

Professional
Development
Training
Prospectus
2020



0844 375 4301



www.property-care.org

Welcome to the Property Care Association

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Training must deliver value and reward those who invest the time and money to do it. Value should be backed by quality. This must be evident in the customer service of the provider, the skill of the tutor and the content and significance of the course.

These basic principles have helped the Property Care Association build a substantial training offering that is backed by accreditation. Independently awarded qualifications are valued by those who achieve them and by the customers who seek them out.

In an age where markets move rapidly and commercial advantage comes from knowledge, training and the development and enhancement of personal skills has never been more important. The PCA understands this and is constantly looking to the development, expansion and evolution of its educational offerings.

The process of learning is never over for surveyors and designers in technical industries like ours. Innovation is rapid and operational and legislative and procedural norms are ever changing. The demands of our clients change, along with the expectations that are placed on our homes and workplaces. This inevitably affects the way we operate our businesses and the offerings we make in the marketplace. Ever evolving ideas and processes must be reflected in what we teach and examine.

Site workers, technicians and operatives are at the forefront of every contractor's commercial front line. Without quality at the point of delivery, companies struggle in highly competitive environments. In this age of instant public review and with the ability to publish criticism at the stroke of a computer key, we are now more than ever before judged by the qualities that are demonstrated by the teams that are sent onto site.

Practical training for technicians has never been more important. Quality training not only delivers the knowledge that ensures work is conducted safely and effectively, but it also gives confidence and pride to those who feel that they have been the subject of investment and trust.

The PCA is always looking for new ways to add value and improve quality. Partners who can help us are embraced while those who seek to criticise without taking the time to look at the quality of what we do, are confronted. We stand up to organisations that we feel should be doing better for members, and we strive to seek just rewards and acknowledgement for those who invest in themselves, in their training and in their people.

PCA training is good – the people who invest in it are better.



Stephen Hodgson
Chief Executive Officer PCA

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Industry Leading Training & Certification

The PCA is THE Trade Association representing members, promoting best practice and providing technical guidance in several industry sectors:

- Damp and Condensation in Buildings
- Structural Waterproofing
- Timber Preservation
- Structural Repair
- Flood Recovery
- Flood Resilience
- Invasive Weed Control
- Residential Ventilation
- Ground Gas

The PCA has been working with specialist contractors to improve and develop standards for almost 90 years. It has progressed a long way from its origin as the British Wood Preserving Association but remains true to its values and desire to work with specialists to promote high standards of professionalism and expertise within the industry, to ensure consumers are delivered value and quality.



The PCA is committed to providing high quality training and instruction, sharing knowledge and raising standards across the specialist sectors it represents.

Training courses are open to all – both PCA members and the wider industry – in order to raise standards across the board. As the leading training provider in the UK for building preservation, waterproofing, invasive weed and more, we strongly believe that we are best placed to achieve this goal. Delegates can also collect PCA CPD points upon completing any PCA training.

Delegates learn in practical and classroom based training facilities.

The majority of training and certification is undertaken at our head office in Huntingdon, which is centrally located and easily accessible via several major routes. We also have a bespoke Practical Training Centre in Huntingdon, which allows us to deliver an additional element of practical application in our training (where appropriate to do so), to help candidates put theory into practice.

Courses and examinations can be delivered in-house at a place and time to suit you.

Selected PCA training courses and examinations are also run each year in Scotland, usually in Stirling. There is also the option of training courses being delivered in-house where this may be a more cost-effective solution for a company, and more information can be found on pages 3 and 4. Alternatively, please contact us to discuss further if this option is of interest to your organisation.

What People Say About PCA Training

"Michael Earle was so knowledgeable & passionate about his subject, that it made the CSSW training course almost infectious. His presentation was excellent & his manner made it easy to absorb the information, of what is a very technical subject. Michael was very helpful & more than happy to talk to us individually after his presentation each day."

"Wonderful course, despite having worked in the business for a while now, I still learned lots and found the lecturers very knowledgeable and useful."

"As a recent CSTDB candidate I must say that in my opinion, this course is perfectly suited to any future candidates looking to become CSTDB qualified and I would very much recommend it was a part of any CSTDB syllabus."

New courses in development for 2019/2020

The PCA continually develops new courses to meet the needs of its members and all professionals working in the property care industry, to ensure standards and capabilities are raised and met across the board to benefit consumers.

In 2019 we launched our comprehensive one-day Invasive Plant Identification course offering candidates a unique opportunity to identify a wide selection of species all together in one room. We are continuing to look at the needs of the invasive weed sector and plan for further courses to be launched next year.

We are also currently developing other new courses to be launched in 2020, looking at defects in cavity walls and mental health awareness.

In-House Training Options

The majority of PCA training courses can be delivered as in-house training, subject to availability. The PCA has provided in-house training for PCA members and non-member organisations, including:

- Contractors
- Manufacturers
- Surveyors
- Housing Associations
- Local Authorities

Benefits of in-house training

This is becoming increasingly popular and may be a more cost effective and convenient option if you have several delegates you would like to attend and benefit from our professional training.

Contact us

Please contact Jade Stocker in the PCA Training Team to discuss the option of in-house training and your specific requirements. Jade will then be able to provide you with a full quotation.

 Jade@property-care.org

 01480 400720

Don't just take our word for it - read this case study from previous in-house training on our website.



Training Locations

Training courses and examinations are held at one of three locations.

1. PCA Head Office

11 Ramsay Court, Kingfisher Way, Hinchingsbrooke Business Park, Huntingdon, Cambridgeshire PE29 6FY

Unless stated otherwise, PCA training courses and examinations are held at the Association's Head Office in Huntingdon. There is a dedicated training suite on the top floor which accommodates both training courses and examinations. Limited, free parking is available.



2. PCA Practical Training Centre

Unit 2, Tower Square, St Peter's Road, Huntingdon, Cambridgeshire, PE29 7DT

The PCA's Practical Training Centre incorporates a comfortable and bright classroom area along with a fully equipped practical training area.



3. Venue in Scotland

To provide easier access to PCA training and examinations for those based in the north, we run surveyor courses and examinations at least once a year at a location in Scotland (usually in Stirling). Venues are confirmed nearer the date and details are published on the PCA website.

How to get to the training venues

By car: The PCA Headquarters are located just off the junction of the A1 and A14. There is limited free parking available. On street parking is available in the surrounding area. **By train:** The nearest station is Huntingdon, approximately 3 miles by car, or 15-20 minutes walk from the PCA head office.

