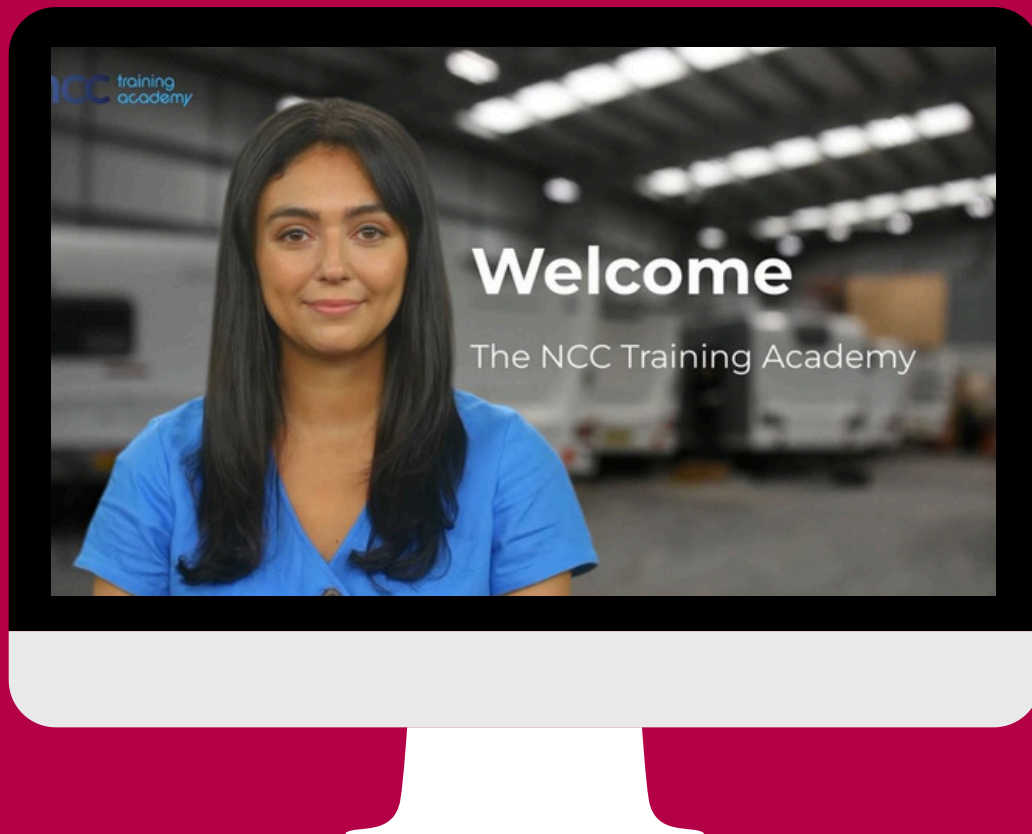




**NEW ONLINE COURSE**

**Electrical Maintenance  
of Touring Caravans  
& Motorcaravans**

# NEW ONLINE COURSE



NCC Training Academy are thrilled to bring you a new way of learning. These new online courses aim to teach you how to work with electrics safely, in an interactive & engaging way. This route of entry reduces the time out of the workplace whilst reducing travel & accommodation costs.

A stylized, handwritten signature in white ink, appearing to read 'Hannah Cole'.

Hannah Cole  
NCC - Training Academy Manager



**NEW ONLINE COURSE**

**Electrical Maintenance  
of Touring Caravans  
& Motorcaravans**

# CONTENTS

	PAGE
<b>CONTENTS</b>	<b>3</b>
<b>INTRODUCTION TO COURSES</b>	<b>4</b>
<b>BENEFITS OF ONLINE COURSES</b>	<b>5</b>
<b>LEVELS 1, 2 &amp; 3</b>	<b>7</b>
<b>PRACTICAL ASSESMENTS</b>	<b>10</b>
<b>FAQs</b>	<b>11</b>
<b>CONTACT US</b>	<b>16</b>



## Electrical Maintenance of Touring Caravans & Motorcaravans

NCC Training Academy are pleased to announce our new online learning courses for the electrical maintenance of Touring Caravans & Motorcaravans.

