



Are you **Worcester trained?**

Join us for the total **training** experience

Worcester expertise that will build your skills



At Worcester we know training plays an important role in any professional's progression and business growth.

Joining us for the total training experience will assist you with increasing your skills and expertise with Worcester's unique and proven training concept.



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“Quality build and great aftersales service – extremely reliable products across the range.”

Which? 2015/2016 Survey



By Appointment to
Her Majesty The Queen
Boiler Manufacturer
Bosch Thermotechnology Ltd.
T/A Worcester, Bosch Group.
Worcester

Why should Worcester be your next training choice?

Today's heating industry is becoming increasingly competitive. New and evolving products are being introduced into the market place along with changing legislation. At Worcester we believe your professional development is as important as the development of our products. Below are just a few benefits you can receive when you join us for the total training experience.



370 years and counting

Our team of 18 trainers have over 370 years of experience between them.



UK based and proud

We are proud to have 4 UK based academies in Worcester, Wakefield, Clay Cross and West Thurrock.

College-linked Learning

College-Linked Learning

We are in partnership with over 80 colleges nationwide to develop the installers of tomorrow.



Bringing our expert training to you

8 nationwide mobile training vehicles delivering training wherever you are.



Royal Warrant

We are honoured to have received a Royal Warrant in recognition of supplying goods to Her Majesty The Queen.



BOSCH

Invented for life

Part of the Bosch Group

Our quality standards also apply to our training courses and facilities.




WORCESTER
Bosch Group

**Training &
Assessment
Academy**

 **BOSCH**



Welcome to our Academies from the Training Team

“At Worcester we recognise the importance of building hands-on experience with our latest products and accessories. We would like to welcome you at any of our four main academies which feature working products and give you the total training experience.

Our established network of training academies, training vehicles, online training modules and college links means installers nationwide can rely on our highly-skilled team of technical experts to keep abreast of the latest product developments and changes in legislation within an industry that is constantly evolving.”

Nick Fothergill: Training Manager





Training & Assessment Academy: Worcester

Worcester's state-of-the-art Training Academy at our headquarters is our flagship training centre and the first of its kind in the industry.

Investing in the future

We have elevated industry training standards and in 2016 are undertaking a £3 million investment in further improving and refurbishing our spacious high tech training arena.

At the Worcester academy twenty five per cent of the 400m² unit is devoted to an open-plan domestic training area with

life-size single-storey brick buildings along with working Greenskies solar thermal systems.

The training academy also runs certified Domestic and Commercial ACS courses. The Domestic course, which is designed for installers who are renewing their domestic qualifications, also incorporates a module on Flue Gas Analysers. In addition to this we offer commercial courses which equip you with the relevant qualifications for the changeover from domestic to commercial gas work with appliances up to 400kW.



Visit Worcester

Discover more about our products, people and processes that support our continuous commitment to quality, reliability and customer satisfaction.

Our technically trained guides will take you on a complete behind-the-scenes tour of our manufacturing and production process, rigorous product testing and customer support areas.

Book now by contacting your local Technical Sales Manager. You can find their contact details at worcester-bosch.co.uk.



Gas training lab – Worcester Academy





Training & Assessment Academy: Wakefield



Our Wakefield Training and Assessment Academy is the first Worcester training academy to be part of a joint project with Bosch. The academy is built on the grounds of the production facility of Bosch Rexroth, one of the world's leading specialists in the field of drive and control technologies.

What does Wakefield offer?

The academy boasts a large gas workshop which features our entire range of Greenstar gas-fired appliances, a water treatment area, wet and dry boilers and a light commercial area with a cascade of

Worcester GB162 boilers. It also contains a heat pump room with a full range of Greenstore ground source and Greensource air source heat pumps with a courtyard for all the external components. There is also a solar room with fully working components from our entire Greenskies solar range, a pitched roof for practical training, as well as a large commercial training room.

If you are looking for a full range of Worcester domestic and commercial products in a state-of-the-art Bosch facility then Wakefield should be your choice.



Gas training lab – Wakefield Academy





Training & Assessment Academy: Clay Cross



Clay Cross in Derbyshire, the heart of Britain's oil-fired heating market, is where Worcester's market-leading oil boilers are manufactured. The Clay Cross Training Academy is a specialist centre of excellence for oil and renewables training.

