

**Strategic Management Board  
Notes and Actions  
Wednesday 27<sup>th</sup> September 2017 at 10.00am  
Energy & Utility Skills, Friars Gate, 1011, Stratford Road, Shirley, B90 4BN**

**1. Attendance.**

Chris Bielby (CB)	SGN (Chair)
Ian Moss (IM)	Energy & Utility Skills (Secretariat)
Malcolm Greetham (MG)	Energy & Utility Skills
Mark Rolfe (MR)	Gas Safe Register
Richard Phipps (RP)	Awarding Organisations
Steve Smith (SS)	Awarding Organisations
Graeme Dryden (GD)	Plumbing and Heating Skills Partnership
Trevor Smallpeice (TS)	SCF Chair
Christine Bridge (CBr)	HSE
Dale Shirlow	HSE NI
Ian McCluskey (IMc)	IGEM

**Apologies**

Phil Shaw	UKAS
Richard Whitehead (RW)	UKAS

**2. Minutes from previous SMB meeting (13.06.17).**

The minutes from the previous meeting were reviewed and agreed as a true and accurate record.

**Note 1**

At a previous SCF meeting TS raised the question to whether a computer based questioning process could be used for Unsafe Situations. Chris Bielby suggested that we explore this suggestion with a company called 'Skills to Learn'. It was suggested that we hold a SMB meeting at their premises during 2018.

**Action CB: arrange a SMB meeting venue at 'Skills to Learn' during 2018.**

**3. IGEM/IG/1**

**3.1. IGEM/IG/1 Governance**

IGEM have circulated a revised implementation process document i.e. IGEM/TSP/17/288 and have received feedback from various sources (see panel responses IGEM/TSP/17/136). It was agreed at the meeting that further meetings would be required to enable the processes to be fully implemented. Therefore, the next steps will be for EU Skills and IGEM to meet with Troy Dyson and based on the results of the desktop audits carried out over the past 8 months, propose the audit requirements for the next stage of the implementation programme. It was also agreed that the 'Recognisers of Training' bodies should be included in the discussion process.

**Action IM: arrange meeting with IGEM and Troy Dyson to discuss next steps of the implementation process.**

**Action IM: arrange a meeting with the 'Recognisers of Training' to discuss and agree the next steps of the implementation process.**

As discussed at previous SMB meetings it has been agreed in principle that IGEM would provide 'Governance' for the implementation of IGEM/IG/1 and the continued operation of the Standard.

**Therefore to formalise this agreement, EU Skills proposed, seconded by Gas Safe Register that 'IGEM would be given the Authority by the SMB to provide the Governance for the implementation and operation of IGEM/IG/1'. This proposal was accepted by the group with no votes against or abstentions.**

### 3.2. Implementation update

IM updated the group regarding the audit process that is currently being carried out with the Awarding Organisations by Troy Dyson, all Awarding Organisations i.e. seven Certification Bodies and two Awarding Bodies have been audited and with the exception of a few minor non-conformities, their processes meet with the audit criteria. It was agreed that the plan to implement IGEM/IG/1 by the 1st October 2017 should not change. However, there will be a number of Independent Training Providers who wish to gain approval direct with IGEM and therefore as a consequence of the processes not being fully completed, they have not had the opportunity to gain the necessary approvals. To cater for this situation, the following actions were agreed by the SMB:

- **IGEM to write to all ACS Centres/Training Providers requesting that they register their intent to comply with IGEM/IG/1.**
- **Training Providers will indicate if they intend to or are working towards compliance with IGEM/IG/1 via one of the following routes:**
  - **Certification Body or an Awarding Body.**
  - **Energy & Utility Skills (relevant for Smart Metering).**
  - **Direct with IGEM.**
- **All Training Providers will be required to be 'Registered with IGEM' by 31<sup>st</sup> December 2017**

It was agreed that Gas Safe Register (via the RGE magazine) would provide the latest list of ACS centres.