Where to stay

It is the responsibility of individuals to arrange their own overnight accommodation where required.

The PCA has negotiated some preferential rates with hotels in the Huntingdon area (see below). The PCA is not able to guarantee availability at any of these hotels, so it is advised that individuals book any accommodation they require as early as they can.

Marriott Hotel

Hinchingsbrooke Business Park, Kingfisher Way, Huntingdon, PE29 6FL:

Book a room through their website (www.marriott.co.uk)

Select corporate/promotional code/set and enter **the on-line only promotional code "5P4"** in the 'Special Rates & Awards' box.

Upon check-in you will be required to provide your training/exam booking confirmation to prove that you are eligible for the PCA discounted rate.

Holiday Inn

Thrapston Road, Brampton, Huntingdon, PE28 4NL:

Book on-line via www.holidayinn.com/huntingdonrc,

select the dates you need and enter the **corporate ID 954322791**. Alternatively, call direct on **01480 277277**

and either quote the corporate ID or state you are a Property Care Association candidate and wish to use the preferential rate.

PCA Qualifications Explained

The PCA has developed and is the awarding body for a number of industry recognised surveyor and technician qualifications. In 2017, the PCA became an approved centre for the Awarding Body of the Built Environment (ABBE) – one of the leading awarding organisations providing qualifications for the building industry.

To be awarded this status, the PCA's examination process for the CSSW (Certificated Surveyor in Structural Waterproofing), CSDB (Certificated Surveyor of Dampness in Buildings) and CSRT qualification (Certificated Surveyor in Remedial Treatments) –

which has been re-named to CSTDB (Certificated Surveyor of Timber & Dampness in Buildings) – was thoroughly reviewed and examined by ABBE against their standards and criteria.

The PCA met ABBE's requirements of a professional and rigorous examination and qualification process. ABBE now audit all examinations under these qualifications and is the awarding body.

Certificated Surveyor of Timber & Dampness in Buildings (CSTDB)

To successfully achieve CSTDB status, delegates are required to sit and pass all of the following elements:

Written paper 1: Damp (2 ¼ hours)
Written paper 2: Timber (2 ¼ hours)
Written paper 3: Legal, Health & Safety* (2 hours)
Timber Identification: 20 mins (approx.)
Oral interview (Timber): 20 mins (approx.)
Oral interview (Damp): 20 mins (approx.)

Certificated Surveyor in Structural Waterproofing (CSSW)

To successfully achieve CSSW status, delegates are required to sit and pass all of the following elements:

Written paper 1: Surveyor in Structural Waterproofing (2½ hours)
Written paper 2: Legal, Health & Safety* (2 hours)
Oral interview: 20 mins (approx.)

Certificated Surveyor in Japanese Knotweed (CSJK)

To successfully achieve CSJK status, delegates are required to sit and pass all of the following elements:

Written paper: Surveyor in Japanese Knotweed (2½ hours)
Invasive Plant Identification: 20 mins (approx.)
Oral interview: 20 mins (approx.)

For professionals working in the industry who specialise in understanding and diagnosing damp in all its forms but who do not specialise in timber infestation to a similar degree, there will be a separate formal qualification available: Certificated Surveyor of Dampness in Buildings (CSDB).

Certificated Surveyor of Dampness in Buildings (CSDB)

To successfully achieve CSDB status, delegates are required to sit and pass all of the following elements:

Written paper 1: Damp (2 ¼ hours)
Written paper 2: Legal, Health & Safety* (2 hours)
Oral interview (Damp): 20 mins (approx.)



For PCA membership, all members are required to hold the relevant qualifications as follows:

CSRT, CSTDB = Damp Control, Timber Preservation and Residential Ventilation

CSSW = Structural Waterproofing CSJK = Invasive Weed

** The Legal, Health & Safety element is the same examination for both the CSRT (CSTDB & CSDB from 01 January 2018) and CSSW, and therefore candidates will only need to pass this examination once.*



Marking and issuing of results

The marking of exam papers is a robust and stringent process. Completed papers are marked by two separate examiners then sent to the Chief Examiner for moderation – some of which go through an additional stage of moderation with ABBE.

Results are issued to candidates approximately ten weeks after the examinations have taken place. They will be addressed to the candidate personally and sent via post indicating a Credit, Pass or Fail. Results will not be given out over the phone.

The percentage marks awarded in the examination will not be released to the candidate and the decision of the Chief Examiner is final. As with other awarding exam bodies, it is our policy not to return candidate's individual papers.

Where a candidate has failed any of the required elements, they will need to undertake a resit(s) to obtain the qualification, as follows:

- **Fail all elements of the written paper** – candidate needs to re-sit all elements (written papers, identification papers, oral interviews)
- **Fail oral interview** – candidate needs to re-sit the oral interview and the identification element
- **Fail identification element** – candidate needs to re-sit the identification element and the oral interview
- **Fail only the report element of written paper** – candidate needs to re-sit only the report element of the written paper

For further details about our examinations see section 9. of our Terms and Conditions (page 24-25).

Members of the PCA Training Team are also able to help you with any questions you may have about our qualifications and examinations.

Preparing for examinations

The PCA has developed a range of training courses that are suitable as foundation study and preparation for undertaking PCA Surveyor qualifications. These are indicated where applicable in this prospectus. While it is not compulsory to undertake any PCA training prior to sitting any surveyor examinations, we do recommend the training to candidates in order to help them in their preparation for the examinations. In addition, revision should be completed by the candidate outside of the exam preparation and training to ensure a positive result.

Special arrangements

PCA examinations can be adapted to accommodate candidates with learning difficulties such as dyslexia.

Advance notification is required and the candidate needs to have undergone a professional assessment. Without advance notification we regret that special arrangements cannot be organised. Please advise and discuss any requirements with us at the time of booking.

Booking Your Training & Examinations

For all training and examination bookings, we require a completed booking form and full payment to confirm your place.

Call the PCA team – 0844 375 4301

A member of the PCA team will be happy to discuss your needs with you, provide advice and further information on the correct training course for you.

Information at your fingertips via the PCA website -
www.property-care.org. Find course content descriptions, dates, download syllabuses, reading lists and booking forms.

Follow us on Social Media   

Payment

Upon receipt of a completed booking form, you will be sent an invoice. Payment can be made by cheque, BACS or debit/credit card.

