



**training
academy**

Learn more. Be more.



**All your training needs for the
Holiday Park Industry**

www.nccacademy.org.uk

Who are we and what do we do



NCC Training Academy is the dedicated centre for training and specialised skills for leisure vehicle and holiday park industries.

We only deliver industry specific courses many of which are **CPD Certified**. These accreditations ensure all our courses meet strict criteria which reassures you our work is benchmarked and assessed to training standards. So you know our courses meet the needs of your personal development and not just because we say so!

All our trainers and tutors are experts in their field and work within our consultancy teams. They understand our industry and its complexities. This means our trainers and consultants work with us at the beginning of research and development and play an important part in the delivery of the finished programme.

We make sure the course gives you the compliances and knowledge you need to ensure successful growth of your business

Our own standards are high, we don't develop a course which delivers anything less than this.

* **93% of delegates rate our courses as 'excellent'**

What's new for you



- ❖ Park Management Qualification (PMQ)
- ❖ Holiday Park—Holiday Home Ownership Code of Practice
- ❖ Leadership & Management
- ❖ Health & Safety
- ❖ Online Learning courses
- ❖ Learning Bundles
- ❖ Electrical Maintenance on Parks
- ❖ Safe-siting: Single & Twin Unit
- ❖ Coming soon.....

NCC Park Management Qualification (PMQ)

Build Your Own Qualification



You can customise your own qualification by picking your own choices from the vast repertoire of training modules we offer. Just choose the ones that best suit the skills you require to manage your own particular Holiday Park. NCC Training Academy will help you build your portfolio to reach your overall goal in obtaining a NCC Park Management Qualification which is a recognised industry award.

We have selected a few of the PMQ categories you can choose from below.....

All our portfolio is available as stand-alone, so you can take as many or as few courses as you want, when you want



NCC Holiday Park—Holiday Home Ownership Code of Practice

Background to the Code of Practice



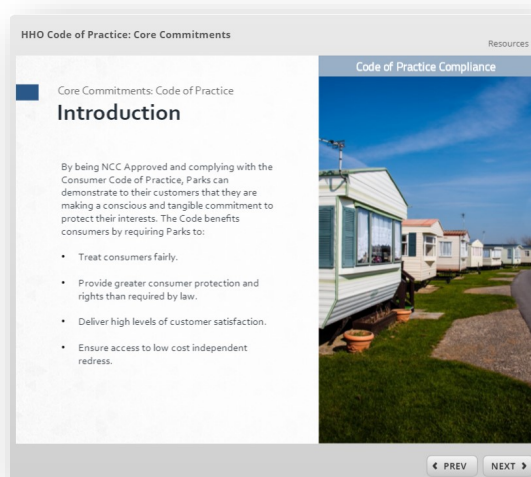
Complying with the Consumer Code of Practice, Parks can demonstrate to their customers that they are making a conscious and tangible commitment to protect their interests. The Code benefits consumers by requiring parks to:-

- ◆ Treat consumers fairly
- ◆ Provide greater consumer protection and rights than required by law.
- ◆ Deliver high levels of customer satisfaction.
- ◆ Ensure access to low cost independent redress.

The **Code of Practice** falls into 4 main groups:

- ◆ Meeting overarching requirements
- ◆ Building Code requirements into business activities
- ◆ Drawing the attention of customers to specific aspects of ownership
- ◆ Complying with all relevant laws and statutory regulations

The code lies at the heart of the NCC Approved Scheme



NCC Holiday Park—Holiday Home Ownership Code of Practice

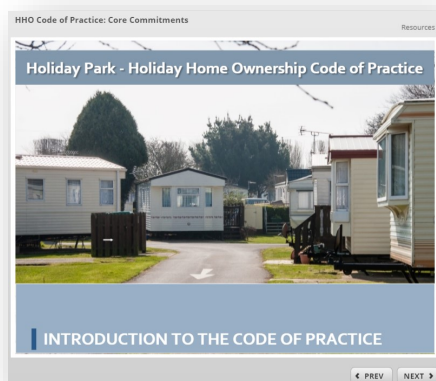
12 short online learning courses



We have broken the Code of Practice down into manageable online courses that will take up to 2 hours each to complete. You can access these courses anytime, anyplace, anywhere on any digital device. The majority of the courses have an additional assessment to measure your knowledge of the subject and will form part of your overall PMQ.

