



Extinguisher Technicians Course – BAFE Invigilated, Expectations

Our Commitment to the Student attending a scheduled 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.

Dynamic and Interactive Fire Training

Unit 19 Enterprise House, 44 - 46 Terrace Road, Walton on Thames, Surrey. KT12 2SD

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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.

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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.



Alan Palmer
Managing Director

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