

*Professional  
Development  
Training  
Prospectus*

**2018**



A '**badge of excellence**' enabling consumers to recognise professionalism and credibility.



**0844 375 4301**  
**[www.property-care.org](http://www.property-care.org)**

# Welcome to the Property Care Association

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**This year will see the roll-out of some exciting new initiatives.**

Throughout 2017 we've continued to focus on the needs of the industries we serve by updating, improving and adding to the training

and qualification opportunities provided by the PCA. Following a review of the syllabus for our Dampness and Timber Defects qualifications, we will be rolling out the Certificated Surveyor of Dampness in Buildings (CSDB) and Certificated Surveyor of Timber and Dampness in Buildings (CSTDB) accreditations. These acronyms will take some time to get used to, but the new qualification descriptions now match the specific knowledge which must be demonstrated by the successful candidates.

We are delighted that the PCA is now an approved centre with the Awarding Body for the Built Environment (ABBE) and as part of this arrangement, ABBE is now the independent awarding body for CSTDB. We are also very pleased that ABBE has evaluated these qualifications as being equivalent to NVQ Level 3.

As this document goes to press, we are proud to see the first wave of PCA Apprentices completing their Apprenticeships and being awarded their NVQ Level 2. After two years of work and study, these students have grown in skill, knowledge and confidence, setting them up for a long, safe and rewarding future in the building preservation industry – for both themselves and their employer.

This 2018 Training Prospectus contains new courses and qualifications, as well as training and exams that are now established cornerstones of professional credibility and recognition. In addition, we are now providing a growing number of tailored events delivered directly to companies, local authorities and housing associations. This appetite for PCA training is testament to the quality and value of the learning we deliver, as well as demonstrating the reputation and return on investment to PCA qualifications and educational offerings.

The PCAs aim is to promote and disseminate knowledge and best practice through education, learning, training, study and examination. In doing so, we promote members of the PCA as the creators, custodians and principal purveyors of best practice, knowledge and research.

Please keep an eye on the PCA website as we roll-out new initiatives throughout 2018. We look forward to welcoming you throughout the year.



**Stephen Hodgson**  
Chief Executive Officer PCA

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## What people say about PCA training

*"I have left a better tradesman, surveyor and feel really confident going into the future."*

*"I think the course was fantastic to be perfectly honest. I wasn't too sure what to expect but as ½ day courses go, that was enjoyable and I've taken a lot of knowledge from it... Great course highly recommend to anyone who wants to advance their knowledge in timber treatment and general damp proofing."*

*"I thought the training course was well structured and expertly delivered, having passed my CSSW several years ago, I believe this course has better educated myself and would certainly recommend it to other CSSW surveyors."*

*"All lecturers were very knowledgeable throughout all of their presentations and were all happy to answer any questions asked. I've felt I have learnt a lot about many of the products available and feel confident when surveying a property, what to look out for and pick up on, due to this course."*

*"It was a pleasure to see the energy and enthusiasm of the individuals on the PCA Apprenticeship scheme, and also to see and hear how much they are enjoying the course. Neil's leadership gains their respect very quickly and it was very refreshing to watch these future technicians getting on with the task they were given, without actually being stood over."*

### ***New courses in development for 2018***

The PCA continually develops new courses to meet the needs of its members and all professionals working in the property care industry to ensure standards and capabilities are raised and met across the board to benefit consumers.

As greater spotlight is cast on indoor air quality issues, the PCA is currently developing a new training course for surveyors which will be delivered in 2018. This course will be ideal for surveyors wishing to know more about the assessment of internal atmospheric moisture and compliance with building regulations.

Keep an eye on the PCA website for details when these, and any other courses are developed and released:

[www.property-care.org/training-qualifications](http://www.property-care.org/training-qualifications)



# Industry Leading Training & Certification

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***The PCA is THE Trade Association representing members, promoting best practice and providing technical guidance in several industry sectors.***

- Damp and Condensation in Buildings
- Structural Waterproofing
- Timber Preservation
- Structural Repair
- Flood Recovery
- Flood Resilience
- Invasive Weed Control
- Residential Ventilation

The PCA has been working with specialist contractors to improve and develop standards for over 88 years. It has progressed a long way from its origin as the British Wood Preserving Association and remains true to its values and desire to work with specialists to promote high standards of professionalism and expertise within the industry, to ensure consumers are delivered value and quality.

***The PCA is committed to providing high quality training and instruction, sharing knowledge and raising standards across the specialist sectors it represents.***

Training courses are open to all – both PCA members and the wider industry – in order to raise standards across the board. As the leading training provider in the UK for building preservation, waterproofing, invasive weed, remedial treatments and more, we strongly believe that we are best placed to achieve this goal. Delegates can also collect CPD points upon completing any PCA training which is also CPD accredited.



***Delegates learn in practical and classroom based training facilities.***

The majority of training and certification is undertaken at our head office in Huntingdon, which is centrally located and easily accessible via several major routes. We also have a bespoke Practical Training Centre in Huntingdon, which allows us to deliver an additional element of practical application in our training (where appropriate to do so), to help candidates put theory into practice.

***Courses and examinations can be delivered in-house at a place and time to suit you.***

Selected PCA training courses and examinations are also run each year in Scotland, usually in Stirling. There is also the option of training courses being delivered in-house where this may be a more cost effective solution for a company, and more information can be found on p8. Alternatively, please contact us to discuss further if this option is of interest to your organisation.

## Training Locations

Training courses and examinations are held at one of three locations.

Delegates are advised at the time of booking where their training course will be delivered.

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### **1. PCA Head Office, 11 Ramsay Court, Kingfisher Way, Hinchingsbrooke Business Park, Huntingdon, Cambridgeshire PE29 6FY**

Unless stated otherwise, PCA training courses and examinations are held at the Association's Head Office in Huntingdon. There is a dedicated training suite on the top floor which accommodates both training courses and examinations. Limited, free parking is available.



### **2. PCA Practical Training Centre, Unit 2, Tower Square, St Peter's Road, Huntingdon, Cambridgeshire, PE29 7DT**

The PCA's Practical Training Centre incorporates a comfortable and bright classroom area along with a fully equipped practical training area.



