

**TITLE:** EUROPEAN PRODUCT SUPPORT DEPARTMENT (UK)  
PRODUCT TRAINING  
**ISSUE:** 2

---

**DOCUMENT CONTROL NUMBER:**

**APPROVAL AND AUTHORISATION SHEET**

<b>ORIGINATED BY:</b>	<b>POSITION:</b>	<b>SIGNATURE:</b>	<b>DATE:</b>
1. J Clifford	European Product Support Manager	.....	.....
<b>VETTED BY:</b>	<b>POSITION:</b>	<b>SIGNATURE:</b>	<b>DATE:</b>
1. C Gormley	UK Training Manager	.....	.....
2. M Holmes	Quality Manager	.....	.....
<b>APPROVED BY:</b>	<b>POSITION:</b>	<b>SIGNATURE:</b>	<b>DATE:</b>
1. P Cooke	General Manager Product Support	.....	.....

**TITLE:** EUROPEAN PRODUCT SUPPORT DEPARTMENT (UK)  
PRODUCT TRAINING  
**ISSUE:** 2

---

## **1.0 INTRODUCTION**

The purpose of this Local work Instruction is to set out the way in which requests for training in the UK and Ireland are handled by the European Product Support Department, Tyco Safety Products.

## **2.0 SCOPE**

This Local Work Instruction is followed at all stages of dealing with requests for technical product training.

Requests for technical product and product application training are only accepted for products as detailed in Section 2 of Departmental Procedure DP13 “European Product Support Department (UK)”.

## **3.0 RESPONSIBILITY**

This local work instruction is to be followed by the UK Training Manager, UK-based Technical Training Officers and any other UK-based European Product Support Department, Tyco Safety Products personnel when conducting formal training courses.

## **4.0 DEFINITIONS**

The term “trainer” in this Local Work Instruction refers to the Technical Training Officer or UK Training Manager or any other UK-based European Product Support Department, Tyco Safety Products personnel when conducting formal training courses.

## **5.0 PROCEDURE**

The following procedure explains how ADT Fire and Security branches obtain technical training from Tyco Safety Products. Tyco Safety Products aim to provide a timely and flexible training service to ADT geared to meeting the business needs of the branches and of ADT as a whole. Training requirements should be communicated quickly and accurately to Tyco Safety Products and these requirements met as quickly as possible.

Each ADT branch in the UK and Ireland will nominate a training contact. In turn The UK Training Manager will nominate either himself or one of the Technical Training Officers as the Tyco Safety Products training representative for that office to handle all technical product training issues.

**TITLE:** EUROPEAN PRODUCT SUPPORT DEPARTMENT (UK)  
PRODUCT TRAINING  
**ISSUE:** 2

---

### **5.1 Request for and Organisation of Training Courses (ADT Fire and Security)**

It is the responsibility of ADT branches to identify and prioritise training needs and communicate training course requests via their own nominated training contact to their allocated Tyco Safety Products training representative or to the UK Training Manager who will also provide advice and assistance if requested.

On receipt of a request for a training course, Tyco Safety Products training representative or UK Training Manager handles the request with reference to the relevant trainer as follows:

- a) If the request represents 100% of the required attendance figure for the course, the trainer will agree a date for the course. Wherever possible the trainer will conduct the training at the local ADT branch. It is the responsibility of the ADT training contact to book a suitable room at the local ADT branch and ensure that the agreed numbers of delegates attend.
- b) If the request represents 50% or more of the required attendance figure for the course, the trainer or the ADT training contact will attempt to fill the remaining spaces on the course from other ADT branches in the same region. If this is successful the trainer will agree a date for the course. In this instance the course will be run at a location agreeable to all parties. It will be the responsibility of the ADT training contact at the chosen venue to book a suitable room. It will be the responsibility of all ADT training contacts to ensure that the agreed numbers of delegates attend.
- c) If the request represents less than 50% of the required attendance figure for the course, the request will be communicated to all trainers in an effort to consolidate all similar requests. A course will not be scheduled until adequate numbers of requests have been received. If sufficient requests exist then a course will be run at the most practical geographical location.
- d) When prioritising and scheduling training courses in accordance with 5.1a to 5.1c above, the trainer may take into account the past course attendance record of the relevant ADT branch (i.e. an ADT branch with poor attendance records on previously booked courses may be given lower priority than a branch with reliable attendance records).
- e) Unless agreed in writing with the trainer, it is the responsibility of the ADT training contact at the course location to book a suitable room. This does not apply to courses conducted at Tyco Safety Products Letchworth where Tyco Safety Products trainers have dedicated training facilities.

