


# GUIDE TO OUR ENDORSED TRAINING PROGRAMMES

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“ We’ve had our training programmes endorsed by Energy & Utility Skills for a few years now. The quality assurance around the approvals and audits means they have more rigour and because we value this so much, we are now getting our supply chain to also get their training programmes endorsed.

This will save us lots of time as Energy & Utility Skills ensures they are of the highest standard for all individuals working for M Group Services, directly or indirectly.”

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Richard Nelson  
M Group Services,  
Head of Training Compliance



## ABOUT ENERGY & UTILITY SKILLS

Energy & Utility Skills is a not-for-profit industry body working for the benefit of employers within the energy and utilities industries. Our membership includes more than 50 organisations which collaborate and share best practice on skills.

We help employers in the energy and utilities sector attract, develop, and maintain a sustainable, skilled workforce through our specialist services for now and in the future, as well as being the skills voice for our sector.

Our services also include end point assessments for apprenticeships; workforce planning and policy research; and standards development, for example supporting the redevelopment of Gas Safe Register standards for working with hydrogen in domestic and commercial settings.

We also collaborate with employers, stakeholders, and regulators cross-industry to develop training or industry

standards and programmes in support of their recruitment and reskilling their current workforce, as well as developing schemes and programmes that are tailored to specific requirements. These requirements include training programmes, assessment services, and quality assurance services.

To achieve our goals, Energy & Utility Skills works with key stakeholders including trade associations; membership organisations; UCAS; certification bodies; awarding bodies; and government bodies like the Department for Education and the Department for Business, Energy and Industrial Strategy.



# ENDORSED TRAINING PROGRAMMES

With a training programme endorsed by Energy & Utility Skills, you and your customers benefit from external quality assurance and EUSR registration, all while retaining ownership of design and content.

## Endorsement Service

One of our most popular services to employers and providers in our sector is the endorsement of training programmes.

The training programmes have been designed and developed by you, for your customers. We will endorse and assure the quality of the training programme itself, as well as any support materials and assessments.

We do have a few rules and some endorsement criteria which must be met; once we endorse a training programme, your customers will know that it is of high quality.

More information on the specific criteria can be found in our application form and in our Endorsed Training Programme Self-Assessment Report (usually referred to as our 'ETP SAR'), along with suggestions on how you can evidence your compliance.

The training programme remains yours. You make the judgement on achievement, and you retain all ownership of the design and content which, of course, must be original and not infringe on any third-party copyright or intellectual property rights.

## Benefits

Endorsed training programmes are a great way for you to demonstrate to your customers the quality and rigour of your training, as well as being a guarantee that your training programme is of a high standard.

All individuals completing your training programme will be registered on EUSR and issued with a unique EUSR ID number, as well as a photo ID card which can be either a virtual card (accessed on a mobile phone) or a plastic smart card.

The register and card both display the training programme details recorded on EUSR against the individual.

You can use our logos in your documentation, media, or training delivery support materials relating to the endorsed training programme.



## Do you contract out your training to external providers?

Getting your training programmes endorsed by Energy & Utility Skills means you are assured of their quality, even if you don't deliver the training yourself. We do the quality assurance for you, saving you time and money.



## EUSR Registration

EUSR is the energy and utilities sector register for skills, training, and sometimes authorisations and qualifications. Available online 24/7, it is used by employers and individuals to verify skills and training.

Completing an Energy & Utility Skills Endorsed Training Programme results in an EUSR registration for typically three or five years.

Individuals can quickly show their training record to anyone, for example a Site Manager or a new employer. They can do this via our online register (available 24/7), a virtual card, or a plastic smart card.

Having an EUSR registration also reduces costly duplication of training if an individual works at more than one site. There's no need for training every time they move location, saving both the individual and their employers time and money.

Registration on EUSR verifies that an individual has been through high quality training with an Energy & Utility Skills approved provider on an Energy & Utility Skills approved or endorsed training programme.

Additional benefits for employers in our sector also include them being able to demonstrate that individuals working on specific contracts have the appropriate training, supporting compliance with regulations or guidelines – for example, to asset owners or regulators.

The register holds nearly 300,000 training and skills records, and about 3,000 new registrations are added each week.

# THE ENDORSEMENT PROCESS

## Provider Approval

If you're not already an Energy & Utility Skills Approved Provider, this is the first step.

Provider approval is at an organisation level and is a once only activity. We review your application to check your compliance with our [Quality Framework](#) and your approach to internal quality assurance, the policies you have in place, and your resources and equipment.