### **3. Venue in Scotland – usually located in Stirling**

To provide easier access to PCA training and examinations for those based in the north, we run surveyor and technician training courses and examinations at least once a year at a location in Scotland (usually in Stirling). Venues are confirmed nearer the date and details published on the PCA website.

#### ***Getting to the Huntingdon training venues***

**By car:** The PCA Headquarters are located just off the junction of the A1 and A14. There is limited free parking available. On street parking is available in the surrounding area. **By train:** The nearest station is Huntingdon, approximately 3 miles by car from the PCA head office.

#### ***Accommodation***

It is the responsibility of individuals to arrange their own overnight accommodation where required. The PCA has negotiated some preferential rates with hotels in the Huntingdon area (see below). The PCA is not able to guarantee availability at any of these hotels, so it is advised that individuals book any accommodation they require as early as they can.

#### ***Marriott Hotel*** - Hinchingsbrooke Business Park, Kingfisher Way, Huntingdon, PE29 6FL:

Book a room through their website ([www.marriott.co.uk](http://www.marriott.co.uk)) and enter the **on-line only promotional code "5P4"** in the 'Special Rates & Awards' box. Contact the hotel directly on **01480 446000** requesting the "Property Care Association rate at the Huntingdon Marriott".

Upon check-in you will be required to provide your training/exam booking confirmation to prove that you are eligible for the PCA discounted rate.

#### ***Holiday Inn*** - Thrapston Road, Brampton, Huntingdon, PE28 4NL:

Book on-line via [www.holidayinn.com/huntingdonrc](http://www.holidayinn.com/huntingdonrc), select the dates you need and enter the **corporate ID 954322791**. Alternatively, call direct on **01480 277277** and either quote the corporate ID or state you are a Property Care Association candidate and wish to use the preferential rate.

# PCA Qualifications Explained

The PCA is the awarding body for a number of industry recognised surveyor qualifications.

- Certificated Surveyor of Timber & Dampness in Buildings (CSTDB) – formerly Certificated Surveyor in Remedial Treatments (CSRT)\*\*
- Certificated Surveyor in Structural Waterproofing (CSSW)
- Certificated Surveyor in Japanese knotweed (CSJK)

To achieve a PCA Surveyor qualification, candidates need to sit and pass all the examinations associated with each qualification. This includes written papers, practical identification and an oral examination to fully examine candidates' understanding and technical competence.

## **Certificated Surveyor of Timber & Dampness in Buildings (CSTDB)**

To successfully achieve CSTDB status, delegates are required to sit and pass all of the following elements:

- 3 written papers: Damp (2 ¼ hours) / Timber (2 ¼ hours) / Legal, Health & Safety\* (2 hours)**
- Timber Identification: 20 mins (approx.)**
- Oral interview (Timber): 20 mins (approx.)**
- Oral interview (Damp): 20 mins (approx.)**

## **Certificated Surveyor in Structural Waterproofing (CSSW)**

To successfully achieve CSSW status, delegates are required to sit and pass all of the following elements:

- Written paper 1: Surveyor in Structural Waterproofing (2½ hours)**
- Written paper 2: Legal, Health & Safety\* (2 hours)**
- Oral interview: 20 mins (approx.)**

## **Certificated Surveyor in Japanese Knotweed (CSJK)**

To successfully achieve CSJK status, delegates are required to sit and pass all of the following elements:

- Written paper: Surveyor in Japanese Knotweed (2½ hours)**
- Identification paper: 20 mins (approx.)**
- Oral interview: 20 mins (approx.)**

For professionals working in the industry who specialise in understanding and diagnosing damp in all its forms but who do not specialise in timber infestation to a similar degree, there will be a separate formal qualification available: Certificated Surveyor of Dampness in Buildings (CSDB).

## **Certificated Surveyor of Dampness in Buildings (CSDB)**

To successfully achieve CSDB status, delegates are required to sit and pass all of the following elements:

- 2 written papers: Damp (2 ¼ hours)**
- Legal, Health & Safety\* (2 hours)**
- Oral interview (Damp): 20 mins (approx.)**



*All PCA members who work in the damp and timber sectors of membership will be required to hold either the Certificated Surveyor in Remedial Treatments (CSRT) or the Certificated Surveyor of Timber & Dampness in Buildings (CSTDB) qualification.*

\* The Legal, Health & Safety element is the same examination for both the CSRT (CSTDB & CSDB from 1st January 2018) and CSSW, so if already passed for some existing certification candidates do not need to sit it again.

\*\* From 1st January 2018 the Certificated Surveyor in Remedial Treatments (CSRT) qualification will be re-named Certificated Surveyor of Timber & Dampness in Buildings (CSTDB).



### **Marking and issuing of results**

Completed papers are marked by two separate examiners then sent to the Chief Examiner for moderation.

Results are issued to candidates approximately ten weeks after the examinations have taken place. They will be addressed to the candidate personally and sent via post indicating a Credit (over 75%), Pass or Fail. Results will not be given out over the phone.

The percentage marks awarded in the examination will not be released to the candidate and the decision of the Chief Examiner is final. As with other awarding exam bodies, it is our policy not to return candidate's individual papers.

Where a candidate has failed any of the required elements, they will need to undertake a resit(s) to obtain the qualification, as follows:

- Fail all elements of written paper element – candidate needs to re-sit all elements (written papers, identification element, oral interviews)
- Fail oral interview – candidate needs to re-sit the oral interview and the identification element
- Fail identification element – candidate needs to re-sit the identification element and the oral interview
- Fail only the report element of written paper – candidate needs to re-sit only the report element of the written paper

For further details about our examinations see section 9. of our Terms and Conditions (page 21).

Members of the PCA Training Team are also able to help you with any questions you may have about our qualifications and examinations.

### **Preparing for examinations**

The PCA has developed a range of training courses that are suitable as foundation study and preparation for undertaking PCA Surveyor qualifications. These are indicated where applicable in this prospectus. While it is not compulsory to undertake any PCA training prior to sitting any surveyor examinations, we do recommend the training to candidates in order to help them in their preparation for the examinations they wish to undertake.

### **Special arrangements**

PCA examinations can be adapted to accommodate candidates with learning difficulties such as dyslexia.

