

CITY & GUILDS EXAMINATIONS In Caravan Service Engineering



Touring caravans and motorhomes are becoming increasingly sophisticated, and customers have even higher expectations of the level of service engineers' competency. SkillsActive Caravan Industry Training provide the only industry specific City & Guilds qualification, designed to assess and formally recognise the abilities of touring caravan and motorhome service engineers.

Why take the assessment?

As the great majority of training for service engineers takes place in the workshop, there is as yet no formal training scheme available within the Industry. The City & Guilds assessment therefore provides evidence that the service engineer is competent and performs to a recognised standard of work.

Achieving a City & Guilds qualification demonstrates commitment to ensuring that work carried out meets customers' high expectations. That workshop staff hold the Certificate is therefore now a requirement within the Approved Workshop Scheme.

What is involved?

The qualification consists of an observed service carried out in a caravan workshop, and a short multiple choice exam (tick box) to make sure that candidates understand some of the theory behind British and European standards, gas, electricity, health & safety and other issues.

Although under exam conditions, the observed practical assessment simply follows the service engineer through a caravan service, typical of their everyday work. Examiners understand that candidates are practical and non academic, and do their best to put them at ease. To prepare the candidate for their written exam, the candidate will receive a copy of the Engineers' Handbook which contains all the background information they will need in order to pass. There are no trick questions or hidden problems for them to identify. Both the practical and the written assessments examine the candidate on their knowledge, the competence of their every day work and conformity to health & safety requirements.

What happens when I pass the assessment?

Having achieved a successful pass in both parts of the assessment, the candidate will receive a City & Guilds certificate and registration as a qualified engineer. Each year the two candidates with the highest overall marks benefit from a cash award sponsored by SkillsActive.

Locations & Cost

The written assessments are held across the country at regional exam centres during early March and November of each year. Caravan Industry Training relies upon the goodwill of workshops across the country in providing workshop space for the practical assessments. Practical Exam centres are planned each year according to demand and location of candidates and are held on a rolling basis. The majority of assessments take place in the autumn and winter, however where ever possible candidates will be assessed as soon as possible.

Enrolment Deadlines

- Autumn enrolment (November Written Exam) - 31st July
- Spring enrolment (March Written Exam) - 31st December

Course Cost:

NCC Members:	£270+VAT
Non Members:	£390+ VAT

Training Coordinator

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CITY & GUILDS EXAMINATION

In Caravan Service Engineering

- Please ensure you have read the guidance notes and terms & conditions before returning this form.
- Please provide contact and candidates names in full and not just initials.
- Incomplete forms will be returned which may delay your application

Part A

Company Name

Contac Name

Post Code

Tell Number

NCC Member Yes No

Membership No

Email

Part B

Candidate Name

Date of Birth

Part C

Is this the candidates first application or a retake

1st Application

Retake Written

Retake Practical

If retake please give candidate number

Which exam paper will the candidate take?

Touring Caravans

Motorhomes

Combined

Written Exam: Which centre will the candidate attend:

Please refer to guidance notes for list of centres - If this is left blank or incorrectly completed your form may be returned or you will be assigned a centre!

1st Choice

2nd Choice

Practical Exam: Where will the candidate take their practical exam:

Own workshop if possible

Nearest assessment centre

I would like to be a host centre

Does the candidate have any special requirements?

Authorised By _____
Signed

Print Name

Date

PLEASE NOTE

Please read the Guidance Information and Terms & Conditions carefully as these contains important information as you your responsibilities and liabilities.

CITY & GUILDS EXAMINATION

In Caravan Service Engineering

Terms and Conditions

Section I [Applications & Booking]

1. Receipt of the signed booking form by SkillsActive Caravan Industry Training is regarded as acceptance of these Terms and Conditions.
2. All applications must be made in writing and received at the CITO office by **the closing date** for the relevant assessment period. Applications received after this date will be placed in the next assessment period.
3. The closing date for autumn enrolment (November Written Exam) is 31st July. The closing date for spring enrolment (March Written Exam) is 31st December.