We are available to offer advice and guidance all the way through this process, which also includes a visit by one of our External Quality Assurers (EQAs).

All of our provider approval criteria and guidance on our evidence requirements can be found in our Provider Approval Self-Assessment SAR (also called Provider Approval SAR). Email or call us to get one sent to you.

Once approved, you can then start the process of getting your training programme endorsed.

## Training Programme Endorsement

We've tried to keep the process as simple as possible and we work with you every step of the process, offering you advice, guidance, and support along the way.

It is your responsibility to check the training programme for technical accuracy, and adherence to legal or regulatory requirements usually associated with the specific subject area.

We review the evidence you submit with the ETP SAR, including the mapping of the programme to the appropriate standards, to make sure your training programme meets all our endorsement criteria.

If, for any reason, we are not able to confirm endorsement of your training programme, you will always know why.



# QUARTZWEB

QuartzWeb is our online registration system. Approved providers use QuartzWeb to process all EUSR registration applications.

There are different roles in QuartzWeb that can add, view, and amend EUSR registration applications. You decide who is best placed in your organisation for each of these roles.



# ONGOING QUALITY ASSURANCE

All approved providers and their endorsed training programmes are subject to our ongoing quality assurance monitoring, including regular audits.

We audit all of our approved providers at least once every 12 months, and as part of this annual audit we will review your endorsed training programme to make sure you are still compliant with our endorsement criteria. This could include observation of training delivery, review of supporting documentation, or sampling of assessment decisions.

We will send you a pre-audit report which details the areas we will review during the visit, which will always include a sampling of achievements of individuals you have registered on EUSR.

Once we have completed the audit, we will provide you with a report of our feedback which could include any agreed actions or recommendations.

If we agree that there are actions or recommendations, then we will work with you to rectify any issues, always offering friendly and professional advice and guidance as well as sharing best practice.

Occasionally, we may ask for a resubmission of all training materials to ensure we have the most up-to-date copy for our records.

# SUITABILITY FOR ENDORSEMENT

## Training Programme Endorsement Criteria

Your training programme must meet the following criteria. As part of the submission process, you will complete the ETP SAR and provide us with supporting evidence. Examples of acceptable evidence are listed below.

	Endorsement Criteria	Suggested Evidence
<b>Administration</b>	<ol style="list-style-type: none"> <li>1. You issue information and guidance to an individual that is clear and easy for them to understand</li> <li>2. If there is an assessment, the individual knows how the results will be communicated to them and what happens should they fail, or how they might appeal the result</li> </ol>	<ul style="list-style-type: none"> <li>▶ Joining Instructions</li> <li>▶ Learning Management System records</li> <li>▶ Handouts or materials given to the learner</li> <li>▶ Feedback sheets</li> <li>▶ Course overviews</li> <li>▶ Appeals guidance</li> </ul>
<b>Resources and Equipment</b>	<ol style="list-style-type: none"> <li>1. You have appropriate accommodation and space for training delivery and assessment</li> <li>2. You have specialist equipment needed for training delivery and assessment</li> <li>3. You have trainers/assessors/IQAs with appropriate qualifications or experience</li> </ol>	<ul style="list-style-type: none"> <li>▶ Floorplans or photographs of training areas</li> <li>▶ Equipment lists</li> <li>▶ CVs and CPD logs of relevant trainers, assessors and IQAs</li> </ul>
<b>Training Programme Content and Support Materials</b>	<ol style="list-style-type: none"> <li>1. The content is appropriate for the intended audience</li> <li>2. Your training programme has clear and unambiguous learning outcomes</li> <li>3. Your training programme/learning outcomes are mapped to an appropriate standard</li> <li>4. Your training support materials/activities are appropriate for the subject matter and intended audience</li> </ol>	<ul style="list-style-type: none"> <li>▶ Mapping document detailing how the training programme/learning outcomes are mapped to the standard</li> <li>▶ Mapping document that details how the support materials are mapped to the training programme/learning outcomes</li> <li>▶ Copies of Lesson Plans or Schemes of Work</li> <li>▶ Training delivery schedules</li> <li>▶ Training delivery guidance for trainers, assessors or IQAs</li> <li>▶ Training support or stimulus materials</li> </ul>



