



# Tuffentech Training Services



## Meter Training Solutions To Suit Your Requirements

Tuffentech Training can provide specialist Smart & Traditional Meter Training with excellent facilities conveniently based throughout the UK.

We specialise in all aspects of Meter Training and Compliance and have expertise in Domestic Smart & Traditional Metering as well as Commercial Metering.

Training  
Compliance  
Support  
Implementation

## Meeting the Needs of Our Clients

Tuffentech has built on its existing excellent reputation to offer Smart Meter Training and is constantly looking at ways to raise the standard of training within the Industry.

All our training courses meet and exceed the National Standard and our bespoke service tailors your exact training needs, so you get the maximum impact and outcome that your organisation requires.

Our Dual Fuel Smart & Traditional Meter courses & Up-Skill Programmes are run to exact timescales as set by the awarding bodies.

Apart from these courses we can work around your operational requirements to make sure that you get the training requirements that best suits your needs

## New Entrant Dual Fuel Metering Course

**Designed for those with little to zero experience in metering.**

**Duration is 7-8 Weeks classroom and 6-12 weeks mentoring period**

### Course scope

- This course is designed to take anyone, regardless of experience through an intensive training programme, so they become a competent Dual Fuel Meter Installer.
- This is supported by the City & Guilds 7428 L2 Diploma in Smart Metering and/or a Managed Learning Programme (MLP) depending on the employer's requirements.
- A Trailblazer Apprenticeship route is also available, although the timescale for completion is longer.

### Course content

- Install and change Single Phase Meters and associated equipment including 2 rate Economy 7
- Practices and principles for installing low pressure natural Gas Meters up to U6 only
- Prepare, install and commission low pressure natural Gas Meters
- Low pressure Gas Meter tightness testing and direct purging

## Power (Electric) Metering Course

**Designed for those who only need instruction on Electric Meters**

**Duration is 2-3 Weeks classroom and 3-5 weeks mentoring period**

### Course scope

- Designed to take existing Gas installers, already qualified for installing Gas Meters and teaching them the necessary Electrical skills to become a Dual Fuel Meter Installer.
- Can also be delivered to those who only require or want to just install Electric Meters.
- This is supported by the City & Guilds 7428 L2 Diploma in Smart Metering and/or a Managed Learning Programme (MLP) depending on the employer's requirements.

### Course content

- Install and change Single Phase Meters and associated equipment including 2 rate Economy 7

## Gas Metering Course

**Designed for those who only need instruction on Gas Meters**

**Duration is 5-6 Weeks classroom and 5-8 weeks mentoring period**

### Course scope

- Designed for Electric Meter installers, already qualified for installing Electric Meters and teaching them the necessary Gas skills to become a Dual Fuel Meter Installer.
- Can also be delivered to those who only require or want to just install domestic Gas Meters.
- This is supported by the City & Guilds 7428 L2 Diploma in Smart Metering or ACS, CMA1, MET1

### Course content

- Practices and principles for installing low pressure natural Gas Meters up to U6 only
- Prepare, install and commission low pressure natural Gas Meters
- Low pressure Gas Meter Tightness Test procedure and direct purging

## Mandatory Training

**All our Metering courses require students to carry out mandatory training modules as part of the programme. The time taken to complete these modules are included in the course duration**

### Course content

- Working safely in the energy and utilities sector
- Working practices in the energy and utilities sector
- Using and communicating technical information in the energy and utilities sector
- Installing and commissioning of communication systems for Smart Meters
- Delivering customer service in the energy and utilities sector

Course durations can vary as the time frame will be decided following direct consultation with the employer to ensure the programme works with their operational requirements, however, there are mandated hours that must be completed as set out by City & Guilds and National Skills Academy for Power (NSAP). There are also elective (non-mandatory) training units that can be added onto the courses. These will enable students to be more counterproductive in the field, carry out a greater range of tasks and build on their initial knowledge, resulting in increased productivity with less job aborts. Implementing these additional training units will increase course time, however, we always aim to work round your individual requirements.



## Work Force Development Courses

### Dual Fuel Engineer Refresher and Assessment

To assess the competency of new employees and refresh their acquired skills

To assess the competency of new employees.

5-20 day programme depending on employers time frame

Inducts fully qualified Dual Fuel Engineers into the clients safe working practices and health & safety culture.

### Refresher Training

#### Deals with issues and incidents whilst working in the field

1 day tailored course to focuses on issues Engineers have faced in the field and rectifying them with a personalised training package. Typical issues include, cross polarities, loose terminals, gas leaks.

Focuses on technical and behavioural issues that lead to incidents and accidents.

### Auditor training

#### Training for Engineers coming off the tools and into Auditing rolls

2-3 day course focuses on the company code of practice (COP) and identifying poor workmanship.

Guidance on dealing with and reporting on incidents in the field.

### SMET's 2 Communications Hub installer training

#### Mandatory training for all installers required to install SMET's 2 comm's hubs

1-2 day course delivering the industry standard Telefonica or Arqiva course, as required by the employer.

### EUSR re-assessments and Company Annual Assessments

#### Yearly assessments as required or if the Engineers EUSR competency is coming up to renewal

Full day assessment ensures that Engineers are staying current with Company compliance and safe working methods. Allows Engineers to renew their EUSR card, if required

### General Power Up-Skill Courses

#### Training for Engineers to install a wider variety of meters

- This course focus on providing Engineers with additional knowledge to deal with certain installations. Examples are as follows but not exhaustive to. If you require any specific training in certain areas, please give us a call.

2 Rate Meter, working from Multi-Phase cut outs, Communal Meter Rooms, Ryefield and Bemco units.

### Mentor Training

#### Training for experienced Engineers on Mentoring duties

- A 1 day course designed to support mentors in the use of proven coaching techniques to support the development of a proficient workforce.

Ensures all mentors pass on exact information straight from the company code of practice and not from opinion.

### Commercial and Industrial Training and Assessment

#### Training for those moving beyond domestic metering

Bespoke courses designed to meet employer's specific needs.

3 phase training and assessment

LV/HV CT training and assessment

Meter reading

Should you require a particular training course not mentioned, then please call John Moulton on 07487 600274 to discuss your requirement.



Tuffentech Training Services Ltd

With our partners, Tuffentech Training is delivered in a number of facilities across the UK.

## Our Training Locations include:

- Bury St Edmunds
- Bitteswell
- Norwich
- St Helens
- Bridgwater
- Treforest
- Newcastle

Tuffentech are constantly improving their facilities in order to deliver a more engaged training experience and have recently upgraded a number of locations.

Tuffentech's flexible approach to training within a certain environment or geographical area is paramount to our continued success.

Should you have a particular requirement to have training delivered on-site, then call John Moulton in our Sales Team on 07487 600274 for a chat.



QUALITY DELIVERED



## Our Accreditations

Tuffentech, through association, is a fully endorsed and approved training provider by the Energy Utilities Independent Assessment Service and National Skills Academy for Power, achieving Gold provider status for delivering Dual Fuel Smart Meter Training. We are also an approved training provider with the City & Guilds.

### Head Office:

Tuffentech Training Services Ltd  
Unit L2/3 Elms Farm Ind Est  
Bitteswell  
Leics  
LE17 4LR

## Get in Touch

If you have any queries or just want to know how we can help you and your company develop your existing Smart & Traditional Metering workforce, then please get in touch with our Sales Team who will be more than happy to discuss and arrange a meeting with you.

### Enquiries:

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**Tuffentech**

