# 

# Licence to Control (Bronze Award)

Self-Assessment Report (SAR)

**What is the Licence to Control (Bronze Award) Scheme?**

The Licence to Control (Bronze Award) Scheme is designed to accredit and recognise the skills and knowledge required to operate in a water control room operations environment. The Bronze Award is the first of three awards for water control room staff (Silver and Gold are still to be finalised).The scheme requirements are derived from the Control Room Operations Competence Framework, and the scheme is aimed at individuals working at operative level carrying out scheduled work and responding to incidents.

The scheme sets out to provide consistent standards which clearly define expectations in terms of performance and knowledge of individuals completing operative control room tasks. The scheme rules set out minimum requirements for programme size and core content, but allow for significant flexibility for organisations to fashion programme design and delivery according to their own needs and requirements.

In order to have a training programme approved by Energy & Utility Skills for the Licence to Control Scheme, there are a number of requirements that training providers need to meet:

1) **You will need to be approved as a training provider**. The Quality Framework – which sits at the heart of provider approval - sets the minimum criteria for learning and development practices, and links into the programme approval process. Sometimes provider approval can be carried out at the same time as the approval of a training programme. If you are not yet an approved Energy & Utility Skills training provider, then you should visit the Energy & Utility Skills website (www.euskills.co.uk) to find out further details.

2) **You will need to meet the generic training programme criteria for an approved skills-based programme**. These are the general requirements that any approved training programme must meet. They are included below on pages 9 - 11.

3) **You will need to meet the requirements of the Licence to Control Bronze Award specific programme criteria**. Training and assessment programmes must be mapped to these unit standards, and then they are approved for delivery by Energy & Utility Skills, as well as resources, delivery plans and internal quality assurance processes.

**Licence to Control approval process**

As an approved training provider, the first step is to complete and submit a Self-Assessment Report (SAR) as well as the mapping to the Licence to Control Bronze Award standards for which you require approval. Your SAR, mapping and evidence will be reviewed and if it meets all the required criteria, we will confirm our approval of your Licence to Control training programme and assessment. The SAR sections to be completed by you are on pages 15 - 18.

In more detail, the approval process requires that you:

* Read and understand fully this Self-Assessment Report (SAR) and ensure that your Licence to Control Bronze Award programme is fully compliant with the Energy & Utility requirements.
* Read and understand fully the generic training programme criteria and ensure that your Licence to Control Bronze Award programme is fully compliant with these requirements.
* Read and understand fully the Licence to Control Bronze Award specific programme criteria and unit standards (i.e. the Control Room Operations Competence Framework) which relate to your programme/s, and ensure that your programme/s fully meets these criteria and these standards. All programmes approved under the Licence to Control Bronze Award Scheme must fully align with these requirements.

* A mapping document must be provided, as part of the approval process, to show how the programme has been mapped to the generic training programme criteria, Licence to Control Bronze Award specific programme criteria and unit standards. Contact the Quality team who can provide you with examples of mapping documentation.
* There is a unit mapping template available within [Appendix A](#_APPENDIX_A:_Utility_1) which you can use to support this activity. Use of this template, however, is not mandatory. Whatever form of template is used, it is requested that, as a minimum, it includes **clear** and **specific** reference to the location of the evidence that meets each of the **individual criteria**. If this is not clear, the submission will be rejected.
* In addition to mapping your programme to the Licence to Control Bronze Award requirements, it is important that you submit examples of relevant supporting evidence, e.g. delivery plans, lesson plans, activity materials, assessment materials etc. Contact the Quality team who can help you with identifying the best ways to support your submission with scheme documentation.
* Ensure that you have met all requirements (use the checklist) before submitting the programme/s for approval. (See page 16).
* A signature from an individual with appropriate authority in your organisation (i.e. a director, senior manager) is required to confirm that a thorough and honest self-assessment has taken place and that all requirements have been fully met.

The flow chart below summarises the process for programme approval:

We also provide the following policies as they set our approach towards some key areas within training, delivery and assessment.