<b>Training Delivery</b>	<ol style="list-style-type: none"> <li>1. The training delivery method is appropriate for the content and intended audience</li> <li>2. The training is delivered over an appropriate period for the content and structure of the training programme</li> <li>3. You give appropriate guidance to individuals undertaking online learning</li> <li>4. You use appropriate software or tools to deliver training online or remotely via videoconferencing</li> <li>5. You can manage accessibility and reasonable adjustment or special consideration requests</li> </ol>	<ul style="list-style-type: none"> <li>▶ Training programme outline including delivery methods and locations</li> <li>▶ Guidance for individuals prior to undertaking training online. Individuals' accessibility and/or reasonable adjustments are covered in the guidance</li> <li>▶ Guidance for individuals prior to undertaking training delivered remotely using videoconferencing software</li> <li>▶ Information on any learning management system or electronic portfolio systems used</li> <li>▶ Policies and processes to cover quality assurance of the online or remotely delivered training</li> <li>▶ Guidance for trainers and IQAs on training delivery and IQA best practice</li> <li>▶ IQA reports and feedback</li> </ul>
<b>Assessment</b>	<ol style="list-style-type: none"> <li>1. The assessment method is appropriate for the subject matter</li> <li>2. The assessment is appropriate for the intended audience</li> <li>3. The assessment method is appropriate for the training delivered – for example, knowledge or competency-based training</li> <li>4. You conduct moderation or standardisation exercises</li> <li>5. The length of time allocated to the assessment is appropriate for the subject matter and assessment method</li> <li>6. The length of time allocated to the assessment is appropriate for the intended audience</li> <li>7. You can manage accessibility and reasonable adjustment or special consideration requests</li> <li>8. You give appropriate guidance to individuals undertaking online assessment</li> </ol>	<ul style="list-style-type: none"> <li>▶ Guidance given to individuals prior to them undertaking assessment</li> <li>▶ Copies of assessments – for example, test papers, templates for observation or witness statements</li> <li>▶ Mark scheme</li> <li>▶ Copies of assessment observation or invigilation logs/records</li> <li>▶ Mapping of training programme outcomes to the assessment criteria.</li> <li>▶ Moderation records</li> <li>▶ Policies, guidance, or processes to support assessment integrity</li> </ul>



# ADDITIONAL GUIDANCE

We will review your submission, and some of our considerations will include whether the training programme and assessment is suitable and appropriate for the intended audience, based on:

- ▶ Writing style and vocabulary
- ▶ Level of demand
- ▶ Use of acronyms and technical information and jargon
- ▶ Suitable activities for audience literacy levels
- ▶ Prerequisite knowledge and experience
- ▶ Appropriate assessments for subject content, for example knowledge or competence
- ▶ Whether diversity, inclusion, and accessibility have been considered

## Joining Instructions

The joining instructions you issue to individuals prior to the commencement of training not only helps set their expectations, it allows them to prepare appropriately. Information on the following should be given prior to the start of training:

- ▶ Address and postcode of training delivery location
- ▶ Contact name at training delivery location
- ▶ The name of the training programme
- ▶ Aim and objective of the training or learning outcomes
- ▶ Timings – start and finish times
- ▶ Duration of training
- ▶ Catering arrangements – drinks and lunch arrangements
- ▶ Dress code – including any PPE requirements
- ▶ Accessibility, reasonable adjustments, or special considerations; which should include an explanation of what they are and how an individual could inform you of any prior to the start of training

## Resources and Equipment

You should have available the appropriate resources and equipment to successfully deliver the training and assessment. If specialist equipment is a requirement of the training delivery or assessment, then this should be available to everyone for the appropriate amount of time.

Your trainers, assessors, and IQAs must have the appropriate qualifications and/or industry experience for the training and assessment.

## Reasonable Adjustments and Special Considerations

Sometimes, individuals need additional support during their training or assessment.

You must have in place a policy, set of guidelines, or process that is accessible for individuals so they know how to inform you should they require additional support, as well as listing the types of support available for those with additional needs.

Please read our [Reasonable Adjustments and Special Consideration Policy](#) for more information and guidance.



### Aim and Objective

Your training programme must have a clear aim and objective. The 'Aim' is the over-arching intention of the training for the individual. The 'Objective' is more specific - it details what the individual will 'know' or 'can do' after the training.

### Standards

The learning outcomes within your training programme must map to a standard. This could be any one of the following, and your programme could map to all or part of the standard.

- ▶ National Occupational Standard (NOS)
- ▶ Qualification standard
- ▶ HSE Guidelines  
For example, Manual Handling at Work; Working at Height; Asbestos; Avoiding danger from underground services (HSG47)

- ▶ Codes of Practice
- ▶ Manufacturers' Equipment Instructions
- ▶ Industry standards
- ▶ Standards developed with employers specifically

We ask for evidence which shows how your training programme maps to the standard. The evidence could be a document detailing where the learning outcomes map to the standard.

