

The British Training Board
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Addressing the Skills Shortage and Futureproofing our industry.

Graham Skinner

CESA

Chairman Service Providers Group

Electrical, Electronic Product Service and Installation Engineer

- Employer consortium
 - Approved by BEIS
- A recognised apprenticeship
- Qualifies for funding under the levy
 - National Delivery
 - Available Now



Welcome to our new website. It's currently in beta, so please let us know [what you think](#).

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ELECTRICAL, ELECTRONIC PRODUCT SERVICE AND INSTALLATION ENGINEER

Overview of the role

Installing and servicing a range of domestic and/or commercial equipment

Details of standard

Profile:

The engineer will install and service a range of domestic and/or commercial equipment from washing machines and micro-wave ovens in the kitchen, laundrette or restaurant to television and audio equipment in the living room. The influence of computers in controlling washing machines and providing television, have brought the installation and service requirements of these products together. In the near future, the 'smart home' will give wireless control of these products and link their requirements still closer.

Status: Approved for delivery 

Level: **3**

Reference: ST0150


Approved for delivery: 6 December 2017

Route: Construction

Typical duration: 36 months

Maximum funding: £9000

Trailblazer contact(s):

 Paul_Eagle@whirlpool.com

Employers involved in creating the standard:

Whirlpool UK Appliances Limited, Samsung, BSH Home Appliances Ltd, Fisher Paykel R.S.L, Genseve, H&H Video & TV, DBS York Ltd

<https://www.instituteforapprenticeships.org/apprenticeship-standards/electrical-electronic-product-service-and-installation-engineer/>

Generic job titles recognised across the industry: Installer. Service engineer. Service technician.

Behaviours	What is required
Demeanour	<ul style="list-style-type: none">• Giving a good impression of their employer and themselves by being polite and appropriately dressed.
Friendly manner	<ul style="list-style-type: none">• Having a friendly greeting and manner to colleagues and customers
Showing respect	<ul style="list-style-type: none">• Showing respect for customer's property and possessions
Having concern	<ul style="list-style-type: none">• Having concern for the safety of colleagues, customers, their family and pets
Willingness to continue learning	<ul style="list-style-type: none">• Continuing 'personal professional development' in an industry that is changing rapidly
Honesty and integrity	<ul style="list-style-type: none">• Developing a trusting relationship with customers and colleagues

Knowledge	What is required – the engineer will need to know and understand:
Health & Safety	<ul style="list-style-type: none"> • Health & safety regulations and practices relevant to the role. • Testing to EU/BS Product Standards.(oven internal temperature & surface temperature tests) • PAT (Portable Appliance Testing)
Customer Care Procedures & Techniques	<ul style="list-style-type: none"> • Customer care techniques including any particular company policies.
Environmental Legislation	<ul style="list-style-type: none"> • Environmental legislation ie WEEE (Waste Electrical & Electronic Equipment) Directive.
Transporting & Protecting Electrical & Electronic Products	<ul style="list-style-type: none"> • Health and safety regulations and practices including waste carriage regulations and Electrostatic Discharge (ESD).
Installing, Testing & Handing Over Electrical & Electronic Products	<ul style="list-style-type: none"> • Electrical services, utility services, signal requirements and network connections. • Manufacturer's installation requirements eg: Ventilation, building strength, viewing distance and other site requirements.
Diagnosing Faults and Repairing Electrical & Electronic Products	<ul style="list-style-type: none"> • The operating principles and products operating sequence. • The function of software in the operation of the product. • Manufacturer's service manuals as appropriate. • The importance of van stock maintenance.
Principles of Servicing Electrical & Electronic Products	<ul style="list-style-type: none"> • The principles by which the product operates to help diagnose the faulty area and component or software.

Skills	What is required – the engineer will be able to:
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Health & Safety	<ul style="list-style-type: none"> • Observe health and safety regulations and procedures including: • Apply electrical safety tests. • Avoid the hazard left by residual energy. • Ensure all tools and equipment are safe and fit for purpose. • Understand and apply EU/BS product standards. • Apply Portable Appliance Testing.
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Customer Care Procedures & Techniques	<ul style="list-style-type: none"> • Identify and use the appropriate mode of communication and be able to deal with and listen to customers. • Comply with health and safety procedures to protect colleagues, customers and their family. • Resolve disputes and know who to report to in case of problems.
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Environmental Legislation	<ul style="list-style-type: none"> • Research and apply environmental legislation that is current and appropriate to installations and repairs. • Advise customers on energy saving practices and choosing environmentally friendly purchases in the future.
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Transporting & Protecting Electrical & Electronic Products	<ul style="list-style-type: none"> • Use the correct lifting techniques. • Apply safe stowing procedures. • Fit / remove safety bolts. • Deliver product.
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Installing, Testing & Handing Over Electrical & Electronic Products	<ul style="list-style-type: none"> • Agree suitable site, with customer, for installation. • Carry out electrical safety tests. • Install product to manufacturer's regulations. • Make network connections including WiFi, Internet and blue tooth. • Demonstrate product to customer's satisfaction ensuring customer can operate product. • Complete paperwork including re-call registration if agreed with customer.
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Diagnosing Faults and Repairing Electrical & Electronic Products	<ul style="list-style-type: none"> • Select, use and apply diagnostic tools and aids to locate fault. • Ensure that there is not a primary reason for fault occurring. • Ensure replacement components are correct and meet specification. • Replace components or reinstate software using correct sequence, appropriate tools and techniques. • Ensure no damage to other components. • Ensure product is working properly, test it for electrical safety, EU/BS Standards and demonstrate it to the customer. • Communicate technical findings and Product / claim investigations, both verbally and in writing. • Observe and adhere to the principals of Electrostatic Discharge (ESD) when handling spare parts and open products
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Principles of Servicing Electrical & Electronic Products	<ul style="list-style-type: none"> • Apply the appropriate electrical, electronic & software principles to understanding the nature and reason for faults.
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Connectivity	<ul style="list-style-type: none"> • Understand and apply the principles behind product connectivity • Understand and complete Network & Router set-up • Relate performance to speed and/or set-up of the customer network • Understand Apps and use them in product function & troubleshooting
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On completion the Apprentice will be eligible to apply for an ECS (Electrotechnical Certification Scheme) card.