* [Appeals and Enquiries About Results](https://www.euskills.co.uk/wp-content/uploads/2018/04/EUS-Enquiry-about-results-and-appeals-policy.pdf)
* [Complaints Policy](https://www.euskills.co.uk/wp-content/uploads/2018/04/EUS-Complaint-Policy.pdf)
* [Malpractice and Maladministration](https://www.euskills.co.uk/wp-content/uploads/2018/04/EUS-Malpractice-and-Maladministration-Policy.pdf)
* [Reasonable Adjustments and Special Considerations](https://www.euskills.co.uk/wp-content/uploads/2018/07/EUS-QA-Pol-062-V2-Reasonable-Adjustments-and-Special-Considerations.pdf)
* [Sanctions](https://www.euskills.co.uk/wp-content/uploads/2018/04/EUS-Sanctions-Policy.pdf)
* [Whistleblowing](https://www.eusr.co.uk/wp-content/uploads/2018/08/Whistleblowing-Policy-2017-v1.pdf)

**On-going monitoring and audits of Licence to Control (Bronze Award) programmes**

All Licence to Control Bronze Award programmes that are approved by Energy & Utility Skills are subject to our on-going quality assurance monitoring which includes regular audits.

We use our Quality Framework to support our monitoring and audits. We audit all of our approved providers at least every 12 months, sometimes more often if we deem them or the programmes they offer to be of a ‘higher risk’. To keep this as easy and efficient as possible, supporting evidence for our audits can be provided in a variety of ways e.g. electronic or photographic.

**Scheme rules for programme development**

The Control Room Operations Competence Framework consists of 43 units in total which total 180 learning objectives. The full standards (including Silver and Gold standards) are included below.

A Licence to Control Bronze Award programme submitted for approval by Energy & Utility Skills must meet the following minimum requirements:

1) It must contain delivery and assessment of the following 16 mandatory, core Bronze level units:

* Introduction to the law
* Introduction to the regulators
* Compliance and consent
* Security and emergency measures (SEMD)
* Security measures, impact and control of information
* Basic biology and chemistry
* Basic operational maths
* Company specific IT systems
* Problem-solving
* Communication and customer service skills
* Corporate procedures
* Energy management
* Lone worker
* Health and safety at work
* Water and waste network structure
* Problem solving on the network

which total 57 learning objectives. These do not necessarily need to be delivered as discrete units, and can be combined to make smaller packages of learning. However, all 57 learning objectives need to be delivered and assessed.

2) It must also contain the delivery and assessment of a further 63 learning objectives from the remaining units of the competency framework at Bronze level. The learning objectives chosen can consist of either whole units or parts of whole units.

This core/option scheme rule ensures that each programme submitted for approval is a minimum size (i.e. 120 learning objectives) and represents coverage of approximately 2/3rds of the total learning objectives available in the standards (180 learning objectives).

This scheme rule enables consistency between programmes but does not sacrifice individual company flexibility to build programmes appropriate for need. It should also be stressed that these represent minimum programme size requirements and do not preclude companies from designing and delivering larger programmes if the need requires it.

Flexibility also extends to programme designation. In considering programme design, organisations should consider whether their programme is either a ‘Clean Water’ programme, a ‘Waste Water’ programme or a mixed ‘Clean & Waste Water’ programme. Organisations will be required to identify the designation of their programme upon submission for approval to Energy & Utility Skills.

**Registration**

Programmes submitted for approval to Energy & Utility Skills may be designated as one of any 3 types:

* Clean Water
* Waste Water
* Clean & Waste Water

A ‘Clean & Waste Water’ programme may be one of two kinds: either 1) a mixed programme where the outcome gives the individual a combined Clean & Waste Water registration, or 2) a broad-based programme of Clean Water and Waste Water units where an individual can either achieve a discrete Clean or Waste Water outcome (assuming they achieve the required number of specific units/learning objectives for each outcome).

Once a programme has been approved by Energy & Utility Skills, then the approved provider will be permitted to submit registrations for individuals who have successfully passed the programme and its associated assessment.

Depending on the nature of the approved programme, an individual successfully achieving a programme will receive one of the following registration titles on EUSR:

**Licence to Control (Bronze Award) Clean Water**

**Licence to Control (Bronze Award) Waste Water**

**Licence to Control (Bronze Award) Clean & Waste Water**

There is no limitation to the number of registrations an individual can have in relation to the above titles. Individuals will be registered relative to the number of programmes they successfully complete.

Individuals who have taken and passed an approved Licence to Control Bronze Award programme will be registered with EUSR for 3 years.

A grace period of 6 months after the expiry date on the card will be given to enable individuals to renew their registration. After this time, the individual will be expected to undertake some form of refresher training prior to re-assessment.

