



Thermal Insulation Contractors Association



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What does a Thermal Insulator do?

A Thermal Insulator applies a variety of technical insulation materials to pipes, ducts and vessels to stop the transmission of heat or cold. As an Apprentice insulator you will be taught how to measure, cut and mitre specialist insulation materials and apply them to surfaces.



Watch this video to see what your Apprenticeship in Thermal Insulation might look like!

TICA Thermal Insulator Training Path



Level 2 Apprenticeship ➔ **Skilled Worker Skill Card**

Thermal Insulation specialists apply insulation materials & pre-formed cladding for the prevention of heat loss, heat gain, energy efficiency & personnel protection supporting the UK's drive to Net Zero.

Thermal Insulation Operatives can expect to work under supervision, or where appropriate, on their own initiative. The role of a Thermal Insulation Operative involves the installation and application of appropriate thermal insulation materials, identifying the specific surface types and the changing temperature and site conditions. The Operative will apply pre-formed cladding or weatherproofing materials in line with the job specification and site instructions. When in a refurbishment environment, additional preparation tasks may be required e.g., removal of existing materials, cleaning down of and appropriate preparation of surfaces.



Level 3 Apprenticeship ➔ **Advanced Craft Skill Card**

Thermal Insulation Technicians apply multi-layer applications of specialist insulation systems, comprising of layers of high-performance insulation, vapour barriers and weatherproof cladding. Thermal Insulation Technicians create bespoke patterns using technical drawing equipment to fabricate specialist cladding materials, which are applied on top of specialist insulation systems to complex pipework, ductwork, and vessels. The cladding material is required to protect the equipment from environmental damage and for personnel protection from very hot or very cold surface temperatures, whilst maintaining the equipment within the plant.

Thermal Insulation Technicians can expect to work in a supervisory capacity, mentoring and advising other operatives and assisting with the management of projects. They will ensure the appropriate standard and quality of work is maintained and that it conforms to the design specifications, taking any corrective actions they consider necessary.

The role of a Thermal Insulation Technician includes the procurement of appropriate resources, the scheduling of work activities and quality assurance, in addition to the installation and application of appropriate insulation and cladding materials. They will identify the working area, variations in temperature and changing site conditions through a process of consultation with the client and appraisal of project drawings and information.

Who is TICA? What do we do?

TICA is the sole Trade Association representing the Thermal Insulation Industry, we are the sole provider of our Industry L2 and L3 Apprenticeship Standards.

We work closely with industry, ensuring that the training we provide meets the exacting standards and levels of competence required of the sector. A highly skilled workforce will be essential in delivering future UK energy infrastructure and ensuring commercial construction projects achieve increased energy efficiency standards - especially in our drive to Net Zero Carbon.



On-site projects are allocated throughout the Apprenticeship training programme for completion in the workplace and are individualised and agreed with employers, meeting the needs of specific sites. These on-site projects embed and further develop skills that are taught in The National Training Centre during block release.

Level 2 Apprentices come to our National Training Centre in Darlington for 10 weeks and Level 3 Apprentices come for 12 weeks both in 2 weeks blocks throughout the year.



Career Opportunities



Business Owner

Company Director

Contracts Manager

Area Manager

Projects Manager

Site Safety Officer

Site Supervisor

Construction Support Technician

Estimator

Thermal Insulation Superintendent

Thermal Insulation Inspector

Multi-skilled Thermal Insulator (Painting/Fireproofing/NDT)

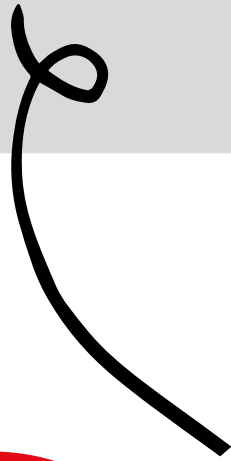
Thermal Insulation Chargehand

Rope Access Insulator

Thermal Insulator

**Your newly achieved skills will
qualify you to work on projects at
home and abroad, onshore and
offshore**

Thermal Insulation Operatives and Technicians can work on a diverse range of sites