Fees & Discounts

Training course fees include tuition, refreshments and lunch*. PCA Members receive a discount on course and examination fees. Members of professional bodies including ABI, AIRMIC, AMI, ATTMA, CILA, CIH, CIOB, RIBA, RICS, SPAB, STBA and SFHA are eligible for a 10% discount on the cost of PCA training courses (Please note: not applicable to examinations). Please state your entitlement and provide your membership number at the time of booking.

Joining instructions

Following receipt of payment, all delegates receive confirmation of their booking by e-mail. Full joining instructions will be sent to delegates 14 days before the relevant course date by e-mail.

Food & drink

Refreshments and lunch are provided at all PCA training courses*. Please advise us of any special dietary requirements at least one week before the day of training.

**Due to timing schedules on examination days, we regret it is not possible to provide lunch. Drinks are provided during the day but candidates are asked to make their own arrangements for lunch.*

Cancellation Policy

If bookings are changed or cancelled by the delegate, an administration fee of £100 +VAT will be retained per course or exam module. Cancellations or changes to bookings made less than 10 working days before the event, will incur the full cost of the training course or examination. For full terms and conditions please see pages (24-25).

All cancellations or changes to bookings must be made in writing to the PCA.

Course feedback

The PCA greatly appreciates and values your views about our training. Each delegate is sent a short feedback survey after each course and the feedback we receive is used to develop our training and meet your needs going forward.

Changes to courses

Occasionally it may be necessary to change training dates, or to add additional dates to meet demand and any such changes are notified via the website throughout the year. There may be circumstances beyond our control which require us to cancel or alter a course, but we will aim to give you as much notice as possible. Keep informed by regularly visiting www.property-care.org.

PCA members are also kept updated through the regular PCA members' communications.

Health & Safety E-Learning

This e-learning module can be used by anyone, whatever their role (external or office based) to fulfil Health & Safety Training requirements.

e-learning process:

1. Once booked, delegates are e-mailed an individual link and password from Stallard Kane Associates online.
2. A revision booklet will be provided which candidates can keep for future study.
3. Delegates have one month from the date they receive their access details to complete the training module.
4. Complete all in one go or save progress to continue later. In total it should take 2-3 hours to complete*.
5. At the end of each section (16 in total) there are 10 multiple-choice questions. A mark of 90% is required.
6. Delegates can review a section and retake the test if they do not pass first time.
7. Once successfully completed, a certificate of completion is issued.

Cost: £35 + VAT per delegate

Duration: 2-3 hours*

* Delegates work at their own pace and can either complete the module in one go or save progress and continue later. The stated duration is an average time taken to complete the e-learning.

The PCA e-learning Health & Safety module has been developed to deliver all the required Health & Safety aspects relating to PCA professional training courses. For this reason, anyone completing the PCA technicians or surveyor training courses are encouraged to complete this e-learning.

“Overall it suited me a great deal being in a position to complete the training in my own time and at my own pace.”

Course Delegate

Professional Users of Biocides Register

Users of wood preservation products (used in existing buildings) can now demonstrate that they have been trained and assessed in the safe and effective use of professional-use only chemicals.

Over the past few years, restrictions regarding the use of biocides have been introduced which have affected the availability of timber protection chemicals. European regulation now states that many preservatives used to control wood destroying insects and rots, should only be supplied to and applied by "professional users".

So why do we need a scheme for the Safe Use of Biocides?

The Health and Safety Executive (HSE) reference a professional user as: **"people using biocides in the course of their job or business, who have received appropriate information, instruction and training in their use"**.

Leading the way in the responsible use of wood preservatives

In response to this, the Property Care Association (PCA), has developed an initiative to ensure those who have received training and assessment in the safe use of these important and effective preservatives can be identified and verified. This is known as the **'Professional Biocide Users Register'**.

To be included on the Professional Biocide Users Register, technicians will be required to attend the PCA's Safe Use of Biocides for Professional Users training course and pass the short examination.

Benefits

This will provide a reference point for both suppliers and consumers who want to confirm if an individual's status is a professional biocides user.

This will also act as a means for professional users to differentiate themselves in the marketplace, with the PCA issuing a 'Professional Biocide User' identification card to participants.

Since the launch in July 2018 we currently have over 250 registered technicians/operatives on the scheme with increasing interest. This course has been very popular through the in-house training option (see page 3).

Safe Use of Biocides for Professional Users

Level: Technician **Duration:** 1 Day

Fees: PCA Members £95 + VAT

Non-members £150 + VAT

Aims of Training: This one-day course will look at a selection of elements and will involve a short multiple-choice exam at the end of the day. The course will cover: wood preservatives and biocides, causes of wood decay and basic identification skills, environmental control as part of remedial treatment, practical application skills and legislative framework.



“The content was focused and delivered in a practical and interesting way.... I would recommend this course to all member companies - very worthwhile.”

Course Delegate

Surveyor Training

The PCA understands the importance of having trained and qualified surveyors. These training courses aim to develop knowledge and understanding for surveyors across the whole industry.

Who is this training for?

Ideally delegates should have a building/trade background as well as some related skill, knowledge or experience in the relevant industry sector.

Surveyor courses for damp and timber are divided into three one-day modules. You may either attend each module separately, or the complete course over three consecutive days.

Surveying Timber and Dampness in Buildings

Level: Surveyor **Duration:** 3 days total

Fees: PCA Members £185 + VAT per day or £500 + VAT 3 consecutive days

Non-members £240 + VAT per day or £650 + VAT 3 consecutive days

Aims of training: For those already involved in, or who wish to become involved in, the surveying of and remedial work associated with timber infestation/decay and dampness in buildings. The course is divided into three one-day modules. These can be sat separately or over three consecutive days. Suitable as Foundation Study for the PCA/ABBE CSTDB/CSDB examination (see page 12).

Surveyor in Structural Waterproofing Training

Level: Surveyor **Duration:** 3 Days

Fees: PCA Members £500 + VAT

Non-members £650 + VAT

Aims of Training: An intensive theoretical course for those already involved in, or who wish to become involved in, converting existing basements. Also suitable for those involved in or who wish to be involved in the design, planning and installation of any structural waterproofing projects below ground. Suitable as Foundation Study for the PCA/ABBE CSSW examination (see page 12).

Legal Aspects, Survey Methodology & Report Writing (Waterproofing)

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: This is a tailored day for those working in structural waterproofing. It looks at the important legal aspects as well as exploring what comprises good practice when conducting surveys and writing meaningful reports. This can be used as preparation for the Legal, Health & Safety examination element of the CSSW qualification (see page 12).