- ◆ The purpose of the Code and its Core Commitments
- ◆ Marketing and Advertising
- ◆ Sales, Warranties and Maintenance
- ◆ Right to and terms of the Licence Agreement
- ◆ Occupancy of the Pitch
- ◆ Other charges and changes in pitch fees
- ◆ Changes in arrangements on a park
- ◆ Resale of the Holiday Home
- ◆ Removal of the Holiday Home from the pitch or holiday park
- ◆ Giving or bequeathing the Holiday Home to family members
- ◆ Complaint handling
- ◆ The obligations of owners
- ◆ Arrangements in Northern Ireland

This is what your online course looks like....



www.nccacademy.org.uk

NCC Leadership & Management Courses

For Senior Managers & Team Leaders

Tutor-led Classroom Courses

1. Leading Teams & Individuals
2. Influencing Communications & Personal Effectiveness
3. Service Delivery Improvement
4. Business and Commercial Acumen
5. Building High Performing Teams & Handling Conflict
6. Coaching & Mentoring
7. Managing Change
8. Performance Management & Motivation



This could be you



Be Safe - Get Qualified

These courses available as online learning or tutor-led courses



1. Management of H & S at Work Act
2. Level 2 Award H & S in the Workplace
3. Level 3 Award H & S in the Workplace
4. First Aid at Work/Emergency First Aid at Work
5. Safe Use of Pesticides

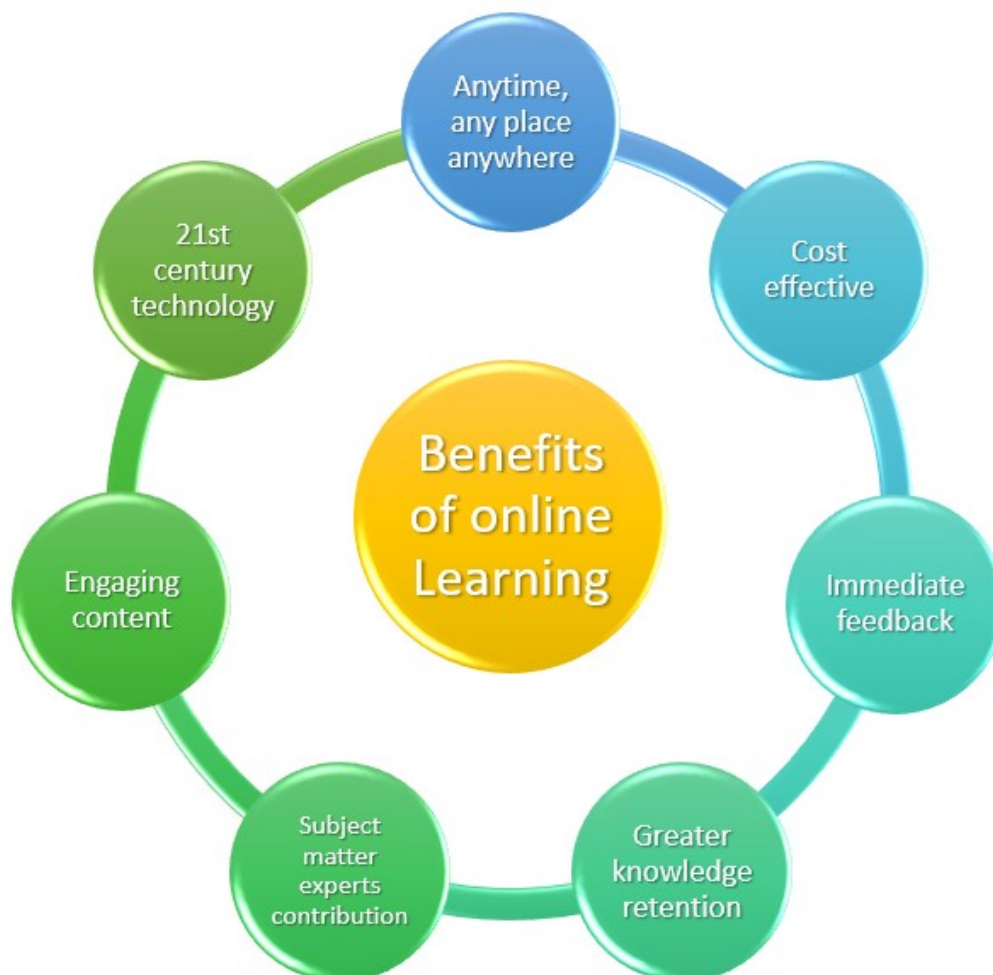


Your teams should know this



Online Learning at NCC Training Academy

What are the benefits of online Learning to your organisation?