Section II [Payment]

4. All invoices are raised on receipt of application form and are payable within 30 days. Candidates may not be permitted to take their exam unless payment has been received. Late payment may also lead to a delay in the scheduling of exams.
5. If your business is a member of the National Caravan Council, please ensure that you indicate on the registration form and include your membership number. Any changes requested to invoice address or due amount if membership to the NCC is not indicated at time of registration, will result in an administration fee. Applicants must be members of the NCC at the time of registration – discount can not be made against subsequent membership.

Section III [Cancellation]

6. Due to the financial and time commitments SkillsActive must make in the running of the examinations, there is no courtesy cancellation period. Applicants should be aware of their responsibilities before committing themselves to the assessment programme.
7. No refund will be made once an application has been processed. There will be an obligation upon the employer to honour any unpaid invoices relating to exam applications.
8. It is possible to change the registered candidate with another employee up until they take their first exam. This change is made free of charge; however an administration fee will be applicable for replacement of any study material or correspondence required.
9. Once a candidate's exam has been scheduled it will not be possible to make any amendments. Re-entry fees for deferments or rearrangements will be applicable.
10. In the event a candidate is unable to attend an exam for whatever reason the candidate or their employer must contact SkillsActive Caravan Industry Training by telephone to receive further instruction and advice. (It is important to do this with as much notice as possible as in some circumstances SkillsActive may be able to provide an alternative solution without the loss of exam fees).
11. SkillsActive may on occasion have to cancel a course at short notice if circumstances dictate. SkillsActive and its Affiliates shall not be responsible for any loss, damage, delay or failure of performance resulting directly or indirectly from any cause which is beyond its reasonable control ("Force Majeure"). In the unlikely event that this may occur, SkillsActive will always endeavour to rearrange the examination as soon as possible and at the least inconvenience to the candidate. In the event that this is not possible, SkillsActive will refund the examination fee.

Section IV [Grievance]

12. In the unlikely event that a candidate is dissatisfied with any aspect of the examination, or wish to dispute their examination results, SkillsActive must be notified in writing within 7 days of attending the examination/receiving the results.

Section V [Ownership of Qualification & Certificate]

13. Regardless who pays for the exam, in all instances the qualification and accompanying certificate is still the property of the employee. SkillsActive cannot withhold the certificate from a candidate who successfully completes their assessment, even if they subsequently leave your employment. Employers are advised to consider the merits of a pre-training agreement between themselves and their employees prior to enrolment. Please refer to FAQ and Advice section of our webpage for guidance on writing a pre-training agreement.

CITY & GUILDS IN CARAVAN SERVICE ENGINEERING Application Guidance Notes



Application Guidance Notes

Please complete all relevant sections of the form and remember to print all details clearly; especially when returning your application form by fax. The processing of your application will be delayed if we need to contact you to clarify any information. Unsigned or incomplete forms will be returned unprocessed.

If you have any queries with completing your form, please do not hesitate to contact us for assistance – **Tel: 01252 796 085.**

Part A

1. Please complete the business contact information. The business address will be used for all correspondence and invoicing unless otherwise notified at time of application. Please ensure that if your business is a member of the National Caravan Council that you indicate on the registration form and include your membership number. Any changes requested to invoice address or due amount if membership to the NCC is not indicated at time of registration, will result in an administration fee.

Part B

2. Please detail the candidates first name and surname (do not use initials) and their date of birth.

Part C:

3. Please indicate if this is the candidate's first application for City & Guilds certificate in Caravan Service Engineering or if it is for a re-take of either the written and or the practical elements.
4. There are three exam options to chose from. Candidates can choose to take their assessment on **Touring** caravans, **Motorhomes** or take a **Combined** exam. Candidates taking the Combined assessment will complete their practical assessment on a touring caravan whilst their written paper will ask questions on both touring and motorhomes. This will then be reflected in their awarded certificate.
5. The written and practical assessments will be held on separate dates.