Control and Eradication of Japanese Knotweed

Level: Surveyor **Duration:** 2 Days

Fees: PCA Members £370 + VAT

Non-members £480 + VAT

Aims of Training: A comprehensive two-day training course aimed at those involved in the identification, assessment and eradication of Japanese Knotweed and other common invasive species. Some prior knowledge and experience is required. Suitable as Foundation Study for the PCA CSJK examination (see page 12).

Property Flood Resilience Training for Surveyors

Level: Surveyor **Duration:** 2 Days

Fees: PCA Members £370 + VAT

Non-members £480 + VAT

Aims of Training: For anyone who wants to understand the processes involved in the assessment of flood risk and the delivery of flood resistance and resilience in the built environment. Over two days delegates explore four key areas which provide the depth of understanding required to undertake effective and comprehensive Property Level Resistance (PLR) surveys to deliver reliable, predictable flood resilience and protection.

Examination Preparation Days

For those who have not sat a formal examination for a while, the prospect of doing so can be daunting. It can make even the most knowledgeable and experienced individual nervous. To help delegates prepare for the formal examination scenario, there is the opportunity to attend a dedicated examination preparation day relevant to the qualification they are seeking to attain.

Examination preparation days provide delegates with the opportunity to:

- Practice how to approach an exam question
- Run through the logistics of the exam day
- Work through example exam papers to practice exam technique
- Ask the tutor any questions about areas of the syllabus to clarify their understanding

Examination Preparation: *Certificated Surveyor of Timber & Dampness in Buildings (CSTDB/CSDB)*

Level: Surveyor **Duration:** 2 Days

Fees – PCA Members:

Timber Paper	Full day	£185 + VAT
Damp Paper	½ day	£90 + VAT
Legal, H&S	½ day	£90 + VAT

Fees – Non-Members:

Timber Paper	Full day	£240 + VAT
Damp Paper	½ day	£130 + VAT
Legal, H&S	½ day	£130 + VAT

Run over two days the modules can be sat separately or consecutively.



Examination Preparation: *Certificated Surveyor in Structural Waterproofing (CSSW)*

Level: Surveyor **Duration:** 1 day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Examination Preparation: *Certificated Surveyor in Japanese Knotweed (CSJK)*

Level: Surveyor **Duration:** 1 day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT



“Course was full of great content delivered by a very good instructor”

Course Delegate

Surveyor Examinations

The PCA, alongside ABBE, is the awarding body for several industry recognised surveyor qualifications for professionals working in the damp and timber, structural waterproofing and non-native invasive species industry sectors. For anyone sitting the Damp/Timber/Legal Health & Safety/Waterproofing examinations, an ABBE registration fee of £50 per qualification is required.

Certificated Surveyor of Timber & Dampness in Buildings (CSTDB) Examination

The CSTDB is a nationally recognised professional qualification for surveyors in the remedial property industry. This qualification is made up of three modules: Timber, Damp and Legal, Health & Safety. Candidates must pass all three modules to achieve CSTDB status. The exams for each module can be sat individually or consecutively.

Level: Surveyor **Duration:** 2 Days in total

Fees – PCA Members:

Timber Exam	Full day	£195 + VAT
Damp Exam	½ day	£195 + VAT
Legal, H&S Paper	½ day	£180 + VAT

Fees – Non-Members:

Timber Exam	Full day	£235 + VAT
Damp Exam	½ day	£235 + VAT
Legal, H&S Paper	½ day	£210 + VAT

Certificated Surveyor in Japanese Knotweed (CSJK) Examination

The CSJK is a recognised professional qualification for individuals involved in the identification, control and eradication of Japanese Knotweed.

The examination consists of a 2.5 hour written paper, a 20-minute identification examination and a 20-minute oral examination. To achieve the qualification candidates are required to pass all three elements of the CSJK examination.

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £195 + VAT

Non-members £235 + VAT

Certificated Surveyor in Structural Waterproofing (CSSW) Examination

The CSSW is a nationally recognised professional qualification for individuals involved in diagnosing problems with water entering structures below ground level and recommending design solutions.

The examination consists of a 2.5 hour written paper, and a 20-minute oral examination. Candidates also need to sit a 2 hour Legal, Health & Safety examination written paper (see CSTDB Examination – Legal, Health & Safety).

To achieve the qualification candidates are required to pass both the CSSW exam paper and the Legal, Health & Safety Exam (if candidates have already passed the CSTDB Legal, Health & Safety exam they are exempt from being required to sit the exam again).

Level: Surveyor **Duration:** 1 Day

Fees: PCA Members £195 + VAT

Non-members £235 + VAT

Certificated Surveyor of Dampness in Buildings (CSDB) Examination

The CSDB is for those surveyors in the remedial property industry who specialise in understanding and diagnosing damp in all its forms, but who do not specialise in timber infestation to a similar degree. This qualification is made up of two modules: Damp and Legal, Health & Safety. Candidates must pass both modules to achieve CSDB status. The exams for each module can be sat individually or consecutively.

Level: Surveyor **Duration:** 2 Days in total

Fees – PCA Members:

Damp Paper	Full day	£195 + VAT
Legal, H&S Paper	½ day	£180 + VAT

Fees – Non-Members:

Damp Paper	Full day	£235 + VAT
Legal, H&S Paper	½ day	£210 + VAT



Technician Training

The PCA recognises the importance of having trained and qualified technicians. These technician level training courses aim to enhance the knowledge and understanding of experienced operatives as well as provide a good foundation for those embarking on a new career.

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PCA Qualified Technician (PCAQT) – Damp & Timber

Level: Technician **Duration:** 2 Days

Fees: PCA Members £260 + VAT

Non-members £325 + VAT

Aims of Training: Designed to enhance the knowledge and understanding of experienced technicians as well as to provide a good foundation for those who have recently commenced a career in the building preservation industry. This is a two-day course with a 60-minute multiple-choice examination at the end of day two.

PCA Qualified Technician (PCAQT) – Structural Waterproofing

Level: Technician **Duration:** 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: For those who have started working in the structural waterproofing industry. Ideally delegates will have received basic training from their employer and have already gained some technical or practical experience in a related environment. This is a one-day course with a 60-minute multiple-choice examination at the end of the training day.

