) Training provider is not satisfied with the outcome of the complaint, an appeal may be escalated to the SMB/

Initially, the appeal shall be made in writing to the designated person and should set out in full the organisation's case for recognition and reasons for escalating the complaint.

The SMB/Authoriser shall respond acknowledging receipt of the appeal within 10 working days.

The appeal shall be considered and a response in writing shall be forwarded to the Recogniser of training/ (Independent) Training provider within 20 working days unless otherwise agreed.

In all cases of complaint, the opportunity to review the root cause of the complaint and revised process and procedures to prevent such issues occurring shall be undertaken.

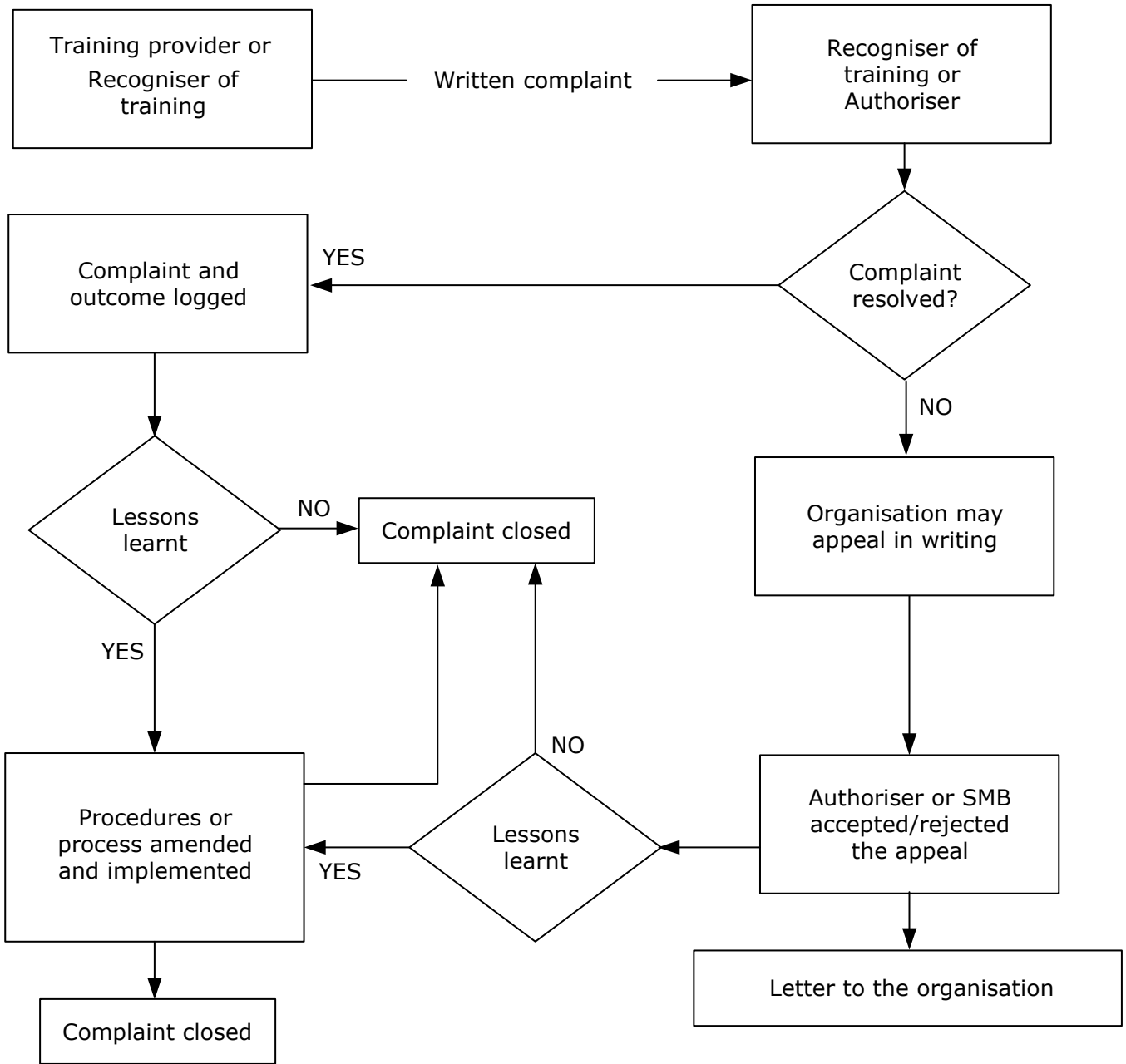


FIGURE 2 – OUTLINE OF THE COMPLAINTS AND APPEAL PROCESS FOR AN ORGANISATION

2) **NEW ENTRANT**

In the case of a new entrant, they may complain in writing to the designated person of the Training provider delivering the training (see Figure 3). The complaint shall be processed in line with their written procedures. The outcome shall be either:

- the complaint is upheld
- the matters raised shall be re-considered
- the complaint is rejected.