- 
- Process & Petrochemical Plants
 - Energy infrastructure including Nuclear
 - Commercial office/retail
 - Schools/hospitals and high rise residential
 - Commercial construction sites
 - Submarines
 - Aeroplanes
- 



How to Apply

TICA
APPLICATION
FORM



**Fill me in to begin your
career in Thermal
Insulation!**

Apply – Once the prospective Apprentice has decided that Thermal insulation is the right route for them and they have been matched with an Employer, they will complete an application form.

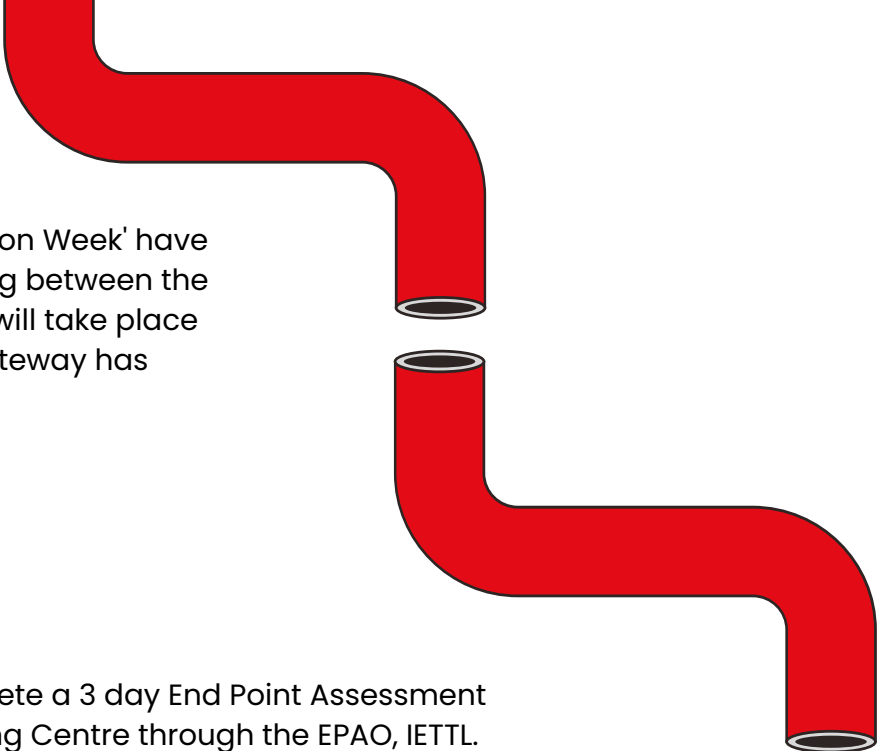
Apprentice & Employer Induction – Once an application has been accepted, TICA will contact the Employer and prospective Apprentice to arrange a remote Induction.

TICA Darlington
Induction week -
Apprentices will attend
The National Training
Centre in Darlington for 4
days to complete their
face to face induction.

Thermal Insulator Road Map

TICA Darlington Block Training – Apprentices attend The National Training Centre in Darlington in 2 week blocks to develop and consolidate their knowledge skills and behaviour.

Revision Week– Apprentices will attend The National Training Centre for 1 final week to recap on all the skills, knowledge and behaviours they have developed and test whether they are ready for Gateway.

A large red pipe with a break in the middle, symbolizing a gap or transition. The pipe starts at the top left, goes right, then down, then right again, and finally down to the bottom right. There is a clear gap in the middle of the pipe, with two open ends. The pipe is red with a black outline. The background is white.

on Week' have
g between the
will take place
teway has

ete a 3 day End Point Assessment
g Centre through the EPAO, IETTL.