**Action IGEM: write to all Training Providers requesting that they register in order to comply with IGEM/IG/1.**

### 3.3. Timescales for full IGEM/IG/1 implementation

Therefore, all Training Providers need to be registered with IGEM by 31<sup>st</sup> December 2017. However, should a training providers not registered with IGEM then they will not be included on Guidance Note 8 and therefore will not be accepted as a download onto the Gas Safe Register.

All 'Recognisers of Training' irrespective if they have received an audit regarding the implementation will need to ensure there is sufficient evidence that all the necessary audit criteria has been evidenced. It is appreciated that to provide evidence will take time, but as the majority of Training Providers are implementing IGEM/IG/1 via a 'Recogniser of Training' then it is expected that all evidence is available by **31<sup>st</sup> December 2018**.

It was also agreed that notification of the timescales and the next steps etc. should be included in the next editions of the Registered Gas Engineer magazine.

**Action IM/IMc: write article for the RGE magazine.**

### 3.4. Training specification (guided learning hours exercise).

IM updated the group regarding the provision of the Training Specifications and in particular the need for a LPG training specification. To date EU Skills have worked with UKLPG but to date have not produced new training specifications. After further discussions it was agreed that EU Skills would facilitate a working group and produce Training Specifications for the LPG sector.

**Action IM/MG: arrange working group to produce LPG Training Specifications**

With regard to Training Specifications, SS notified the group that the Awarding Organisations in conjunction with EU Skills and Gas Safe Register are carrying out an exercise to clarify what the centres believe to be the appropriate guided learning hours in the training centres, this exercise will include the amount of on the job experience i.e. portfolio building. This initial exercise is currently for Domestic Gas only.

Once the results of the exercise have been collated then a proposal will be passed to the SCF for further discussion.

**Action IM: notify industry groups of the guided learning hours for both off the job and on the job needs to require further clarification.**

#### **4. Standards Consultation Forum**

##### **4.1. Change Document summary**

##### **4.1.1. ISU 073 - IGEM/UP/10 Edition 4 with amendments – March 2016 and February 2017 Installation of Flued Gas Appliances in Industrial and Commercial premises.**

During February 2017 IGEM published a revision to IGEM/UP/10 Edition 4 with amendments – February 2017 installation of flued gas appliances in industrial and commercial premises.

##### **4.1.2. ISU 074 – BS 3632: 2015 Residential Park Homes – Specification.**

During November 2015 BSI published a revision of BS 3632: 2005 – Residential Park Homes. Amendments include: changes to normative references, terms and definitions, design i.e. ventilation requirements, internal equipment i.e. CO detectors.

##### **4.1.3. ISU 075 – BS 6172: 2010 with amendments – June 2017.**

During June 2017, BSI published an amendment to BS 6172: 2010. The revision is to reflect a significant change in Europe facilitating the adoption of gas cooker hoses manufactured in accordance with BS EN 14800. Amendments include: changes to scope, ventilation and chimneys and flues.

##### **4.1.4. MET4**

Although there has been no change to the associated normative standard, a request has been received from a number of CBs to amend the criteria to meet with potential delivery issues.

##### **4.1.5. CCLP 1 LAV + CoNGLP1 LAV**

Although there has been no change to the associated normative standard, a request has been received from a number of CBs to amend the criteria to meet with potential delivery issues.

##### **4.1.6. Safe Electrical Isolation**

MG informed the group of a proposal from the SCF re-assessment group to include Safe Electrical Isolation in the MoGS criteria. The SCF have confirmed that this competence is included in the competence criteria used in Oil and Solid Fuel. There are mixed views on whether Safe Electrical Isolation should be included in the MoGS. Large companies will include this type of training with their employees on a regular basis, however, Sole traders may not always have the opportunity to learn Safe Electrical Isolation requirements. The favourable outcome is to include these additional items in the IGEM/IG/1 Training Specifications. It was agreed that further guidance would be requested from the Oil industry i.e. OFTEC.

