



Handover and Install Products and Services to Customers

Modular industry standard system for installation developed in conjunction with the Health & Safety Executive

One Size Fits All. Non branded product system from hand held power equipment to agricultural tractors

Training duration:

One Day.

Course aims:

To provide dealer staff with practical guidance in the relevant legislation, areas of responsibility, methods, recording, reports for Installation of products and services.

Delegates will be continually assessed for accreditation under the BAGMA Installation scheme developed in conjunction with the Health & Safety Executive.

Who should attend:

This course is aimed at those from a relevant machinery / sales background, with several years' experience of agricultural / horticultural machinery / equipment, intending to carry out Installation and familiarisation of new, second hand or hire machinery / equipment within that company or organisation.

Course content:

- a) Relevant health and safety legislation, regulations and safe working practices and procedures and the health and safety implications of poor installation.
- b) How to carry out a site specific risk assessment.
- c) The Safe Stop procedure and reasons for its importance.
- d) The suppliers duty of care to their customers.
- e) How to identify and confirm the installations to be made and the acceptance criteria to be used.
- f) All aspects of installation.
- g) The difference between new and second hand machinery installations.
- h) How to carry out an installation using a systematic process.
- i) The reason why punctual delivery of all components of products and services is confirmed.
- j) The difference between delivery and installation.
- k) The importance of the operator's handbook to accompany each machine.
- l) Relevant quality control systems.
- m) Own limits of authority.
- n) Technical advice and assistance that can be offered to customers.
- o) The types of problems and queries customers have and how and why customers' satisfaction and dissatisfaction should be assessed.
- p) The importance of having customer care surveys or feedback mechanisms available for use.



Handover and Install Products and Services to Customers

Modular industry standard system for installation developed in conjunction with the Health & Safety Executive

One Size Fits All. Non branded product system from hand held power equipment to agricultural tractors

Course structure:

The course has both practical and theoretical sessions; the practical work will be carried out on a tractor, utility vehicle, professional mower or hand held power equipment.

Objectives:

- Understand how current Health & Safety legislation and good practice relate to businesses, employers, employees & customers.
- Be able to plan & present Installation using the Installation card system.
- Be able to confirm & record Installation.
- Satisfy the requirements of BAGMA accreditation through continuous assessment.

Training day:

- Candidates attending will receive a training pack containing literature, manuals and a pen relevant to the course.
- PPE must be worn at all times.
- All delegates must complete relevant paperwork, assessment forms, and pass a theory test and practical assessments as set out by BAGMA.

Completion of training:

- Successful candidates will be registered with BAGMA and issued with an ID skills card and digital certificate valid for five years after which a one day revalidation course is required.
- Candidates will also be issued with a BAGMA Record of Machine Installation report pad and installation pocket guide.