

DCC Notice and Invitation to Comment

Training on the installation of Communications Hubs - including dates of training courses

Date issued: 25 February 2016

Deadline for comments: 10 March 2016

Classification: DCC Public

Contents

1	Purpose of Notice	3
2	Dates of training courses.....	3
3	Background.....	4
4	Attendee requirements.....	4
5	Training course outcomes.....	5
6	Allocation of places.....	5
7	Waiting list	6
8	Preparation required	6
9	Training course content.....	7
10	Training course assessment	7
11	How to book places at the training courses.....	7
12	Questions	7
13	How to respond	8
14	Contact	8

1 Purpose of Notice

DCC informs Parties of its plans for the training of the installers of Communications Hubs and invites comment on these plans. DCC notes that this training is for the trainers of installers and is called Communications Hubs Train the Trainer (CH-TTT) training. This training is to ensure DCC and Parties meet their Communications Hub installation and maintenance obligations as set out in the Smart Energy Code (the SEC) and to further DCC's Interim General Objective under the Smart Meter Communication Licence (the Licence) to contribute to the achievement of a full, timely, efficient and economical and secure Completion of Implementation.

This Notice sets out the dates of the training courses its overall approach to the allocation of places and how to book onto them, and other useful information. DCC invites comment on this Notice by 10 March 2016 to contact@smartdcc.co.uk.

2 Dates of training courses

Below DCC sets out indicative dates and locations of the training courses for Arqiva and Telefonica:

Arqiva	Telefonica
One day course, may flex to a two day course	Four day course, likely to reduce to three days, dates to be confirmed
Winchester	Solihull
04 May 2016	31 May – 02 June 2016
11 May 2016	06 – 08 June 2016
18 May 2016	13 – 15 June 2016
15 June 2016	05 – 07 September 2016
22 June 2016	12 – 14 September 2016
20 July 2016	19 – 21 September 2016

The details above will be confirmed shortly. Further details, including exact timings and address, will be provided to attendees.

There is no explicit charge for these initial courses, as they are covered under Parties' core fixed charge.

More training courses may be made available subject to demand, and information on these extra days will be communicated when it becomes available. However, DCC urges SEC Parties to take the opportunity to secure places on training courses in this wave. Having all the places on the training courses taken up will ensure that as many trainers as possible are available in the market to support the roll-out of smart meters.

DCC has received comment from some Parties in advance of this Notice being issued that May 2016 may be too early to commence CH-TTT. If this is the consensus that emerges we will consider deferring the above schedule by a month.

3 Background

DCC has an obligation to provide the DCC Installer Training Plan as set out in section 2.1 and 2.2 of the CH Installation and Maintenance Support Materials (CHIMSM) which is Appendix I of the SEC¹. This has to be sufficient to enable individuals accredited in accordance with it to carry out Communications Hub installation and maintenance activities in accordance with the CH Support Materials.

DCC notes that the Communications Service Provider (CSP) contracts specify that, before being permitted to install Smart Metering Systems, installers will have received training and assessment at a level appropriate to the installation (taking into account the knowledge and skills necessary to fulfil the role) including, in the case of Domestic Premises installations, training from a National Skills Academy for Power (NSAP)-accredited provider or equivalent training. More information on the training requirements is set out in the Communications Service Provider (CSP) contracts².

DCC notes that it is a requirement at Section 2.1 of the CHIMSM of the SEC that courses are accredited. DCC suggests the best way to fulfil this need for accreditation, and to further DCC's Interim General to contribute to the achievement of a full, timely, efficient and economical and secure Completion of Implementation, is to offer face-to-face training courses (CH-TTT) and not just Communications Hubs training materials (though these will also be available).

4 Attendee requirements

DCC requires that nominations for attendees are made by SEC Parties which either install meters themselves or have a requirement to install meters which is dispensed by another organisation (e.g. Meter Operator). This means that attendees do not themselves need to come from SEC Parties; but nominations for non-SEC Party attendees should be made by a SEC Party. The attendance of non-SEC Parties will ensure that those SEC Parties without their own dedicated installation workforce can still access funded CH-TTT training to ensure their installers are trained appropriately.

The trainers themselves should ideally fulfil the following requirements:

- a. Experienced, expert installer of metering devices
- b. MOCOPA qualified
- c. NSAP accredited (or equivalent)

Each installer completing the NSAP-accredited training programme successfully will be eligible for addition to a national database of accredited installers.

Attendees must have read and shall adhere to the terms and conditions for Train-the-Trainer course attendance that will be detailed in the booking form.

¹ See <https://www.smartenergycodecompany.co.uk/sec/sec-and-guidance-documents> for the latest version of the SEC (SEC4.8 effective 10.02.16) and Appendix I for the Communications Hub Installation and Maintenance Support Materials.

² CSP contracts available at: <https://www.smartdcc.co.uk/about-dcc/service-providers/>.

5 Training course outcomes

A key outcome is that the training course attendees can train other trainers on Communications Hubs' installation and provide installer training on Communications Hubs. A further outcome will be that Communications Hubs TTT material will be published on the DCC website. DCC notes that these training materials will be published in pdf and also in open format to enable NSAP-accredited training providers to incorporate them into these Installer Training Programmes.

DCC stresses that it wishes to use all reasonable endeavours to ensure that all funded places are taken up, so that User readiness can be supported and there are sufficient Accredited Training Providers available to support Installer Training needs. To support this end, DCC wishes to invite comment on options for allocation of funded places, described in section 6 below.

6 Allocation of places

DCC notes that there are a limited number of funded CH –TTT places for this first wave of training: 48 places for CSP North Region and 42 places for CSP Central Region and South Region. It therefore asks Parties to submit requests for places based on known requirements as this will ensure economic and efficient Installer Training provision in the short to medium term.