**TITLE:** EUROPEAN PRODUCT SUPPORT DEPARTMENT (UK)  
PRODUCT TRAINING  
**ISSUE:** 2

---

- f) The trainer does not issue joining instructions for training courses. It is the responsibility of the requesting ADT training contact to ensure that the agreed numbers of delegates attend a course. The trainer does not request the individual names of attendees who are booked to attend a particular course, but the total number booked from each branch are expected to attend - This allows the branch to make last minute substitutions if necessary.

In addition to incoming requests for training courses, each Tyco Safety Products training representative proactively contacts the ADT training contact on a monthly basis in each of their allocated ADT branches to request a status report of all outstanding technical product training course requirements. Any training requests are then handled in accordance with 5.1a to 5.1c above.

## **5.2 *Request for and Organisation of Training Courses (UK/Ireland Non-ADT Tyco Businesses)***

All training requests originating from non-ADT Fire and Security Tyco businesses in the UK and Ireland, are processed in accordance with section 5.1 above, but subject to the following modification:

- Requests for training may be communicated to the UK Training Manager or Technical Training Officers either directly or indirectly.
- Non-ADT Fire and Security businesses will not normally be allocated a training contact and the requirement for proactive monthly contact is removed.

## **5.3 *Request for and Organisation of Training Courses (Non-UK Tyco Businesses)***

It may, on occasion, be necessary to handle requests for training from Tyco businesses operating outside the UK. Such requests should be referred to the UK Training Manager in the first instance for consideration on a case by case basis taking into account the needs of the business and available resource.

## **5.4 *Standard and Non-Standard Training Courses***

A list of standard training courses is published on the Training section of the Tyco Safety Products website. This list is periodically reviewed and updated as necessary by the UK Training Manager.

Request for non-standard or custom training courses are considered on a case by case basis (with respect to content, number of attendees, etc).

**TITLE:** EUROPEAN PRODUCT SUPPORT DEPARTMENT (UK)  
PRODUCT TRAINING

**ISSUE:** 2

---

## **5.5 Training Courses Provided by Third Party Suppliers**

A list of selected third party suppliers (with contact details) is available on the Training section of the Tyco Safety Products website. These suppliers have agreed to provide Tyco businesses in the UK with free of charge training for their product ranges which are supplied as approved stock-coded products by Tyco Safety Products. If technical training is required for these products, the local Tyco business branch (ADT or others) may contact the supplier direct via the listed contact. In these cases it will be the responsibility of the local Tyco business to arrange and document the training received in accordance with their own procedures.

## **5.6 Training Forms and Certificates**

### **5.6.1 Training Record of Attendance Form Q1070**

Each course attendee must add their name, branch and payroll number to a Training Record of Attendance form Q1070 (reference AM2902/000) at the start of the training course.

On completion of the training course, the trainer completes the form as follows:

- Adds the number of people failing to attend (if any) together with their names (if known) and branch and marks the Result column “FTA”.
- *For courses without an end of course test or exam:* Adds an assessment grade in the Result column (“fail”, “pass”, “credit” or “distinction”) based on the experienced opinion of the trainer. If the attendee fails to complete or attend part of the course for any reason beyond their reasonable control, they are graded in the Result column of the form as “unclassified”.
- *For courses with an end of course test or exam:* Adds the actual percentage test or exam mark and the corresponding assessment grade in the Result column (i.e. “fail” 0% to 44%, “pass” 45% to 64%, “credit” 65% to 84%, “distinction” 85% to 100%). If the attendee fails to complete or attend part of the course for any reason beyond their reasonable control, they are graded in the Result column of the form as “unclassified”.
- *For courses with an “open book” end of course test or exam:* To reflect the additional assistance given to candidates, the percentage thresholds for “fail”, “pass”, “credit” and “distinction” stated above may be modified. The modification will take the form of an “offset” (for example an offset of 10% would mean that the threshold for a pass was 55% and not 45%). To ensure consistency, the actual percentage stated on the form will be normalised by deducting the offset prior to entry. If the attendee fails to complete or attend

**TITLE:** EUROPEAN PRODUCT SUPPORT DEPARTMENT (UK)  
PRODUCT TRAINING

**ISSUE:** 2

---

part of the course for any reason beyond their reasonable control, they are graded in the Result column of the form as “unclassified”.

