



## Extinguisher Technicians Course – BAFE Invigilated, Expectations

### COVID-19 Coronavirus information for students

In view of the current situation regarding Coronavirus, we expect the student's full co-operation in the application of the following procedures we have put into place.

Any individual who is showing signs of a medical condition that could be diagnosed as Covid-19 must not attend the course or exam (we assume employers will be carrying out their own procedures for checking staff attending training sessions). In such circumstances, the student would be allowed to re-attend another course and/or take an exam re-sit at a later date.

If an individual attends a course or exam and shows symptoms which could be associated with Covid-19, then the course instructor or **BAFE** invigilator, at their discretion, may ask that student to leave the room. In such circumstances, the student would be allowed to re-attend and/or take an exam re-sit at a later date.

The instructor will fully brief students at the very beginning of the course who must follow all reasonable instructions given by the instructor or invigilator. Student's must comply with local health and safety and social distancing requirements including one-way systems that may be in place. Refreshment and lunch breaks will where necessary be staggered to avoid clashes with other groups.

The only stationery that will be provided will be the course manual which will be clearly identified by the student which is dedicated to them alone to refer to and handle. The instructor will expect each student to sign in using a piece of their own personal stationery.

The instructor will oversee an allocated seating plan and where appropriate will provide social distancing markers on floors. The training and examination rooms will be set out observing a 1 metre plus distance between students and allowing a safe distance for the instructor or invigilator to walk between.

The toilets, lunch and refreshment facilities are the responsibility of the venue and the instructor will make themselves aware of the processes and inform students accordingly.

Regular 20 second hand washing will be encouraged during the day and the training room will be ventilated wherever practicable with outside fresh air, air-conditioning will be avoided if possible.

We expect training venues to have adequate provisions available for frequent handwashing, however students need to bring with them their own;

- Pen
- Note paper
- Calculator
- Face coverings
- Basic extinguisher servicing tools
- Hand gel/disinfectant wipes
- Tissues
- Other PPE that makes them feel safe

The instructor will provide wipes and disinfectant to sanitize fire extinguishers, door handles, work surfaces and other items that may have to be handled by students during practical instruction. Basic Covid-19 PPE will also be made available to students as a back-up to their own.

If the instructor or **BAFE** invigilator has any symptoms which could be associated with Covid-19 **F.I.R.E LTD** will notify the students employer as soon as possible and will endeavour to provide another instructor or invigilator for the exam. In the event that another instructor or invigilator cannot be found the course or exam will have to be cancelled and we will notify students employers as soon as possible.

Taking in to account the current circumstances, if a course and/or exam is cancelled by **F.I.R.E LTD** due to Covid-19 concerns then the student will be offered a place on a future course and/or the fee for this course may be waived at the discretion of **F.I.R.E LTD**.

Students who are not maintaining social distancing or are behaving in an unsafe manner will be told to leave site.

### **Our Commitment to the Student attending a scheduled training course;**

Hot refreshments will be provided on arrival and at session breaks. A light meal will be provided at lunchtime taking into account any special dietary needs as long as we are advised at least THREE working days in advance.

Students will be treated with courtesy and respect; feedback will always be given in a positive and constructive manner.

We will do everything in our power to ensure the students comfort and welfare needs are met, e.g. provide a clean and safe training environment, toilet facilities, refreshments and where possible breakout facilities.

The tutor will try to balance the needs of the individual with those of the group as far as reasonably possible, without compromising the syllabus.

The tutor will be available during and at the end of sessions to answer individual questions. Support documentation in the form of a technician's manual and mock exam papers will be provided.

The tutor will encourage feedback to ensure that the student is getting the very best learning experience and help to ultimately take and pass **BAFE** invigilation.

Apart from delivering the course syllabus clearly, the tutor's secondary objective is to ensure that the student is prepared and be able to use the information effectively, efficiently, safely and ethically when they are working out in the field.

After-course support is available for the student by email and telephone to ease them into what is a challenging and exciting new career.

### **Students Commitment to the course;**

For many students this is a return to learning and the first time that they have studied for an invigilation for many years and we understand that this can be daunting for some people.

Students often look at portable fire extinguishers as being 'simple' devices and because of this they assume that the course will be simple and the exam a simple multiple-choice paper – this is far from the case! The course is by need highly intensive and the **BAFE** invigilation consists of a 2-hour theory paper with 40 in depth questions followed with a one to one practical assessment in front of the examiner lasting about 20-30 minutes. The practical exam can seem the most intimidating part, but it is the written paper which catches many students out.