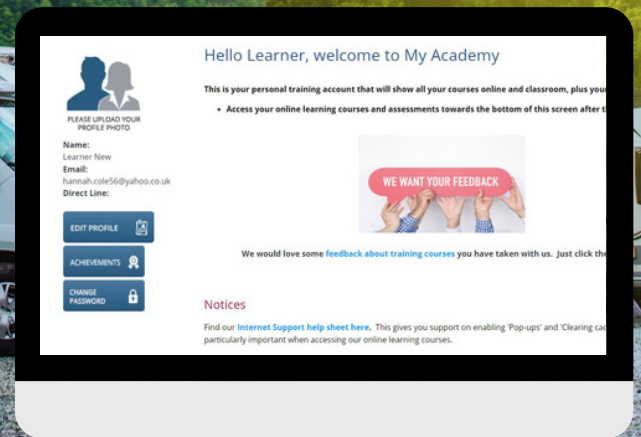
These courses are aimed at technicians who service & maintain touring caravans & motorcaravans in a fixed workshop, or as a mobile technician.

These courses are suitable for persons aiming to become a member of the Approved Workshop Scheme.



**ONLINE COURSE:**

## **Electrical Maintenance of Touring Caravans & Motorcaravans**



## **NEW ONLINE COURSES**

These new online courses aim to teach you how to work with electrics safely, in an interactive & engaging way. This route of entry reduces the time out of the workplace whilst reducing travel & accommodation costs.