All written assessments will be held during March/November at a regional assessment centre. Please choose a first and second choice from the following locations which assessment venue the candidate wishes to sit their written paper.

Most exam centres require a minimum number of applicants for the exam to take place at that location. If there is insufficient demand candidates will be moved to their second choice exam centre, however CITO will endeavour to accommodate a candidates first choice where ever possible. If you do not complete this section (or write a location not listed), an assessment centre will arbitrarily be assigned which may not be to your convenience or your application form returned unprocessed. **Please ensure you complete this section correctly.**

CITY & GUILDS IN CARAVAN SERVICE ENGINEERING Application Guidance Notes

List of Written Exam Locations

Aldershot	Cornwall	Manchester
Bournemouth	Exeter	Mold, North Wales
Bradford	Glasgow	Nottingham
Cardiff	Gloucester	Peterborough
Carlisle	Kent, Wrotham Heath	Tyneside

- CITO rely upon the goodwill of workshops to host practical examinations for their own candidates and where necessary external candidates. Where possible, the candidate's practical examination will be conducted at their own workshop where there are more than two candidates taking their exam from that business or the workshop has offered to be a host centre.

Providing your workshop as a host centre will significantly aid the speed in which we are able to process practical exams of your own candidates. All candidates unable to take their assessment at their own workshop for whatever reason (e.g. mobile engineers or companies with only one candidate who are not able to provide their workshop as a host centre), will be sent to the nearest available host centre when one is available in the area. If there is a shortage of host centres this may delay the speed in which we can schedule exams. Please indicate on the application form, where you wish the candidate to take their practical assessment and whether you are in a position to accommodate outside candidates in your workshop.

Dates and venues will be released after the closing date for enrolments. Due to the number of candidates taking their exams, it is not possible to choose dates for your assessment. If there are specific dates that the candidate or host workshop will be unable to make between October-February, please notify CITO before the enrolment closing date. Once you have been assigned an assessment date, it will not be possible to make alterations. CITO may contact you to arrange a date before October if we are able to accommodate your exam sooner, which will also aid in speeding up the candidates overall assessment and assist with any Approved Workshop requirements.

- We are aware that some candidates may have difficulties with reading and writing, please reassure them that this is a 'tick box' examination, with no written answers. It is important to inform CITO of any difficulties in advance, as we can help by allowing extra time or providing a reader for the written examination providing we are aware of the candidates needs before examinations are planned. The candidate's needs will be dealt with discreetly and in confidence, however we must know before the closing date to make any necessary arrangements.
- CITO will strictly enforce their Terms and Conditions. It is important that you read and understand these and are aware of your responsibilities when making an application as they have significant financial obligations. CITO will be unable to process your application if you do not agree to these Terms and Conditions.

Upon receipt of an application form, CITO will despatch the candidate their engineers handbook and an invoice will be sent to the business address.

CITY & GUILDS IN CARAVAN SERVICE ENGINEERING Application Guidance Notes

Breakdown of City & Guilds Charges

	NCC Member*	Non Member
Initial Registration Fee	£270 + VAT	£390 + VAT
Retake/Re-entry Written Fee	£75 + VAT	£75 + VAT
Retake/Re-entry Practical Fee	£175+VAT	£250 + VAT
<u>Other Charges</u>		
Change candidate	£Free of Charge	£Free of Charge
Replacement Training Material	£45 (exempt of VAT)	£45 (exempt of VAT)
Administration Charges	£25 + VAT	£25 + VAT

*Please note that membership to the National Caravan Council (NCC) and the Approved Workshop Scheme (AWS) are different. Discount prices are applicable to NCC members only. Applicants must be members of the NCC at the time of registration on the City & Guilds examinations. Discounts can not be applied at a later date.

CLOSING DATES

Autumn Enrolment (November Written Exam) – 31st July
Spring Enrolment (March Written Exam) – 31st December