

Electrical Distributors Association

MOL

City & Guilds

Electrical  
Specialist Product Knowledge Programme



## What is Specialist Product Knowledge Training?

- ✓ Accredited by City & Guilds, the Specialist Product Knowledge Training programme equips learners with the skills and knowledge to offer customers consistently high quality service.
- ✓ The training is designed for employees of electrical wholesalers
- ✓ The modules are supplied as workbooks and can be studied either in the workplace or at home.

What are the benefits?

## Employers and learners will...

- ✓ Have a more effective and proactive member of staff, with an increased knowledge base in relation to the specialist product knowledge area studied
- ✓ The qualification demonstrates individuals have knowledge about products their business stock and sell giving them the confidence to effectively sell products allowing them to deliver a 1<sup>st</sup> class customer service
- ✓ Gain a nationally recognised qualification
- ✓ Develop an understanding of how products are used by their customers
- ✓ Enhance their ability to serve customers



## MOL Learn

### Learn, Develop, Excel

- ✓ MOL has been making outstanding leaders for 30 years. Since 1984 we have developed our programmes in partnership with industry specialists, to provide modern qualifications that can change how you and your staff approach the future
- ✓ Our unique, blended teaching means that our learners study using the latest technology and techniques. Learning with MOL provides your staff with the expertise and confidence they need to excel in their chosen industry.
- ✓ We understand that an important way that business succeeds is through effective learning and development



# EDA Business Forum Training Opportunities



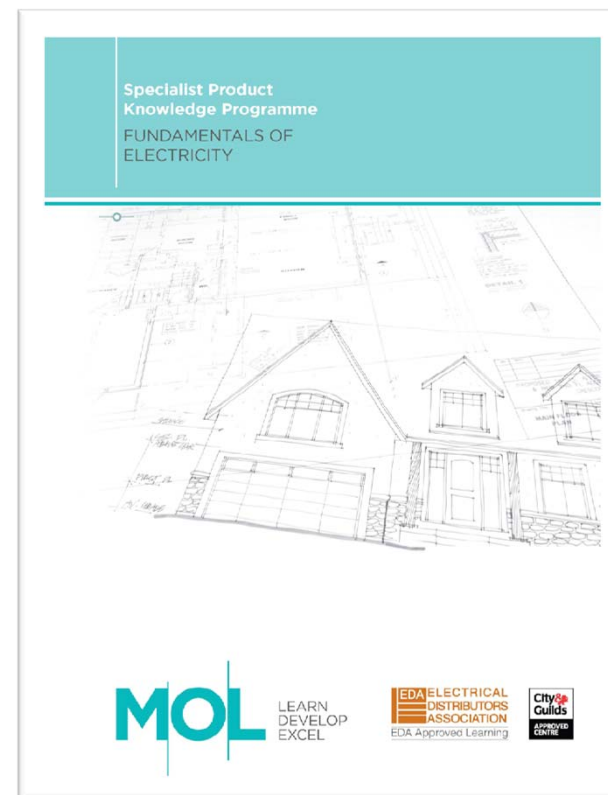
My qualification enables me to help customers more, to help them decide which products would be best/most efficient or most suitable. I am a lot more confident in helping customers and even colleagues with questions they have.

**Natalie Groom**  
Newey & Eyre



## What do learners receive?

- ✓ Module on the subject area of their choice
- ✓ Access to a personal MOL Virtual Learning Account
- ✓ Tutor support by email
- ✓ Three months to complete each module
- ✓ Comprehensive personalised assessment feedback
- ✓ Their completed module to keep for reference
- ✓ City & Guilds unit certificate



# EDA Business Forum Training Opportunities

## Training modules: subject areas

Choice of 10 industry-specific training modules:

- ✓ Key to workplace knowledge: **2** modules
- ✓ Health and safety
- ✓ Customer Care
- ✓ Electrical: **8** modules
  - ✓ Fundamentals of electricity
  - ✓ Electrical industrial components
  - ✓ Lamps and lighting
  - ✓ Cables and wiring accessories
  - ✓ Switchgear distribution and protection
  - ✓ Luminaires
  - ✓ Electrical heating and ventilation
  - ✓ Renewable energy systems



## City & Guilds qualifications

- ✓ Unit certificates: each module
- ✓ Award: two 'programme' modules
- ✓ Certificate: five 'programme' modules
- ✓ Diploma: ten 'programme' modules





# EDA Business Forum Training Opportunities



Purchase Options	Price	Length of programme
➤ Individual module	£ 150.00	3 Months
➤ Award: (2 modules)	£ 250.00	6 Months
➤ Award to Certificate: (3 modules)	£ 350.00	9 Months
➤ Individual module to Certificate: (4 modules)	£ 450.00	12 Months
➤ Certificate: (5 modules)	£ 550.00	15 Months
➤ Diploma: (10 modules)	£1000.00	30 Months



# EDA Business Forum Training Opportunities



Purchase Options	Price	Cost Savings
➤ Individual module	£ 150.00	N/A
➤ Award: (2 modules)	£ 250.00	£ 50.00
➤ Award to Certificate: (3 modules)	£ 350.00	£ 100.00
➤ Individual module to Certificate: (4 modules)	£ 450.00	£ 150.00
➤ Certificate: (5 modules)	£ 550.00	£ 200.00
➤ Diploma: (10 modules)	£1000.00	£ 500.00



# EDA Business Forum Training Opportunities



## How to apply

- ✓ Each learner completes an application form
- ✓ Available from the EDA
- ✓ Application form is returned to the EDA

Contact EDA:

Telephone: 01892 619990

Email: [joanna@eda.org.uk](mailto:joanna@eda.org.uk)



# EDA Business Forum Training Opportunities



My qualifications has given me the knowledge to be able to advise my customers on what's best for them, and give them options of different products that best suit what they need.

I also feel a lot more confident in my role knowing I can achieve the highest grade possible with the knowledge I learnt completing the modules.

**Suzy Baverstock**  
Stearn Electric



# THANK YOU

Presented by  
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DEVELOP  
EXCEL