## **BENEFITS OF ONLINE COURSES**



**SAVES TIME**



**MORE AFFORDABLE**



**CAN BE COMPLETED AT WORK OR HOME**



**SIMPLE & EASY TO USE**

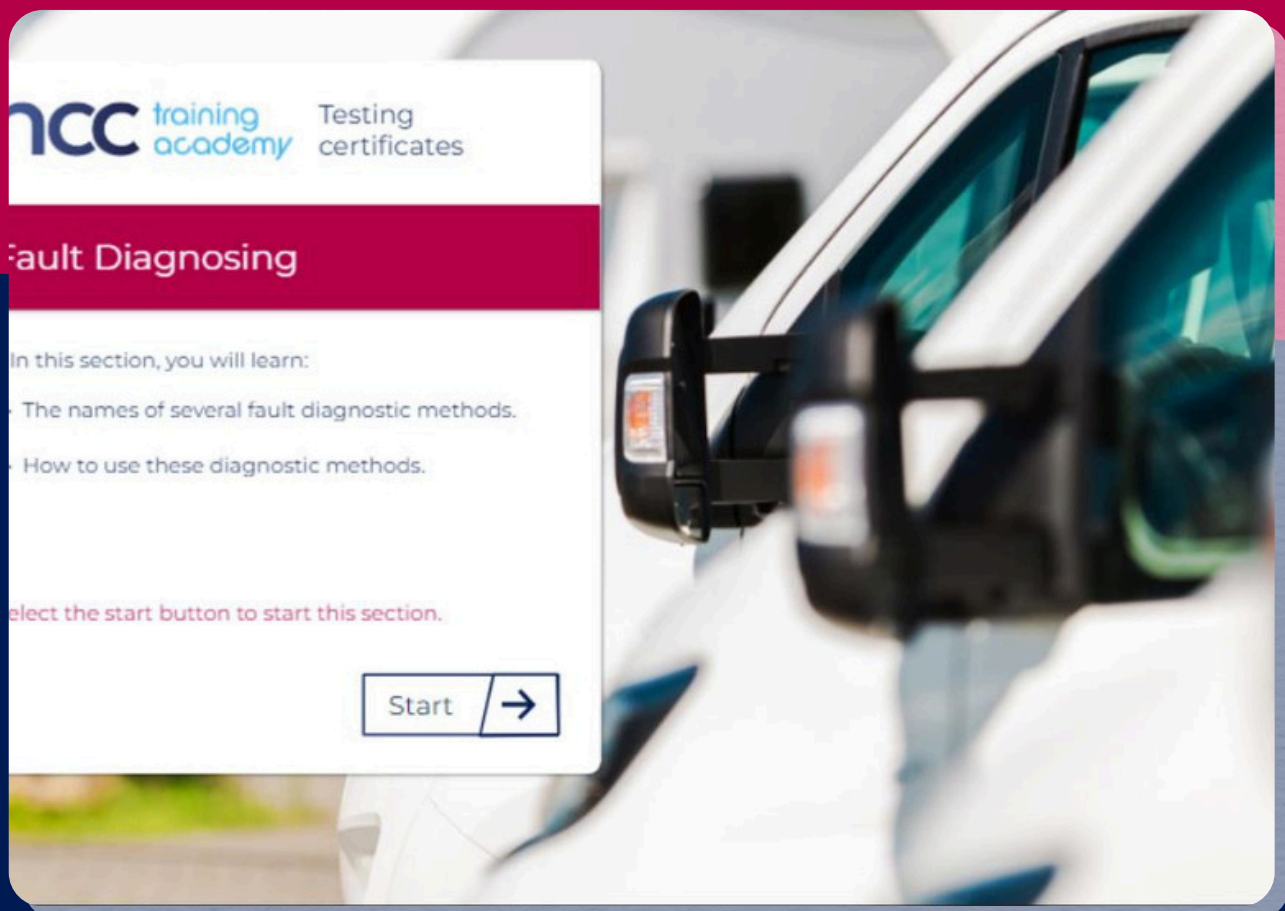


These courses are an alternative route of learning to our traditional classroom-based courses known as:

## **Electrical Test & Inspection Electrical Systems & Circuits**

It is important to us to cater for all learning styles, so we still will be running classroom courses, but less frequently & they will follow the new format of Level 1 & 2. We are making our online learning as accessible as possible, so everyone can achieve the level required to be a service operative or technician.

# Electrical Maintenance of Touring Caravans & Motorcaravans

A screenshot of an online learning interface. The top left corner shows the 'ncc training academy' logo and the text 'Testing certificates'. Below this, a red header bar contains the text 'Fault Diagnosing'. Underneath, a white box contains the text 'In this section, you will learn:' followed by two bullet points: 'The names of several fault diagnostic methods.' and 'How to use these diagnostic methods.'. At the bottom of this box, there is a red line of text: 'Select the start button to start this section.' and a button with the text 'Start' and a right-pointing arrow.

# What do these courses cover?

These courses consist of three levels, so you can train to the level suitable to your role.

## 1 Level 1: Leisure Vehicle Service Electrical Operative

Prerequisite: None

Assessment: Multiple Choice & Caravan Service Award

Practical

Validity: 5 years

Renewal: online refresher

Health & Safety

Road lights

Auxiliary battery

Extra low voltage

Low voltage

# What do these courses cover?

## 2

### **Level 2: Leisure Vehicle Service Electrical Technician**

Prerequisite: Level 1 or Caravan Service Award

Assessment: Multiple Choice online exam

Validity: 5 years

Renewal: online refresher

British Standards  
Protective devices  
Wire  
Circuit types  
Solar Panels  
Relays  
Insulation  
Ohms law  
Fault diagnosing

Note: Completion of Level 1 & 2 is the equivalent of completing Electrical Test & Inspection and Electrical Systems & Circuits or classroom Level 1 & 2. To cover electrical compliance for your AWS application, you must complete Level 1 & 2.



## What do these courses cover?

# 3

### **Level 3: Leisure Vehicle Periodic Inspection Report**

Prerequisite: Level 1 & 2 completed or classroom T&I and ELV

Assessment: Multiple choice online exam

Validity: 5 years

Renewal: completion again

This level covers the procedure and requirements for the periodic inspection report.

This module is still in development and more information will be available soon!



## ASSESSMENTS

We will assess your learning through the Caravan Service Award & virtual assessment tools.

**Level 1:** Once you have completed the online learning, you will complete an online multiple choice exam. Then, you must attend and complete your Caravan Service Award. Upon passing you will then be able to conduct annual servicing on privately owned touring caravans & motorcaravans.

**Level 2:** You will be assessed at the end of each module via multiple choice questions. If you do not pass a module, you cannot move on until you successfully complete it. There is no practical assessment for this level.

**Level 3:** You will be assessed at the end of each module via multiple choice questions. If you do not pass a module, you cannot move on until you successfully complete it. There is no practical assessment for this level.

## CERTIFICATION

You will receive a certificate for each level you successfully complete. The certificate will detail what it entitles you to do.