The 3 day assessment consists of:

- 



technically the Apprenticeship programme finishes at the point EPA is passed, it's important to remember that to be classed as 'time served' Apprentices must continue training with the Employer for the full 4 year period.

Roles & Responsibilities of the Apprentice



Be employed by a Thermal Insulation Company as an Apprentice and gain valuable industry experience while getting paid.

Attend regular reviews with your Employer and TICA Assessors to discuss your progress and set targets for the future.

Attend training blocks at The National Training Centre in Darlington to develop further the knowledge skills and behaviours needed to become a Thermal Insulator and achieve the Apprenticeship Standard.

Improve your maths and English skills and where needed work towards and sit the relevant Functional skills exam/s.

Gain industry relevant qualifications/badges including PASMA, Asbestos Awareness, Health & Safety and apply for the apprenticeship skill card.

Develop and demonstrate the attributes needed to contribute to society in the workplace and life outside of work.

Learn about the sustainability aspects of the industry you work in and apply these in your training and employment.



Roles & Responsibilities of the Employer



Recruit an Apprentice/Apprentices to join your company to become 'time served' Thermal Insulators.

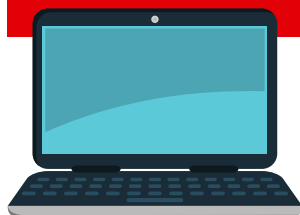
Support the Apprentice and set high expectations to ensure they develop and demonstrate the attributes and skills needed to succeed in society and the workplace.

Work with TICA and the Apprentice to agree an appropriate Training Plan that ensures they develop the knowledge, skills and behaviours required both on-site and while attending training at The National Training Centre.

Allow the Apprentice to bring back and share knowledge, skills and behaviours that could support/improve your ways of working.

Ensure the Apprentice is provided with opportunities to complete off the job training.

Attend regular reviews with your Apprentice and TICA Assessors to discuss their progress and set targets for the future.



Roles & Responsibilities of TICA



Provide support with advertising and recruitment to match Apprentices with Employers.

Work with the Employer and Apprentice to agree an appropriate Training Plan for the Apprentice that ensures they develop the knowledge, skills and behaviours required both on-site and while attending training at The National Training Centre.

Organise regular reviews with the Apprentice and Employer to discuss their progress and set targets for the future.



Deliver and embed maths and English into the Curriculum to support the Apprentice in improving their skills and preparing, where relevant for exams.



Provide high quality industry training for the Apprentice including specific courses that allow the Apprentice to gain industry relevant qualifications/badges e.g. PASMA, Asbestos Awareness, Health and Safety and apply for the Apprenticeship Skill Card.

Support the Apprentice and set high expectations to ensure they develop and demonstrate the attributes needed to succeed in society and the workplace.



On Programme

During Enrolment and Induction we will cover:

Content of the Apprenticeship, including the types of learning which will contribute towards your 'off-the-job' training requirement.

Your Training Plan and how this will be delivered, stored and updated.

How you will be assessed on your Apprenticeship, including End Point Assessment (EPA).

The types of learner support available and any additional specialist support requirements.

Your English and/or maths requirements and how you will work towards achieving these.

Your access to and training on the online portfolio system 'OneFile' that will be used to record and track your progress. This system will be used by trainer, learner and Employer for key interactions such as Reviews.



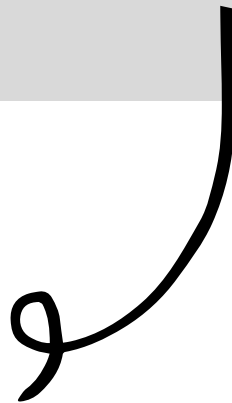
MA Frameworks (Scotland)

Learners undertaking the L2 MA Framework will complete the L2 Diploma in Thermal Insulation (Technical Certificate) and the SVQ Level 2 Diploma in Thermal Insulation.