**Action IM: Seek further guidance form the Oil Industry regarding the inclusion of Safe Electrical Isolation in the MoGS**

##### **4.2. Category 1, 2 and 3 routes to entry**

Steve Smith presented a paper (circulated prior to the meeting) regarding the difference between the guidance for entrance onto the Gas Safe Register i.e. proof of competence in IGEM/IG/1 document i.e. all new entrants will require approved training and the Operations Document, were there are various routes that include existing non-gas qualifications. Therefore, should a Category 2 entrant with an associated qualification e.g. Plumbing Qualification be required to take an IGEM/IG/1 approved training course.

A working group to work through the detail of this proposal has been arranged for Wednesday 11<sup>th</sup> October at EU Skills and will discuss the findings at the next SCF meeting scheduled for Wednesday 29<sup>th</sup> November 2017.

**Action IM: facilitate workshop and provide information to the SCF.**

##### **4.3. CMA3 availability**

MG notified the group that a number of issues regarding the CMA3 criteria have been raised by UKAS via the Certification Bodies and that the necessary amendments have been made to the criteria. The delays in the implementation of CMA3 has caused industry major issues in that employers are having to over train and assess their new entrants. IM notified the group that the communication between UKAS and the SSB needs to improve as it is delaying the implementation of new assessment criteria. Chris Bielby suggested a meeting with UKAS to explore the issues. It was also noted that UKAS are part of the SMB who have been kept fully up to date with the proposed changes, and agreed each move forward of the process with no adverse comments

from UKAS. There was agreement at the SMB that UKAS should report/highlight issues with processes as they are being worked through at the SMB and not at a later date with CB's/AB's.

**Action IM: to arrange meeting with UKAS to discuss the issues surrounding CMA3**

**4.4. Principles and Schedule for Implementation of Matters of Gas Safety criteria**

IM circulated a paper at the last SMB meeting which provides a schedule for the implementation of the Matters of Gas Safety criteria over a 12 month period rather than the current arrangement of 6 months. IM asked the SMB whether in principle this proposal was acceptable and that as from the 1<sup>st</sup> January 2018 the production and implementation will take place over a 12 month period i.e. the disc will be circulated to the Awarding Organisations by the 30<sup>th</sup> September for implementation at the centres by the 1<sup>st</sup> January.

To move this forward IM agreed to update the 'Principles and Schedule for Implementation of Matters of Gas Safety criteria' document for further comment and will deliver as an agenda item at both the next SCF and SMB meetings.

**Action IM: Amend the 'Principles and Schedule for Implementation of Matters of Gas Safety criteria' document and deliver at the next SCF/SMB meetings for sign-off.**

**5. Probationary business site inspections results**

**5.1. Parliamentary Inquiry**

A parliamentary inquiry scoping meeting was held on Wednesday 5th July 2017, the aim of the inquiry is to set the training standards for the gas industry in that all training providers providing training for new entrants should work to the same training specifications and durations. CB stated that he feels the safety record for the gas industry is good, but he does not want to see slippage due to short courses for new entrants coming into the industry, especially with the high number of new meter installers being recruited for the Smart Metering programme. Moving forward Chris requested the following from the group:

- Members of the SMB to provide questions (up to four) that you would wish to be asked in the inquiries interview process, by Wednesday 4th October 2017.
- Members of the SMB to ask their organisation and the organisations they represent whether they would be able to contribute funding to the inquiry i.e. £2000 per organisation, to confirm by Friday 6th October 2017.

**Action IM: to write to SMB members with the request for questions for the inquiry and the provision of funding.**

**5.2 Smart Metering installation issues**

IM took the group through a presentation provided by the Gas Distribution Networks (circulated to the group prior to the meeting), the presentation highlighted the top five issues identified by the GDNs. IM made the point that the majority of the visits were due to a potential gas escape i.e. smell of gas and that it also appeared that the issues could be due to the behaviour of the installer e.g. not carrying out a tightness test rather than a training issue.

IM went on to say that the GDNs have offered to attend a workshop with the Training providers who deliver Smart Metering to discuss the potential training issues. IM notified the group that discussions have taken place with EU Skill's Smart Metering network group and that the matter will also be discussed at the Smart Metering Operations Group (SMOG).