What do we offer at Clay Cross?

The academy features two main oil training areas, one concentrates on typical installation faults and the other showcases appliances installed to best practice in compliance with Part L Building Regulations.

Being our Oil Centre of Excellence, we offer exclusive courses in advanced fault finding for oil technicians who wish to gain the next level of expertise from our highly experienced trainers.

Visit us at Clay Cross

If you are passionate about our oil-fired products and would like a factory tour of our manufacturing site then Clay Cross should be your choice.



Training & Assessment Academy: West Thurrock



The West Thurrock Training Academy in Essex has been running Worcester's product courses since 2006 and was the first Worcester centre to offer Commercial ACS training.

What do we offer at West Thurrock?

The centre features large labs to allow you to get hands-on with a wide range of gas, oil and renewable products.

West Thurrock's gas lab features a purpose-built bungalow where you have the opportunity to learn about various fluing options. Our open commercial training lab features appliances up to 400kW.

Commercial ACS courses are also available at the centre, as well as various commercial product courses.

West Thurrock's heat pump lab allows installers to obtain hands-on experience on our full range of ground source and air source heat pumps.

Hands-on experience

There is also a solar training room including a pitched roof for practical training on our entire Greenskies solar range.

If you are based in the South East and want to learn with the best then West Thurrock should be your choice.

Bringing our expert training to you

If you cannot get to a Worcester training course, we can come to you

Our state-of-the-art mobile training vehicles are equipped with three working gas appliances all running from LPG tanks, enabling multiple members of staff to be trained on commissioning, servicing and maintenance. They also have demo appliances fitted and feature our range of intelligent controls, facilitating total component strip-down if desired.

Each vehicle is equipped with a working Greensource air to air heat pump, and when not used as a training appliance, the pump maintains a comfortable working temperature in the vehicle.

In 2014, our fleet of mobile gas training vehicles expanded from 4 to 8. Our mobile trainers located around the UK drive more than 100,000 miles and run approximately 800 courses per year, from the very north of Scotland to the southern tip of Cornwall and even the Isle of Man.

So be it at your local merchants, local authority and even your business premises, there is no reason why you cannot get the Worcester training experience. If you have a particular training requirement, Worcester can offer bespoke training sessions tailored to your exact requirements.

Something for everyone

Worcester's mobile training vehicles have the following courses available:

- ✔ Greenstar Gas Overview
- ✔ Greenstar CDi Classic
- ✔ Greenstar CDi Compact
- ✔ Greenstar Si Compact
- ✔ Greenstar i
- ✔ Greenstar i Junior
- ✔ Worcester controls and accessories



For more information on our mobile training service, please visit
worcester-bosch.co.uk/mobile-training or call our team on 0330 123 0166.

“Many thanks for the mobile training day. The trainer (Kevin Daly, South East Mobile Trainer) was excellent and his knowledge and expertise were appreciated by all who attended.”

Derek Finan, Gas & Quality Manager, Sun Realm Heating Co Ltd.



College-Linked Learning

Working with over 80 colleges nationwide

Leading college-linked training providers

- 1 Moray College
- 2 First Class Gas Training & Assessment
- 3 Fife College
- 4 P & J Training
- 5 Borders College
- 6 Newcastle College
- 7 New College Durham
- 8 CCTS Belfast
- 9 Lakes College West Cumbria
- 10 Darlington College
- 11 Redcar & Cleveland College
- 12 Lancaster & Morecambe College
- 13 Burnley College
- 14 Liverpool College
- 15 Warrington Collegiate
- 16 European Energy Skills
- 17 Coleg Menai
- 18 Wrexham Yale College
- 19 South Worcestershire College
- 20 Aquagas Training UK Ltd
- 21 Coleg Sir Gar
- 22 SGS – Stroud
- 23 Energy Development Services
- 24 Lewisham College
- 25 Kingston & Carshalton College
- 26 Isle of Wight College
- 27 South Devon College
- 28 Cornwall College



“We are very excited by the opportunities that this partnership will bring by enabling the delivery of high quality training to a wide range of learners.”

George Ridd
Head of Sector Engineering, Construction & Low Carbon.
South Gloucestershire & Stroud College.

At Worcester we take pride in training the installers of tomorrow. For the past 20 years we have worked closely with leading colleges and training providers. This partnership has diversified over time to ensure that your training requirements are kept in line with industry standards and are constantly being revised to suit the ever-changing market.

A leading example of this is **Burnley College**, this college has a dedicated training room for Worcester products including gas-fired appliances and renewable technology.

We have recently developed this partnership to facilitate OFTEC courses nationwide in selected colleges and offer specific factory tours for college students.



For more information on college-linked learning please visit [worcester-bosch.co.uk/colleges](https://www.worcester-bosch.co.uk/colleges)

Welcome to the Courses

Green
gas
Innovative heating technology



star

Quality and reliability

s-fired boilers



Gas-fired product courses

As the only boiler manufacturer to be awarded with the Which? Best Buy 6 years running, we aim to ensure the highest levels of competence and expertise in the installation of all Worcester Greenstar gas-fired products. At Worcester we offer intensive training courses for all types of installers, commissioning engineers and operatives involved with servicing and fault finding of Worcester products.

Our comprehensive gas-fired condensing boiler training courses include product overview, installation, use of Flue Gas Analysers, removal of compact hydraulics, service mode functions and fault finding on both 'live and demo' appliances.



	Gas Overview	CDi Classic	CDi Compact & Si Compact	Greenstar i	i Junior	System & Regular	Highflow CDi & FS CDi Regular	Controls
Duration	1 day	1 day	1 day	1 day	1 day	1 day	1 day	1 day
Training course covers								
Specification	✓	✓	✓	✓	✓	✓	✓	Guide to the varied range of control options that are available
Installation	✓	✓	✓	✓	✓	✓	✓	
Commissioning	✓	✓	✓	✓	✓	✓	✓	
Servicing	✓	✓	✓	✓	✓	✓	✓	
Maintenance	✓	✓	✓	✓	✓	✓	✓	
Course locations								
Worcester	✓	✓	✓	✓	✓	✓	✓	✓
Clay Cross								✓
Wakefield	✓	✓	✓	✓	✓	✓	✓	✓
West Thurrock	✓	✓	✓	✓	✓	✓	✓	✓
College Links*	✓	✓	✓	✓	✓	✓		✓
Mobile*	✓	✓	✓	✓	✓			✓

*Please contact Worcester Training for specific colleges and mobile dates.

To complement the above courses, Worcester also run a number of other courses including the **LPG changeover, water treatment and Domestic ACS training and assessment courses**. For more information turn to page 30.



For price information or to request course dates, visit our website at worcester-bosch.co.uk/training or call 0330 123 0166.

Oil-fired courses

Worcester's oil manufacturing heritage stretches back to the foundation of the company in 1962. Since then, we have built a strong reputation for not only manufacturing products at the highest levels of quality and reliability, but also for training installers, commissioning engineers and operatives.

Our oil-fired boiler training courses are extensive, covering areas such as dismantling a jet burner, setting oil pump pressures, maintaining the condensate trap, the relationship between air and oil supplies, as well as the detection of intermittent faults. Our oil advanced fault finding course has been designed for installers and heating engineers who are already knowledgeable on our range of oil-fired products. Our expert trainers will further increase your experience, providing you with a strong understanding of fault finding techniques and inside knowledge of our products.



	Oil-fired Course	Oil Advanced Fault Finding	OFTEC 50	OFTEC 101/105e	OFTEC 101/ 105e/600a	OFTEC 2 Day Renewal
Duration	1 day	1 day	5 days	3 days	4 days	2 days
Training course covers						
Specification	✓		A preparatory course for OFTEC assessment courses. (Price includes all necessary OFTEC text books).	Domestic/light commercial pressure jet commissioning, servicing and boiler installation	Combined OFTEC 101, 105e and 600a courses	Renewal of 101, 105e and 600a. (½ day of training and 1½ day assessment)
Installation	✓					
Commissioning	✓	✓				
Servicing	✓	✓				
Maintenance	✓	✓				
Course locations						
Worcester	✓	✓	✓	✓	✓	✓
Clay Cross	✓	✓	✓	✓	✓	✓
Wakefield	✓	✓	✓	✓	✓	✓
West Thurrock	✓	✓	✓	✓	✓	✓
College Links*	✓	✓	✓	✓	✓	✓
Mobile*						

*Please contact Worcester Training for specific colleges and mobile dates.

Did you know?

Any customers who book onto an OFTEC 50 course with Worcester are entitled to a £150 discount on their subsequent OFTEC 101/105e or 101/105e/600a course.

To complement the above courses, Worcester also run the **unvented, water treatment and Domestic ACS training and assessment.**

For more information turn to page 30.



For price information or to request course dates, visit our website at worcester-bosch.co.uk/training or call 0330 123 0166.

Please note: to attend OFTEC courses you must have a minimum of 12 months' experience installing/servicing oil boilers or have attended an OFTEC 50 course. Consult with the trainer at the end of the OFTEC 50 course to see if you are ready to undertake OFTEC assessment. For experienced oil technicians, training is not a prerequisite for OFTEC assessment.

Solar product courses

With Worcester’s established product portfolio and an increase in homeowner awareness of renewables, such as solar thermal, it is now more essential than ever that installers and specifiers have knowledge of such technologies.

Our academies enable customers to gain hands-on experience with our entire range of solar products, including working on a simulated roof at height with Greenskies solar thermal panels and installation kits. The advanced solar course covers our range of controls in more detail and looks at swimming pool sizing and East/West splits. It is designed for installers already experienced with installing solar systems.



	Solar Hot Water Systems	Advanced Solar Controls	Renewables Technology Overview
Duration	2 days	1 day	1 day
Training course covers			
Specification	✓	✓	
Installation	✓	✓	
Commissioning	✓	✓	
Servicing	✓		
Maintenance	✓		
Product overview	✓		
System design		✓	
Course locations			
Worcester	✓	✓	✓
Clay Cross	✓	✓	✓
Wakefield	✓	✓	✓
West Thurrock	✓	✓	✓
College Links*	✓	✓	✓
Mobile			

*Please contact Worcester Training for specific colleges.

To complement the above courses, Worcester also runs the **Hot Water Systems and Safety course**.

For more information turn to page 30.



For price information or to request course dates, visit our website at worcester-bosch.co.uk/training or call 0330 123 0166.

Heat pump product courses

Our academies allow customers to gain hands-on experience with our entire range of renewable products and inform installers about the true benefits of installing heat pumps

The introduction to heat pumps course is designed for installers and heating engineers who have no experience of installing heat pumps and offers a great foundation for building your skills. The various one day heat pump courses are designed for those with more practical experience in heat pump technology, giving you the expert edge.



	Intro to heat pumps	GSHP	AAHP	Renewable Overview
Duration	1 day	1 day	1 day	1 day
Training course covers				
Specification	✓	✓	✓	✓
Installation	✓	✓	✓	
Commissioning	✓	✓	✓	
Servicing	✓	✓	✓	
Maintenance	✓	✓	✓	
Product overview	✓	✓	✓	✓
System design	✓	✓	✓	
Course locations				
Worcester	✓	✓	✓	✓
Clay Cross				
Wakefield	✓	✓	✓	✓
West Thurrock	✓	✓	✓	✓
College Links†	✓	✓	✓	✓
Mobile†			✓	

†Please contact Worcester Training for specific colleges and mobile dates.

Please note: it is recommended that unless you have experience installing/commissioning/servicing ground source heat pumps or have worked previously with heat pump technology, that the one day introduction to heat pump course be attended before commencing the ground source heat pump product course.

To complement the above courses, Worcester also runs the **Hot Water Systems and Safety course**.

For more information turn to page 30.



For price information or to request course dates, visit our website at worcester-bosch.co.uk/training or call 0330 123 0166.

Commercial product courses

Along with Worcester's expanding range of commercial products, Bosch Commercial and Industrial Heating also offers training on a range of commercial technologies. Our commercial technical training officers have many years' experience as heating technicians and can deliver first-class training from renewables to Combined Heat and Power (CHP), as well as industrial boilers that reach up to 38,000kW. We now also offer courses on Bosch VRF, our new air conditioning system.

Worcester also runs certified Commercial ACS training and assessment, equipping installers with the relevant qualifications for the changeover from domestic to commercial gas work.