**Renewal of registration**

To renew an EUSR registration, individuals must demonstrate their continuing compliance with the relevant unit standards. This can be undertaken in one of two ways:

**1) Competency assurance** - where an approved organisation can demonstrate that throughout an individual’s registration they have been working in a relevant role and have successfully undertaken internal review and refresher activities designed to monitor and maintain an individual’s skills and knowledge in relation to the scheme specification.

Where this route to renewal is used, then organisations would be expected to demonstrate their competency assurance model to Energy & Utility Skills as a part of ongoing quality assurance audits.

Given the anticipated size of Licence to Control Bronze Award programmes, it is likely that this route to registration will be popular and the most fit for purpose way to ensure that individuals continue to hold registration.

**2)** **Re-assessment by an approved organisation** – this is where an individual, who has been doing an operational role on a day to day basis, is, as a minimum, re-assessed against the units/learning objectives covered by the programme.

Whilst this does not need to be identical to the original Licence to Control Bronze Award programme assessments for individuals, it must cover both skill and knowledge and be aligned to the full range of the programme, i.e. it should not be a knowledge only test or focus upon just a part of the specification.

Where there has been a break of 6 months or more in an individual’s experience, then any re-assessment programme of this kind should also take into account the need for refresher style activities prior to re-assessment.

Where this route to renewal is used, then organisations would be expected to demonstrate their re-assessment model to Energy & Utility Skills as a part of ongoing quality assurance audits.

**Assessment Guidelines**

The scheme allows for assessment of individuals to be conducted through a variety of methods as defined by the requirements of each programme and the circumstances of its learners (ie self-study, shift work etc), eg e-learning/assessment, (e)portfolio-based, observation, questioning, professional discussion, more conventional written assignments and/or tests etc.

Where formal e-assessment (ie *e-assessment that requires arrangements at the time of assessment to ensure the integrity of an individual’s performance*) comprises a part/all of the assessment towards the programme, then you must ensure that this meets our e-assessment requirements identified in the Energy & Utility Skills ‘e-Assessment Self-Assessment Report (SAR)’.

Where formal assessment (ie *assessment that requires arrangements at the time of assessment to ensure the integrity of an individual’s performance*) involves conventional, written assessment, then the following guidelines must apply when tests are undertaken:

* Assessment or test papers must be kept securely
* Mobile phones and all electronic devices must be switched off before the assessment commences and remain switched off throughout the duration
* Individuals must be given enough time to read the questions for themselves - even if they are also read out by the trainer or invigilator
* There must not be any breaks whatsoever during the assessment, including toilet breaks
* Individuals taking the assessment must not communicate with each other
* All personal belongings - including bags, notes, purses/wallets, phones, drinks or food – must be removed from the table before the assessment starts
* There must be adequate space between individuals taking the test to minimise the risk of cheating
* Any special considerations or adjustments must comply with our Reasonable Adjustments Policy
* All display materials in the assessment room which may be useful to an individual during the assessment must be taken down or removed

**Licence to Control (Bronze Award) requirements**

This section addresses in more detail the Licence to Control Bronze Award requirements identified above. In particular, it identifies the:

1) Generic training programme criteria – essential for all training programmes

2) Licence to Control Bronze Award specific programme criteria – essential for Licence to Control programmes

3) Unit standards (i.e. from the Control Room Operations Competence Framework) – required for your Bronze Award programme

**1) Generic training programme criteria**

The criteria below outlines the type of information we will require to support your application to have your Licence to Control Bronze Award programme approved by Energy & Utility Skills. Please contact the Quality team (email: [quality@euskills.co.uk](mailto:quality@euskills.co.uk)) us if you require any additional information or have any questions.

