

AffinityWater

Network Regulations

Training Courses – FAQ's



- 1. How do I book myself on a Water Regulations training course?**
You can book yourself on a Water Regulations training course by completing the online application form via Affinity Water's website. www.affinitywater.co.uk/waterfittings/training-accreditation
- 2. How do I find out the next available dates when training courses are being held and if there is any availability?**
Once you have submitted the online application form via the Affinity Water website, an email will be sent to you from the Water Regulations Team, with an attached letter providing the next available dates and how many places are available.
- 3. Once I know the date of the training course I would like to attend, how do I book myself on the course?**
In order to book yourself onto the training course with Affinity Water, you will first need to obtain a 'unique reference number' from Water Regs UK (WRUK), together with your training materials. Please note, that you will be unable to book yourself on a training course with Affinity Water without a unique reference number.
- 4. Who do I contact in WaterRegs UK (WRUK) to obtain a 'unique reference number' and the training materials?**
You will need to contact Thomas Cook thomas.cook@waterregs.co.uk at WaterRegs UK (WRUK) to purchase the training materials and a 'unique reference number' for the training course. Once you have your 'unique reference number', you should then contact the Network Regulations Team at Affinity Water to book your preferred training date.
- 5. How do I know that I have been booked on a training course with Affinity Water?**
Once payment has been received, Affinity Water will send you an email with an attached letter confirming your place on the course.
- 6. Can I change the date of my training course, if I am unable to attend the training course that I have booked.**
Unfortunately not, we are unable to change the date of the training course, once it has been booked.
- 7. Can someone else take my place on a training course, if I am no longer able to attend.**
Unfortunately, not, the 'unique reference number' obtained from WaterRegs UK (WRUK) is specific to each candidate and therefore you will be unable to swap places with another candidate or work colleague.
- 8. What time does the training start?**
The training starts at 9:00a.m promptly, so please be available from 8:50a.m and the training course lasts for 6 hours, with breaks throughout the day.
- 9. How is the training delivered?**
The training is delivered online via Microsoft Teams and it is important that your emails are on the same device as the Microsoft Teams app to allow you to click on the link sent to you via email to access the training course.
- 10. When will I receive the link to access the training course?**
A week before the training course, Affinity Water will send via email a Microsoft Teams invitation to the candidates email address as detailed on the application form.
- 11. Do I need any special IT equipment to attend the training course and take the test?**
You must have your own computer or Laptop, with a good wifi connection. It is important prior to the course starting that you have confirmed that your webcam, microphone and speaker works on your laptop. Your webcam must be switched on for the entirety of the course and

online assessment. Please find a quiet place to take the course, where you will not be interrupted.

12. Is there a test at the end of the training course?

Yes, there is a test at the end of the training course. The test is an open book test, which means that you can use any of the training materials or notes taken during the training course to answer the questions. The test consists of 40 multiple choice questions, and you have to get at least 80% correct to pass the test.

13. Will I be able to practise accessing the assessment and doing some practice questions?

Yes, you will be sent details via an email with a username and password detailing how to access the assessment via the internet. Once you have accessed the Moodle platform you will be given some practise test questions to get you used to using the online system. Failure to carry out these questions will result in you being unable to take the assessment.

14. How much does the training course cost?

The training course with Affinity Water costs £120 + vat, but there will be additional cost of £19 + VAT with WRUK for training materials etc.

15. Apart from purchasing the training material and the unique reference number from Water Regs UK, is there anything else I need to do prior to the training date.

Once you have received the Moodle instructions, you must log onto Moodle and complete the familiarisation course.

16. What will happen if I don't complete the familiarisation course.

If you do not complete the familiarisation course, you will not be permitted to attend the training and assessment.

17. Do you take into account any additional learning support needs?

At Affinity Water we want everyone to have the chance to perform at their best, so please let us know if you need any adjustments so we can discuss and put them in place in good time.

18. Will I get a certificate to demonstrate I have passed the assessment?

Yes, once you have completed the assessment and have passed, you will be sent a certificate from WRUK.

19. What can I do once I have passed the External Supply pipe installation training course and assessment?

If you are successful in obtaining the External Supply Pipe Installation certificate you will be able to apply to become an Approved Groundworker and gain membership to the Approved Groundworker Sector on one of the following Approved Schemes: WIAPS, APLUS, WaterMark or SNIPEF.