Advance notification is required and the candidate needs to have undergone a professional assessment. Without advance notification we regret that special arrangements cannot be organised. Please advise and discuss any requirements with us at the time of booking.

# Booking Your Training & Examinations

**For all training and examination bookings, we require a completed booking form and full payment to confirm your place.**

## **Call the PCA team – 0844 375 4301**

A member of the PCA team will be happy to discuss your needs with you, provide advice and further information. If you have any questions about which training courses are appropriate for you, do call to discuss so you undertake the correct training for you.

Information at your fingertips via the PCA website - [www.property-care.org](http://www.property-care.org)

Find course content descriptions, dates, download syllabuses, reading lists and booking forms.

## **Payment**

Upon receipt of a completed booking form, you will be sent an invoice. Payment can be made by cheque, BACS and debit/credit card. Please note payments made by credit card before 31 December 2017, will incur a 2% surcharge. Full payment must be received to secure your place.

## **Fees & Discounts**

Training course fees include tuition, refreshments and lunch\*. PCA Members receive a discount on course and examination fees. Members of professional bodies including ABI, AIRMIC, AMI, CILA, CIH, CIOB, RIBA, RICS, SPAB, STBA and SFHA are eligible for a 10% discount on the cost of PCA training courses. (Please note: not applicable to examinations). Please state your entitlement and provide your membership number at the time of booking.

## **Joining instructions**

Following receipt of payment, all delegates receive confirmation of their booking by e-mail. Full joining instructions will be sent to delegates 14 days before the relevant course by e-mail.

## **Food & drink**

Refreshments and lunch are provided at all PCA training courses\*. Please advise us of any special dietary requirements at least one week before the day of training.

## **Cancellation Policy**

If bookings are changed or cancelled by the delegate, an administration fee of £100 +VAT will be retained per course or exam module. Cancellations or changes to bookings made less than 10 working days before the event, will incur the full cost of the training course or examination. For full terms and conditions please see pages 20-21. The PCA reserves the right to alter or cancel any courses for whatever reason. All cancellations or changes to bookings must be made in writing to the PCA.

## **Course feedback**

The PCA greatly appreciates and values your views about our training. Each delegate is sent a short feedback survey after each course and the feedback we receive is used to develop our training, to meet your needs going forward.

## **Changes to courses**

Occasionally it may be necessary to change training dates, or to add additional dates to meet demand and any such changes are promoted throughout the year. Keep informed by regularly visiting [www.property-care.org](http://www.property-care.org) PCA members are also kept updated through the regular PCA members' communications.

*\*Due to timing schedules on examination days, we regret it is not possible to provide lunch. Drinks are provided during the day but candidates are asked to make their own arrangements for lunch.*



## In-House Training Options

The majority of PCA training courses can be delivered as in-house training, subject to availability. The PCA has provided such in-house training for:

- PCA member companies
- Non-PCA member companies
- Housing Associations
- Local Authorities

### *Benefits of in-house training*

This may be a more cost effective and convenient option, if you have a number of delegates you would like to attend and benefit from our professional training.

### *What you will need to provide*

If you are interested in having a course delivered on an in-house basis, you will need to provide a suitable room with a projector and projector screen, a flip chart, pens, and lunch.



The PCA will make all other necessary arrangements around the delivery of the training.

### *Contact us*

Please contact Jade Stocker in the PCA Training Team to discuss the option of in-house training and your specific requirements. Jade will then be able to provide you with a full personalised quotation.

 [Jade@property-care.org](mailto:Jade@property-care.org)

 0844 375 4301



# Surveyor Training

The PCA continually updates the training it provides to ensure it remains the leading provider for the industry, and continues to raise standards and technical competency across the whole industry.

## Who is this training for?

Ideally delegates should have a building/trade background as well as some related skill, knowledge or experience in the relevant industry sector.

Surveyor courses for damp and timber are divided into three one day modules. You may either attend each module separately or complete the course over three consecutive days.

## Surveying Timber and Dampness in Buildings

**Level:** Surveyor **Duration:** 3 days total  
**Fees: PCA Members** £185 + VAT per day or £500 + VAT 3 consecutive days  
**Non-members** £240 + VAT per day or £650 + VAT 3 consecutive days

**Aims of training:** For those already involved in, or who wish to become involved in, the surveying of and remedial work associated with timber infestation/decay and dampness in buildings. The course is divided into three one day modules. These can be sat separately or over three consecutive days. Suitable as Foundation Study for the PCA CSTDB/CSDB examination (see p.12)



## Surveyor in Structural Waterproofing Training

**Level:** Surveyor **Duration:** 3 Days  
**Fees: PCA Members** £500 + VAT  
**Non-members** £650 + VAT



**Aims of Training:** An intensive theoretical course for those already involved in, or who wish to become involved in, converting existing basements. Also suitable for those involved in, or who wish to be involved in, the design, planning and installation of any structural waterproofing projects below ground. Suitable as Foundation Study for the PCA CSSW examination (see p.12)

## Legal Aspects, Survey Methodology & Report Writing (Waterproofing)

**Level:** Surveyor **Duration:** 1 Day  
**Fees: PCA Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** This is a tailored day for those working in structural waterproofing. It looks at the important legal aspects as well as exploring what comprises good practice when conducting surveys and writing meaningful reports. This can be used as preparation for the Legal, Health & Safety examination element of the CSSW qualification (see page 4).

## Structural Waterproofing Update Course

**Level:** Surveyor **Duration:** 1 Day  
**Fees: PCA Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** This has been developed for those who have already attended the PCA Structural Waterproofing Course and subsequently sat the CSSW examination prior to the changes and revisions that were successfully introduced in 2015. This training will help to keep knowledge up to date.



### *Structural Implications of Waterproofing*

**Level:** Surveyor **Duration:** 1 Day  
**Fees: PCA Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** An industry first training course that will be beneficial to all waterproofing surveyors, including those who hold the CSSW qualification and in particular those involved in designing waterproofing systems. Broaden knowledge and explore the potential effects of waterproofing systems on the structure of buildings. This is a one day course.

