



For **new** or **existing** staff

Plumbing and Heating Apprenticeship Level 2 and Level 3

Delivered by Gloucestershire College

This apprenticeship Framework is suitable for plumbing and domestic heating technicians, who plan, select, install, service, commission and maintain all aspects of plumbing and heating systems. Plumbing and domestic heating technicians can find themselves working inside or outside a property. Customer service skills and being tidy and respectful are important qualities as they can often find themselves working in customers' homes as well as on building sites.

Delivery model and duration:

One day a week in College

Duration: Intermediate apprenticeship (L2): Up to 24 months, advanced apprenticeship (L3): 12 months

Ideal for:

- Domestic Heating Engineer/ Installer
- Plumber
- Plumbing and Domestic Heating Engineer/Installer

The apprenticeship will cover the following core areas:

- Health and Safety: hazards, regulations and legislation
- Customer Service
- Quality focused
- Effective communications
- Self-motivation
- Personal development

Benefits to business

- Apprenticeships provide skilled workers for the future
- Apprenticeships increase staff loyalty and retention
- Apprenticeships increase productivity
- Revitalise your company

Qualification:

Level 2: Level 2 NVQ Diploma in Plumbing and Heating

Level 3: Level 3 NVQ Diploma in Domestic Plumbing and Heating

» Completers may want to progress to

A full qualification may lead to a variety of jobs within the industry, EG Plumber, Advanced Plumber, Domestic Heating Engineer.

Entry Criteria:

- Intermediate apprenticeship (L2): Four GCSEs grade A-C or 9-4 in English, maths and a science/technical subject
- Advanced apprenticeship (L3): Completion of the Intermediate apprenticeship

Benefits for learners

- Gain a nationally recognised qualification that can lead to higher education as well as full time employment
- Genuine, consistent work experience: become fully equipped for the world of work
- Good progression opportunities within a plumbing and heating career
- Apprentices are paid at least the minimum wage, with many employers paying more



Why work with Gloucestershire College

We will work in partnership with you to help you achieve your business objectives by providing exceptional apprenticeship programmes, a comprehensive range of staff training and skills development courses and access to an unrivalled resource of motivated and work ready employees.

☎ 01452 563400

✉ business.hub@gloscol.ac.uk

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Unit	Overview
Health and safety	Health and safety hazards, current regulations and legislation including COSHH/risk assessments and understanding the importance of method statements. Codes of practice and safe working practices, including asbestos awareness and correct use of personal protective equipment (PPE).
Core Plumbing Techniques	Apply selection, planning, installation, testing, commissioning and de-commissioning, service, maintenance, fault diagnosis and repair techniques on cold water, hot water, central heating, above ground drainage and rainwater systems.
Electrical components and control systems techniques	Apply installation and testing techniques for electrical components and control systems on plumbing and domestic heating systems.
Customer service	The principles of high quality customer service. Establishing the needs of others (colleagues, customers and other stakeholders). Respect the working environment including customers' properties, impact on other trades and the project. Gaining and keeping a valued reputation in industry with clients, colleagues and industry representatives such as suppliers and manufacturers.
Communication	Different communication methods. How to communicate in a clear, articulate and appropriate manner. How to adapt communication style to different situations.
Materials	Types of materials, their uses and their value. Cost awareness and environmental considerations/waste awareness.

Components

- English
- Maths
- ICT
- ERR (Employment Rights and Responsibilities)

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