IM agreed to feedback any outcomes from future workshops/meetings to the SMB for information.

**5.3 Smart Metering – Gas Safe Inspection.**

Following on from the previous agenda item (5.2), i.e. to ensure the training inputs are correct for new entrants into Smart Metering, it is important to receive data that highlights the installation issues identified by not only the GDNs, but also via the RIDDOR process and Gas Safe Register inspections. Gas Safe Register have raised concerns via the Smart Meter Operations Group (SMOG) that they are concerned over the possible non-identification of Unsafe Situations. IM requested that to ensure the training providers and mentors adequately

cover this in the training etc. then it is essential that consistent and quality data is received. Chris Bielby suggested that the Energy Networks Association (ENA) hold valuable data and that there have been exercises via Gas Safe Register identifying the likely issues.

**Action EU Skills: to discuss issues regarding data at the next SMOG meeting.**

**6. Gas Safe Register re-tender.**

**6.1. SSB procurement exercise/current contract**

As previously discussed at the SMB, the following were discussed at the meeting:

- Current funding arrangements for the SSB function will remain post 2019.
- HSE are looking to extend the existing SSB agreement for EU Skills with the new provider for one year.
- The provider post April 2019 will be asked to carry out a procurement exercise for the provision for the SSB
- EU Skills have been requested to provide costs for facilitating and managing the SSB function
- Should the Industry believe they require additional resource for the operation of the SSB, then a business case would need to be provided.

**6.2 Standard Setting Governance**

At a previous SMB, IM had raised the question to how the current Standard Setting function is governed, as there are no formal measures other than the Service Level Agreement detailed in the contract between Energy & Utility Skills and Capita Gas Registration and Ancillary Services Ltd (CGRAS). Following further discussions the group agreed to look at the Governance documents with further comments and to identify 'Key Performance Indicators' that the SSB operation should be measured against. To assist with this process it was agreed that EU Skills would circulate the 'Job Roles' and latest version of the Governance document.

**Action All: provide feedback on the draft SSB Governance document, Job Roles by Friday 27<sup>th</sup> October 2017.**

**Action All: provide suggested KPIs for the facilitation and management of the SSB function by Friday 27<sup>th</sup> October 2017.**

**7. Job Practise analysis**

**7.1. SCF working group**

Having produced a proposal that includes all four core competences and the appropriate changeovers and subsequent to further feedback from the SCF, the next steps are to amend the criteria and associated practical provisions with the proposed changes. However, an important aspect of this is to provide UKAS with a rationale to why changes have been made and therefore not allow any delays the implementation process, it was agreed that there needs to be engagement with UKAS prior to implementation. However, it was also noted that UKAS are part of the SMB who have been kept fully up to date with the proposed changes and agreed each move forward of the process with no adverse comments from UKAS therefore issues were not expected.

To move this project forward it was agreed that a working group would be convened to identify the following:

- Discuss results of referral exercise (see results below)
- Set parameters for first time failures i.e. key safety defects
- Set guidance notes for the implementation of re-assessment
- Produce amended criteria
- Produce practical provisions
- Write rationale for proposed changes to the re-assessment criteria

**7.2 Re-assessment Strategy trial outcome**

As previously discussed by the SMB a revised referral process is to be produced, with a significant change being, that on key safety defects, operatives will only get one opportunity to pass the assessment.

At a previous meeting, the SMB enquired to what the implications of this move would be, therefore, subsequently the CBs provided data relating to the number of referrals under the new arrangements (information circulated prior to the meeting). Having discussed the results of the exercise the group were concerned about the high level of failures (63%) and suggested that there needs to be further clarification to how the referral process operates. However this figure was not in line with inspection data from Gas Safe, this indicated that only 5% of registered businesses inspected that had undergone ACS re-assessment were identified as sanctioned for competence concerns.

As a result of the CBs paper the following actions/requests were raised by HSE:

- A formal request for the names of the individuals who experienced a first time failure.
- A formal request for a follow-up competence inspection to take place with the individuals who experienced a first time failure.

The CBs indicated that the information requested may not be available, therefore, an action would be to re-run the trial but under more controlled conditions i.e. with specific key performance defects and an escalation process should candidates experience a first time failure. The parameters for any further trials would need to be agreed with the SCF working group.

**Action CBs: Request specific information as detailed above regarding the recent first time failures for discussion at the next SCF scheduled for Wednesday 29<sup>th</sup> November 2017.**

**8. Value and Effectiveness Grid (VEG) grid feedback**

CB asked the group to look at the 'Discussion Points' with a view for a detailed discussions at the next SMB meeting (06.12.17)

**Action ALL: Analyse results (Discussion Points) for discussion at the next SMB.**

**9. ISO/IEC 17024: 2012**

At a previous meeting IM provided the SMB with an update on the revised Operations Document for the ISO/IEC 17024 scheme. Energy & Utility Skills issued the revised document to the CB's for re-issue and have gained feedback from the CB's following their audits by UKAS against the new standard (ISO/IEC17024: 2012). Following feedback from the CBs and UKAS the amendments have been included in the document and is available for re-issue (Edition 4 September 2017). It has been agreed with the CBs that a sub-group will be convened to enable more changes to be made, as it is envisaged that following recent audits by UKAS further issues will be identified. However, it is important that the September version of the document is published to enable the issues already identified to be dealt with.

**10. Awarding Organisations**

No additional items were registered at the meeting

**11. Complaints**

MG registered a complaint from an individual who complained regarding their route into the Gas Industry i.e. QCF qualification for cooker followed by an ACS training and assessment for Central Heating boilers.

**Action MG: to discuss issues with the Gas Safe Register and the appropriate Awarding Body.**

**12. AOB**

**No any other business was recorded**

**Date of next meetings:**

**Wednesday 6<sup>th</sup> December 2017**

## Actions

Agenda Item	Actions meeting 31	By	Status
4.	Implement IGEM/IG/1	IM	Open
Agenda Item	Actions meeting 37	By	Status
Note 1	Arrange a SMB meeting venue at 'Skills to Learn' during 2018.	CB	Open
Item 3.1	Arrange meeting with IGEM and Troy Dyson to discuss next steps of the implementation process.	IM	Closed
Item 3.1	Arrange a meeting with the 'Recognisers of Training' to discuss and agree the next steps of the implementation process.	IM	Open
Item 3.2	Write to all Training Providers requesting that they register in order to comply with IGEM/IG/1.	IGEM	Closed
Item 3.3	Write article for the RGE magazine.	IM	Closed
Item 3.4	Arrange working group to produce LPG Training Specifications	IM/MG	Open
Item 3.4	Notify industry groups of the guided learning hours for both off the job and on the job needs to require further clarification.	IM	Open
Item 4.1.6	Seek further guidance form the Oil Industry regarding the inclusion of Safe Electrical Isolation in the MoGS	IM	Closed
Item 4.2	Facilitate workshop and provide information to the SCF.	IM	Closed
Item 4.3	Arrange meeting with UKAS to discuss the issues surrounding CMA3	IM	Closed
Item 4.4	Amend the 'Principles and Schedule for Implementation of Matters of Gas Safety criteria' document and deliver at the next SCF meetings for sign-off.	IM	Closed
Item 5.2	To write to SMB members with the request for questions for the parliamentary inquiry and the provision of funding.	IM	Closed
Item 5.3	Discuss issues regarding meter install data at the next SMOG meeting.	EU Skills	Closed
Item 6.2	Provide feedback on the draft SSB Governance document, Job Roles by Friday 28th October 2017.	SMB	Closed
Item 6.2	Provide suggested KPIs for the facilitation and management of the SSB function.	SMB	Closed
Item 7.2	Request specific information as regarding the recent first time failures in the recent re-assessment trial	CBs	Closed
Item 8	Analyse results (Discussion Points) of the VEG diagram for discussion at the next SMB.	SMB	Closed
Item 11	Discuss issues with the Gas Safe Register	MG	Closed