Candidates will complete training towards their Technical Certificate whilst at The National Training Centre and work towards their SVQ onsite.

Learners will complete a Skills Test at the end of their time at The National Training Centre which will cover all aspects of their technical certificate training.

Learners will receive their first progress review 12 weeks from their start date and every 12 weeks following until the end of their programme.



Q & A with Richard Cardiss, a former TICA Apprentice

1. When did you undertake your apprenticeship?

1997 Salford College, the course was carried out by Jim Smith

2. What is the best knowledge/skill/behaviour you developed while completing your Apprenticeship?

The best knowledge learnt was to “measure twice cut once” throughout full time at college, during my apprenticeship and whole working career in insulation, I was told to always take pride in your work, time keeping and attendance are key and whenever you are unsure of anything (both with regards to work and health and safety) ask for help and always own up to your mistakes.

3. What are you doing now – what does your job involve?

I am Managing Director and owner of Envirotherm Ltd.

Key parts of my role are:

- Work winning and contract negotiation
- Maintaining client relationships
- Planning resources
- Delivering quality contracts
- Ensuring our work force are safe, productive and happy in their place of work
- Basically a 24hr problem solver!

Envirotherm



5. Any advice for new recruits?

Time keeping and attendance are key to any business you will work for and will always stand you in good stead, also loyalty goes a long way. Try not to have your heads turned by big money, short term contracts and always ask for help if needed both in and out of work. A problem shared is a problem halved.

4. What did you like best about being a Thermal Insulator?

The best thing I used to like when working on the tools was seeing a finished product and loved the banter and listening to some of the old tales from the older guys (some of which weren't probably true!) and some which I heard time and time again. The trade has given me the opportunity to work in some fantastic locations as well, for example, The Isles of Scilly and New Zealand. The best part about being a company owner is when you visit sites and see quality work being produced and when you get photos sent from the guys showing off their installs (always a nice pick me up after a challenging week).

The logo for Envirotherm features the company name in a blue serif font, enclosed within a green, horizontally-oriented oval shape that has a slight 3D effect with a darker green shadow on the right side.

Envirotherm

Q & A with Pat Reed, a former TICA Apprentice

1. When did you undertake your apprenticeship?

I started my apprenticeship in October 2013

2. What is the best knowledge/skill/behaviour you developed while completing your Apprenticeship?

Communication was the skill I developed the most and it is the one that has helped me move into the position I am in today. I was on sites where I would need to liaise with project managers to complete tasks.

3. What are you doing now – what does your job involve?

I am the Commercial Director for Essex Thermal Services. My main focus in this role is financial project management. I am heavily involved in procurement of new works and will then manage projects and variation accounts through to completion. The main goal is to support and accelerate growth of Essex Thermal Services Ltd.



5. Any advice for new recruits?

I enjoyed being on site and working in a team but what I enjoyed most was traveling to various projects around the country. During my apprenticeship I worked in Central London, all surrounding counties, Southampton, Norfolk and Suffolk.

4. What did you like best about being a Thermal Insulator?

The apprenticeship can open many door within the thermal insulation industry.



Personal Development

Throughout the Apprenticeship journey the staff at TICA will help to equip learners not only with the knowledge, skills and behaviours to become Thermal Insulators but also the knowledge, skills and behaviours to become more rounded employees, healthier individuals and active members of society. This includes topics/agendas such as British Values, Safeguarding and Prevent, Sustainability and Equality and Diversity we will encourage learners to consider, debate and reflect on ideas and themes that hold relevance to their industry and life outside of work. Here's a little bit about some of the topics/agendas that will be woven through the Apprenticeship journey:

British Values

British Values may not be new to learners who have recently been in the school system but during the Apprenticeship programme the focus will be on encouraging learners to really reflect on how they are demonstrating these values through the work and the training they do. We expect learners to be responsible, respectful, and tolerant. Click [here](#) to find out more about British Values.