Failures do occur for a variety of reasons most commonly by students not reading the questions properly and through lack of detail and content in their answers, the pass rate is approximately 80%. The pass mark is 75%, both in the theory and practical invigilation. A student who fails can re-sit the part of the invigilation that they failed as long as this falls within 12 months from the date of the original invigilation, after this time they must retake both the practical and theory parts again.

The course tutor will help to develop the students' invigilation technique i.e. being able to read, correctly interpret and answer the questions. Revision each evening WILL be required to enable the student to absorb and understand that days learning experience, the amount of time required varies between students, typically 1½ – 2 hours should be allowed. Test papers will be provided to structure their revision and help with invigilation preparation.

We advise that the student completely immerses themselves in the course content as the more they put in the more they will get out of it. The most successful and enjoyable courses are those where the students have contributed and supported one another.

Technicians tend to be 'hands-on' people - that's what draws us into this profession, so reading and writing is not always one of our greatest skills. By necessity there is a heavy dependency on written work and students with learning difficulties may struggle, so it is important that we are advised of dyslexia, etc. before the start of the course. Dyslexia is very common in our industry, from experience affecting approximately 1 in 20 students, and it is nothing to be ashamed of.

The **BAFE** invigilation caters for genuine dyslexic students where proof in the form of a consultant's letter will be required at least 14 days before the start of the course to identify the extent of the dyslexia, so that the tutor and the invigilator will know what additional support is required, where possible. For example, if the difficulty is with reading

slowly and understanding the questions then extra time in the exam might be arranged with the examiner. This will incur an additional fee if an additional room and/or a second examiner is required.

Bring tools if you have them otherwise these will be made available during the course and practical exam. The dress code is smart casual. The use of smart phones and other handheld electronic devices will not be tolerated during tuition time where unless in exceptional circumstances they will need to be switched off or turned to silent mode and incoming calls and messages ignored until break times.

### **Employers Commitment to the course;**

Please let the student have sight of this document to help prepare them for the course.

The course tutor and **BAFE** invigilator will have tools available, but the student will undoubtedly feel more secure having their own selection of basic tools listed in the course confirmation letter.

We would point out that the Code expects 'competent' technicians to be a "*person with the qualifications, training and experience, with access to the relevant tools, equipment and information, manuals and knowledge of any procedures recommended by the manufacturer of the extinguisher, to carry out the relevant maintenance procedures*". We will provide the training and invigilation, but it needs to be recognised that it is the employer who is responsible for providing the appropriate field experience shadowing an experienced technician ideally in advance of the course.

When the student is dyslexic, we draw the employer's attention to invigilation requirements detailed above in the last paragraph of the 'Students Commitment to the Course' in the previous section.

If you need to cancel the booking a loss will be incurred to us and so the following cancellation policy will apply; **in the case of late cancellation i.e. within 14 days from the course start date, the full amount of the course fee will remain due to be paid.** Our full terms and conditions are available upon request.

### **Our Commitment to the Employer;**

We intend to produce a well-rounded service technician that is knowledgeable, safe and competent when working out in the field. In extreme cases the employer will be advised by telephone if a student is considered by the tutor to be reckless or a hazard to themselves and/or other people around them and has been removed from of the course. This will also apply in the case of any form of gross misconduct by the student.

We will endeavour to inform the person who booked the students place (or another nominated to us by that person) of the students' invigilation results by telephone within 21 days from the date of the invigilation. This will be followed up either with the **BAFE** invigilation certificate or in the case of a fail, an email giving the students practical and theory results. We are unable to access the exam paper to identify the student's weak areas, but **BAFE** in special circumstances may provide verbal feedback to you if you are invited to contact them directly.

Appropriate ongoing email and telephone support will be available at all stages to support the employer to develop the full potential of the student.

Any complaint arising from the course or invigilation should be confirmed in writing within 14 days from the last day of the course where if mutual satisfaction cannot quickly be reached, we will work to the UK Fire Association complaints procedure to achieve resolution.

Fire Industry Resources and Equipment Ltd takes Data Protection seriously and adheres to the Regulations which came into force on 25 May 2018, our privacy policy is available on our website.



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