

STUDYING FOR SUCCESS

A Guide for Managers

EDA Product Knowledge Modules



In partnership with:

City & Guilds | **Accredited Programme**

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The CPD Certification Service



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INTRODUCTION

Studying for Success A Guide for Managers

EDA Product Knowledge Modules



This short guide is designed to help you, as authorising manager, support your learners to aim high and achieve great results on the EDA Product Knowledge Modules.

Well trained team members are more motivated and engaged, and that will be reflected in their dealings with your customers. And don't forget, a 'Hall of Fame' wall of certificates in a public area is a great way to display the wealth of professional knowledge that your customers can tap into.

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Overview of the study schedule

Each module is a 10-week programme of study. Typically that is:

- **Weeks 1-8:** Working through the Electronic Course or A4 full colour module Textbook. You can download a PDF of the textbook from the electronic course. The Textbook can then be used for notes as it does not need to be returned for marking.
- **Weeks 9-10:** Completing the **End of Module Assessment (EMA)**. The EMA for electronic courses will be **available on the EDA Academy dashboard** at the same time as the courses. The multiple choice is completed on the Academy and is marked immediately. The short and long answer questions will require a word booklet to be downloaded and then uploaded and submitted for marking. For the textbook course this is an **emailed electronic fillable PDF** which should be completed on a computer. The EMA must be requested by you at the 8 week point. Read on to find out how to order the EMA.

If the learner in your team has any barriers to learning or requires specialist learning support we can help. For a confidential discussion, please email training@eda.org.uk or call us on **020 3141 7350**.

False start? Make use of your free transfer window

If you've placed an order but now find that there are changes in your team you can transfer the module to a different member of your team **free of charge**. This transfer window remains open if the EMA has not been completed and it is within 12 months of your initial order. You can only transfer a module once. To make a transfer request email training@eda.org.uk

Week-by-week support: hints and tips

Week 1: Getting started

The electronic course is on your learner's EDA Academy dashboard or the Textbook has arrived in the post and everyone is keen to get started. You will be emailed welcome information or you will find a welcome letter inside the Textbook giving an overview of the programme. Please make time to sit down with your learner at the start of their studies. Here are some useful points you may wish to cover during your discussions:

- Is the learner clear on the progress you expect them to make, as well as the 10 week study and assessment window?
- Please put all the key dates in both your diaries;
- Schedule weekly catch up meetings to check on progress;
- Help them develop a study plan. Can they be given time during the working day to devote to study?
- Is their environment conducive to study? Is there a quiet area in your business that they could use?
- Visit www.eda.org.uk to download the End of Module Assessment (EMA) resources.

Weeks 2 - 3: How's it going?

It's early days but please check in with your learner so that you can support them if they have questions.

Don't forget to encourage them to use the **Test Your Knowledge** sections at the end of each unit in the electronic course and the textbook.

Look out for our week 4 email to your candidate (textbook course), which you'll be copied in to.

Weeks 4 - 6: Half way wobbles

This is a critical point in the study journey. Some learners may worry that they haven't made as much progress and may be feeling the pressure. Your role is to keep them calm and reassure them that there is still time to get a great result.

- Can you find time to run through a few units with them?
- Can you help them develop a day-by-day study plan?
- Is there an expert in your business who could mentor them?
- Has something come up in their work or home life which means you need to request an extension? Under certain circumstances an extension can be given. Please contact us at the earliest opportunity on training@eda.org.uk

Look out for our midpoint email to your candidate (electronic course), which you'll be copied in to.

Weeks 7 - 8: The finish line is in sight

One final push and they're over the finish line and ready to tackle the End of Module Assessment (EMA) – which you must order if they are studying the textbook course. Please think about the arrangements for the EMA: they will need access to a computer and a quiet space.



From us:

Look out for our 8 week email to the learner (textbook course) or the course completion email if using the electronic course.



From you:

Email your EMA request for your learner if studying the textbook stating the learners name and their module title to training@eda.org.uk



Weeks 9 - 10: Assessment time

There are 4 important points that you need to know about the EMA:

1. It does not have to be completed in one go but can be completed in manageable blocks.
2. It is an open-book assessment. Learners can refer to their electronic course, textbook, internet materials, other books/manuals, or information from colleagues during the EMA. However, the answers must be in the learner's own words. Please refer to our Malpractice Policy which you can find on our website www.eda.org.uk
3. It should be completed electronically using either the EDA Academy for the electronic course or the fillable PDF for the textbook.
4. If the EMA is not returned within the 10 weeks, and no extension has been requested or granted, it will be graded 'Fail due to non-return'.

There are 3 parts to the EMA and candidates must achieve marks in each to achieve a pass or higher grade:

- 10 multiple choice questions
- 5 short answer questions
- 2 detailed research questions

Using the electronic course:

The learner will be required to **confirm that the work is their own** when they submit through the EDA Academy.

Using the textbook course:

Before you return the completed EMA you, as the manager **must sign the workbook** to confirm that the work is that of the learner and then email the completed EMA, plus scans of any additional work, to: training@eda.org.uk

For those candidates studying multiple modules:

Electronic courses: At the time of order all courses will be added to the learner's dashboard. They can start the next course as soon as they wish simply by clicking on it.

Textbook courses: These are sent out one at a time and in the order you have requested on completion of the previous EMA. A welcome letter will be included in each textbook that you receive.

Getting the results

The EMA is assessed and marked by our Assessors. This process can take 2 to 6 weeks depending on whether the EMA is submitted for moderation. Moderation is an extra process that ensures the marking and assessment process is fair for all. The results are emailed to the learner but copied to you:

- 60% - 69% = Pass
- 70% - 79% = Credit
- 80% - 100% = Distinction

For those who do not achieve a Pass they can:

1. Re-sit the EMA. There is a small charge of £20 for a resit and the learner's grade will be "capped" at a pass.
2. Request a copy of the marked manuscript with a view to appealing the grade decision. Although we uphold the highest standards of assessment and moderation, marking errors can happen. Please review our Assessment Appeals Policy and Procedure before going down this route as you may be charged if we are required to remark without proper grounds for appeal.

You have 2 weeks from receipt of the results to email your decision to training@eda.org.uk

Share your success

All successful candidates receive a certificate confirming their City & Guilds accreditation. In addition, an EDA Certificate is issued to those successfully completing 5 modules, and an EDA Diploma for achieving 10 modules. Plus, the highest performing candidates will be considered for our EDA Learner Achievement Awards, presented in March each year.

Don't forget to send the EDA photos of your certificate presentation ceremonies. It's a great way to motivate your team and to recognise hard work and commitment. Send your photos to training@eda.org.uk and we'll share on our website and on social media.

Good luck and thank you again for choosing the EDA Product Knowledge Modules.

www.eda.org.uk

020 3141 7350

PROGRAMME MADE POSSIBLE BY INDUSTRY WORKING TOGETHER

Industry collaboration have been the watchwords of this Programme's development. For 10 of the 12 modules in the Programme the EDA created a Working Group (each chaired by a wholesaler) of between 4 and 20 industry experts from EDA affiliate manufacturers and allied trade associations such as BEAMA, the LIA and the British Cables Association (BCA).

Each expert brought an average of 12 years' electrotechnical experience to the table. Often rivals in business, these manufacturers pooled their knowledge so your team and business can benefit.



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