DCC aims to fulfil demand, but notes here that it does reserve the right to limit the allocation of places in the event of significant over-subscription. This limiting of any applications would be pursuant to DCC's Interim General Objective under the Licence to co-ordinate the activities of SEC Parties and secure timely and efficient Completion of Implementation. DCC requests that respondents indicate a preference for option 1 or option 2 published below:

1. Allocate to Meter Operators (accredited MOCOPA members) that are interested in receiving training	
<p>Pros</p> <ul style="list-style-type: none"> • All suppliers which have obligations to install SMETS2 meters at DCC live would receive training places for their agents or metering business • Fairer split to cover those meter operators which have not yet signed contracts but are in negotiations • Should ensure those wanting to install SMETS2 meters to meet supplier obligations will have access to CH-TTT. • New meter operators could be eligible to receive CH-TTT • Allocation to meter operators is consistent with industry practice • Meter Operators who look after smaller suppliers would have access to CH-TTT 	<p>Cons</p> <ul style="list-style-type: none"> • Some Meter Operators may take up the offer of CH-TTT places but may not have imminent contracts for SMETS2 installations. • Not all Meter Operators are SEC Parties and would need nominating by SEC Parties or would need to accede to the SEC • Not all Meter Operators have capacity to support full end-to-end training facilities

<p>2. DCC meets the demand, prioritising those SEC Parties which are planning to install in the first six to eight months of DCC Live for the first wave of CH-TTT Training. DCC then looks to provide additional funded places to meet known demand, notified to DCC in response to this invitation to comment, in Q1 2017.</p>	
<p>Pros</p> <ul style="list-style-type: none"> • All those who validly require a place within the first 12 months of live operations will be guaranteed one • Enables DCC to provide the first wave of training where it is needed most, and to take an informed view of how best to support industry needs to provide CH-TTT thereafter • Meter Operators which support smaller suppliers would have access to CH-TTT in a later wave of CH-TTT training in Q1 2017 	<p>Cons</p> <ul style="list-style-type: none"> • May exceed the amount in the contracts which may result in extra cost for DCC and its service users • CSP capacity to provide more training will be required

7 Waiting list

In the event that courses are over-subscribed, DCC will operate a waiting list for those who do not secure a place on one of their preferred course dates. The waiting list shall be used to fill course places where there are notified cancellations up to 15 days prior to the course start date. Delegates must therefore be available to attend training in accordance to their preferred dates up to 15 days prior to the course start dates

8 Preparation required

CH-TTT course attendees should familiarise themselves and identify any queries with the following:

1. course overview
2. background information on the Smart Metering Implementation Programme
3. introduction to the Communications Hub
4. high-level installation and maintenance process flows
5. the company's overall objectives and delivery plans for smart metering

DCC notes that further guidance will be provided to attendees in the joining instructions.

DCC notes that no cable terminations will be undertaken during the training, but delegates will carry out the fitting of Communications Hubs and associated equipment. DCC suggests that attendees may therefore wish to bring with them their own basic installation kit. This should include at the minimum:

1. suitable screwdrivers
2. sealing equipment (sealing pliers, wire and ferrules)

9 Training course content

DCC notes that the CH-TTT course will include at least the following:

1. introduction to Smart Metering
2. about Smart Metering and the Communications Hub
3. health and safety considerations
4. pre-installation Process
5. installation Process (includes fault handling)
6. activating a Communications Hub
7. other Installation Options
8. maintenance Process (including audit and verification checks)

10 Training course assessment

An assessment of learning outcomes will be undertaken which will include a multiple choice written assessment for both training courses. The training course will also include:

1. a practical evaluation
2. feedback on the training course

DCC notes that assessments can be repeated, but only if time permits and within time available on the CH-TTT course. If time does not allow, the training course attendee will have to be repeat the assessment.

11 How to book places at the training courses

To book places for initial CH-TTT courses, a booking form will be made available on DCC SharePoint. The completed form should be emailed to the [DCC Service Desk \(servicedesk@smartdcc.co.uk\)](mailto: servicedesk@smartdcc.co.uk). The DCC SharePoint folder shall also contain information about course dates that have been fully booked as they occur. This process will be made available once options for allocation of places has been finalised in March.

12 Questions

1. Do you have any comments on DCC's proposal for Train the Trainer training?
2. Are the proposed course dates appropriate? (Y/N)
3. Would you prefer the course schedule be deferred by a month? (Y/N)
4. Which is your preferred option for the allocation of funded CH-TTT training places? (Option 1 or Option 2)
5. Please can you provide supporting information on why this is your preferred option?
6. If you have chosen option 2, would you prefer to access funded CH-TTT places in the first wave (2016) or a possible funded second wave (likely provided in Q1 2017)?
7. DCC is also exploring options to provide scheduled non-funded CH-TTT if there is a demand for these (following the first wave of CH-TTT). If your organisation has an interest in accessing CH-TTT for which DCC would make an explicit charge, please indicate your interest and whether you would ideally like this provision available in 2016 or from Q1 2017 onwards.

13 How to respond

Please provide responses in the associated template by 10 March 2016 to DCC at contact@smartdcc.co.uk.

Responses to this DCC Notice and Invitation to Comment may be published on DCC's website. Please state whether all, or any part, of your consultation response is confidential. Please note that responses in their entirety (including any text marked confidential) may be made available to the Department of Energy and Climate Change (DECC) and the Gas and Electricity Markets Authority (the Authority).

14 Contact

If you would like to discuss this Notice, please contact Carmen Strickland at carmen.strickland@smartdcc.co.uk or your Industry Partnership Manager.

If you have questions about our approach to DCC Notices, please contact our Regulation Manager at richard.sullivan@smartdcc.co.uk.