Initially, the complaint shall be made in writing to the designated person and should set out in full the new entrant's case.

The Training provider shall respond acknowledging receipt of the complaint within 10 working days.

The complaint shall be considered and a response in writing shall be forwarded to the new entrant within 20 working days unless otherwise agreed.

In the event that the new entrant is not satisfied with the outcome of the complaint, an appeal may be escalated to the Recogniser of training/Authoriser.

Initially, the appeal shall be made in writing to the designated person and should set out in full the new entrant's case for escalating the complaint.

The Authoriser/Recogniser of training shall respond acknowledging receipt of the appeal within 10 working days.

The appeal shall be considered and a response in writing shall be forwarded to the new entrant within 20 working days unless otherwise agreed.

Finally, an appeal may be made to the SMB.

The appeal shall be made in writing to the designated person and should set out in full the reasons for the appeal.

The SMB shall respond acknowledging receipt of the appeal within 10 working days.

The appeal shall be considered and a response in writing shall be forwarded to appellant within 20 working days unless otherwise agreed.

In all cases of complaint, the opportunity to review the root cause of the complaint and revised process and procedures to prevent such issues occurring shall be undertaken.

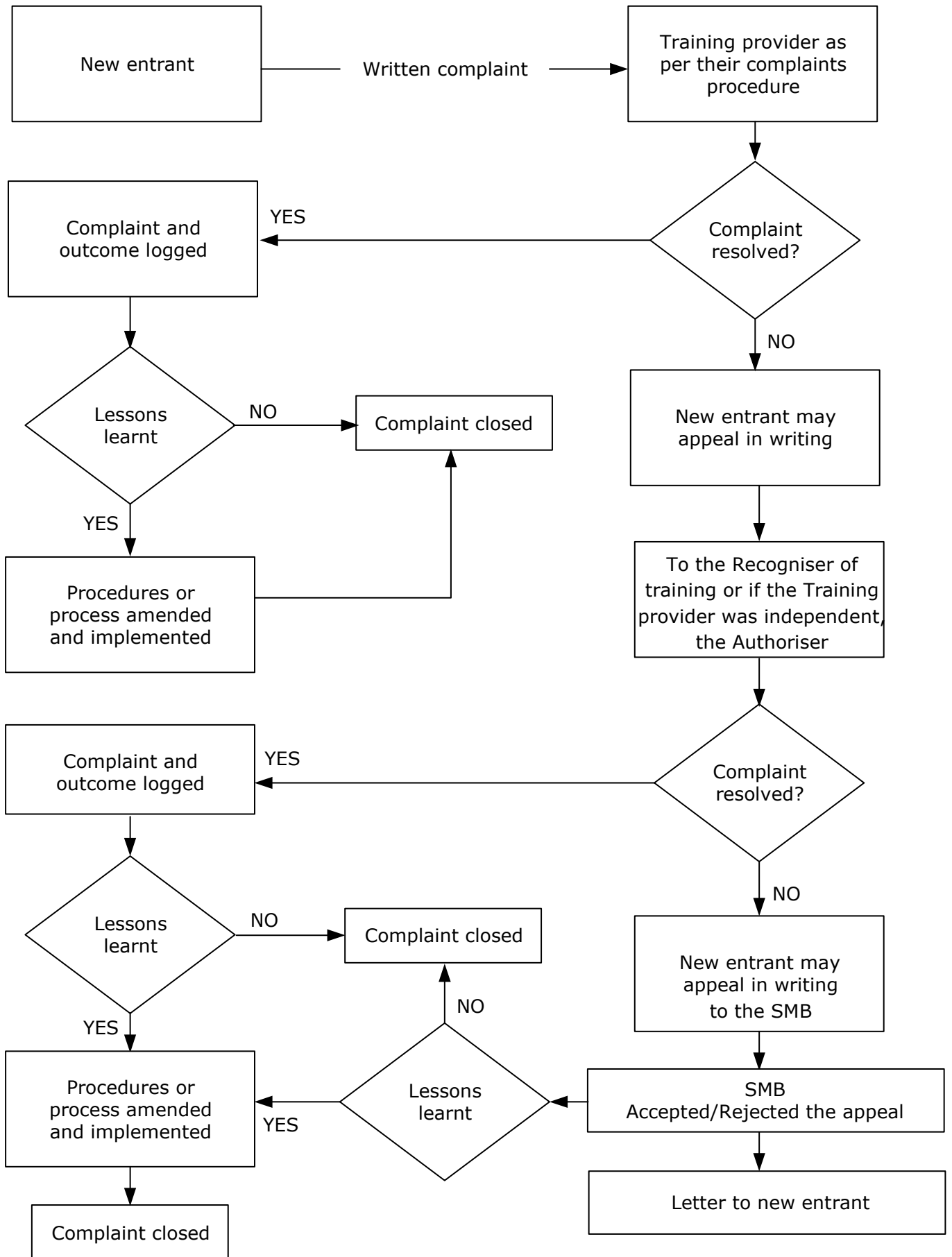


FIGURE 3 – OUTLINE OF THE COMPLAINTS AND APPEAL PROCESS FOR NEW ENTRANT

3) **ORGANISATIONS/INDIVIDUALS – UNRECOGNISED TRAINING**

Organisations/individuals concerned about the training being offered and its suitability for those wishing to become Gas Safe registered and work in the industry, which is divided into:

- a) Organisations offering training that is not industry recognised.

Complaints need to be addressed to the SMB via Energy & Utility Skills, who will seek to contact the organisation by telephone or alternative media links followed up with letter (see Appendix 4) to explain the industry position for training and the appropriate steps to be taken to before offering gas industry training to new entrants wishing to become Gas Safe registered to work on gas installations in the scope of GS(I&U)R.

Note: For those persons who take up such courses in the belief that they will be able to go onto becoming Gas Safe registered, then the letter sent on behalf of the SMB could be used to support that person in any claim from the training provider.

- b) Organisations offer training that is industry recognised, but does not or appear not to meet the minimum requirements of IGEM/IG/1 or the relevant training specification.