|  |  |
| --- | --- |
| **Evidence Requirement** | **Supporting information** |
| 1.Qualifications, CVs and CPD - for staff involved in the training programme design and delivery (e.g. trainers, assessors, internal quality assurers) | * CVs – occupational competence – a minimum of 2 years (or alternative methods of determining competence) * CPD evidence, where appropriate |
| 2. Planning | * Mapping to industry standards, qualifications, apprenticeships or Energy & Utility schemes * Learning outcomes are clearly stated with clear aims and objectives * Duration of the training programme * Description of an average/typical individual attending the training programme * Structure of training programme including any Rules of Combination, barring of modules etc. * Recognition of Learning or Accreditation of Prior Learning process * Reasonable adjustments and special consideration process * Schemes of work and/or lesson plans |
| 3. Lesson Delivery | * Delivery methodologies * Delivery timetables * Delivery support materials, resources and activities – for trainers and learners * Mapping to relevant industry standards, qualifications, Energy and Utility Schemes or apprenticeships * Mapping of delivery materials to learning outcomes * Mapping of assessment materials to delivery materials * Methodologies and materials used to deliver programmes |
| 4. Information, advice and guidance to support individuals | * Information, advice and guidance for prospective learners (marketing material, website, leaflets, helplines, joining instructions) * Pre-training programme information availability e.g. joining instructions containing information on the programme including learning aims, objectives and outcomes, programme overview, costs, pre-requisites such as competence or knowledge, logistics such as venue, timings, catering, dress code, PPE requirements etc. * Information for current individuals (e.g. specification, handbook, manual, industry standards, working practices, print-out of slides, workbooks, suggested additional reading lists, suggested additional activities or exercises, case studies) * Advice and guidance for current individuals (e.g. support mechanisms in place, specialist support availability, progression information, careers advice) |
| 5. Assessment | * Assessment methodologies * Assessment mark schemes/guides * Assessment plans/evidence matrices * Assessor written evidence/IQA written plans * Assessment feedback |
| 6. Internal Quality Assurance | * IQA methodology (minimum requirements for assuring quality of delivery and assessment) * Sampling plan * Processes, policies, proformas, templates, and records * Standardisation processes * Invigilation process (if appropriate) |
| 7. Feedback | * Evaluation mechanism * 360 feedback loop |
| 8. Review | * Regular and appropriate review of the training programme including support materials |

**2) Licence to Control Bronze Award specific programme criteria**

|  |  |
| --- | --- |
| Basic Design Criteria: |  |
| Specific Licence to Control Bronze Award Design Criteria: | The programme demonstrates complete alignment to the Licence to Control Bronze Award specific programme criteria.  The relevant specification(s) for the units/learning objectives being submitted against have been integrated into the learning, development and assessment process. See section 3) below and the mapping document in [Appendix A](#_APPENDIX_A_-). |
| The organisation will comply with the specific trainer/assessor requirements identified below in the Trainer/Assessor requirements section.  Where e-assessment forms a part of formal programme assessment, then the requirements of the e-Assessment SAR will be met. |

**3) Unit standards – Control Room Operations Competence Framework**

The embedded document below represents the current version of the standards against which you are required to map your Bronze programmes:

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**Trainer/Assessor requirements**

This outlines the expectations placed on those involved in the delivery of learning and assessment material approved under the Licence to Control scheme.

|  |  |  |
| --- | --- | --- |
|  | Description | Mandatory / Optional |
| Trainer/Assessor Requirements | As a minimum, all trainers/assessors must:   * Have a comprehensive awareness of the requirements of the scheme. * Comply with the scheme rules at all times. * Adhere to requirements, policies and procedures outlined within the submission. * Be able to demonstrate knowledge, experience and understanding of current control room roles and activities. * Have been trained to carry out training/assessment in the control room context. * Have demonstrable experience of carrying out training and assessment within the control room context.\*   \*Where an individual has limited training and assessment experience, then it is important that you describe the ways in which an individual will be supported in these activities in order to gain full and relevant experience. | Mandatory |
| Quality Assurance Requirements | There should be named individual/s responsible for the on-going quality assurance in relation to all aspects of the scheme. These should be different to the above-named trainers/assessors.  As a minimum, all internal quality assurers (IQAs) must:   * Have a comprehensive awareness of the requirements of the scheme. * Comply with the scheme rules at all times. * Adhere to requirements, policies and procedures outlined within the submission. * Be able to demonstrate knowledge, experience and understanding of current control room roles and activities. * Have been trained to carry out quality assurance activities in the control room context. * Have demonstrable experience of carrying out quality assurance activities within the control room context.\*   \*Where an individual has limited quality assurance experience, then it is important that you describe the ways in which an individual will be supported in these activities in order to gain full and relevant experience. | Mandatory |

Note: whilst formal, nationally-recognised trainer, assessor and verifier awards are not a requirement for the scheme, they are desirable and relevant to the roles identified above. As a part of continuing improvement, you should consider how individuals, training, assessing and verifying, may be further developed through undertaking these formal qualifications.