Confidence, Resilience and Wellbeing

There is no expectation that learners get things right or perfect on their first try. The Apprenticeship programme is designed to ensure learners build skills, knowledge and behaviour over time and more importantly, learn and grow from mistakes, this can be summarised as having a 'Growth Mindset'. Click [here](#) to learn more about 'Growth Mindsets'.

We encourage open discussions about mental health and wellbeing with regular opportunities to speak one to one with staff.



Sustainability

TICA is committed to ensuring that the future workforce is educated about Sustainability and that Employers are working towards becoming more socially, economically and environmentally sustainable. Sustainable development achieves value for money, generating benefits not only to companies but also to society whilst minimising damage to the environment now and in the future.



Safeguarding and Prevent

TICA has a duty to promote the welfare of learners and keep them safe from harm.

This includes ensuring learners are resilient to radicalisation and understand the signs to look out for in others. Safeguarding and Prevent are important agendas to

be aware of in context and TICA staff will help learners to understand what the greatest risks are in their own geographic areas. Learners will be made aware of who the Designated Safeguarding Lead is and the steps to follow if they do want to talk to anyone/report anything. Full information on the TICA Safeguarding and

Prevent policy can be found [here](#).



Equality and Diversity – equality of opportunity, inclusivity

Equality is about being valued for who we are and being able to achieve our best, without unfair obstacles, stigma or stereotyping, or being restricted by anyone's expectations of our ability. Examples in practice during an Apprenticeship would be:

- Making sure all learners can fully access their work and training locations/sites with dignity and ease.
- Ensuring learners have a sense of belonging and being well looked after by their Employer and TICA staff
- Learners feeling confident that the place, the programmes and the policies have been designed with them in mind
- We value Diversity and in practice during an Apprenticeship this could be:
 - Listening to different points-of-view respectfully and using them to bring about positive change
 - Valuing the differences as well as the things we have in common of fellow learners, staff and colleagues.



Behaviour and Attitudes

The behaviour and attitudes expected of learners (and staff) are summarised in the bullet points below. All of the below are aimed not only to ensure learners are successful at completing their Apprenticeship but develop the key employability and life skills to make them good employees and citizens.

We expect Apprentices to:



- Take full responsibility for their learning programme by attending regularly and punctually
- Work with the instructors and complete all work on time
- Take pride in their work and strive to improve at all aspects of learning over time
- Adhere to all Centre rules and regulations
- Treat everyone with respect regardless of differences
- Take care of Centre property and respect the facilities provided by TICA
- Act to maintain TICA as a safe environment for all
- Report any suspicions of extremism
- Make an active use of learning resource facilities
- Ensure that your assessor is aware of changes in your circumstances and that he or she knows if you feel we have not provided an agreed service
- Evaluate your programme and Centre services and facilities



You can expect us to:

- Offer unbiased information, advice and support
- Utilise Initial Assessment results to devise an Individualised Training Plan for all learners
- Inform learners about Training Centre rules and regulations
- Provide learners with qualified, experienced, and supportive staff
- Give learners a safe, pleasant, and secure environment for studies
- Provide learning resource facilities to support learning
- Provide learners with an understanding of how they will be assessed and provide regular updates on progress including setting SMART targets
- Help learners to recognise the ways in which they learn effectively and support/stretch learners to reach their potential and beyond
- Mark work that is submitted on time promptly and provide helpful feedback
- Support learners with unbiased advice and guidance for next steps/progression after completion of their apprenticeship



Every Apprentice and their Employer are given access to a platform called OneFile. OneFile is an online portfolio system where Training Plans are created, and key evidence of progress is stored and tracked throughout the Apprenticeship. Assessment Plans will be set up on OneFile that will detail the knowledge, skills and behaviours required to work towards during the Apprenticeship. Reviews are also completed through OneFile and Apprentices will be required to regularly update the Learner Journal to document their off the job hours.

The screenshot shows the OneFile web application interface. At the top left is the OneFile logo. Below it is a navigation bar with a home icon and the text 'Home / My Portfolio'. The main content area is titled 'Information & Options'. It features a profile picture placeholder (a woman's face) on the left. To the right of the photo is a list of apprenticeship standards: 'Customer Service Practitioner Apprenticeship Standard', 'Customer Service Practitioner Gateway to End Point Assessment', 'Customer Service Practitioner On Programme Learning', and '- Customer Service Practitioner End Point Assessment'. Below this list, there are three progress indicators: 'Overall Progress: 17%', 'Placement: BMW', and 'Off-the-job: 0.4%'. Further down, there are two boxes: '1 Pending Plans' (with a lightbulb icon) and '14 Pending Assessments' (with a document icon). At the bottom, there are four tiles: 'Offline' (with a photo icon), 'Download Portfolio' (with a folder icon), 'Expert / Witnesses' (with a person icon), and 'Portfolio Showcase' (with a folder icon). A red arrow points from the 'Portfolio Showcase' tile to a text box on the right. Another red arrow points from the 'Assessments' box to a text box on the right. A third red arrow points from the 'Off-the-job: 0.4%' indicator to a text box on the right. A fourth red arrow points from the profile picture placeholder to a text box on the right. A fifth red arrow points from the apprenticeship standards list to a text box on the right.

Onefile

Home / My Portfolio

Information & Options

Your photograph

The Apprenticeship you are enrolled on plus any maths, English or ICT qualifications