PCA Qualified Technician (PCAQT) – Japanese Knotweed

Level: Technician **Duration:** 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: For technicians and field operatives working on the control and management of Japanese Knotweed. This is a one-day course designed for new or experienced site workers who want to understand more about the plant and its eradication. Candidates must obtain their PA1 and PA6W certification to be awarded the qualification. There is a 60-minute multiple-choice examination at the end of the training day.

Upon passing the multiple-choice examination at the end of the course, candidates are entitled to refer to themselves as a 'PCA Qualified Technician (PCAQT)'.

“ *I found the course was delivered in an extremely informative and instructive manner* ”

*Technician – Damp & Timber
Course Delegate*

Professional Workshops/Courses

As well as our industry recognised Surveyor and Technician training courses and qualifications, the PCA also offers a variety of other training courses to help professionals in the property care industry develop their technical competencies. Additions to this list that may be made through the year and details will be added to the PCA website www.property-care.org/training-qualifications.

Japanese Knotweed - On Site Containment and Cell Burial Strategies

Duration: 1 Day

Fees: PCA Members £230 + VAT

Non-members £285 + VAT

Aims of Training: The workshop will focus on the use of Geomembranes for on-site encapsulation and burial. The course hosted by a highly regarded specialist with a wealth of field experience, will provide an insight in both the theory and practical considerations to the design and implementation of burial and encapsulation using barrier systems.

Wood Identification for the Infestation Surveyor

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: For delegates who need to understand how to identify the most common structural timbers found in house construction using a variety of methods, and to help them develop the necessary practical skills. Delegates should have prior background knowledge and experience of working in this area.

Alternative Repair Strategies for Traditional Buildings

Duration: 1 Day

Fees: PCA Members £295 + VAT

Non-members £345 + VAT

Aims of Training: This one-day workshop will deliver a practical insight into traditional repair methods, aimed at those working on traditional buildings (defined as solid-walled properties pre-dating around 1939). It will be of benefit, however, to anyone in the preservation industry interested in understanding how traditionally constructed buildings differ in their construction and how this can necessitate the use of repair strategies that are sympathetic and complementary to the original structure.

Thermography

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: A basic orientation day for those who want to know more about thermography and deepen their understanding of the application of thermography as a diagnostic aid.



Ground Gas Protection Measures I: Getting it Right

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: For professionals associated with general ground gas protection, such as surveyors, company owners with legal responsibilities, designers and design engineers. Also useful for those involved in writing tenders for projects and those who wish to keep up to speed with the requirements of the latest standards, good practice and successful implementation to ensure safe development.

Ground Gas Protection Measures II: Installation & Verification

Duration: 1 Day

Fees: PCA Members £295 + VAT

Non-members £345 + VAT

Aims of Training: A highly practical one-day workshop for on-site technicians, which looks at best practice and the latest CIRIA C735 guidance on the verification of gas protection measures.

Basement Water Management

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: For technicians and surveyors who are already involved in, or who wish to gain a better understanding of, the theory and practical application of pump stations and accessories relating to drainage of cavity membrane systems.

Contracting & Client Relationship

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: To improve delegates knowledge, appreciation and understanding of contractual obligations with all parties within a project, so they can work effectively to avoid potential disputes and legal claims.

Understanding Traditional Building Construction Principles

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: To deepen understanding and background knowledge of the different types of building construction, and how the construction type will affect how a building performs. This course would be extremely beneficial to those looking to become a surveyor.

Waterproofing Awareness

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: This course provides training at a level for those who will benefit from a basic understanding of structural waterproofing, and for whom a technician level course would be too in-depth. This could increase confidence in office staff and enhance communication within the workforce.

“**Having attended many courses myself and for our employees I can say that the course content and delivery has always been first class. I can highly recommend the PCA and will continue to attend future courses**”

Course Delegate

NEW IN 2019

Invasive Plant Identification Course

Our new Invasive Plant Identification course is aimed at surveyors who are already working in the invasive weed sector wanting to gain further knowledge and understanding of Invasive Species as listed in Schedule 9.

We were asked, so we delivered!

Following requests from PCA members for further training on the identification of Invasive Plants, the PCA invested in a greenhouse providing an opportunity to work with live samples and extend knowledge with invasive species that are causing problems within the UK.

Invasive Plant Identification

Duration: 1 Day

Fees: PCA Members £295 + VAT

Non-members £345 + VAT

Aims of training: This one-day workshop will provide candidates with the opportunity to be hands-on with around 15 common terrestrial invasive species in the UK. The course will focus upon:

- Ecology and habitats for each species
- UK distribution
- Similar native and/or non-native species
- Growth stages
- Biosecurity

And what's more...candidates will also receive a copy of the 'Practical Management of Invasive Non-Native Weed in Britain and Ireland' and the 'Field Guide to Invasive Plants and Animals in Britain' – currently valued at around £50!

“***Excellent course, well taught. It was great to see live specimens of the invasive plants and other similar plants which they can be confused with. Essential training for people wanting to develop their invasive species knowledge.***”

Course Delegate

What species will we be looking at?

Candidates will look at identifying the following:

- American Skunk Cabbage
- Rhododendron
- Creepers
- Buddleia
- Yellow Azalea
- Giant Hogweed
- Three Cornered Garlic
- Bamboo
- And many more....



Moisture Management Series

Managing atmospheric moisture in the built environment is a balancing act that requires an understanding of all the various factors that can have an impact. These include understanding and managing condensation and the importance of the correct ventilation systems being used, as well as controlling any unintended consequences of retrofit insulation.

A Diagnostic Approach to Understanding Condensation, Atmospheric Moisture and Mould

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: Developed to provide delegates with the necessary skills to analyse raw information collected by atmospheric data loggers, and present this in a way that can illustrate clearly to the homeowner or property professional what is happening in the occupied house. It will also assist in devising rectification strategies and help practitioners to take the guesswork out of atmospheric moisture monitoring.

Residential Ventilation Masterclass

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: A detailed look at retrofit ventilation systems and the associated industry regulations. Suitable for anyone involved in the design and installation of retrofitting fans and mechanical ventilation solutions in existing homes.

“*The lecturer has years of practical experience & has resolved difficult problems. This won't be for everyone but to those who want to do things correctly & skilfully apply the many applicable codes of practice.*”

*Residential Ventilation
Masterclass Candidate*

Retrofit Insulation Masterclass

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: A must for surveyors and building professionals, landlords, property managers and contractors as they will increasingly come across buildings with retrofit insulation. They will need to understand the retrofit process, so they can identify what work retrofitters have undertaken, the potential unintended consequences and how they should be remedied.