### *Control and Eradication of Japanese Knotweed*

**Level:** Surveyor **Duration:** 2 Days  
**Fees: PCA Members** £370 + VAT  
**Non-members** £480 + VAT



**Aims of Training:** A comprehensive two-day training course aimed at those involved in the identification, assessment and eradication of Japanese Knotweed and other common invasive species. Some prior knowledge and experience is required. Suitable as Foundation Study for the PCA CSJK examination (see p.12)

### *Property Flood Resilience Training for Surveyors*

**Level:** Surveyor **Duration:** 2 Day  
**Fees: PCA Members** £370 + VAT  
**Non-members** £480 + VAT



**Aims of Training:** For anyone who wants to understand the processes involved in the assessment of flood risk and the delivery of flood resistance and resilience in the built environment. Over two days, delegates explore four key areas which provide the depth of understanding required in order to undertake effective and comprehensive property level resilience (PLR) surveys, to deliver reliable, predictable flood resilience and protection.

“*Can’t fault the lecturers, very knowledgeable with a lot of experience.*”

*Course delegate*



# Examination Preparation Days

For those who have not sat a formal examination for a while, the prospect of doing so can be daunting. It can make even the most knowledgeable and experienced individual nervous. To help delegates prepare for the formal examination scenario, there is the opportunity to attend a dedicated examination preparation day relevant to the qualification they are seeking to attain.

Examination preparation days provide delegates with the opportunity to:

- Practice how to approach an exam question
- Run through the logistics of the exam day
- Work through an example exam papers to practice exam technique
- Ask the tutor any questions about areas of the syllabus to clarify their understanding



## Examination Preparation: **Certificated Surveyor of Timber Dampness in Buildings (CSTDB)**

**Level:** Surveyor **Duration:** 2 Days

### Fees – PCA Members:

Timber Paper	full day	£185 + VAT
Damp Paper	½ day	£90 + VAT
Legal, H&S	½ day	£90 + VAT

### Fees – Non-Members:

Timber Paper	full day	£240 + VAT
Damp Paper	½ day	£130 + VAT
Legal, H&S	½ day	£130 + VAT

Run over two days the modules can be sat separately or consecutively.

## Examination Preparation:

### **Certificated Surveyor in Structural Waterproofing (CSSW)**

**Level:** Surveyor **Duration:** 1 day

**Fees: PCA Members** £185 + VAT

**Non-members** £240 + VAT

## Examination Preparation:

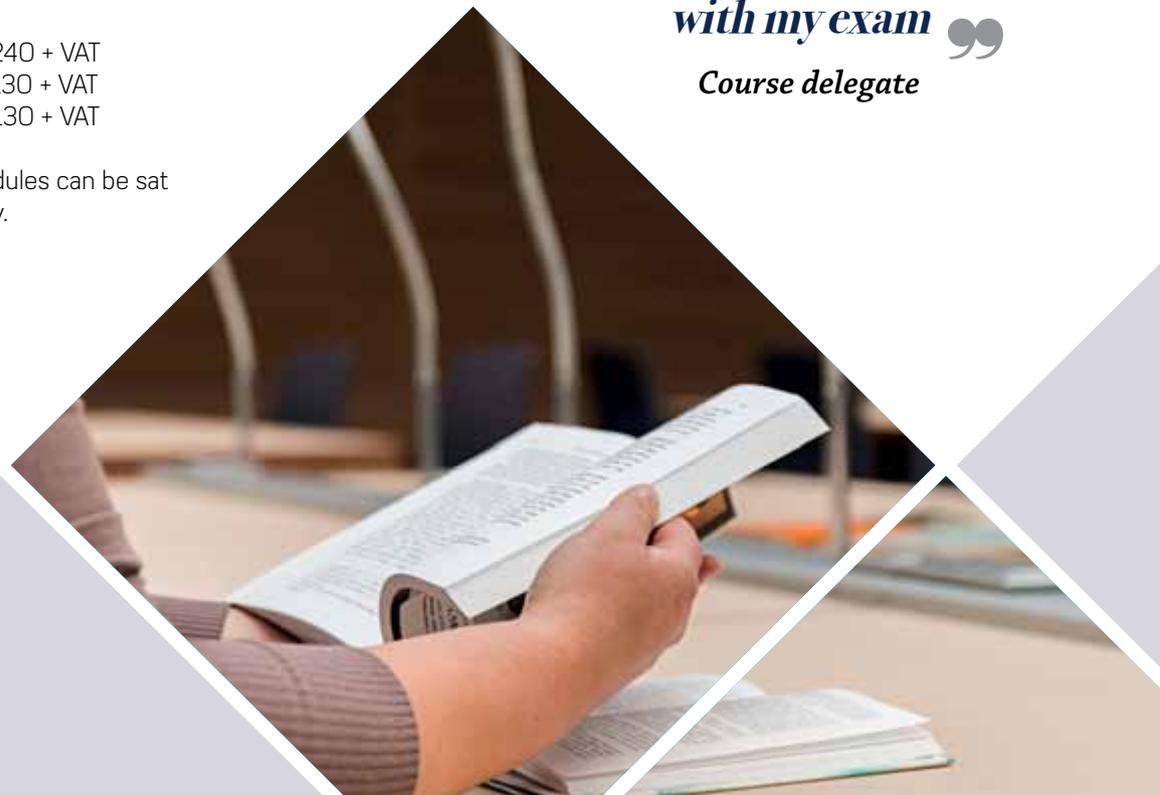
### **Certificated Surveyor in Japanese Knotweed (CSJK)**

**Level:** Surveyor **Duration:** 1 day

**Fees: PCA Members** £185 + VAT

**Non-members** £240 + VAT

“ *Great course that made  
me feel much more confident  
with my exam* ”  
*Course delegate*



## Surveyor Examinations

The PCA is the awarding body for a number of industry recognised surveyor qualifications for professionals working in the damp and timber, structural waterproofing and non-native invasive species industry sectors.

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### **Certificated Surveyor of Timber & Dampness in Buildings (CSTDB) Examination\***

The CSTDB is a nationally recognised professional qualification for surveyors in the remedial property industry. This qualification is made up of three modules: Timber, Damp and Legal, Health & Safety. Candidates must pass all three modules to achieve CSTDB status. The exams for each module can be sat individually or consecutively.