As well as the extensive commercial appliance training we can offer at our centres, we offer CIBSE certified CPD seminars as well as on site training when you need it. For further information, contact our Training Helpline on **0330 123 0166** or email us at **training@uk.bosch.com**

	CWi47 Water Heater	GB162	HIU	Commercial ACS
Duration	1 day	2 days	1 day	5 days
Training course covers				
Specification	✓	✓	✓	Changeover qualification from domestic to commercial, including CIGA1, ICPN1, TPCP1A
Installation	✓	✓	✓	
Commissioning	✓	✓	✓	
Servicing	✓	✓	✓	
Maintenance	✓	✓	✓	
Course locations				
Worcester	✓	✓	✓	✓
Clay Cross				
Wakefield	✓	✓	✓	
West Thurrock		✓	✓	✓
College Links*		✓		
Mobile				

*Please contact Worcester Training for specific colleges.

For price information or to request course dates, visit our website at worcester-bosch.co.uk/training or call 0330 123 0166.



We also offer a variety of Bosch Commercial and Industrial training solutions.

These include:

- **GB312/GB402**
- **Solar Thermal**
- **Gas Absorption Heat Pump**
- **CHP Overview**
- **Commercial controls (including the RC25, RC35 and 4000)**
- **VRF (air conditioning).**



BOSCH
Invented for life



For any further information on Bosch Commercial and Industrial Heating training courses please call 0330 123 0166 or your local Commercial Technical Manager.

Industry focused courses

At Worcester we recognise that the development of our installers is pivotal to business growth. To support and build your knowledge we also offer a number of courses that will keep you up-to-date with industry legislation and ahead of industry trends. Our trainers and their years of experience can provide you with the skills you need to be ahead of the competition.



	Hot water systems and safety	Chemical water treatment	WRAS water regulations	Domestic ACS	LPG changeover
Duration	1 Day	1 Day	1 Day	4 Days	3 Days
Industry bodies	Logic	Worcester, Sentinel & Fernox	Logic	Logic	Logic
Training course covers					
	G3 Regulations for the installation, servicing and commissioning of unvented cylinders	Water treatment of domestic heating systems in accordance with BS 7593: 2006	Covers Water Regulations (1999) and is a necessary requirement for qualified plumbers looking to join their local water authorities' approved water scheme, competent person scheme or MCS	Re-assessment for candidates whose CCN1* qualification expires in less than 12 months. Includes: CENWAT CKRI HTRI	Specification, installation, commissioning and servicing
Course locations					
Worcester	✓	✓	✓	✓	✓
Clay Cross	✓		✓		
Wakefield	✓	✓	✓		
West Thurrock	✓		✓		
College Links					
Mobile					

*Please note: The CPA1 (The Combustion Performance Analysis Module) is now an integral part of the CCN1 Core Module.



For price information or to request course dates, visit our website at worcester-bosch.co.uk/training or call 0330 123 0166.

Accessories

There are a number of comprehensive, easy-to-use controls for Greenstar gas-fired boilers. All fascia-mounted controls have a simple plug-in connection to the boiler circuit board.

Greenstar Comfort controls

Greenstar Comfort plug-in twin channel programmer

- ✔ Simple menu navigation
- ✔ 7-day time control for heating and hot water
- ✔ As seen on the Worcester controls course.

Greenstar Comfort I RF wireless room thermostat and plug-in twin channel programmer

All the features of **Comfort PLUS**...

- ✔ Enhanced load compensation for increased efficiency
- ✔ No wiring required, extremely reliable RF signal
- ✔ As seen on the Worcester controls course.

Greenstar Comfort II RF wireless programmable room thermostat and plug-in RF receiver

All the features of **Comfort & Comfort I PLUS**...

- ✔ 6 adjustable heating temperatures per day
- ✔ Remote access to boiler diagnostic codes
- ✔ As seen on the Worcester controls course.

Greenstar Sense controls

Greenstar Sense I intelligent room thermostat

- ✔ Load compensation feature for increased efficiency
- ✔ Maximises the condensing boiler's operation
- ✔ As seen on the Worcester controls course.