Evaluating Ventilation in Existing Buildings

Duration: 1 Day

Fees: PCA Members £185 + VAT

Non-members £240 + VAT

Aims of Training: : This one-day course is aimed at those already involved, or who wish to become involved in, the surveying of dampness related problems in residential buildings. Ideally delegates should have a building/trade background as well as some related skill, knowledge or experience. The course provides delegates with the knowledge and skills necessary to identify and understand ventilation systems 1-4, as defined in approved Document F. The day will also cover Positive Input Ventilation (PIV) systems and probable defects that can occur within buildings.



PCA Specialist Apprenticeship Programme – Damp & Timber

This scheme has been developed to preserve the future of the preservation industry. There are numerous benefits for the employer, not least in filling those skill gaps and improving staff retention. The opportunity to ‘earn while you learn’ and gain a recognised qualification and valuable industry experience are a few of the benefits for the apprentice.

How the scheme works

The 18-month Apprenticeship programme has been designed to take a company employee who is beginning their career in damp and timber treatment, through the award of the **National Vocational Qualification (NVQ) Level 2 in ‘Insulation and Building Treatments (Wood Preserving and Damp-Proofing)’**.

Combining classroom-based training and practical workshops in a safe environment with experienced trainers, we believe this provides apprentices with the foundation on which to build a career within the industry.

There are 21 days of formal teaching, held in 4-day blocks at regular intervals within the first 12 months of the Apprenticeship. During the remaining months, the candidates will continue with their learning on the job and gaining experience until the final assessment period.

“Our technicians are now much more aware of the legislation and safety surrounding the use of the materials they are using on a daily basis, and they are also now more confident and knowledgeable when questioned by contractors and clients on site. And it goes without saying that the high standards we had already set for our business has been enhanced with the excellent training you provide..”

(Apprentice Employer)

Grant funding available

The Programme is fully endorsed by the Construction Industry Training Board (CITB) and forms part of their NVQ programme for the specialist trades. There is grant funding available for the Apprenticeship for those registered with CITB, subject to meeting specified criteria.

More information on the PCA website

There are numerous benefits for employers and apprentices alike of participating in an apprenticeship scheme. A summary of the benefits can be found on the PCA website along with details of the payment options, intake dates and an on-line enquiry form: <http://www.property-care.org/specialist-apprenticeship-programme> Alternatively contact Jade Stocker on:

 0844 375 4301

 jade@property-care.org

PCA Specialist Apprenticeship Programme Facts

- 92%** believe it has led to a more motivated and satisfied workforce
- 83%** rely on apprenticeship programmes to provide the skilled workers they need for the future
- 80%** report a significant increase in employee retention



PCA Specialist Apprenticeship Programme – Waterproofing

Following the success of the damp and timber apprenticeship, the PCA has worked with industry and CITB to develop a framework for a structural waterproofing (below ground) apprenticeship. Again, these steps have been taken to actively preserve and develop the new skills required for the future of the waterproofing industry.

This specialist programme provides apprentices with a relevant specialist path upon which to start their career.

How the scheme works

The 18-month Apprenticeship programme has been designed to take a company employee who is beginning their career in waterproofing, through the award of the **National Vocational Qualification (NVQ) Level 2 in 'Sub-Structure Work Occupations (Structural Waterproofing)'**.

A mixture of theory-based and practical workshops, together with visits to manufacturers, candidates learn and apply theory both in the controlled environment of the PCA's bespoke training facility, and in real world situations.

There are 24 days of formal teaching, held in 2-5 day blocks at regular intervals within the first 12 months of the Apprenticeship. During the remaining months, the candidates will continue with their learning on the job, gaining experience until the final assessment period.

Grant funding available

The Programme is fully endorsed by CITB and forms part of their NVQ programme for the specialist trades. There is grant funding available for the Apprenticeship for those registered with CITB, subject to meeting specified criteria.



More information on the PCA website

There are numerous benefits for employers and apprentices alike of participating in an apprenticeship scheme. A summary of the benefits can be found on the PCA website along with details of the payment options, intake dates and an on-line enquiry form: <http://www.property-care.org/specialist-apprenticeship-programme>.

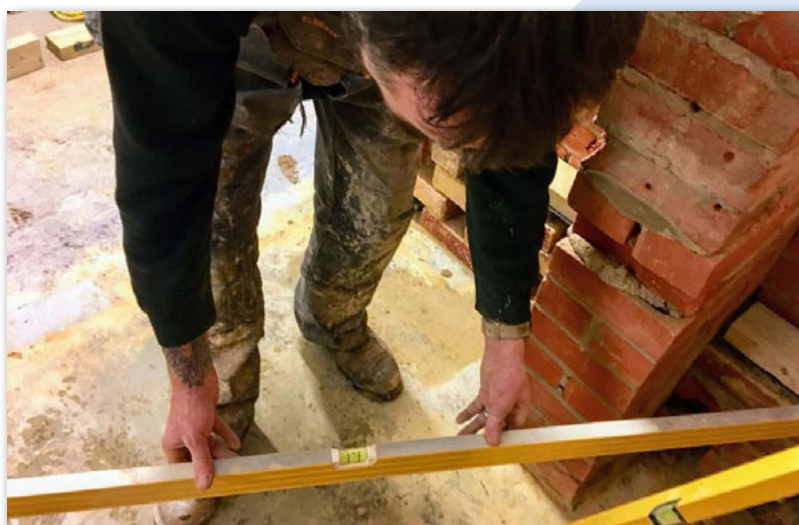
Alternatively contact Jade Stocker on:



0844 375 4301



jade@property-care.org



Development Opportunities for PCA Members

These training courses focus on business related topics including customer service, using Social Media effectively and writing expert reports.



Writing Expert Reports

Duration: 1 Day

Fees: Members £295 + VAT

Aims of Training: This workshop is of benefit to anyone who may need, in the future, to act as an expert witness and prepare reports. Delegates will learn how to write high-quality expert reports and present evidence that will withstand the challenge of cross-examination in court. The workshop uses presentations, discussion and practical exercises based on report extracts to emphasise and reinforce the learning points.