**Level:** Surveyor **Duration:** 2 Days in total

**Fees – PCA Members:**

Timber Exam	full day	£195 + VAT
Damp Exam	½ day	£195 + VAT
Legal, H&S Paper	½ day	£180 + VAT

**Fees – Non-Members:**

Timber Exam	full day	£235 + VAT
Damp Exam	½ day	£235 + VAT
Legal, H&S Paper	½ day	£210 + VAT

### **Certificated Surveyor in Structural Waterproofing (CSSW) Examination**

The CSSW is a nationally recognised professional qualification for individuals involved in diagnosing problems with water entering structures below ground level and recommending design solutions.

The examination consists of a 2½ hour written paper, and a 20 minute oral examination. Candidates also need to sit a 2 hour Legal, Health & Safety examination written paper (see CSTDB Examination – Legal, Health & Safety ½ day above).

To achieve the qualification, candidates are required to pass both the CSSW exam paper and the Legal, Health & Safety Exam (if candidates have already passed the CSTDB Legal, Health & Safety exam they are exempt from being required to sit the exam again).

**Level:** Surveyor **Duration:** 1 Day

**Fees: PCA Members** £195 + VAT

**Non-members** £235 + VAT

### **Certificated Surveyor in Japanese Knotweed (CSJK) Examination**

The CSJK is a recognised professional qualification for individuals involved in the identification, control and eradication of Japanese Knotweed.

The examination consists of a 2½ hour written paper, a 20 minute identification examination and a 20 minute oral examination. To achieve the qualification candidates are required to pass all three elements of the CSJK examination.

**Level:** Surveyor **Duration:** 1 Day

**Fees: PCA Members** £195 + VAT

**Non-members** £235 + VAT

- .....
- Also available:
  - **Certificated Surveyor of Dampness in Buildings (CSDB) Examination**
  - The CSDB is for those surveyors in the remedial property industry, who specialise in understanding and diagnosing damp in all its forms, but who do not specialise in timber infestation to a similar degree. This qualification is made up of two modules: Damp and Legal, Health & Safety.
  - Candidates must pass both modules to achieve CSDB status. The exams for each module can be sat individually or consecutively.
  - **Level:** Surveyor **Duration:** 1 Day in total
  - **Fees – PCA Members:**
  - Damp Exam ½ day £195 + VAT
  - Legal, H&S Exam ½ day £180 + VAT
  - **Fees – Non-Members:**
  - Damp Exam ½ day £235 + VAT
  - Legal, H&S Exam ½ day £210 + VAT
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\*The awarding body for the CSTDB qualification will be the Awarding Body of the Built Environment (ABBE).

# Technician Training

The PCA recognises the importance of having trained and qualified technicians. These technician level training courses aim to enhance the knowledge and understanding of experienced technicians as well as provide a good foundation for those embarking on a new career.

## **PCA Qualified Technician (PCAQT) – Damp & Timber**

**Level:** Technician **Duration:** 2 Days

**Fees: PCA Members** £260 + VAT

**Non-members** £325 + VAT

**Aims of Training:** Designed to enhance the knowledge and understanding of experienced technicians as well as to provide a good foundation for those who have recently commenced a career in the building preservation industry. This is a two day course with a 60 minute multiple-choice examination at the end of day two.

## **PCA Qualified Technician (PCAQT) – Structural Waterproofing**

**Level:** Technician **Duration:** 1 Day

**Fees: PCA Members** £185 + VAT

**Non-members** £240 + VAT

**Aims of Training:** For those who have started working in the structural waterproofing industry. Ideally delegates will have received basic training from their employer and have already gained some technical or practical experience in a related environment. This is a one day course with a 60 minute multiple-choice examination at the end of the training day.

## **PCA Qualified Technician (PCAQT) – Japanese Knotweed**

**Level:** Technician **Duration:** 1 Day

**Fees: PCA Members** £185 + VAT

**Non-members** £240 + VAT

**Aims of Training:** For technicians and field operatives working on the control and management of Japanese Knotweed. This is a one day course designed for new or experienced site workers who want to understand more about the plant and its eradication. Candidates must obtain their PA1 and PAG qualification to complete the qualification. There is a 60 minute multiple-choice examination at the end of the training day.

Upon passing the multiple-choice examination at the end of the course, candidates are entitled to refer to themselves as a 'PCA Qualified Technician (PCAQT)'.

“*The training course was well structured and expertly delivered*”  
CSSW Course delegate



## Moisture Management Series

Managing atmospheric moisture in the built environment is a balancing act that requires an understanding of all the various factors that can have an impact. These include understanding and managing condensation and the importance of the correct ventilation systems being used, as well as managing any unintended consequences of retrofit insulation.



### **Condensation & Atmospheric Moisture Management**

**Type:** Masterclass/Workshop **Duration:** 1 Day

**Fees: Members** £185 + VAT

**Non-members** £240 + VAT

**Aims of Training:** Developed to provide delegates with the necessary skills to analyse raw information collected by atmospheric data loggers, and present this in a way that can illustrate clearly to the homeowner or property professional what is happening in the occupied house. It will also assist in devising rectification strategies and help practitioners to take the guesswork out of atmospheric moisture monitoring.

### **Residential Ventilation Masterclass**

**Type:** Masterclass/Workshop **Duration:** 1 Day

**Fees: Members** £185 + VAT

**Non-members** £240 + VAT

**Aims of Training:** A detailed look at retrofit ventilation systems and the associated industry regulations. Suitable for

anyone involved in the design and installation of retrofitting fans and mechanical ventilation solutions in existing homes.

### **Retrofit Insulation Masterclass**

**Type:** Masterclass/Workshop **Duration:** 1 Day

**Fees: Members** £185 + VAT

**Non-members** £240 + VAT

**Aims of Training:** A must for surveyors and building professionals, landlords, property managers and contractors as they will increasingly come across buildings with retrofit insulation. They will need to understand the retrofit process so they can identify what work retrofitters have undertaken, the potential unintended consequences and how they should be remedied.

# Professional workshops

As well as our industry recognised Surveyor and Technician training courses and qualifications, the PCA also offers a variety of other training courses to help professionals in the property care industry develop their technical competencies. Additions to this list may be made through the year and details will be added to the PCA website – [www.property-care.org/training-qualifications](http://www.property-care.org/training-qualifications)

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## Wood Identification for the Infestation Surveyor

**Type:** Workshop **Duration:** 1 Day  
**Fees: Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** For delegates who need to understand how to identify the most common structural timbers found in house construction, using a variety of methods, and to help them develop the necessary practical skills. Delegates should have prior background knowledge and experience of working in this area.

## Alternative Repair Strategies for Traditional Buildings

**Type:** Workshop **Duration:** 1 Day  
**Fees: Members** £295 + VAT  
**Non-members** £345 + VAT

**Aims of Training:** This one day workshop will deliver a practical insight into traditional repair methods, aimed at those working on traditional buildings (defined as solid-walled properties pre-dating around 1939). It will be of benefit to anyone in the preservation industry who is interested in understanding how traditionally constructed buildings differ in their construction, and how this can necessitate the use of repair strategies that are sympathetic and complementary to the original structure.

## Thermography

**Type:** Workshop **Duration:** 1 Day  
**Fees: Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** A basic orientation day for those who want to know more about thermography and deepen their understanding of the application of thermography as a diagnostic aid.

## Ground Gas Protection Measures I: Getting it Right

**Type:** Workshop **Duration:** 1 Day  
**Fees: Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** For professionals associated with general ground gas protection, such as surveyors, company owners with legal responsibilities, designers and design engineers. Also useful for those involved in writing tenders for projects and those who wish to keep up to speed with the requirements of the latest standards, good practice and successful implementation to ensure safe development.



### **Ground Gas Protection Measures II: Installation & Verification**

**Type:** Workshop **Duration:** 1 Day  
**Fees: Members** £295 + VAT  
**Non-members** £345 + VAT

**Aims of Training:** A highly practical one day workshop for on-site technicians, which looks at best practice and the latest CIRIA C735 guidance on the verification of gas protection measures.

### **Basement Water Management**

**Type:** Workshop **Duration:** 1 Day  
**Fees: PCA Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** For technicians and surveyors who are already involved in, or who wish to gain a better understanding of, the theory and practical application of pump stations and accessories relating to the drainage of cavity membrane systems.



### **Contracting & Client Relationship**

**Type:** Workshop **Duration:** 1 Day  
**Fees: PCA Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** To improve delegates commercial acumen, thereby increasing their appreciation and understanding of contractual obligations with all parties within a project, so they can work effectively to avoid potential disputes and legal claims.

### **Understanding Traditional Building Construction Principles**

**Type:** Workshop **Duration:** 1 Day  
**Fees: PCA Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** To deepen understanding and background knowledge of the different types of building construction, and how the construction type will affect how a building performs.

### **Waterproofing Awareness**

**Type:** Workshop **Duration:** 1 Day  
**Fees: PCA Members** £185 + VAT  
**Non-members** £240 + VAT

**Aims of Training:** This course provides training at a level for those who will benefit from a basic understanding of structural waterproofing, and for whom a technician level course would be too in-depth.

# PCA Specialist Apprenticeship Programme – Damp & Timber

This industry first scheme has been developed to actively preserve and develop the new skills required to help secure and develop the future of the preservation industry.

This specialist programme provides apprentices with a relevant specialist path upon which to start their career. A CITB endorsed Specialist Applied-Skills programme which is also subject to substantial grant funding.

## How the scheme works

The 2-year Apprenticeship programme has been designed to take a company employee who is beginning their career in damp and timber treatment, through the award of the National Vocational Qualification (NVQ) Level 2 in 'Insulation and Building Treatments (Wood Preserving and Damp-Proofing)'.  
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Using formal classroom based training, practical workshops and supervised employer led on-the-job training, candidates learn and apply theory both in the controlled environment of the PCA's bespoke training facility, and in real world situations. Throughout the programme there is regular assessment.

There are 21 days of formal teaching, held in 4-day blocks at regular intervals within the first 18 months of the Apprenticeship. During the remaining months, the candidates will continue with their learning on the job, gaining experience until the final assessment period.

***"The future depends on what you do today and offering apprenticeships is a great way of growing talent for the future as well as helping young people start their careers within the property care industry. For people just starting out in the world of work or for others wanting to hone their work place skills and gain a formal qualification, the PCA Apprenticeship programme has several important advantages. It offers an efficient way to learn skills as the training is planned and organised and is not hit-or-miss. It is very specific and relevant to the industry that we work in. I truly believe that starting an apprenticeship with the PCA is a great way to gain invaluable hands on experience."***

(Apprentice Employer)

## Grant funding available



The Specialist Applied-Skills Programme is fully endorsed by the CITB and forms part of their NVQ programme for the specialist trades. The Apprenticeship can be fully grant funded for those registered with CITB, subject to meeting specified criteria. Until 1st April 2018, available grant funding can be up to £7,650.

***"There's no doubt it's already having a direct and positive effect on my team. First there's the impact on the apprentices themselves, who have come on in leaps and bounds as they've progressed through the program. They are more confident in their ability and this shows in their willingness to offer effective help to those around them. This gives Brick-Tie Preservation more options for project planning, as we have deeper expertise and flexibility in our workforce. I expect employee retention to be improved still further, based on the clear career path the scheme has established"***

(Apprentice Employer)

## More information on the PCA website

There are numerous benefits for employers and apprentices alike of participating in an apprenticeship scheme. A summary of the benefits can be found on the PCA website along with details of the payment options, intake dates and an on-line enquiry form: <http://www.property-care.org/specialist-apprenticeship-programme>. Alternatively contact Lisa Holdich on

 0844 375 4301

 [lisa@property-care.org](mailto:lisa@property-care.org)

## PCA Members Only Training

These training courses focus on business related topics including customer service, using social media effectively and writing expert reports.

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### **Writing Expert Reports**

Type: Workshop **Duration:** 1 Day

**Fees: Members** £295 + VAT

**Aims of Training:** This workshop is of benefit to anyone who has, or may need to in the future, act as an expert witness and prepare reports. Delegates will learn how to write high-quality expert reports and present evidence that will withstand the challenge of cross-examination in court. The workshop uses presentations, discussion and practical exercises based on report extracts to emphasise and reinforce the learning points.

### **Social Media**

Type: Workshop **Duration:** 1 Day

**Fees: Members** £95 + VAT

**Aims of Training:** This course provides a general overview of the importance of the popular Social Media networks, focusing on Facebook and Twitter. It is designed for anyone who would like to increase their general knowledge and understanding of this communication channel, and how it can be used to generate awareness of their business and with the generation of business leads.

### **Customer Service & Administration**

Type: Workshop **Duration:** 1 Day

**Fees: Members** £95 + VAT

**Aims of Training:** This is a one-day classroom based workshop covering a broad range of subjects. It is of benefit to anyone who works as part of a team and deals with customers at any point, undertaking tasks such as dealing with enquiries, managing bookings and communicating with customers, including handling complaints.



# Health & Safety e-learning

This e-learning module can be used by anyone, whatever their role (external or office based) to fulfil Health & Safety Training requirements.

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## *e-learning process:*

1. Once booked, delegates are e-mailed an individual link and password from Stallard Kane Associates online.
2. Delegates have one month from the date they receive their access details to complete the training module.
3. Complete all in one go, or save progress to continue later on. In total it should take 2-3 hours to complete\*.
4. At the end of each section (16 in total) there are 10 multiple-choice questions. A mark of 90% is required.
5. Delegates can review a section and retake the test if they do not pass first time.
6. Once successfully completed, a certificate of completion is issued.

**Cost:** £35 + VAT per delegate

**Duration:** 2 – 3 hours\*

\* Delegates work at their own pace and can either complete the module in one go, or save progress and continue later on. The stated duration is an average time taken to complete the e-learning.

**The PCA e-learning Health & Safety module has been developed to deliver all the required Health & Safety aspects relating to PCA professional training courses. For this reason, anyone completing the PCA technicians or surveyor training courses are encouraged to complete this e-learning.**



# Terms and Conditions

## 1. About these Terms and Conditions

- 1.1 These Terms and Conditions (the "Conditions") form the whole of our 'Agreement with you.
- 1.2 In these Conditions 'we' and 'us' means the Property Care Association; 'you' means the individual or organisation booking a course, exam, product or service under these Conditions. 'Booking' means a request by you to book a course or exam with us; 'Consumer' means any natural person who, in contracts to which the Consumer Protection (Distance Selling) Regulations 2000 apply, is acting for purposes which are outside his business; 'Course' means a Property Care Association course; 'Exam' means a Property Care Association exam; 'Delegate or Candidate' means an individual enrolled on a course or exam by you.
- 1.3 These Conditions replace all other terms and conditions previously applicable and shall apply to any booking to the exclusion of any other terms and conditions.

## 2. Booking

- 2.1 You may make a booking by telephoning 0844 375 4301, or downloading a booking form from our website ([www.property-care.org](http://www.property-care.org)) and returning by email or post.
- 2.2 Booking a Course or Exam shall be regarded as an offer by you to book a Course or Exam under these terms and conditions.
- 2.3 As soon as reasonably practicable you shall provide us with the name of the Delegate(s) and any special requirements they may have particularly with regard to diet, mobility, access, etc.
- 2.4 Substitution of a Delegate will be allowed up to the commencement of the Course or Exam without charge subject to clause
- 2.5 Any data collected during the booking process will be kept secure and managed in accordance with our Privacy Policy.
- 2.6 Places are only confirmed on receipt of full payment.

## 3. Confirmation

- 3.1 Acceptance of your offer will take place on receipt of full payment. Our acceptance of your Booking brings into existence a legally binding Agreement between us.
- 3.2 Written Course or Exam confirmation will be forwarded to you prior to the start date, usually 14 days before the event.

## 4. Price

- 4.1 Standard Course and Exam prices are as listed on our website. We reserve the right to change prices listed without notice.
- 4.2 The price of bespoke Courses or Exams are as confirmed in our written quotation.
- 4.3 Course prices include a buffet lunch. Regrettably, due to timings we are unable to provide food on examination days and would advise candidates to bring their own.
- 4.4 Course and Exam prices do not include, and are not limited to: printed copies of course notes, travel, accommodation, parking costs or any other cost incurred as a result of attending a PCA Course or PCA Examination.
- 4.5 Accommodation provider details are available on request. However, the Property Care Association can take no responsibility for the quality of any such accommodation. Please contact the office for further details.
- 4.6 Value Added Tax will be added to all taxable supplies at the current rate.

## 5. Payment

- 5.1 All payments must be made in UK sterling (GBP) and reference our invoice number where provided.
- 5.2 Payment must be received at time of Booking a Course or Exam or immediately on receipt of invoice.
- 5.3 Payment can be made by BACS, cheque or debit/credit card; please note that all credit card transactions before 31 December 2017 are subject to a 2% surcharge.
- 5.4 No payment shall be deemed to have been received until we have received cleared funds.
- 5.5 Without prejudice to any other right or remedy available to us if payment is not received when due we shall be entitled to:
- 5.5.1 Cancel the Agreement; and/or
- 5.5.2 Suspend delivery of any other Course or Exam to you; and/or
- 5.5.3 Withhold the issue of any applicable Course or Exam material; and/or
- 5.5.4 If we must recover the outstanding payment recovery costs are to be paid by you.

## 6. Transfer & Cancellation by you

- 6.1 If you wish to transfer to an alternative date or cancel a

- Course or Exam booking your request must:
- 6.1.1 Be received or confirmed in writing by the Property Care Association.
  - 6.1.2 In the event that Bookings are transferred or cancelled, an administration fee of £100+ VAT will be retained per course or exam
  - 6.1.3 Cancellations or transfers made less than 10 working days before the Course or Exam will incur the full cost of the Course or Exam.
- 6.2 In the event you are a Consumer:
- 6.2.1 You have the right to cancel the Agreement and receive a refund. You must inform us within 14 working days, starting the day after the Agreement is concluded (the 'Cooling Off Period').
  - 6.2.2 If the Course or Exam start date occurs within the Cooling Off Period your cancellation rights will end when the Course or Exam starts.
  - 6.2.3 Your statutory rights are not affected.

