



IDEST Trainer

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A very Happy New Year to you all and your staff. We hope you had a good break from work and training over the Christmas period and have come back refreshed and ready to tackle another year.

We hope that 2019 will be a good year for courses and that they will bring your centre some additional welcomed income.

This issue is to bring instructors up-to-date with changes we have had to make to pricing and improvements we have made to the training materials.

Much of these improvements have resulted from feedback from both students and instructors. If you feel there are further improvements that we can make to the materials, please let Alistair know.

Price of course manuals to rise

As a result of increases in the price of paper we have to increase our price of the student manuals this year.

We have absorbed this increase for the last two orders of manuals but are unable to do so in 2019.

As a result, we will be increasing the cost of your manuals to £25 each for all of our courses as of 1st January 2019.

TIC1 Amendment Sheet

With the new Standard BS EN ISO 18119:2018 being published in November last year, it was a good opportunity to check the student manuals for any updates. Two updates were found in the TIC1 manuals. An old Standard has been replaced and 18119 was not mentioned.

We have a fair stock of the Technician Inspection Course Part 1 Manuals due to a misunderstanding over the last order with Newton Press. As a result an amendment sheet will be issued with these manuals until the stock requires a reprint.

Improvements to training materials

Having run a few courses in 2018 a few improvements to the PowerPoint presentations were identified.

The TIC1 presentation now includes slides that cover cylinder and valve drawings. Included in the instructor resources are some appendices of these drawings for issue to the students. These will be included in the reprint of the student manuals

Also included are a couple of slides to cover calibration certificates and what they contain.

The Visual Inspection Form (VIF) has been amended to include a separate section that covers the cylinder valve rather than combining it with the cylinder information. A new version will be issued in the instructor resources pack

The TIC2 PowerPoint presentation has been improved with some animated slides showing the proof testing and hydraulic testing sequences. They are obviously not to replace the practical but to give students a more visual understanding of the processes prior to the practical sessions.

Cutting down on paperwork

Steve Gibson, at Sunderland Scuba Centre, came up with an improvement for the return of Application Forms that cuts down on paperwork and canning.

Instead of scanning all three Application Forms so Alistair has the three Unique Numbers for each event, simply use ONE Application Form with the student personal details. Before scanning that application form, write on the form the unique numbers for the other courses that that student attended.

Less paperwork, less scanning

Thanks o Steve for that tip.

Student Feedback

It has always been a good aspect of business to get student feedback on courses that they have attended. As part of IDEST's QA system, one side of the student Application Form has a questionnaire to be completed by each student.

Some centres are NOT returning this side of the application form and so our QA system is falling down.

If you cannot scan the other side of each application form then we may have to revert to calling students at random and going through the questionnaire with them to ascertain the quality of the training they received.

This is not a system that we would really want to use as it costs time and money to perform, so please scan one side of the application form ensuring that the student has filled it in and MAYBE added some additional information that can be recorded. From this information in the past we have improved the quality of our courses and the materials