Social Media

Duration: 1 Day

Fees: Members £95 + VAT

Aims of Training: This course provides a general overview of the importance of the popular Social Media networks, focusing on Facebook and Twitter. It is designed for anyone who would like to increase their general knowledge and understanding of this communication channel, and how it can be used to generate awareness of their business and generate business leads.

Customer Service & Administration

Duration: 1 Day

Fees: Members £95 + VAT

Aims of Training: This is a one-day classroom based workshop covering a broad range of subjects. It is of benefit to anyone who works as part of a team and deals with customers at any point, undertaking tasks such as dealing with enquiries, managing bookings and communicating with customers, including handling complaints.

“I thought the course was excellent and got a lot from it to bring back to the office. I would recommend this course for all companies as a lot of sharing is done”

Customer Service & Administration Candidate

Continuous Professional Development (CPD)

CPD is a personal commitment to keeping your professional knowledge up to date and improving your capabilities. It focuses on what you learn and how you develop in your role.

Formally recording learning will show active commitment to career development, and all professionals have a responsibility to keep skills and knowledge up to date. CPD helps turn that accountability into a positive opportunity to identify and achieve objectives. As the scheme progresses, you can review learning over the previous 12 months and set development objectives for the coming year.

For the PCA Scheme you will need to accumulate 25 points annually – a CPD points table is available demonstrating how you can earn points – and record the CPD activity on your registration form, get it verified and supply any relevant evidence to support the development you've undertaken.

A certificate will be issued at the start of each year that you can carry with you to prove you are a member of the scheme.

PCA Waterproofing Design Specialist (WDS) Register

British Standard BS8102:2009 – 'Code of Practice for protection of below ground structures against water from the ground' – recommends that a specialist in waterproofing is included in the design team for any structure where usable space is fully or partly below the ground level.

Specifically set out in Section 4.2 of BS8102:2009 under the heading 'Design Team', the code states that: **"A waterproofing specialist should be included as part of the design team so that an integrated waterproofing solution is created."**

In the past an architect has often taken responsibility for waterproofing when designing below ground projects. Many would, however, acknowledge that they lack the training or expertise necessary to consider themselves waterproofing specialists. This is where the PCA **Waterproofing Design Specialist (WDS) Register** provides a solution.

Using the Waterproofing Design Specialist (WDS) Register provides a central point where individuals with the relevant waterproofing design skills can identify themselves.

Developers, architects, builders etc can search this register to quickly locate properly vetted and approved individual waterproofing design specialists, who can assist in the design and planning of underground waterproofing. The ability to easily identify and engage a waterproofing design specialist will allow the design team to conform to the recommendation set out so clearly in BS8102:2009.





Training Calendar 2020

Surveying Timber and Dampness in Buildings

3-day Surveying Timber & Dampness in Buildings	Exam Preparation (CSDB/CSTDB)	Examinations (CSDB/CSTDB)
28th-30th January 2020 17th-19th March 2020 9th-11th June 2020 8th-10th September 2020 3rd-5th November 2020	19th-20th February 2020 7th-8th April 2020 30th June-1st July 2020 29th-30th September 2020 24th-25th November 2020	8th-9th January 2020 10th-11th March 2020 29th-30th April 2020 15th-16th July 2020 21st-22nd October 2020 8th-9th December 2020

Structural Waterproofing Surveyors

3-day Structural Waterproofing Surveyors	Waterproofing Legal Aspects day	Exam Preparation (CSSW)	Examinations (CSSW)
14th-16th January 2020 24th-26th March 2020 19th-21st May 2020 22nd-24th September 2020	4th February 2020 1st April 2020 29th October 2020	5th February 2020 15th April 2020 16th June 2020 20th October 2020	26th February 2020 5th May 2020 7th July 2020 10th November 2020

Control & Eradication of Japanese Knotweed

2-day Control & Eradication of Japanese Knotweed	Exam Preparation (CSJK)	Examinations (CSJK)
21st-22nd January 2020 3rd-4th March 2020 12th-13th May 2020 6th-7th October 2020	11th February 2020 31st March 2020 2nd June 2020 28th October 2020	27th February 2020 23rd April 2020 23rd June 2020 12th November 2020

Technicians Training

Damp & Timber	Structural Waterproofing	Japanese Knotweed
28th-29th January 2020 9th-10th June 2020 8th-9th September 2020 1st-2nd December 2020	6th February 2020 17th June 2020 28th October 2020 17th December 2020	6th February 2020 28th April 2020 10th December 2020

<i>Moisture Management Series</i>			
A Diagnostic Approach to Understanding Condensation, Atmospheric Moisture and Mould	Residential Ventilation Masterclass	Retrofit Insulation Masterclass	Evaluating Ventilation in Existing Buildings
16th April 2020 11th November 2020	5th February 2020 7th October 2020	25th June 2020 5th November 2020	25th February 2020 15th December 2020

<i>Professional Workshops/Courses</i>	
Waterproofing Awareness	Alternative Repair Strategies for Traditional Buildings
25th June 2020	23rd June 2020
Understanding Traditional Building Construction	Wood Identification for the Infestation Surveyor
6th May 2020 15th September 2020	12th March 2020 26th November 2020
Contracting & Client Relationship Workshop	Structural Waterproofing Update Course
24th June 2020	18th June 2020
Basement Water Management	Safe Use of Biocides for Professional Users
5th May 2020 10th December 2020	27th February 2020 9th July 2020 3rd September 2020 2nd December 2020
Japanese Knotweed onsite Containment and Cell Burial	Invasive Plant Identification Course
26th February 2020 30th June 2020 13th October 2020	6th May 2020 14th July 2020 3rd September 2020
Thermography Course	
16th June 2020	

<i>Ground Gas Protection Measures</i>	
Getting It Right	Installation & Verification
30th January 2020 1st July 2020	28th April 2020 14th October 2020

<i>Member Only Courses</i>	
Customer Service and Administration	Expert Report Writing
8th July 2020	17th June 2020

The above dates are correct at time of publication and may be subject to change.
 New courses may be added throughout the year and we recommend you keep up to date via the PCA website.
 The PCA team are available to discuss your training requirements with you on 0844 375 4301.