## 7. Cancellation by us

- 7.1 All Courses and Exams are subject to availability and demand.
- 7.2 We reserve the right at any time:
- 7.2.1 To cancel Course and Exams and refund in full or transfer Candidates to the next available dates. No further liability will be acceptable.
- 7.2.2 To vary Course and Exam dates, programmes, speakers and venues.
- 7.3 We shall endeavour to inform Candidates as soon as possible in the unlikely event that we are unable to run or if there are any variations to a Course or Exam.
- 7.4 Although every effort has been made to ensure accuracy of information contained within our literature and materials, including any Course or Exam descriptions, we do not accept responsibility for any errors or omissions. We reserve the right to cancel any Booking for a Course or Exam where any such error or omission has occurred, even after we have accepted such a Booking.

## 8. Delegates

- 8.1 Prior to making a Booking it is your responsibility to ensure that a Delegate has the:
  - 8.1.1 Physical ability; and/or Communication skills; and/or
  - 8.1.2 Literacy and/or numeracy skills;
 That is/are required for a Delegate to attend and complete the Course or Exam on which they are enrolled.
- 8.2 For those Candidates with learning difficulties, such as dyslexia, if advanced notification is given and the candidate has undergone a professional assessment, we are able to adapt Exams to accommodate the Candidate.

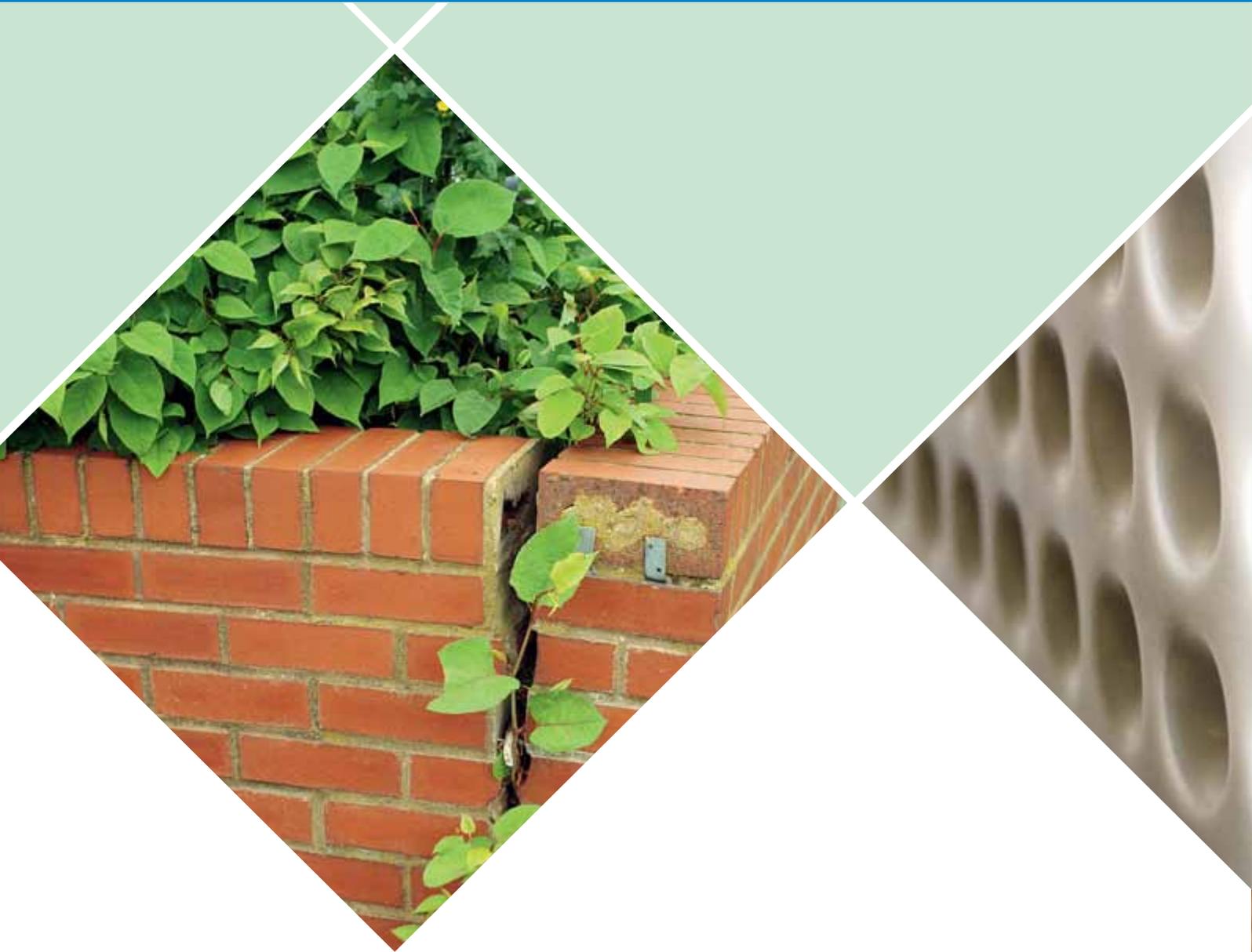
## 9. Examinations

- 9.1 The marking process is as follows:

- 9.1.1 Completed papers are marked independently by two separate examiners with these marks being sent to the Chief Examiner for moderation. The Chief Examiner will award the result.
- 9.1.2 The Chief Examiner's decision is final.
- 9.1.3 We will only notify Candidates of Pass/Fail results. Percentage marks awarded in the examination will not be released to the Candidate.
- 9.1.4 We regret that we are unable to return Candidates completed Exam papers to them.
- 9.2 Candidates may request a re-assessment or appeal against a result. Requests must be made in writing within three months of notification of results and will be subject to a £100 + VAT fee, which must be paid before the enquiry or appeal process takes place. The fee for a Candidate's enquiry or appeal will be returned in the event that the enquiry or appeal leads to the result being amended.
- 9.3 Candidates that wish to obtain feedback, a fee of £100 + VAT is payable following a failed exam.

## 10. Intellectual Property

- 10.1 Attendance at one of our Courses or Exam days does not entitle you to use the Property Care Association logo. Only Members of the Property Care Association are entitled to use the logo, and there is no provision for third party membership through chemical manufacturers. If you would like to discuss Membership of our Association, contact the Membership Manager.
- 10.2 Copyright subsists in our literature (including training and examination material) and no part of our literature may be reproduced in any form without prior written consent.



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[property-care.org](http://property-care.org)



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