Customer Service Practitioner Apprenticeship Standard

Customer Service Practitioner Gateway to End Point Assessment

Customer Service Practitioner On Programme Learning

- Customer Service Practitioner End Point Assessment

Overall Progress: 17%

Placement: BMW

Off-the-job: 0.4%

Information about your progress

1 Pending

View pending and completed Assessment Plans

Plans

14 Pending

Start assessments, attach evidence, set criteria & record feedback

Assessments

Any assessments you have been set

Activity

Manage

Progress

Forms

Offline

Download Portfolio

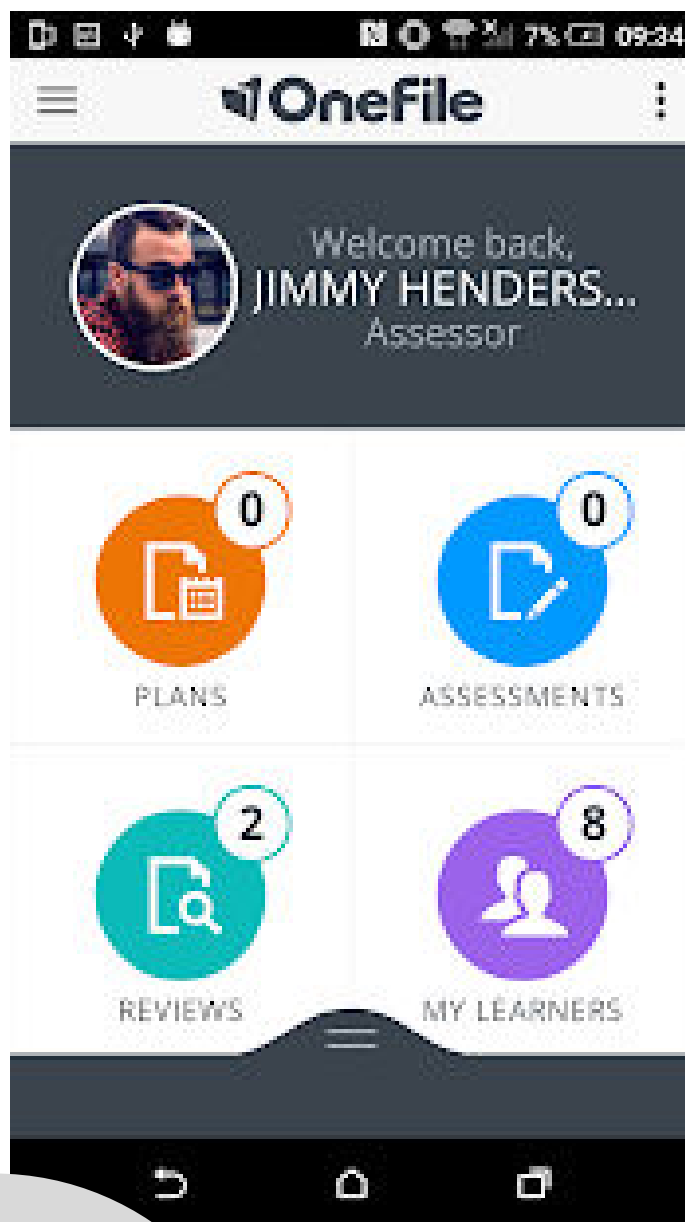
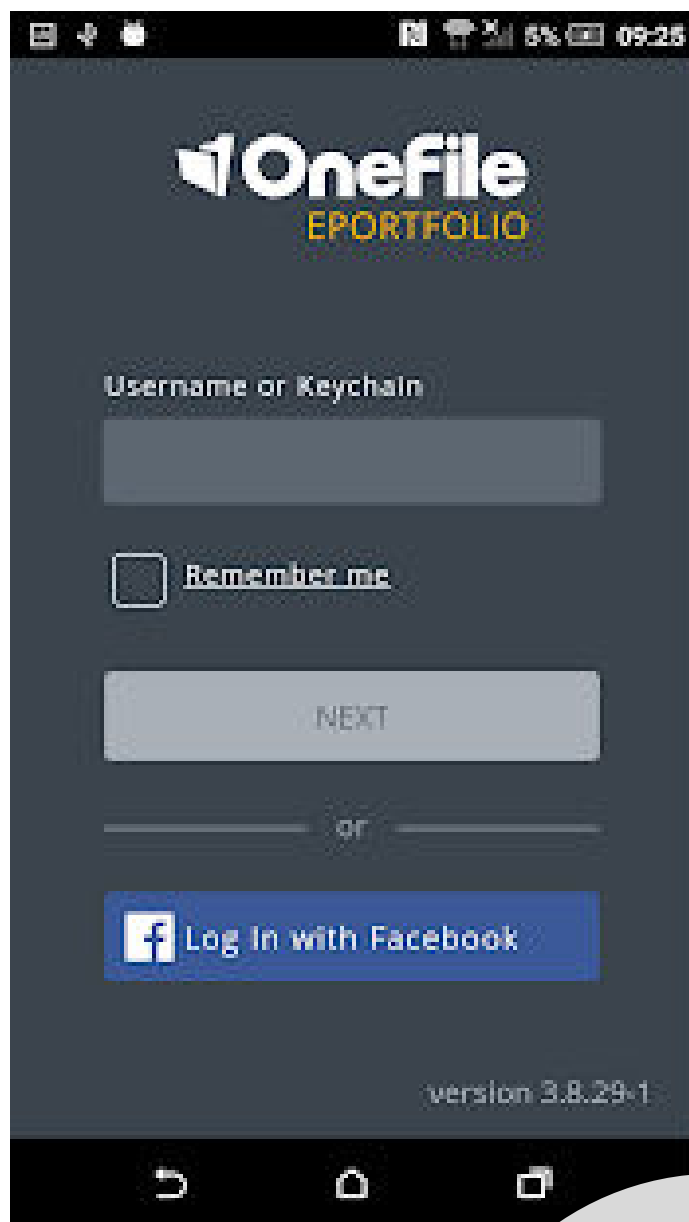
Expert / Witnesses

Portfolio Showcase

Storage area for portfolio and other relevant Apprenticeship documents

Download portfolio to CD or other digital media

A mobile app version of OneFile is also available, and we recommend both Employer and Learner download the app to allow easy access to OneFile wherever they are.