Complaints need to be addressed to the Authoriser, who shall contact the Recogniser of training or Independent training provider, as appropriate. A response and action plan, if appropriate will be required to amend the advertisement and/or bring the training up to the minimum requirements of the relevant industry training specification.

Should the response or actions proposed be unsatisfactory then subject to correspondence/meeting to properly address the matter, an audit visit shall be arranged either with the Recogniser of training to the Training provider or to the Independent training provider, as appropriate.

Repetition of complaints of the same nature against the same (Independent) Training provider or several Training providers, whose training is all recognised by the same Recogniser of training shall initiate an audit on the Recogniser of training and the Training provider(s). The time period over which such complaints will be judged to be significant and cause for concern are those received within any six month period.

Where an improvement action is identified during the audit and the (Independent) Training provider/Recogniser of Training agrees with the findings, the (Independent) Training provider/RoT shall submit evidence on how the action has been closed within 4 weeks of the audit date. Where it is not possible to close the action within 4 weeks, the (Independent) Training provider/RoT shall notify the authoriser of the steps they are taking to close the action and provide a planned closure date.

Where the action is not closed within the agreed timescale then the Authoriser shall immediately raise this with the SMB. The SMB will hold an extraordinary meeting to decide on the appropriate actions, which may include suspension of the Training Provider or Recogniser of training until the improvement actions have been implemented.

Should the Recogniser of training, (Independent) training provider wish to complain about the audit arrangements or the outcome of the audit(s) then the complaint or appeal shall initially be made in writing to the Authoriser and should set out in full the organisation's case for the complaint.

The Authoriser shall respond to acknowledging receipt of the complaint within 10 working days.

The complaint shall be considered and a response in writing forwarded to the Recogniser of training/ (Independent) Training provider within 20 working days unless otherwise agreed.

In the event that the Recogniser of training/(Independent) Training provider is not satisfied with the outcome of the complaint, an appeal may be escalated to the SMB.

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Initially, the appeal shall be made in writing to the designated person and should set out in full the organisation's case and reasons for escalating the complaint.

The SMB shall respond acknowledging receipt of the appeal within 10 working days.

The appeal shall be considered and a response in writing shall be forwarded to the Recogniser of training/ (Independent) Training provider within 20 working days unless otherwise agreed.