Entry requirements:

Individual employers will set any relevant entry requirements. Apprentices without Level 2 English and maths will need to achieve this level prior to taking their end-point assessment.

Duration:

Typically three years.

Level:

This is a Level 3 Apprenticeship.

Service / Project Training Networking and Connectivity

- Nationally recognised qualification EAL Unit 50 networking and connectivity.
- 12 weeks distance learning and a one week residential training element.
- At least one person in the business should have the practical knowledge.
- Provides a resource base for engineers/project teams encountering problems.
- Reduced cost - £690 per candidate to CESA/CEDA members, £850 for non-members. book jocelyn.carr@cesa.org.uk

Summary of Learning Outcomes - The learner will:

1. Understand the **Advantages and Disadvantages of Data Communications and Networking**
2. Understand **Peer-to-peer Networks** and **Client Server Based Networks** and the Types of Electronic Signals that are used
3. Understand and Define **LAN's** (local area networks) **WAN's** (wide area networks) and **MAN's** (metropolitan area networks)
4. Understand the Main Features of a Variety of **Network Hardware and Operating Systems**
5. Understand the Main Features for **STAR, RING, MESH Ethernet and Token Ring** technologies
6. Understand the Concepts used by the **OSI Seven-layer Model** with and associated Hardware
7. Understand the Current Legislation that Applies to the **Workplace PAT Testing DSE** and relevant Health and Safety
8. Understand the **Hardware requirements** on a Network

New Service Engineer Field Management Training

- 2 day programme - members £950 (£1250 non members)
- w/c 25 March 2019 – final date and location tbc.
- Contact jocelyn.carr@cesa.org.uk

Field Service Management

Two-Day Workshop

Day One

- ❖ **Introduction, Aims & Personal Objectives**
- ❖ **The Developing Role of the Field Service Manager**
 - The changing business environment
 - Customer focus and competitive edge
 - Achieving results through and with the efforts of others
 - Practical leadership of people
 - Leadership style
 - Understanding more about ourselves
- ❖ **Building on Success in Teamwork**
 - Using the potential of our team members to greatest benefit
 - Managing a distant team
 - Developing team members to become company ambassadors
- ❖ **Ideas, Teamwork & Customer Focus**
 - Developing ideas and suggestions from customers and our teams
 - Thinking ahead and responding to customer needs
 - Making decisions together
 - Communicating with our clients

Day Two

- ❖ **Managing Successful Business Change**
 - The challenges of Managing Change
 - What works well in Change Management? Pitfalls to avoid
 - Making and sustaining our business as 'Change Ready'
 - Discussion exercises on everyday change issues
- ❖ **Managing Individual Performance**
 - Setting objectives, reviewing performance, giving feedback
 - Coaching for success
 - Knowing how and what to delegate
 - Dealing with above and below expectations performance
 - Practical exercises in dealing with everyday performance issues
- ❖ **Managing Ourselves**
 - Organising ourselves and others
 - Thinking and planning ahead
 - Working and surviving under pressure
- ❖ **Review of the Programme**
 - Action planning for return to work and setting ourselves clear objectives

Company Ambassador Workshop for Service Teams

- May 2018
- £350 members (£450 non members)
- Contact jocelyn.carr@cesa.org.uk

Company Ambassador Workshop for Service Teams



Introduction & Workshop Objectives

The Developing Role of the Modern Service Team

- The Changing World of Customer Service
- Becoming an Ambassador for your company.

Contributing to Business Success

- Forming and developing positive business relationships
- Becoming aware of new opportunities
- Picking up 'free' information

Personal Communication Skills

- Best Practice listening and questioning techniques
- Practical exercises
- Reading Customer needs

People Types & Personalities

- Understanding more about ourselves and others
- Recognising and responding to different behavioural styles

Dealing with Difficult Situations

- Reviewing difficult situations experienced with customers
- Recovering from problem or challenging situations with confidence
- Ensuring customer satisfaction and following up
- Practical Exercises

Teamwork & Quality Service

- Working together skills
- How to become more effective in teamwork and support
- Briefing and team discussions
- What service team members might do differently or better to build further on quality service

Developing a Personal Action Plan

- A checklist of personal actions to apply in everyday Customer Service situations