Terms and Conditions

1. About these Terms and Conditions

- 1.1 These Terms and Conditions (the "Conditions") form the whole of our 'Agreement' with you.
- 1.2 In these Conditions 'we' and 'us' means the Property Care Association; 'you' means the individual or organisation booking a course, exam, product or service under these Conditions. 'Booking' means a request by you to book a course or exam with us; 'Consumer' means any natural person who, in contracts to which the Consumer Protection (Distance Selling) Regulations 2000 apply, is acting for purposes which are outside his business. 'Course' means a Property Care Association course, 'Exam' means a Property Care Association exam, 'Delegate or Candidate' means an individual enrolled on a course or exam by you.
- 1.3 These Conditions replace all other terms and conditions previously applicable and shall apply to any booking to the exclusion of any other terms and conditions.

2. Booking

- 2.1 You may make a booking by telephoning 0844 375 4301, or downloading a booking form from our website (www.property-care.org) and returning by email or post.
- 2.2 Booking a Course or Exam shall be regarded as an offer by you to book a Course or Exam under these terms and conditions.
- 2.3 As soon as reasonably practicable you shall provide us with the name of the Delegate(s) and any special requirements they may have particularly with regard to diet, mobility, access, etc.
- 2.4 Substitution of a Delegate will be allowed up to the commencement of the Course or Exam without charge subject to clause
- 2.5 Any data collected during the booking process will be kept secure and may be shared with third party organisations.
- 2.6 Places are only confirmed on receipt of full payment.

3. Confirmation

- 3.1 Acceptance of your offer will take place on receipt of full payment. Our acceptance of your Booking brings into existence a legally binding Agreement between us.
- 3.2 Written Course or Exam confirmation will be forwarded to you prior to the start date, usually 14 days before the event.

4. Price

- 4.1 Standard Course and Exam prices are as listed on our website. We reserve the right to change prices listed without notice.
- 4.2 The price of bespoke Courses or Exams are as confirmed in our written quotation.
- 4.3 Course prices include a buffet lunch. Regrettably, due to timings we are unable to provide food on examination days and would advise candidates to bring their own.
- 4.4 Course and Exam prices do not include, and are not limited to: printed copies of course notes, travel, accommodation, parking costs or any other cost incurred as a result of attending a PCA Course or PCA Examination.
- 4.5 Accommodation provider details are available on request. However, the Property Care Association can take no responsibility for the quality of any such accommodation. Please contact the office for further details.
- 4.6 Value Added Tax will be added to all taxable supplies at the current rate.

5. Payment

- 5.1 All payments must be made in UK sterling (GBP) and reference our invoice number where provided.
- 5.2 Payment must be received at time of Booking a Course or Exam or immediately on receipt of invoice.
- 5.3 Payment can be made by BACS, cheque or debit/credit card.
- 5.4 No payment shall be deemed to have been received until we have received cleared funds.
- 5.5 Without prejudice to any other right or remedy available to us if payment is not received when due we shall be entitled to:
 - 5.5.1 Cancel the Agreement; and/or
 - 5.5.2 Suspend delivery of any other Course or Exam to you; and/or
 - 5.5.3 Withhold the issue of any applicable Course or Exam material; and/or
 - 5.5.4 If we must recover the outstanding payment recovery costs are to be paid by you.

6. Transfer & Cancellation by you

- 6.1 If you wish to transfer to an alternative date or cancel a Course or Exam booking your request must:

- 6.1.1 Be received or confirmed in writing by the Property Care Association.
- 6.1.2 In the event that Bookings are transferred or cancelled, an administration fee of £100+ VAT will be retained per course or exam
- 6.1.3 Cancellations or transfers made less than 10 working days before the Course or Exam will incur the full cost of the Course or Exam.
- 6.2 In the event you are a Consumer:
 - 6.2.1 You have the right to cancel the Agreement and receive a refund. You must inform us within 14 working days, starting the day after the Agreement is concluded (the 'Cooling Off Period').
 - 6.2.2 If the Course or Exam start date occurs within the Cooling Off Period your cancellation rights will end when the Course or Exam starts.
 - 6.2.3 Your statutory rights are not affected.

7. Cancellation by us

- 7.1 All Courses and Exams are subject to availability and demand.
- 7.2 We reserve the right at any time:
 - 7.2.1 To cancel Course and Exams and refund in full or transfer Candidates to the next available dates. No further liability will be acceptable.
 - 7.2.2 To vary Course and Exam dates, programmes, speakers and venues.
- 7.3 We shall endeavour to inform Candidates as soon as possible in the unlikely event that we are unable to run or if there are any variations to a Course or Exam.
- 7.4 Although every effort has been made to ensure accuracy of information contained within our literature and materials, including any Course or Exam descriptions, we do not accept responsibility for any errors or omissions. We reserve the right to cancel any Booking for a Course or Exam where any such error or omission has occurred, even after we have accepted such a Booking.

8. Delegates

- 8.1 Prior to making a Booking it is your responsibility to ensure that a Delegate has the:
 - 8.1.1 Physical ability; and/or Communication skills; and/or
 - 8.1.2 Literacy and/or numeracy skills;
 That is/are required for a Delegate to attend and complete the Course or Exam on which they are enrolled.
- 8.2 For those Candidates with learning difficulties, such as dyslexia, if advanced notification is given and the candidate has undergone a professional assessment, we are able to adapt Exams to accommodate the Candidate.

9. Examinations

- 9.1 The marking process is as follows:
 - 9.1.1 Completed papers are marked independently by two separate examiners with these marks being sent to the Chief Examiner for moderation. The Chief Examiner will award the result and their decision is final.
 - 9.1.2 A sample of each examination is audited by the Awarding Body for the Built Environment (ABBE).
 - 9.1.3 We will only notify Candidates of Pass/Fail results. Percentage marks awarded in the examination will not be released to the Candidate.
 - 9.1.4 We regret that we are unable to return Candidates completed Exam papers to them.
- 9.2 Candidates may request a re-assessment or appeal against a result. Requests must be made in writing within three months of notification of results and will be subject to a £100 + VAT fee, which must be paid before the enquiry or appeal process takes place. The fee for a Candidate's enquiry or appeal will be returned in the event that the enquiry or appeal leads to the result being amended.
- 9.3 Candidates that wish to obtain feedback, a fee of £100 + VAT is payable following a failed exam.

10. Intellectual Property

- 10.1 Attendance at one of our Courses or Exam days does not entitle you to use the Property Care Association logo. Only Members of the Property Care Association are entitled to use the logo, and there is no provision for third party membership through chemical manufacturers. If you would like to discuss Membership of our Association, contact the Membership Manager.
- 10.2 Copyright subsists in our literature (including training and examination material) and no part of our literature may be reproduced in any form without prior written consent.



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property-care.org



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