**The Self-Assessment Report**

In this section, you must begin to tell us about your Licence to Control Bronze Award programme. This section of the SAR must be fully completed and accompany the mapping of your programme/s.

**1) Training programme information**

Please complete the fields below so that we have full details of your programme/s

|  |  |
| --- | --- |
| Organisation | Click here to enter text. |
| Named contact | Click here to enter text. |
| Contact details (telephone and email) | Click here to enter text. |
| Address | Click here to enter text. |
| Training programme title | Click here to enter text. |
| Link to any Energy & Utility Schemes - if so, mapping needs to be provided | Click here to enter text. |
| Is there a renewal or end date? | Click here to enter text. |
| Link to standards or qualifications in the UK (e.g. NOS, RQF, Apprenticeships) – if so, mapping needs to be provided | Click here to enter text. |
|  | Click here to enter text. |
| Duration | Click here to enter text. |

**2) Criteria and evidence checklist**

This part of the SAR must accompany your mapping of your programme against the relevant criteria and specifications, and confirms that you have fully completed the approval submission process.

|  |  |  |  |
| --- | --- | --- | --- |
| Criteria and Evidence Checklist | | | |
| **L2C1** | Programme demonstrates compliance with the requirements of the generic training programme criteria |  | |
| **L2C2** | Programme demonstrates complete alignment to the Licence to Control Bronze Award specific programme criteria  The relevant specification(s) for the units/learning objectives being submitted against have been integrated into the learning, development and assessment process  I have included a mapping document as part of my submission. | |  |
| **L2C3** | The training organisation complies with the specific trainer, assessor and verifier requirements identified in the Trainer/Assessor requirements section. | |  |
| **L2C4** | The formal assessment for the programme has elements of e-assessment and this meets the requirements of the e-Assessment SAR. | |  |

**3) Website information**

This information will be used by Energy & Utility Skills to promote your endorsed training programme on our website.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Leave blank if you do not require the information to be listed on our website** | | | | |
| Overview of the training programme including why it was developed, target audience, aims, objectives and assessment methodology | Click here to enter text. | | | |
| Standards the training programme is mapped to (e.g. industry, or qualification or Energy & Utility Skills scheme or programme) if any | Click here to enter text. | | | |
| Pre-requisites for the training programme | Click here to enter text. | | | |
| Duration of the training programme | Click here to enter text. | | | |
| Contact details - include name, email and/or telephone number | Click here to enter text. | | | |
| Industry e.g. Gas, Water, Power, Waste Management, Telecomms | Click here to enter text. | | | |
| Location(s)  Please select as many that apply: | Channel Islands |  | East Midlands |  |
| East of England/East Anglia |  | London |  |
| N E England |  | N W England |  |
| Northern Ireland |  | Republic of Ireland |  |
| Scotland |  | S E England |  |
| West Midlands |  | S W England |  |
| Yorkshire and The Humber |  | Wales |  |
| All |  |  | |

## 4) Named person declaration

This section confirms that a senior member of your organisation has reviewed the submission and agrees that the submission represents a thorough and honest self-assessment of the programme/s. It also confirms that the submission meets the full requirements of the scheme.

|  |  |  |  |
| --- | --- | --- | --- |
| I confirm that **[Company Name]** has conducted a thorough and honest self-assessment of the **[insert Programme Title]** and that it meets all the criteria specified within the Licence to Control SAR.  I understand that the Energy & Utility Skills reserves the right to seek further verification of the product described as part of the application and ongoing monitoring process in order to preserve the integrity of the product approval process, and understand that any inconsistencies and suspected deception may put the approval status at risk.  I understand and confirm that all learners who attend this programme will be registered with EUSR, as stated within the overarching conditions, and that each registration will be charged at the rate published on the EUSR website, unless otherwise agreed and confirmed in writing. | | | |
| Name |  | | |
| Job Title |  | | |
| Company Address |  | | |
| Telephone no |  | | |
| Email address |  | | |
| Signature |  | Date | Click here to enter text. |

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## APPENDIX A – Licence to Control Bronze Award Mapping Document

The following mapping document enables you to map your Bronze programme for the purposes of quality assurance review by Energy & Utility Skills:

