

EUSR – Energy & Utility Skills (EU Skills)

1.0 Introduction and Background

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In 2004, Water UK asked Energy & Utility Skills (EU Skills) to develop a web enabled skills registration database, with the aim of recording and checking employee competence, knowledge and awareness in areas such as water mains construction, entry into confined spaces and water hygiene.

This scheme is called the National Water Hygiene Scheme. Its aim is to ensure that all individuals requiring hygiene training do so to a nationally recognised level, regardless of the company they work for. Previously all water companies had some form of hygiene procedure in place, but these were seen to vary in their content. The UK water industry has been consulted throughout the development of the scheme and the production of the training package.

The water sector has agreed to introduce the new scheme to replace their existing schemes. The scheme will be available from January 1 2006. All new entrants to the Water Industry will be required to comply with the scheme from April 1 2006. It is envisaged, where possible, all contractor employees will be trained and registered by December 31 2006.

Registration on this scheme is one of a number managed by EU Skills as part of the Energy & Utility Skills Register (EUSR).

The role of EU Skills is to:

- Manage the scheme
- Provide support for continuous improvement
- Operate the Quality Assurance System

3.0 Purpose of the Scheme

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The scheme aims to set a national standard for all elements of health screening and hygiene training.

This comprises:

- Successful completion of the health screening questionnaire
- Participation in the awareness training
- Successful completion of the National Water Hygiene test

This will ensure that all companies train and test their employees to the same standard and allows anyone registered on the National Water Hygiene Scheme to move from one company to another without having to re-take a 'hygiene test'.

Once employees have successfully completed all three elements of the course, they will be registered on the EUSR database (www.eusr.co.uk) and issued with a National Water Hygiene card, which is valid for 3 years.

3.0 Scope of the Scheme

The scheme (and therefore the course content) is designed specifically for the water sector, and is relevant to all those involved in operational activities that may affect potable water.

Registration is based upon attendance of a trainer delivered course and successful completion of a health screening questionnaire and national water hygiene test.

Registration for the National Water Hygiene Scheme with EU Skills leads to the issue of a card that provides on site evidence of successful completion of the course. The card includes a passport size photograph of the holder, a unique registration number and the date of card issue.

There are three key elements of the water hygiene scheme.

3.1 Generic Procedure for Health Screening

A standardised health screening questionnaire must be completed by any person required to work on restricted operations. This includes; staff working on the water network, water treatment works, taking water quality samples etc. i.e. anyone that the water company considers could come in contact with treated water.

- The completed questionnaire must be given to the relevant person - this could be the line manager, the trainer or an occupational health department depending upon company requirements.
- If the outcome of the questionnaire identifies issues for expert medical advice, permission must be sought to contact the individual's Doctor.
- Answers on the form that suggest the individual maybe carrying a water borne disease will require the individual to be referred to their doctor or occupational health department for checks.

The trainer will make the final decision on whether to allow the individual to carry out the training course. The individual must pass the health screening before they can be registered for the National Water Hygiene card and will not be issued a card until both the Health screening and the test have been passed.

3.2 Awareness Training

The purpose of the training material is to provide a visual aid to inform individuals working in restricted areas, of their obligation not to contaminate the water system, it is also intended to educate on how they can help prevent an incident from occurring.

A bank of photographs is also included within the training material. The purpose of this is to enhance the training material and facilitate discussion. Photographs of both good and bad practice are included.

This training will cover a variety of roles and functions that are carried out within the water industry. These would include personnel working on the

following:

- Service reservoirs
- Pumps
- Mains and services
- Sampling
- Boreholes
- Wells and springs
- Employees working at water treatment works.

The aim is to give awareness training rather than any job specific training.

3.3 Testing

Testing will be to a nationally agreed standard developed by the Water Industry working groups.

The individuals need to carry out the training and pass the test to obtain the National Hygiene card and understand that this card is now valid for all water companies, and is renewable on a three yearly basis. Registration on EUSR gives the employer confidence that individuals demonstrate sufficient awareness.

5.0 How the scheme works

The course content and delivery specification has been determined through consultation with the major employers involved in the work activity, and is produced and implemented by EU Skills on the industry's behalf. The content is reviewed periodically.

The course may only be delivered by trainers approved and licensed by EU Skills.

