

### PURPOSE OF THE STANDARDS

The standards set out the minimum requirements for the delivery of the services listed below related to the control of legionella bacteria in water systems. The standards together with this guide should be read in conjunction with the LCA Buyer's Guide (*LCA/BYG*). All these standards can be downloaded from the LCA website [www.legionellacontrol.org.uk](http://www.legionellacontrol.org.uk).

It is not the role of the LCA or these standards to prescribe particular techniques or technologies for the control of legionella bacteria in a risk system, however, whatever method is employed, the overall programme should be capable of delivering the desired outcomes. These outcomes may be dependent on the nature of the water, the system being treated, the service user's expectations and performance specification, if any.

### LCA STANDARDS

- Legionella Risk Assessment Services
- Water Treatment Services
- Hot and Cold Water Monitoring and Inspection Services
- Cleaning and Disinfection Services
- Independent Consultancy Services
- Training Services
- Legionella Analytical Services
- Plant and Equipment Services
- Facilities Management Services

Each standard contains the following sections:

#### A) SCOPE OF SERVICE DELIVERY

This section contains a definition of the service provided and sets out the extent and limits of each service in such a way as to be flexible enough to accommodate legitimate variation and exacting enough to ensure the service is sound.

#### B) KNOWLEDGE AND SKILL OF SERVICE PROVIDER STAFF (INCLUDING SUB-CONTRACTORS)

The service providers should confirm and be able to prove to others that all members of their staff are competent to carry out the required tasks.

In cases where the service delivery may involve a number of skill areas, e.g., surveyor, technician, chemist, etc., these are identified in each standard. The level of knowledge and skill required to carry out different aspects of the services may vary and the service provider should identify the knowledge and skills required for the relevant task, provide appropriate training and assess the competence of the operatives to carry out assigned tasks.

Guidance regarding the knowledge and skills required to carry out specific tasks is outlined in the LCA Knowledge and Skills Matrix (*LCA/MAT*).

In addition, the service provider staff attending site should have general health and safety awareness and capability appropriate to the tasks being undertaken. They should have the ability to carry out their work in a safe, efficient and effective manner and have knowledge of: carrying out pre-work safety checks/work-task risk assessments; PPE, its role and uses; portable appliance inspection; confined space entry; lone working ability and awareness; safe use of ladders and steps; procedures for permit to work; and health and safety requirements for asbestos, and other health and safety matters, where relevant.

The service provider company, as required by the LCA, should maintain training records and separate competence assessment records for individuals for each task they perform in delivering the services. These should be made available to the service user on request.

Information on understanding competence, and how to develop and assess it, is described in the LCA Competence Guide (*LCA/COM*).

### **C) SERVICE DELIVERY**

To enable the service provider company to deliver the specific legionella control service in an appropriate and safe manner, the LCA expects the company to have in place procedures to cover and manage the following (where applicable):

- Defining the scope of service
- System survey (information acquisition)
- Programme design
- Programme initiation, execution and management

### **D) SERVICE USER: DUTIES AND RESPONSIBILITIES**

This section details the service user commitments and responsibilities regarding the delivery of the specific services by the service provider. There are certain issues that the service user should address that apply to all services offered. The service user should:

- provide a copy of any existing legionella risk assessment, details of control targets, e.g., temperatures, biocide levels, the written scheme including escalation procedures, written control schemes/procedures, etc.
- provide notification and any necessary instruction on known risks and safety requirements in the areas the service provider will be working, e.g., access to the asbestos register, site induction, etc.
- provide safe access and egress
- provide contacts for communication and escalation

# LCA STANDARD FOR THE DELIVERY OF TRAINING SERVICES

## A) SCOPE OF SERVICE DELIVERY

This service standard is for those offering training to service users as part of service delivery, and training offered to companies and or individuals as a stand-alone service as either:

- existing standard courses or
- courses designed and developed with the service user for a specific training need

This standard does not cover in-house training of service providers for their own staff.

## B) KNOWLEDGE AND SKILL OF SERVICE PROVIDER STAFF (INCLUDING SUB-CONTRACTORS)

Staff engaged to deliver training should:

- have extensive demonstrable knowledge and understanding of the subject being delivered and of the industry including relevant experience in the field
- continually update knowledge
- present information in a variety of formats
  - audio-visual presentations
  - practical demonstrations
  - open discussions, workshops, tutorials, etc.
  - ‘toolbox talks’
  - written information
- be highly motivated and able to engage an audience
- be a good communicator
- be able to demonstrate and prove competence to carry out required training

Please refer to Section C below and the Guide to the LCA Standards for Service Delivery at the beginning of this document.

## C) SERVICE DELIVERY

To enable the service provider to deliver training services in an appropriate and safe manner the LCA expects the company to have in place procedures to cover and manage the following:

### 1. Training requirements

The service provider should assist the service user to identify training needs and provide appropriate training by means of standard courses with set content or with bespoke courses.

### 2. Standard courses

The LCA would expect the delivered training to:

- be held in an appropriate venue
- consist of appropriate delivery methods, e.g.
  - presentation
  - practical elements (where applicable)
  - student participation
- indicate clearly whether the course was delivering theoretical or practical knowledge or a combination
  - for training to include a measure of knowledge, understanding and practical skill the students should be observed and assessed carrying out tasks which present a variety of scenarios and the participants should demonstrate that they are
    - able to follow instructions
    - able to work by themselves
    - able to work safely in respect of their own safety and the safety of others
    - able to account for their actions in a clear unambiguous written record
- be carried out in group sizes appropriate to the subject and method to ensure proper candidate participation
- include a suitable marked assessment (if required) at the end of the end of the programme

- be certificated with indication of:
  - level achieved in assessment (if applicable)
  - details of subjects covered
  - date of course
  - name of issuing body and any other relevant information
- be reviewed, assessed and updated regularly

### **3. Courses designed and developed for a specific training need**

For courses designed and developed for a specific training need, everything in a) above is applicable. In addition, the training (service) provider should ensure detailed clarification and agreement with the service user of:

- the scope of the training to be supplied
- the method of delivery
- its objectives
- desired outcomes required
- current knowledge and experience of training recipients
- methods of assessment if required

### **D) SERVICE USER: DUTIES AND RESPONSIBILITIES**

The duties and responsibilities of the service user are:

- to assess the training needs and requirements of their own staff (possibly in conjunction with relevant service provider/s)
- to complete regular reviews of own staff training records (possibly in conjunction with relevant service provider/s)
- to complete regular competence assessments for specific tasks and identify further training requirements and format, e.g., theory, practical, etc.
- to determine if the content of any training offered meets the requirements of the intended recipient.

**(NB:** Training courses will deliver knowledge and measure understanding but cannot confirm the level of competence. Competence should be assessed by observation, questioning, etc., 'on the job' at appropriate intervals.)

### **FOR AND ON BEHALF OF THE LEGIONELLA CONTROL ASSOCIATION**