



Provider Service Bulletin 1-20 March 2020

To: All ECITB Approved Training Providers

CC: Director of Operations, Regional Staff, Policy and Corporate Affairs.

From: Steve Franklin, Head of Products

Date: 17th March 2020

Coronavirus and ECITB Product Delivery

We would emphasise that the definitive advice on how to protect yourselves and your candidates from coronavirus, travel advice, and stay at home guidance can be found on the gov.uk website and we recommend that you take time to familiarise yourselves with the advice and check it regularly for updates.

As of 17th March, the ECITB has not suspended access to licenced products and materials and technical support for testing or training activity or instructed any ECITB licence holders to suspend any such activity. The ECITB position is that all those involved should carefully consider the latest government guidance before committing to either providing or accessing any of the services. This includes consideration of whether or not individuals involved should be self-isolating, their exposure to vulnerable people, the Government's hygiene guidance, as well as judgement on how essential it is to travel to/from a centre and that mode of travel. We will closely monitor this situation and should it subsequently become necessary to suspend access to licenced products and materials and technical support to prevent testing or training activity, this will be communicated to all relevant stakeholders.

Face to face training and assessment will be very limited (we can't say it won't happen as it is not in our gift to mandate that) across the industry in the coming weeks and months and this could present a risk to future project delivery. The ECITB is interested in exploring options to continue training and testing provision and is open to a dialogue on how this might be taken forward.

The ECITB Board will be considering further measures to support employers and training providers and we will announce these in due course. We have already made changes to our operations, and to the operation of some products and these are explained in this Bulletin. **Please ensure they are communicated to all in your organization who need to know.**

Telephone and Email Communication

In line with government advice, all ECITB Head Office staff will be working from home from Wednesday 18th March 2020 and have been supplied with ECITB mobile phones and laptops.

All Head Office telephone numbers have been diverted to the relevant mobile. However, please be aware that voicemail messages cannot be diverted. These will only be accessed at scheduled visits to the office.

Therefore, we ask you not to leave voicemail messages but email programme.admin@ecitb.org.uk with your message as this email box is constantly monitored.

Provider Audits

All ECITB face-to-face audits have been suspended for at least the next 4 weeks. This will be kept under review. Where possible the auditor will be arranging administration audits over Skype or other video conferencing software.



Technical Tests

The coronavirus will have an impact on when candidates will be able to take their relevant technical test at the test centre. Any candidate who was about to take the technical test and their Work Based Task Assignment was near the 12 month limit will now be given an additional 3 month grace period due to the coronavirus situation. We will monitor this position and update as necessary. The same position will also be granted with any candidate who has a test certificate about to run out in March and April, these candidates will also be granted an additional 3 month period on the current expiry date on their test certificate.

CCNSG Renewal Grace Period

Due to a number of CCNSG courses being cancelled at short notice the ECITB recognise that some delegates, when able to re-attend a course, will have a card that has exceeded the 3 month expiry grace period for renewal. In the majority of cases this will be at no fault of the delegate and as such the ECITB will be extending the grace period for renewal to 6 months from anyone attending a course after Monday 16th March 2020. This extension will be reviewed regularly over the coming months and updates communicated accordingly.

Connected Competence

We have temporarily suspended the confirmation of additional testing until we have consulted with the senior management of the Connected Competence employers which is scheduled for the 25th March. A further announcement to the training providers will follow shortly after this meeting. In the interim all confirmed testing events will be at the discretion of both the worker and training provider.

Other news:

ECITB Staff Restructure

From 1st January 2020 ECITB has formed a new Products Department. Steve Franklin is now the Head of Products responsible for overall product delivery and product development. Heather Saunders is now the Head of Product Development with 5 Product Development Managers reporting to her. Blair Barclay is now the Technical Manager and supports the technical training and technical testing delivery with the provider network. Catherine Lambert is now the Management and Professional Manager and will support the supervisory, project management and project controls course delivery with the provider network. Catherine would welcome your feedback on these courses/products: Catherine.lambert@ecitb.org.uk.

The PAM Audit team is now part of Regional Operations, but we continue to work closely together and your point of contact with ECITB does not change.

E-Learning Licence and Delivery

ECITB wants to encourage the development of e-learning courses where it is appropriate to the content. An e-learning licence is available to Providers who have a 2020 training standards licence at no additional licence fee, and e-learning courses will be approved through the standard PCAS procedure.

We are pleased to announce that from the 1st of April 2020 until the 31st December 2020 we are reducing the attendee fee for e-learning courses from £30 to £15 per learner per e-learning course.



Training Standards Update

The Product Development Team are currently carrying out a National Occupational Standards review and at the same time working on updating and refreshing the training standards suite. The new training standards will separate the underpinning knowledge and practical aspects to assist providers align or development their course materials to suit the relevant training standards. Another key development will be a new 'course materials referencing' column within the training standard, removing the Learning Outcome matrix requirement. This new development will make it easier for providers to reference their course materials to the new training standards.

We recently released four new training standards which are designed to build on the learning from the existing Introduction to Commercial Awareness standard. They are:

TS HCA1-01 Setting up Engineering Construction Projects in a modern contracting environment

TS HCA1-02 Understanding key commercial contract terms and provisions in an engineering construction project.

TS HCA1-03 Managing commercial expectations of an engineering construction project.

TS HCA1-04 Managing commercial performance of an engineering construction project.

Future Communications with Providers

Steve would like to hear your thoughts and views on future communications with providers. For example should ECITB still hold a national provider event or should this be more regional events or product specific events. Do you prefer face to face meetings or digital events such as webinars. Let Steve know your views and we will then develop a future communications strategy (steve.franklin@ecitb.org.uk).