



**AFAQ-ETA offers an interactive CD induction course to the Electricity Industry.**

The course is a general induction to the Electricity Industry and will be suitable for people at all levels who are new to the Industry, or as a useful reference material for existing staff.

The course consists of a general introduction and eight modules covering various aspects of the Industry. Each module is followed by a knowledge check and at the end of the course (or at any time) you can take 'The Challenge' and print a certificate of your results.

**THE COURSE**

Following a general introduction, users can either take a guided tour of the course, or move straight onto specific modules. They can even choose to take 'The Challenge' before starting the course to identify any areas in which they may need refreshing!

At the start of each of the eight modules, objectives for what the user should expect to achieve by the end of the section are clearly laid out.

After each module, users can work through the following additional features:



**Knowledge Check** – Take a short quiz to see what you have learnt



**The Bigger Picture** – Offers more detailed general information



**Print** – Print out the entire contents of the module for reference

**THE MODULES**

**Module 1 - Generation: The Driving Force**



- Where did it all begin?
- How is electricity made?
- Coal
- Oil
- Nuclear
- Gas
- Renewable resources
- Extra capacity

**Module 2 - Transmission: Powerful Connections**



- How is electricity transmitted?
- In the beginning
- The grid takes shape
- Controlling the grid
- Steady growth
- How does the national grid work?
- Who uses the grid?
- Forecasting the future
- Amazing transmission facts

**Module 3 – Distribution: Power to the People**



- What is the distribution system?
- Why separate supply and demand?
- What is the difference between distribution and supply?
- What do distribution businesses do?
- Where does the money come from?
- How is the service maintained?
- Who's in charge?
- How is the quality of the service maintained?

**Module 4 – Supply: Switching on to free choice**



- What is the supply market?
- How is the market made up?
- How did it develop?
- Can customers change their supplier?
- Is competition good for customers?
- Are customers' interests protected?
- What will the future bring?

## Module 5 – A NETA way to do business



- What is NETA?
- What happened before NETA?
- What do the changes mean?
- Why is electricity treated differently?
- How does the National Grid work with the Market?

## Module 7 – The Environment & Us



- Why should I care?
- But what is the environment?
- What environmental issues do we face?
- How are we protecting the environment?
- What is an Environmental Management System?

## Module 6 – Rules & Regulation



- The Utilities Act 2000
- Reacting to years of change
- Ofgem
- Energywatch
- The Competition Act
- Lighter touch wanted

## Module 8 – Your Health and Safety



- What is a 'positive approach to safety'?
- What price safety?
- What is an 'accident'?
- How can safety be managed successfully?
- What is risk assessment?

## HOW DO I GET STARTED?

To order simply complete AFAQ-ETA's Open Learning Courses Enrolment/Order Form, including details of how you will be paying and return it to Tyla Davis by e-mail, fax or post using the details at the bottom of the page.

Please note that unless an official purchase order has been raised, payment **must** be made (either by cheque or credit card) before the CDROM(s) can be sent out.

For all our current prices, see our Open Learning Courses Enrolment/Order Form.

**For more information about any of our training products please contact Tyla Davis, Training & Development Manager, using the details below.**

**We also offer a range of courses in support of ISO certification – see our website for more details!**



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