- Completes all other self-explanatory sections.

For training courses run at the ADT Training Academy at Gravelly Park, Birmingham, a copy of the completed form is supplied to the ADT Training Academy administration department immediately after completion of the course.

The trainer sends the completed forms to the Tyco Safety Products Product Management Administrator who inputs the data from the forms onto the ADT training database.

The Tyco Safety Products Product Management Administrator sends the originals of the forms to the ADT Training Academy and retains a copy for reference.

With reference to the completed form, The Tyco Safety Products Product Management Administrator produces a certificate (reference AM2903/000) for every attendee who attains an assessment grade of pass 45% to 64% or higher. These certificates are forwarded to the local ADT training contact for delivery to the relevant attendees.

### 5.6.2 *Training Course Feedback Form*

Before leaving at the end of each training course, every attendee must complete a Training Course Feedback Form (reference AM2901/000) which includes a satisfaction score of between 1 and 6.

The forms are returned to the trainer who stores these locally for a minimum of two years.

At the end of each reporting period, each trainer calculates (with reference to the forms) and reports the average “Course Overall” satisfaction score for the monthly reporting period to the UK Training Manager who in turn reports these figures to the European Product Support Manager.

### 5.3 *Customer Service Review*

After completion of each training course, the trainer e-mails a copy of the “Product Training Course Feedback Questionnaire” (refer to Appendix 1 for a sample form) to the manager(s) who requested the training course, asking them to complete and return the form to Charles Gormley (Training Manager). The data from these forms is used to monitor and wherever possible improve the service offered to our customers.

**TITLE:** EUROPEAN PRODUCT SUPPORT DEPARTMENT (UK)  
PRODUCT TRAINING

**ISSUE:** 2

---

## 6.0 RECORDS

All training records relating to personnel trained by Tyco Safety Products are the responsibility of the local Tyco business concerned.

All completed "Product Training Course Feedback Questionnaires" are retained by the European Product Support Department for a minimum of 5 years.

## 7.0 RECORDS OF CHANGE

<b>ISSUE DATE</b>	<b>ISSUE LEVEL</b>	<b>REVISION AND SUMMARY OF CHANGES</b>
January 2003	1	First issue.
March 2004	2	Add customer service review

**TITLE:** EUROPEAN PRODUCT SUPPORT DEPARTMENT (UK)  
PRODUCT TRAINING

**ISSUE:** 2

**APPENDIX 1 - Product Training Course Feedback Questionnaire**

This form must be completed by the person who originally requested the training course.

Please e-mail the completed form to Charles Gormley (Training Manager) [cgormley@tycoint.com](mailto:cgormley@tycoint.com)

Name of person completing this form	Job title	Company & Branch	Date
-------------------------------------	-----------	------------------	------

Training course title	Training Course date	Training course location
-----------------------	----------------------	--------------------------

The date on which you requested the training course	The date and location for which you requested the training course to be run	The date on which you received confirmation from Training of the number of training places allocated and the location of the training course
Was your training request submitted via phone, e-mail, other (specify)?		

Number of training places requested	Number of training places confirmed (agreed between you and Training)	Number of trainees who actually attended the entire training course (part-attendance = non-attendance)
-------------------------------------	---	--

How would you rate our speed of response to your training request?

Poor	Average	Good	Excellent
Comments			

How would you rate the quality of advice/response you received to your training request?

Poor	Average	Good	Excellent
Comments			

Where the training dates we offered you in response to the dates you requested?

Unacceptable	Too late	Too early	Satisfactory	As requested
Comments				

How well did the content of the training course meet your requirements?

Poor	Average	Good	Excellent
Comments			

How many of the trainees have used the skills acquired since attending the training course?

--