Greenstar Sense II weather compensation controller

- ✔ Solar thermal optimisation in conjunction with MS100 solar module
- ✔ Enables an A+ ErP system efficiency to be achieved when installed with any Greenstar i, Si or CDi Compact boiler
- ✔ As seen on the Worcester controls course.

Wave smart internet-connected control

- ✔ If the weather compensation feature is enabled, an A+ ErP system efficiency can be achieved when installed with any Greenstar i, Si or CDi Compact boiler
- ✔ 'Pairing' with up to eight devices, automatically sensing when people are at home
- ✔ As seen on the Worcester controls course.



Greenstore unvented cylinders

Worcester Greenstore unvented cylinders, which are manufactured by Bosch, are available in both an unvented (SC) and solar compatible unvented (TC) option.

- ✔ Fully compatible with a wide range of non-Worcester boilers and solar panels
- ✔ To achieve the optimum system solution combine with either a Greenstar high efficiency boiler or Greenskies solar panel installation
- ✔ As seen on the Hot Water Systems and Safety Course.



Greenstar System Filter

Available in 22mm and 28mm, the Worcester Greenstar System Filter has been specifically designed to combat the damaging effects of system debris and pollutants, allowing homeowners to protect their boiler or heat pump for a fraction of its cost.

- ✔ The isolation valves can be opened using a single 90° turn, with red and green indicators showing when the filter is in operation
- ✔ Engineered to allow a bi-directional flow, enabling it to be installed anywhere along the return circulation pipework between the last radiator and the boiler
- ✔ As seen on Worcester gas product courses.



Worcester Keyless Filling Link

The Worcester Keyless Filling Link connects directly to the Worcester Greenstar gas-fired combi boiler wall mounting frame with no hose or key to connect, making installations quick and simple. As the Filling Link is always connected to the appliance, the end user will never need to find a key or connect a separate loop to the system.

- ✔ Quick to install and operate
- ✔ WRAS approved
- ✔ As seen on Worcester gas product courses.



To find out which Greenstar boilers are compatible with our range of accessories go to our website, worcester-bosch.co.uk.

Online Training Academy

Worcester's Online Training Academy makes it easier than ever before for you to enhance your industry knowledge. By registering for Worcester's new online academy, you will have access to a range of free interactive product and industry-related modules.

Designed to supplement hands-on training programmes, the academy is aimed at installers who wish to keep up-to-date with the latest product features, installation tips and troubleshooting advice, whenever is convenient.



Suitable for small and large companies

The web-based academy is suitable for companies of all sizes, with large organisations being allowed to create managerial roles which allows them the option of assigning particular modules to members of staff, as well as reviewing their progress.

Something for everyone

Worcester's Online Training Academy has the following courses available:

- ✔ Greenstar CDi Compact
- ✔ Greenstar Heatslave II and Danesmoor
- ✔ Greenstar i
- ✔ Greenstore Unvented Cylinders
- ✔ Greenstore LECP Ground Source Heat Pumps
- ✔ GB162
- ✔ Greenstar CDi Classic
- ✔ Worcester Controls
- ✔ ErP Directive
- ✔ Water Treatment

Access to the academy on the move

With smartphones and tablets now being essential components of an installer's toolkit, the new online hub aims for professional development to be enhanced from the comfort of home, in the office and on the road, with the ability to pause and resume each course at any time.

Personalised academy

The Online Academy allows you the ability to personalise your own area, review training progress and download printable certificates after the completion of each course.

Keep up-to-date with Worcester training

In addition to the range of e-learning programmes on offer, the front page of the Online Academy enables users to view any recent YouTube videos from Worcester, as well as news alerts concerning our latest training courses.



To register for Worcester's new Online Training Academy, visit worcesterbosch-academy.co.uk.

Useful numbers

Training

Tel: 0330 123 0166

Email: training@uk.bosch.com

Technical Helpline

(Pre & Post Sales)

Tel: 0330 123 3366

Fax: 01905 752741

Email: technical-advice@uk.bosch.com

Guarantee Registration

To register your Worcester guarantee,
please visit worcester-bosch.co.uk/registration

Share

We would love to see photos of your
installations or you on a training course.

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Her Majesty The Queen
Boiler Manufacturer
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T/A Worcester, Bosch Group.
Worcester