# FAQs

## How do I book?

**Individuals** – you will be able to book your training online on our website: [www.nccacademy.org.uk](http://www.nccacademy.org.uk)

Each level is bookable separately, you can book one at a time or multiple levels, but you will only receive access to the next level once you have completed the previous level and passed any written & practical assessments.

Once you have booked online, we will check your eligibility and then confirm your booking via email. An invoice will follow which must be paid in full before you are allowed access to your online learning. Once access is enabled, you will have access for 6 months.

If you do not complete your learning within the allotted time frame, your access will be revoked and you would need to book again.

**Workshops** – you will be able to book your training online for your technicians online on our website: [www.nccacademy.org.uk](http://www.nccacademy.org.uk)

Each level is bookable separately, you can book one at a time or multiple levels, but your learners will only receive access to the next level once they have completed the previous level and passed any written & practical assessments.

Once you have booked online, we will check eligibility and then confirm the booking via email. An invoice will follow which must be paid in full before your learners can access the online learning. Once access is enabled, you will have access for 6 months. If your learners do not complete the learning within the allotted time frame, access will be revoked, and you would need to book again..

## FAQs

### What if I don't pass?

We require you to show understanding of all elements of the training.

Therefore, if you do not pass the online portion, you must retake it before you are able to complete your practical assessment. If you don't pass the practical assessment, you would just need to retake the practical assessment.

## FAQs

### What if I only want to complete? level 1?

That's no problem, you can complete Level 1 and your Caravan Service Award in order to perform basic servicing only.

## FAQs

## How long after completing level 1 can I move onto level 2?

Your level 1 certificate is valid for five years, so you can move onto level 2 at anytime during that period.

Once your level 1 certificate has expired, you would have to renew it before you could move onto Level 2. Please note if there is an extended time period between completing level 1 & 2, you may need to complete separate refreshers upon expiry.

### **What if I have already passed the Caravan Service Award?**

If you have already passed the Caravan Service Award, you would not need to complete it again.

## What Level do I have to train to, to be eligible for the Approved Workshop Scheme?

To be eligible for the Approved Workshop Scheme, you must complete Level 1 & 2. If you are a workshop with multiple operatives, you may have a mixture of Level 1 operatives & Level 2 technicians, please contact the Approved Workshop Scheme for further clarification.





## FAQs

# How do I progress through the online course?

Level 1: You will complete the learning modules, and then be assessed at the end via multiple choice questions. You can revisit any learning module as many times as you need too. You will then need to complete your Caravan Service Award assessment.

Level 2: In level 2, you are assessed as you go through the course, so you don't have to take a lengthy exam at the end. Once you complete a section of learning, you will be assessed on that section via multiple choice questions. You must pass the previous section before you can move onto the next one. You can revisit any section as many times as you like.

## What if I fail my Caravan Service Award?

You would need to retake your Caravan Service Award to achieve your electrical certificate.

## FAQs

### What devices can I use to complete my learning?

Our online learning is compatible with the following devices: Desktop - Laptop - iPad - Android tablet. We do not recommend using phones due to their limited text and image sizes

### How can I ensure best performance?

We recommend you use a desktop or laptop with google chrome if you can. Clearing your cache & cookies before starting will also help with best performance.

- A good stable Wifi
- Don't have a lot of other tabs open
- Ensure 'pop ups' are allowed

### What happens when my certificates expire in five years?

Depending on what level you have trained too, you will be required to complete an online refresher. This will be a mixture of revision, with any important updates you should be aware of, and multiple-choice assessment questions.

### Do I have to do my learning at certain times?

No! Our online learning is accessible 24/7 anywhere with WiFi. You can dip in and out as you please, the courses will save your progress. Take it at your own pace, in the workplace or at home. Please check our opening hours if you require technical support.



## HERE TO HELP

If you have any questions or require assistance please feel free to contact us.

**The NCC Training Academy is part of the  
National Caravan Council**

National Caravan Council Limited  
Catherine House  
Victoria Road  
Aldershot  
Hampshire  
GU11 1SS

Telephone: 01252 796 090 / 07795 478 928  
Facsimile: 01252 322 596  
Email: [info@nccacademy.org.uk](mailto:info@nccacademy.org.uk)