Standards are the most important part in any high-quality training programme. They lay out the minimum learning objectives for the individual, and they articulate what an individual should 'know' or 'can do'.

### Learning Outcomes

Your training programme must have clear learning outcomes; we will review them to make sure that:

- ▶ It's clear what an individual is expected to 'know' or 'can do'
- ▶ There is an appropriate number for the size of the training programme
- ▶ They can be documented and help track achievement
- ▶ They differ sufficiently so they don't overlap in content
- ▶ They align to any assessment or performance criteria
- ▶ They are used to inform development of Schemes of Work/Lesson Plans
- ▶ They contain an appropriate verb (see Bloom's Taxonomy for some examples of verbs you may want to use)

## Bloom's taxonomy

Levels	Action verbs
<b>Create</b>	Design • Plan • Shape • Devise • Compose • Invent
<b>Evaluate</b>	Prioritise • Rate • Justify • Verify • Assess
<b>Analyse</b>	Compare • Explain • Categorise • Differentiate
<b>Apply</b>	Illustrate • Complete • Solve • Operate • Implement
<b>Understand</b>	Outline • Explain • Predict • Recognise • Classify
<b>Remember</b>	Describe • Relate • Tell • Find • Locate

### Prerequisites

You are free to stipulate your own prerequisite requirements for individuals before they start the training on your endorsed training programme. It is always your responsibility to ensure that all individuals have the appropriate qualifications, knowledge, or experience prior to the start of training.

If your training programme requires individuals to have specific knowledge, experience, or qualifications prior to training, then this must be documented in the programme materials.

We will review and sample your programmes and individuals as part of our quality assurance monitoring and audits.

### Titling

The title of your endorsed training programme and any units within the programme must reflect the content. It must not be the same as or similar to the title of one of our Energy & Utility Skills schemes or another awarding body's qualification.

We will not accept any of the following in an endorsed training programme title:

- ▶ Award
- ▶ Certificate
- ▶ Diploma
- ▶ RQF
- ▶ QCF
- ▶ Level (as in Level 1, Entry Level)

All endorsed training programmes must also include the name of the approved provider in brackets, and no changes may be made to the title once it is endorsed, unless agreed with us.

The correct title must be used in all your certificates, training and support materials, advertising, communications, website content, and promotional materials.

The title of the endorsed training programme is recorded against the individual on our online register and on their virtual or plastic smart EUSR ID cards. There is a limit on word count that we can accommodate on the EUSR ID cards so we may ask you to review the title.

We will confirm with you the name in brackets that will appear on all endorsed training programmes, which may be a shortened name due to the title length constraints.

## Changes to the Endorsed Training Programme

You must not make any changes to the training programme we have endorsed without seeking approval from us. This includes:

- ▶ The standard the training is mapped to
- ▶ Learning and assessment outcomes
- ▶ Staff changes including trainers, assessors, and IQAs
- ▶ Amendments to delivery, assessment, or support materials
- ▶ Amendments to Schemes of Work or Lesson Plans, including Guided Learning Hours
- ▶ IQA processes

## Annual reviews

You are required to review your Endorsed Training Programme at least annually. This review must include checking the content for technical accuracy and compliance with regulatory or legislative requirements.

You must also obtain feedback from individuals who undertake your training to make sure their experiences are considered as part of your review.

You must document that a review has taken place, as well as any actions taken as a result of the review, as we will ask to see this as part of our ongoing quality assurance activities.

## Multi-Site Delivery

Endorsed training programmes can be delivered at more than one site, provided that:

- ▶ We are informed of all delivery and assessment sites
- ▶ The approved provider owns the delivery sites, or there is a contractual relationship between the approved provider and the owner of the delivery site (for example, where training delivery takes place at a customer's premises)
- ▶ All policies, processes, and documentation at the delivery site mirror those at the approved provider site
- ▶ Each delivery site maintains up-to-date records of delivery, assessment, and internal quality assurance activity
- ▶ Where training and assessment delivery occurs at more than one site, the approved provider must be able to evidence standardisation or moderation activities which take place to support consistency in learning outcomes
- ▶ The approved provider makes all payments due to Energy & Utility Skills regardless of where the training is delivered

## Delivery Method

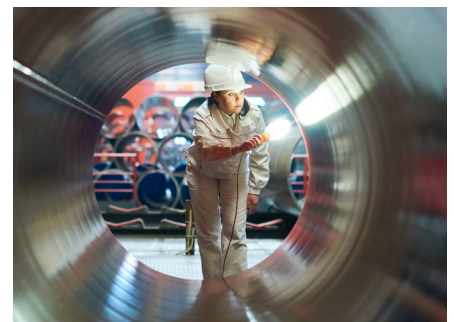
The delivery method should be appropriate for the subject matter, level of demand, and the type of learning (for example, whether it is knowledge or competency based).