4.1 Training Material

The key message in the National Water Hygiene training is to protect the safety of water and covers the following;

- ***The need for medical clearance.***

- What are bacteria? i.e. bugs
- A history of waterborne diseases and examples of some of the cases that have taken place over the years. i.e. the classic identification of diseases being associated with water;
 - John Snow (1850's), Cholera, Broad Street pump in London.
 - Typhoid in Croydon (1937) - which would both be 'real' examples of just how water could be (and was) contaminated when things went wrong.
 - More recent events i.e. Leeds etc.

- **Water is a food product** – and would expect high standards of cleanliness as in a food factory.

- **Definition of restricted operations;**

“Work which involves direct contact with untreated sources of underground water, with partially or fully treated water within water treatment works or with treated water, or any surface of an operational asset (including those temporarily out of use) which will itself be in contact with potable water at any stage in its distribution to the point where it is made available to consumers.”

- **Personal hygiene** – the spread of bacteria, key illness symptoms, reporting of illness and travel.

- **Illness** – that could affect the water must be reported.

- **Clothing** – PPE is needed and the need for clean boots.

- **Vehicles** – vehicles need to be kept clean and tidy and tools need to be separated. Awareness of where the vehicle has been taken before entering a treatment works e.g. fields, sewage treatment works etc.

- **Multi-functional working** - water and sewerage working is becoming common for some companies and the associated risks must be understood.

- **Fuel, diesel and chemical contamination** – any of these getting into the water could have detrimental affects.

- **Pets** – could help to spread water borne diseases e.g. horses, ensure that individuals do not wear the same footwear for work.

- **Chlorine/disinfection** – both in the water itself and other usage i.e. how chlorine is used to wash boots, clean tools and in repairs, and the disposal of chlorine.

- **Approved products** – awareness and usage that.

- **Sampling** – awareness that sampling is carried out.

4.2 Summary

The summary of the training material will emphasis:

- New ‘national’ scheme
- Good hygiene
- Water is a food product
- Illness
- Sump and pump
- Disinfection
- No card – no work

Throughout the training the emphasis will be put on the individual that it is their ‘duty’ to protect public health. They are responsible for ensuring that they

inform their line manager if they come into contact with any disease that has the potential to cause harm.

4.3 Testing

The course comprises 25 questions. To successfully pass the individual must answer 22 out of the 25 questions correctly.

EU Skills must receive confirmation from the approved trainer/water company that the individual has passed both the health screening and the test, before a card will be issued. Evidence will be confirmation via the registration form that the candidate has passed the test and the health screening process.

5.0 Benefits of the Scheme

A National Water Hygiene Scheme offers a number of benefits.

5.1 The benefits of the scheme to the individual:

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- Industry recognised training
- Evidence that they have been trained to carry out their job competently
- Audit by the DWI
- Standardised training allows individuals to move between companies without re-training.

5.3 The benefits of the scheme to employers:

- Confidence that the training their employees receive is consistent across the industry for both water companies and contractors.
- Cost reductions on training for contractors who move individuals between different water company areas.
- Reduction in administrative costs as the cards will be issued centrally by EU Skills.
- Employers have the facility to interrogate the EUSR website to ensure that their own employees have valid registration.

5.3 The benefits of the scheme to trainers.

- Standardised training package.

6.0 Fee Structure and Methods of Payment

In common with all EUSR schemes, the registration fee payable depends upon two factors:

- Whether the employer is a member company of EU Skills, **and**
- Whether the person being registered on this scheme is already registered with EU Skills on another scheme (e.g. National Water Hygiene)

7.0 Quality Control Processes

EU Skills manages the schemes within the EUSR to support employers within the sector it represents. Its policy is to maintain and, where possible, improve the quality

of both the course content and delivery specification on a continuous basis. To achieve this, the following aspects are covered;

- Trainer Approval and licensing
- Scheme Audit
- Course content renewal and revision

7.1 Trainer Approval

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Only trainers approved by EU Skills can deliver the National Water Hygiene course. To become an Approved Trainer, the process is designed to ensure that only people with appropriate industry experience, combined with the capabilities needed to present the material, are approved. The criteria have been established through consultation with the industry and are not negotiable.

7.3 Scheme Audit

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Auditing is undertaken to help in monitoring the impact and perceived benefits of the scheme. The audit involves the following elements:

- ***Employer Audit***

As well as regular inspections from the DWI, the water companies will be expected to undertake audits to ensure that people who are working in restricted areas are compliant with the training.