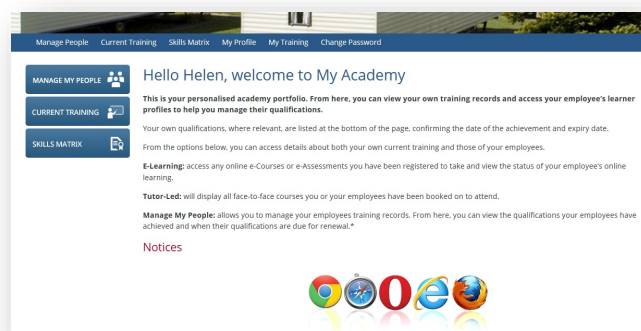


MY ACADEMY



Here at the NCC Training Academy we are capitalising on the growth of online learning in organisations by developing an extensive range of courses that can be completed via MY ACADEMY with the majority being completed under 2 hours.

By investing in cost-effective, timely courses you can provide a digital training programme for your team that can be monitored by your Learning Dashboard. Progress reports, pass-marks, training booked and achievements are all available for you to review.



Online Learning at NCC Training Academy

Our online Portfolio

- ◆ NCC The Essentials of GDPR 2017
- ◆ NCC Consumer Rights Act 2015
- ◆ NCC Managing Safety
- ◆ NCC An Introduction to Risk Assessment
- ◆ NCC Alcohol Licensing
- ◆ NCC Entertainment Licensing
- ◆ NCC Gambling Act 2005
- ◆ NCC Fire Safety
- ◆ NCC Manual Handling in the Workplace
- ◆ NCC Equality, Diversity and Inclusion in the Workplace
- ◆ NCC Bribery Act 2010
- ◆ NCC An introduction to COSHH

Prices from £15 per course



Recommended Online 'Bundles'

If you are planning your annual training programme and balancing your budgets why not consider our online 'Bundles' .



Induction Essentials

Fire Safety

Manual Handling

Managing Safety in the Workplace

Essentials Plus

Fire Safety

Manual Handling

Managing Safety in the workplace

COSHH (Introduction)

Risk Assessment

Business Essentials

Consumer Rights Act 2015

The Essentials of GDPR 2017

Equality, Diversity and Inclusion in the Workplace

Bribery Act 2010

Licensing Essentials

Alcohol Licensing

Entertainment Licensing

Gambling Act 2005

Induction Essentials



We believe these three courses are vital for your new inductees. Health & Safety courses designed to provide relevant knowledge for colleagues new to your business. All designed to be undertaken in less than an hour these courses can be completed in no time, with assessment results being added to the CPD progress of your colleagues

- Fire Safety
- Manual Handling
- Managing Safety



Business Essentials

Business Essentials



This 'bundle' of short-courses covers those subjects vital in running your business and keeping abreast of essential business processes. Used in conjunction with our other 'Essential' bundles, it will form part of your L & D portfolio and training programme.

The Essentials of GDPR 2017
Consumer Rights Act 2015
Equality, Diversity & Inclusion
Bribery Act 2010

BUNDLE: £100



Electrical Maintenance on Parks *Foundation Level*

Do you have little or no knowledge of Park Electrical Systems?

Course Aims

To provide persons with the skills and knowledge necessary to achieve the standards of competence for the maintenance of a safe system when working with electrical equipment on parks.

To enable persons to understand safety and business risk management of systems on parks through a suitable and sufficient process of inspection, documentation and control measures.

To provide persons with a working knowledge of those Acts, Regulations, Guides and Standards relevant to electrical safe working, and the safe use of electrical equipment on parks.

Course Details

Through a combination of **classroom and practical task assessments**. Trainees will be expected to produce, as individuals and in teams, materials which form the basis for safe working, including risk assessments and control measures. Practical tasks will include tool skills, inspection, condition reporting and documentation.

Successful completion of this unit allows entry to the Electrical Maintenance on Parks – Intermediate Level.

Learn the basics of your park electrical inspection process ...



Electrical Maintenance on Parks *Intermediate Level*

Do you have NCC Foundation Level or Skills Active-CITO or C&G Electrical Maintenance on Parks or a equivalent proven working knowledge of Park Electrical Systems?

Course Aims

To provide training for selected persons in the skills and knowledge to achieve the standards of competence necessary to carry out work safely when inspecting and testing electrical installations in caravan holiday homes.

Further, to provide a translation of the current Acts, Regulations and Standards, for promoting electrical safety; and the duty imposed on a person to work safely while at work.

Course Details

The course details are comprehensive with emphasis on the practicalities of inspection and testing. Time will be given to the study of documentation; when documents are to be issued and which documents to issue. **Practical inspection and testing work** will be carried out on site and test results processed to satisfy statutory obligations.

Qualify to inspect & test ...