Examples of acceptable delivery methods include classroom, workshop, seminar, on-the-job, simulated work environment, virtual reality, lectures, and e-Classroom.

For training delivery in an e-Classroom, please read our ['Guidance and Best Practice for Remote Training Delivery'](#).

We will also endorse online training programmes. Where the training (and assessment, if appropriate) is all online, our review will include consideration of the following:

- ▶ Type of content: It must be knowledge or theory only
- ▶ Timings: Is there enough/too much time for individuals to complete?
- ▶ Participation: How much is interactive?
- ▶ Topics: Not too many and with appropriate time on each one





## Assessment

You must be able to confirm that learning has taken place and been understood by the individual. Your assessment must be appropriate for the subject matter and type of learning, for example knowledge and/or competency based. Assessment can be done after each unit/module or at the end of the training.

If the learning is knowledge or theory only, then appropriate assessments include:

- ▶ Multiple choice questions
- ▶ Short and/or long answer questions
- ▶ Professional discussion

For competency-based assessment, for example when you want to check what an individual 'can do' or how they practically apply knowledge, then appropriate methods include:

- ▶ Observation
- ▶ Witness testimony
- ▶ Professional discussion

We must be sure that an assessment is valid-, and that you have a process in place to ensure the individual has completed the assessment themselves and there's been no cheating or collusion.

There must be documentation in place to identify what is being assessed to support a consistency in approach.

## EUSR Registration

All individuals who successfully complete an endorsed training programme must be registered on EUSR.

Registrations are processed using our online registration system, QuartzWeb. Our EUSR Support team will talk you through our processes, and there is a QuartzWeb User Guide that provides step-by-step instructions including screenshots.

Individuals have their own unique EUSR ID Number, and their registration record in EUSR contains details on all the training they have completed through one of our own schemes or an endorsed training programme.



## Data Protection

Please see our Privacy Notices on our website for information on why and how we use the data we collect:

- ▶ [Privacy Notice – Individuals](#)
- ▶ [Privacy Notice – Approved Providers](#)

## Structure

Your training programme may consist of more than one unit or module which you may deliver in a specific order, or not.

We cannot accommodate any Rules of Combination (RoC) or pathways that consist of both mandatory and optional units or modules.

## Removal of Endorsement

We will remove our endorsement of your training programme under the following circumstances:

- ▶ You decide to cease being an Approved Provider
- ▶ You have received a sanction, action, or recommendation that means you are no longer able to deliver the Endorsed Training Programme in compliance with our endorsement criteria



- ▶ The training programme no longer complies with our criteria for endorsement
- ▶ There are no EUSR registrations for the endorsed training programme within a 12-month period
- ▶ We have received a complaint or whistleblowing from regulatory or other bodies on the quality of training and/or assessment, and after investigation we decide that we must remove provider approval and/or endorsement of your training programme
- ▶ The subject matter is deemed to be 'high risk' as outlined in our [Risk Management Policy](#) (this may not have been apparent upon initial endorsement)

For further information on our approach to managing maladministration and malpractice, please read our [Malpractice and Maladministration Policy](#) and [Sanctions Policy](#).

We also reserve the right to remove endorsement from a training programme that we believe is better suited to become an Energy & Utility Skills scheme. We will make this decision under the following circumstances:

- ▶ Demand from our members or industry employers for a standardised approach to specific training or subject matter
- ▶ Changes in legislation or industry guidelines that will impact on training requirements in our sector
- ▶ Where we believe that the standards to which the endorsed training programme is mapped are not appropriate and we develop alternative standards
- ▶ Stakeholder influence on the development of schemes
- ▶ We have a scheme that has the same or similar content and/or title

### Industry

We will ask you to confirm which industry the training is aimed at. We will only endorse training for the following industries:

- ▶ Gas
- ▶ Power
- ▶ Renewables
- ▶ Power
- ▶ Telecommunications
- ▶ Waste Management
- ▶ Water
- ▶ A combination of the above

### Branding and Logos

You must follow our branding guidelines when you use our logos. You will be provided with a copy of our Approved/ Endorsed Brand Guidelines. As part of our ongoing quality assurance activities, we will review how and when these are used.

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