- ***Training Audit***

EU Skills will undertake regular audits on accredited trainers to ensure that they are meeting the required standards.

- ***On Site Visits***

Site visits are carried out with the specific purpose of speaking to operatives, supervisors and managers to assess the value of the training provided and the general approach to safety. Checks are made to ensure that training records, test papers etc. are available for inspection.

- ***Delegate Postal Audit***

10% of delegates who have attended the course within the previous three months receive an EU Skills questionnaire. Delegates are asked to complete the questionnaire and return it in a pre-paid envelope.

- ***Annual Review***

As part of quality assurance, EU Skills in consultation with employers will review the registration scheme, the audit process and value of the scheme. The content of the training programmes is also reviewed to ensure that all relevant legislation is adequately covered within the programme.

7.3 Continual Improvement Process

Facilitated by industry representatives and chaired by EU Skills, the registration scheme and the content of the training programme are reviewed on an annual basis. Included in the review of the programme is a continual improvement approach to the delivery of the training.

The group that reviews the scheme consists of EU Skills' staff, nominated officers from participating companies and Approved Trainers who are experts in hygiene matters within the water sector. Representatives from the major clients also attend.

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8.0 Scheme Obligations

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The obligations of the National Water Hygiene Scheme are as follows;

• EU Skills Obligations

Maintaining databases, validating qualifications, administering the schemes, issuing National Water Hygiene cards, answering any queries, engaging with industry stakeholders, providing competent people to manage, operate and support the scheme, monitoring quality, completing reviews and implementing audits.

• Employer Obligations

Support the scheme, carry out the health screening process, provide information of individuals that have passed the course to EU Skills, maintain data security, and ensure employees comply with the requirements of the scheme. Water companies at their discretion reserve the right for cards issued to employees to be withdrawn where individuals have demonstrated gross breaches in applying the hygiene code. Employers must ensure that they provide sufficient resources that are able to interpret the health questionnaire. This may be provided in house or through an external specialist organisation. Water companies will provide a mentor to advise hygiene trainers on any company specific issues which may help the delivery of the training.

• Individual Obligations

Co-operate with the Water Company and EU Skills, maintain their levels of competency, ensure they are eligible for registration, and ensure National Water Hygiene Cards are available for inspection at place of work, as appropriate. The individual is responsible for ensuring that they arrange for their card to be renewed each 3 years. It is up to the individual to ensure that they report any sickness that they have to their supervisor.

• Trainer Obligations

All trainers will be required to complete the "Train the Trainer" course as provided by EU Skills and to maintain their knowledge of the scheme through attendance at CPD meetings. They must successfully comply with the post training approval process. They must deliver the standard training material

and where agreed with the employer processes the health questionnaire. Trainers should engage with nominated hygiene mentors provided by the relevant local water company. Trainers will need to maintain records to support the QA procedures.

Registration Photograph Guidance Notes

As part of the requirements for successful registration, you must provide Energy & Utility Skills (EU Skills) with a photograph (passport style). This can be done in one of two ways:

- In the post, by sending **two** passport style photographs and your registration form. If you send your registration by post, you **must** clearly write your name and National Insurance number on the back of each photograph. You should then attach them (using a paperclip) to your registration form.
- Electronically, by email, to info@ptptraining.co.uk. If you chose this way, please name the photograph in the following format: Initial and surname National Insurance Number. Jpg - i.e. **J Smith JE123456A.JPG**. You should also use the **"Subject:"** box to indicate the Registration type i.e. Water Hygiene and date of application.

Please see below the guidelines that must be adhered to so that your application can be successfully processed:

- **45 x 35 millimeters in size (passport style)**
- **Sharp in focus & clear**
- **Have strong definition between the face and the background**
- **On your own (no other people visible)**
- **No shadows**
- **Eyes open and clearly visible (no sunglasses or heavily tinted glasses)**
- **Full face uncovered with neutral expressions with mouth closed**
- **Full head, without any head covering, unless worn for religious purposes**

Poor quality photographs, or missing information, may result in failure to process the application and possibly delay the receipt of your Energy & Utility Skills registration card.

Data Protection Act 1998

The information you provide will be stored either on a computer or in the form of manual records. It will be used solely by Energy & Utility Skills for the purpose of the Registration Scheme. It will not be used for any other purpose or disclosed to any other organisation except in pursuance of our statutory obligations.