Electrical Maintenance on Parks *Advanced Level*

Are you a qualified 17th Edition Electrician or NCC Intermediate Level or equivalent proven working knowledge of Park Electrical Systems?

Course Aims

To provide persons with the skills and knowledge necessary to achieve the standards of competence for the maintenance of a safe system when working with electrical equipment on parks.

To enable persons to understand safety and business risk management of systems on parks through a suitable and sufficient process of electrical testing, documentation and comparison with relevant criteria.

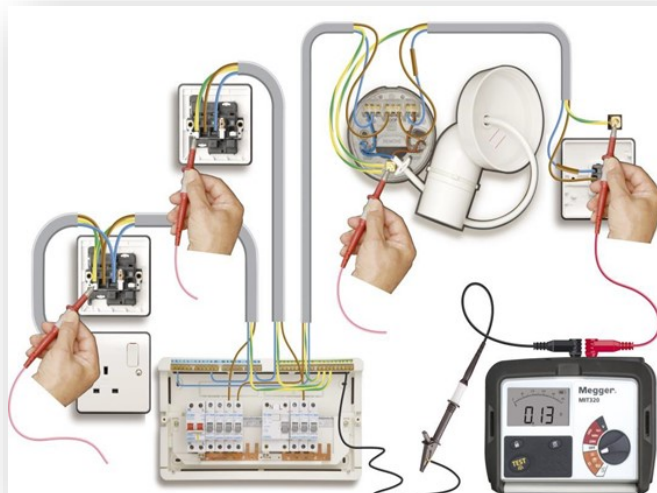
Course Details

This advanced course is aimed at the testing processes that lead to suitable and sufficient control measures to prevent danger, including risk of injury, to persons using and working on electrical equipment, and to persons who may be affected by such work, including persons using a park for leisure purposes

Through a **combination of classroom and practical task assessments.**

Trainees will be expected, as individuals and in teams, to carry out practical tasks in testing and documentation.

Know your distribution board and asset register controls



NCC Siting of Single & Twin Caravan Holiday Home & Residential Park Homes

Single & Twin Unit Park Homes



Course Overview

This is a two-day programme with a combination of classroom based learning, practical on-site exercises and immersive 3D virtual reality instruction (*simulates the experience of siting in a controlled environment*).

Course Aims

- ❖ You will understand the regulations connected to the safe siting process in order to protect the team, contractors and customers on park. To learn how to complete risk assessments and follow a same system of work.
- ❖ You will understand the supply chain for siting and your involvement in providing any kind of services in the chain which for siting must, by law, ensure that these services are conducted in a controlled and safe manner. You will understand thoroughly your Health & Safety liabilities and insurance, documentation and inspection requirements. Know your guidelines for your siting team and have thorough knowledge of your responsibilities in the operation of the siting of Caravan Holiday Homes & Residential Park Homes.
- ❖ You will know and understand best practice and compliant procedures are in place to ensure a correct and safe siting operation is completed.
- ❖ This course is an assessed qualification and provides an NCC Certificate of Achievement in Siting of Caravan Holiday & Residential Park Homes.
- ❖ This course is for a maximum of 12 delegates to ensure you receive a more personalised learning outcome.

This is what we will train you to do



NCC Training Academy: Coming soon 2018/19

What's coming up?

We are planning to introduce many more courses for you through the NCC Training Academy. Either due to new legislation in our industry, courses our customers have asked for, or courses we feel will benefit your own continued professional development and help you grow as an individual.

If there is a training course you would like to participate in that isn't currently listed please contact us at: - info@nccacademy.org.uk

Residential Misuse of Holiday Park Homes

With cases being regularly cited in the news, this is a hot topic that needs to be addressed. Already part of the NCC Holiday Park—Holiday Home Ownership Code of Practice, our Industry experts will help us compile the definitive training course to give you advice and guidance in adhering to these rules.

Holiday Homes Sales Training

Vital training courses via the classroom and online to cover this subject, using role-playing, case-studies and online assessments.

Environmental Courses

Again vitally important topics to the safe-running of a Holiday Park we will be looking at providing an Environmental Awareness course and a Water Hygiene course (Legionella awareness), plus advice on how to write your own Environmental Policy.

Customer Service

We will provide a programme of courses surrounding customer service which is relevant to everyone's job role in our industry.



training academy

Learn more. Be more.



Get in touch with the team!

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NCC Training Academy

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The NCC Training Academy would like to thank those members that provided photographs.

NCC Training Academy is a specialist division of The NCC, the UK trade body for the tourer, motorhome, holiday home and park home industries and a member of UK Training Provider Register

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