In all cases of complaint, the opportunity to review the root cause of the complaint and revised process and procedures to prevent such issues occurring shall be undertaken by the SM

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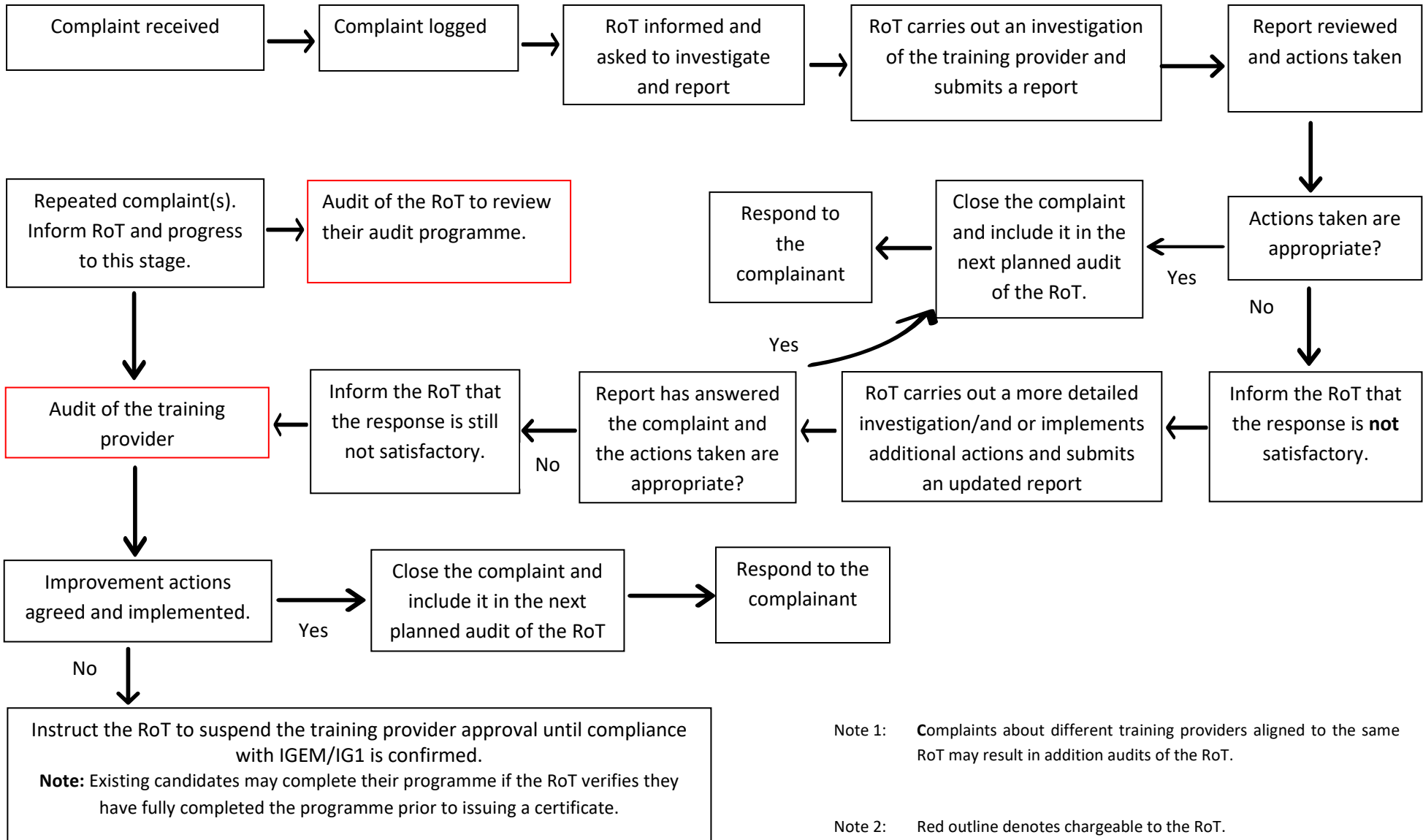


FIGURE 4 - OUTLINE OF THE COMPLAINTS PROCESS FOR APPROVED ORGANISATIONS OFFERING TRAINING THAT DOES NOT OR APPEARS NOT TO MEET THE MINIMUM REQUIREMENTS OF Igem/IG/1

SMB'S APPEAL PROCESS

On receipt of an appeal, the Chairman will appoint a Sub-Committee of three persons from the Committee's membership taking account of conflicts of interest from appellant and parties subject of the complaint.

A meeting will be convened within 14 working days, unless otherwise agreed to consider the appeal and providing the opportunity for the appellant and organisation involved to attend.

The meeting will hear the appeal and evidence presented for rejecting the complaint.

The appeal will be reviewed and the Sub-Committee agree an outcome. A written response will be drafted and subject to the Chairman's agreement a letter will be sent to both parties.

The outcome of the appeal will be final.

The SMB will reflect upon the process and the outcome of the appeal and introduce lessons learnt or make recommendations, as appropriate for changes to be made with the process or procedures within the "Standards of training for gas work".

APPENDIX 1: GLOSSARY, ACRONYMS AND ABBREVIATIONS

A1.1

GLOSSARY

auditor	A person appointed by the authoriser or a recogniser of training who is an appropriately independent, trained and qualified person.
authoriser	Independent organisation appointed by the SMB to authorise organisations intending to be “Recognisers training” or recognise the training provided by “Independent Training providers”.
class of persons	all gas engineering businesses, including self-employed gas engineers, are (subject to the limited exceptions in regulation 3(4)) required to be in membership of a class of persons approved by HSE, whether they carry out such work as their main or part activity. Gas engineers who are employed by a member of an approved class of persons but who do separate work on their own behalf need to be in membership of such class of persons, e.g. Gas Safe registered, in their own right. This definition is an extract from GS (I&U) R.
independent training provider	organisation responsible for delivery of training programmes not wishing to be recognised by an authorised “Recogniser of training”.
new entrant	a person wishing to achieve a recognised industry qualification to undertake gas work.
the scope of GS(I&U)R	<p>to Regulation 3(8), these Regulations shall not apply in relation to the supply of gas to, or anything done in respect of a gas fitting at, the following premises, that is to say –</p> <p>(a) (i) a mine within the meaning of the Mines and Quarries Act 1954 or any place deemed to form part of a mine for the purposes of that Act, or</p> <p>(ii) a quarry within the meaning of the Quarries Regulations 1999 or any place deemed to form part of a quarry for the purposes of those Regulations(a)</p> <p>(b) a factory within the meaning of the Factories Act 1961(b) or any place to which any provisions of the said Act apply by virtue of sections 123 to 126 of that Act;</p> <p>(c) agricultural premises, being agricultural land, including land being or forming part of a market garden, and any building thereon which is used in connection with agricultural operations;</p> <p>(d) temporary installations used in connection with any construction work within the meaning assigned to that phrase by regulation 2(1) of the Construction (Design and Management) Regulations 2007(c);</p>

(e) premises used for the testing of gas fittings; or

(f) premises used for the treatment of sewage,

but they shall apply in relation to such premises or part thereof used for domestic or residential purposes or as sleeping accommodation.

This definition is an extract from GS(I&U)R.

Standard Setting Body

develops and maintains the gas safety competence criteria for the proof of competence that leads to Gas Safe registration. Energy & Utility Skills Ltd currently facilitates and provides services to the Standard Setting Body.

Strategic Management Board

ensures that the mechanisms and processes established for the production, maintenance and implementation of competence criteria and associated assessment specifications, operate in an effective and efficient manner to align fully with the Legislative requirements of the Gas Safety (Installation and Use) Regulations 1998 and subsequent Registration requirements for consumer safety. For details contact Energy & Utility Skills Ltd.

training developer

organisation responsible for the development of training programmes meeting the requirements of this document.

training provider

organisation responsible for delivery of training programmes meeting the requirements of this document.

A1.2

ACRONYMS AND ABBREVIATIONS

ACoP	Approved Code of Practice
CoP	Code of Practice
GS(I&U)R	Gas Safety (Installation and Use) Regulations
GB	Great Britain (including Northern Ireland, Guernsey and The Isle of Man)
HSE	Health and Safety Executive
IGEM	Institution of Gas Engineers and Managers
NG	Natural Gas
SMB	Strategic Management Board
SSB	Standard Setting Body
UK	United Kingdom.

APPENDIX 2: REFERENCES

This document is set out against a background of legislation in force in GB at the time of publication. Similar considerations are likely to apply in other countries and reference to the appropriate national legislation will be necessary. The following list is not exhaustive.

All relevant legislation applies and relevant Approved Codes of Practice (ACoPs), official Guidance Notes and referenced codes, standards, etc. are to be taken into account.

Where British Standards, etc. are quoted, equivalent national or international standards, etc. equally may be appropriate.

Care needs to be taken to ensure that the latest editions of the relevant documents are used.

A2.1 PRIMARY LEGISLATION

- Health and Safety at Work etc. Act 1974.

A2.2 SECONDARY LEGISLATION

- Gas Safety (Installation and Use) Regulations 1998 as amended
- Provision and Use of Equipment Regulations 1998.

A2.3 APPROVED CODES OF PRACTICE AND GUIDANCE

- L22 Safe use of work equipment. ACoP and Guidance
- L56 Safety in the installation and use of gas systems and appliances. ACoP and Guidance
- CoP 20 Standards of training in safe gas installation (withdrawn by HSE)
- IGEM/IG/1 Standards of training in gas work. Edition 2

A2.4 SPECIFICATIONS

- Domestic training specification
- Domestic metering training specification
- Domestic LPG training specification
- IGEM/IG/1 Supplement 1 Non-domestic training specification.

APPENDIX 3: APPLICATION TO THE AUTHORISER

An example of an application agreement between the Authoriser and the Recogniser of training or Independent Training Provider is shown here.

This Agreement is made on the date shown herein between

Organisation's name and address

AND

Recogniser of training	Click here to enter text.
Invoicing Address	Click here to enter text.
Postcode	Click here to enter text.
Contact Name	Click here to enter text.
Contact No	Click here to enter text.
Email Address	Click here to enter text.

Overview

The Authoriser on behalf of the Industry's Standard Setting Body (SSB) have developed a set of criteria, formed into a Service Level Agreement (SLA), which provides an audit and compliance set of procedures that will quality assure training programmes delivered through the "Standards of Training in gas work" Standard (IGEM/IG/1).

The criteria which comprises the agreement is designed to build on the processes and procedures listed in the IGEM/IG/1 Standard in order to protect its credibility and integrity. It is being designed in response to specific workforce needs of the gas sector, how the Gas Safe Register is used and in particular how individuals and /or new entrants to the industry are able to access the register in the future.

The aim is as follows:

Aim

To implement and maintain a quality assured process to ensure individuals successfully complete Recognised training in accordance with the Standard and associated training specification (s).

Agreement

This SLA facilitates an agreement with a single third party organisation that recognises training programmes/courses developed/delivered by Training providers

The agreement clearly defines the distinction between the “Recognisers of training” organisation and the ‘Training providers’ developing/delivering training

Services

The Recogniser of Training requests that the Authoriser conduct the services listed below.

The following criteria should not be seen as definitive nor final but they have been set out by the SSB to facilitate an agreement in which a single organisation acts as a “Recogniser of Training”, “Independent Training provider” or organisation developing training courses.

Fees

The proposed pricing mechanism will be based on the number of days required to complete an assessment of the application and possible initial audit and will be variable, depending on the size of the organisation and the scope of the associated provider activities. Where the organisation is taking the “Recogniser of Training” role, the type and number of programmes being recognised will impact on the amount time required to audit. The Authoriser commits to work with the Recogniser of Training to review the costing framework should there be a significant increase or decrease in the activity of the organisation.

Recogniser of Training Assessment	Initial audit
£	£

Total upfront fee:

Additional audits

Any non-conformances identified during the audit process will be reported to the Recogniser of Training and, where necessary, may result in additional recognition audit visits being scheduled and carried out in order to verify closure of non-conformance actions.

Ongoing Assurance

Rates for ongoing assurance audits and continued recognition will be at the day rate applicable at the time of each audit.

Terms and Conditions

This Agreement is governed by the Authoriser’s Terms and Conditions, a copy of which is attached to this Agreement.

For and on behalf of the Recogniser of training/Independent Training provider/Organisation developing training

Name	Click here to enter text.
Title	Click here to enter text.
Signature	
Date	Click here to enter text.

For and on behalf of Authoriser of Training

Name	Click here to enter text.
Title	Click here to enter text.
Signature	
Date	Click here to enter text.

The Recogniser of Training

The Recogniser of Training agrees:

- 1 To provide the Authoriser with access to information and facilities necessary to provide the services outlined.
- 2 To accept responsibility for the quality of named programme and all the Training Providers delivering the named programme under the terms of the “Recogniser of Training” arrangements, including the agreed quality assurance procedures.
- 3 That in the event that it’s Recogniser of training status is removed, all those Training providers with recognised programme/courses will be unable to deliver that programme/course, pending rectification and reinstatement of the Recognition of training approval.
- 4 To maintain policy, process and management systems in compliance with the requirements of their recognition.
- 5 To provide auditors with a safe environment, as well as any suitable protective equipment required, to complete the site audit elements of recognition or ongoing assurance.
- 6 To advise the Authoriser of any change which is likely to affect the Recogniser of training’s ongoing compliance with the recognition criteria or potential impact the current recognition status.

The Authoriser Obligations

The Authoriser agrees to:

- 1 Conduct or deliver the services confirmed within the Recogniser of Training agreement. Note, undertaking recognition services does not guarantee the Recogniser of Training will be awarded “Authorised” status.
- 2 Consider any feedback, appeal or complaint made by the Recogniser of Training.
- 3 Consider changes to assigned personnel if there is a justifiable reason for objecting to the individuals that the Authoriser has provided.
- 4 Provide suitably qualified and/or experienced personnel to perform the services.
- 5 Provide on successful completion and recognition against the relevant recognition criteria, an Authoriser’s Certificate of Recognition unless otherwise stated in the Service Offer(s).
- 6 Protect the interest of all learners registered for a recognised training programme.

Confidentiality

- 1 The Authoriser, its auditors, employees and representatives, agree to maintain as confidential and will not use or disclose to any third party, all information and evidence obtained from the Recogniser of training in connection with the services undertaken without the Recogniser of training's consent, except as necessary for delivery of the Services.
- 2 The confidentiality referred to above in 1 will be maintained during both the term of this Agreement and after termination of this Agreement, except for:
 - a. information which was in the Authoriser's possession before the agreement was made;
 - b. information which is made available to the Authoriser from a source independent of the Recogniser of training;
 - c. information which is in the public domain;
 - d. information which is required to be made available to achieve or maintain the Authoriser's authority.

Fees and Terms of Payment

- 1 Payments due from the Recogniser of Training under this Agreement shall be paid in full in the currency specified within 30 days from the date of invoice.
- 2 Unless specified elsewhere, the Authoriser's fee rates will be subject to annual review and will be increased in line with cost increases.
- 3 Without prejudice to any other right or remedy that it may have, if the Recogniser of Training fails to pay the Authoriser on the due date, the Authoriser may charge interest on such sum from the due date for payment at the annual rate of three per cent above the base lending rate from time to time, accruing on a daily basis and being compounded quarterly until payment is made, whether before or after any judgment and the recogniser of training shall pay the interest immediately on demand. The Authoriser reserves the right to suspend all Services until payment has been made in full.
- 4 Unless specified and agreed elsewhere, travel and expenses incurred by the Authoriser in performing the initial recognition or ongoing assurance services will be charged at cost.
- 5 All fees and expenses will be subject to VAT.

Certificate of Recognition

- 1 The Certificate of Recognition is valid from the original date of recognition subject to the satisfactory findings from any ongoing assurance visit.
- 2 The Certificate of Recognition remains the property of the Authoriser. In the event of the recognition lapsing or being withdrawn, it is the responsibility of the Recogniser of training to ensure that the certificate is destroyed.

Termination

- 1 This Agreement shall continue in force unless and until terminated by either party providing 30 days written notice to the other.
- 2 Upon termination by either party, all fees due for the Services completed prior to termination will become payable and will be invoiced by the Authoriser.
- 3 On the date of termination the Authoriser recognition certificates that have been issued under the terms of this Agreement will immediately be invalid and will be destroyed by the Recogniser of Training.
- 4 The authorisers and recognisers of training shall have procedures in place that protect the interest of the learners in the event of either party terminating the agreement.

Complaints against the Recogniser of training

In the event of complaint against the Recogniser of training within the scope of this agreement, which prove on investigation to be well founded, the Authoriser may mandate corrective action, suspend recognition and/or remove recognition.

Cancellation and Postponement

If the Recogniser of Training postpones or cancels an audit within 10 working days of the agreed audit date, the Authoriser reserves the right to levy a charge equal to the fees for the audit. If the provider declines to complete the recognition process, once the 1st stage recognition report has been delivered, the Authoriser will treat the audit as a cancellation and this clause will apply; the Recogniser of training will be charged the amount agreed for the full end-to-end recognition service as outlined and agreed in the Authoriser's quotation.

APPENDIX 4: SAMPLE LETTER TO AN ORGANISATION CONCERNING UNRECOGNISED TRAINING

This is an example of a letter to be sent to an organisation that is offering training, which is not industry recognised to persons new to the industry (see Section 13 3 a)).

(Insert name of advertiser/training provider)

Letter sent on behalf of the Gas Industry Standard Setting Body **(Insert date)**

Since October 2017. It has been a requirement that any training programmes for new entrants into the gas industry to be compliant and recognised with the requirements of IGEM/IG/1 "Standards of Training in Gas Work". <https://www.igem.org.uk/technical-services/technical-gas-standards/industry-guidance/igem-ig-1-standards-of-training-in-gas-work/>

Individuals that have undertaken non-recognised training and gained the appropriate level of experience will not be allowed to undertake ACS assessment and therefore be unable to apply for Gas Safe registration, a mandated requirement to be able to carry out gas work legally as stated in the Gas Safety (Installation and Use) Regulations 1998 (GSIUR).