OneFile provide a range of user guides to support both Learner and Employer with getting the most out of the platform [here](#).



What is 'off the job' training?

All apprentices enrolled on an Apprenticeship Standard are required to spend a minimum of 6 hours per working week of their contracted hours on 'off the job' activities. 'Off the job' training is defined as training that takes place in addition to your normal working duties, to support you in achieving the Apprenticeship Standard. This training can take place in your workplace or at The National Training Centre.

Off the job training activities could include:

- Attending training at The National Training Centre
- Attending masterclass sessions
- Coaching
- Independent research
- In-house training
- Shadowing
- Industry visits
- Mentoring
- Supervision meetings with your employer
- Writing assignments
- Online learning
- Manufacturer training
- Role play
- Simulation exercises
- Team meetings that include training
- Completion of a reflective journal

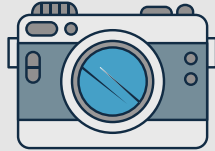


Off the job training does not include:

- English and maths Functional Skills lessons
- Training that doesn't support the knowledge, skills and behaviours of the apprenticeship
- Training that takes place outside of the apprentice's paid working hours
- Progress reviews
- On programme assessments including revision

As an Apprentice, you will be expected to keep a log of all your 'off the job' training within OneFile and this will be reviewed on a regular basis. Where you are not meeting the 'off the job' requirements, a meeting will be held with you, your employer and Trainer/Assessor to discuss how you can achieve the minimum 'off the job' time requirements of the Apprenticeship.

Policies, Procedure & Information



[Equality & Diversity Policy](#)
[Photography and Video Consent](#)

[Zero Tolerance Policy](#)

[Apprentice internet use policy and guidelines](#)

[Health & Safety Policy](#)

[Safeguarding Policy](#)

[Malpractice Policy](#)

[Complaints Procedure](#)

[TICI National Agreement](#)
[Apprentice Rates of Pay](#)

Click these links for
more information

Benefits of being a TICA Apprentice

Free accommodation and meals (or allowance towards these) while training at The National Training Centre.

Access to state-of-the-art Thermal Insulation facilities and materials.

Trainers with a wealth of industry knowledge and experience.

Site access via a TICA Red Apprentice Card (valid for 4 years).

Completion of industry relevant courses/qualifications including Asbestos Awareness, PASMA and Health & Safety.

Personal and group support as needed with all aspects of your Apprenticeship including pastoral tutorials.

English and maths workbooks and access to a range of online platforms to continue your learning/revision while away from The National Training Centre.

On completion of the Level 2 Standard/NVQ eligibility to apply for the TICA Blue Skilled Worker Card (valid for 5 Years).



Feedback



TICA is dedicated to continuous improvement, and we value feedback from our Stakeholders. Whether you have a question, suggestion, compliment, comment or complaint, Learners and Employers (prospective, current or past) can provide us with details through a variety of channels. These include contacting TICA directly by phone, email or through our website, ongoing feedback/discussion during interactions with TICA staff, through surveys/questionnaires and at the end of Apprenticeship evaluations.

TICA is committed to providing a high-quality training and learning experience and has a variety of policies and procedures in place to ensure any complaints are resolved in a thorough, professional and timely fashion. These include our Appeals Procedure and Complaints Policy. These policies are available in the Publications section of our website [here](#).

Useful contacts and websites

TICA Head Office

01325 466704

apprenticeships@tica.uk.com

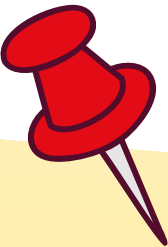
Designated Safeguarding Lead

Lynne Lambe

llambe@tica.uk.com

01325 734131

Click these links for more information

- 
- 
- **Prevent Duty Guidance**
 - **Useful contacts – for young people – Mind**
 - **Useful contacts – for young people – Youth Access**