

# STUDENT ENGAGEMENT TRIAL

Context about the trial, the interventions, and how awarding bodies and training providers can get involved.



# CONTEXT

Talan are delivering a student engagement trial to support students to successfully complete their training and join the gas safe register.

The trial is informed by research undertaken by Kadence which identified challenges for students when completing their training and joining the register.

The trial will test interventions designed to support students. They are designed to address the following themes:

- 1. Learning and guidance**
- 2. Industry affiliation**
- 3. Confidence**

## INTERVENTIONS – LEARNING AND GUIDANCE

Intervention	Issue	Solution	Impact
<p><b>Gas safety business advice</b></p>	<p>Students lack commercial experience and struggle to access or interpret regulatory guidance, which reduces engagement with gas safety and results in inconsistent or unsafe practices.</p>	<ul style="list-style-type: none"> <li>• Gas safe essentials quick-start packs, providing a “mandatory minimum” checklist for safe work</li> <li>• Safe systems management guide, with guidance on leadership responsibilities, handling subcontractors, and setting up a “check-before-you-start” culture</li> </ul>	<p>Easier access to clear, trusted guidance, resulting in better awareness of gas safety basics and increased confidence in applying standards.</p>
<p><b>Informational videos</b></p>	<p>A lack of accessible, high-quality, verified learning materials pushes trainees towards unofficial sources that spread misinformation.</p> <p>Written guidance lacks visual content, is text-heavy, and a lack of multilingual resources</p>	<ul style="list-style-type: none"> <li>• “Gas registration explained” videos providing step-by-step guidance on the process of becoming registered</li> <li>• Create a central, verified video library that guides students to official resources for deeper learning</li> </ul>	<p>Stronger trust in official guidance and a clearer understanding of where to find it will drive higher registration success rates, improved confidence in navigating the process, and reduced exposure to misinformation.</p>

## INTERVENTIONS – INDUSTRY AFFILIATION

Intervention	Issue	Solution	Impact
<p><b>Careers map</b></p>	<p>The gas sector is hard to navigate, with varied qualifications standards, competences and renewals that confuse early-career professionals.</p> <p>This complexity, combined with unverified guidance, undermines confidence in progression and reduces awareness of registration and competence requirements.</p>	<p>Three distinct careers maps, covering routes for:</p> <ul style="list-style-type: none"> <li>• New entrants into the gas sector, with or without formal qualifications</li> <li>• Career changers looking to be registered in a different area of gas work</li> <li>• Candidates seeking to renew their Gas Safe registration and competence certification</li> </ul> <p>These maps provide clear explanations of career routes, covering training, competence and registration. They also include embedded links to verified sources for additional guidance.</p>	<p>Aims to drive higher entry, retention and registration rates, reduced misinformation, improved confidence in navigating gas-sector pathways, and greater trust in official guidance.</p>

## INTERVENTIONS – CONFIDENCE

Intervention	Issue	Solution	Impact
<p><b>Meet and greet local inspector</b></p>	<p>A lack of real-world context, low confidence (or overconfidence) in applying standards, and lack of experience engaging with inspectors all hinder effective participation in the gas safety process and a lack of connection with the wider community in the sector.</p>	<ul style="list-style-type: none"> <li>In-person and online webinar sessions will be arranged with a Gas Safe Inspector to provide students with an in-depth understanding of the assessment process</li> <li>Detailed advice and a question-and-answer segment, allowing students to seek clarification on any uncertainties they may have regarding inspections</li> </ul>	<p>Demystifying gas safety inspections and building student confidence by emphasising the importance of inspections and clarifying what is expected in assessments.</p> <p>Sessions will strengthen students' understanding of Gas Safe regulations and helps them identify unsafe practices and perform better in assessments.</p>
<p><b>Access to the technical helpline/student liaison officer</b></p>	<p>Trainees do not have access to a dedicated technical helpline, potentially contributing to reliance on unofficial sources for learning.</p>	<ul style="list-style-type: none"> <li>Create a dedicated technical helpline to offer support directly to students, presenting a single avenue for support and technical advice</li> </ul>	<p>This will improve students' confidence in technical scenarios and reduce misinformation, while ensuring trainees feel supported throughout the training process.</p>

# HOW AWARDING BODIES CAN SUPPORT THE TRIAL

## Why your support is important:

- To ensure the trial is robust and meaningful, we aim to engage approximately 600 students.
- This will allow us to understand the efficacy of each intervention through valuable feedback from students.
- As an organisation closely involved in the sector with existing relationships with approved training centres, your support will enable engagement and support student involvement.

## How you can help:

- We are asking awarding bodies to share the information about the trial with approved training providers.
- Talan will provide:
  - A cover email to send out to training providers informing them of the trial and how they can support it
  - A slide deck explain the trial and interventions in more detail and how training providers can support student engagement

# HOW TRAINING PROVIDERS CAN SUPPORT THE TRIAL

## Why your support is important:

- To ensure the trial is robust and meaningful, we aim to engage approximately 600 students.
- This will allow us to understand the efficacy of each intervention through valuable feedback from students.
- As an organisation closely involved in learner development, your support will enable student involvement.

## How you can help:

- We are asking training providers to share the information about the trial with students. This can be via email, learner portals, and/or in-person.
- Students will have access to a dedicated email address so Talan can support them directly with any questions they have during the trial.
- If you are interested in supporting the trial, we have developed some useful documents to share with students. The supporting material will include:
  1. A cover email to share with students notifying them about the trial.
  2. A slide deck aimed at students explaining the trial and the interventions in more detail.
  3. A QR code allowing students to sign up to the trial.
  4. An FAQ document, including more detailed information on the interventions.

# PROCESS FOR SUPPORTING THE TRIAL