The purpose of IGEM/IG/1 is to provide the gas utilisation industry with a recognised quality training structure and minimum level of experience for those wishing to enter the industry, along with those providing training, a clear, robust route to achieve well trained and knowledgeable persons able to work safely within the UK gas utilisation sector.

The gas industry document IGEM/IG/1 "Standards of Training in Gas Work" provides criteria and guidance to training providers, trainee gas engineers and employers on the scope, standards and quality of training required to enable a gas trainee to achieve minimum competence. The training providers are required to design and develop training programmes to meet the needs of the trainee, taking account of their level of skill, knowledge and experience of gas work; all training leading to assessment e.g., ACS must be 'Recognised Training'

The following is an extract from the supporting guidance to the GSIUR relating to minimum training requirements necessary to satisfy regulations:

81 Gas work should only be undertaken:

- (a) by a person who has successfully completed an industry-recognised training course followed by assessment of competence. Training that leads to assessment of competence in safe gas work should be recognised by the industry's standards setting body; or
- (b) in the case of a currently or previously registered person, where they have proved competence through a certification scheme; or
- (c) for those working at premises that fall outside the scope of the Regulations (see regulation 2(4) and associated guidance), by a person who has successfully completed an appropriate full training course followed by assessment of competence

It has been brought to our attention that your website contains details of gas training programme for new entrants that do not appear to comply with the requirements of IGEM/IG/1.

Please provide immediate confirmation that the training programme advertised on your website meets the aforementioned requirements.

Further details of IGEM/IG/1 and other gas related competence matters can be found at: www.euskills.co.uk

APPENDIX 5 : SAMPLE LETTER TO PERSON CONCERNING UNRECOGNISED TRAINING

This is an example of a letter to be sent to an individual that has been offered/has undertaken trainings, which is not industry recognised and is a person new to the industry (see Section 13 3 a)).

(Insert Name of person with the complaint)

Letter sent on behalf of the Gas Industry Standard Setting Body **(Insert Date)**

Since October 2017. It has been a requirement that any training programmes for new entrants into the gas industry to be compliant and recognised with the requirements of IGEM/IG/1 "Standards of Training in Gas Work". <https://www.igem.org.uk/technical-services/technical-gas-standards/industry-guidance/igem-ig-1-standards-of-training-in-gas-work/>

Individuals that have undertaken non-recognised training and gained the appropriate level of experience will not be allowed to undertake ACS assessment and therefore be unable to apply for Gas Safe registration, a mandated requirement to be able to carry out gas work legally as stated in the Gas Safety (Installation and Use) Regulations 1998 (GSIUR).

The purpose of IGEM/IG/1 is to provide the gas utilisation industry with a recognised quality training structure and minimum level of experience for those wishing to enter the industry, along with those providing training, a clear, robust route to achieve well trained and knowledgeable persons able to work safely within the UK gas utilisation sector.

The gas industry document IGEM/IG/1 "Standards of Training in Gas Work" provides criteria and guidance to training providers, trainee gas engineers and employers on the scope, standards and quality of training required to enable a gas trainee to achieve minimum competence. The training providers are required to design and develop training programmes to meet the needs of the trainee, taking account of their level of skill, knowledge and experience of gas work; all training leading to assessment e.g. ACS must be 'Recognised Training'

The following is an extract from the supporting guidance to the GSIUR relating to minimum training requirements necessary to satisfy regulations:

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- (b) in the case of a currently or previously registered person, where they have proved competence through a certification scheme; or
- (c) for those working at premises that fall outside the scope of the Regulations (see regulation 2(4) and associated guidance), by a person who has successfully completed an appropriate full training course followed by assessment of competence

Further details of IGEM/IG/1 and other gas related competence matters including a directory of approved training providers can be found at: www.euskills.co.uk

If you are unable to resolve your complaint by contacting your training provider you may wish to contact Citizens Advice for assistance. <https://www.citizensadvice.org.uk/>

APPENDIX 6 : GUIDANCE FOR ADVERTISING INDUSTRY RECOGNISED TRAINING

Advertising industry recognised training for new entrants to the gas industry needs to reflect the requirements prescribed in IGEM/IG/1 and the relevant training Specification (see Appendix 2).

The advertisement is to include reference to industry recognised training and as a minimum the training Specification that is applicable.

The entry requirements, period of training, practical skill, subjects of the training, knowledge and experience necessary to carry out the job in hand safely, and ensuring the installation is left in a safe condition for use, if included needs to reflect the requirement of that Specification.

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