eCOMS

EMPLOYEE COMPETENCE MANAGEMENT

AN ECA PRODUCT

Guidance Manual

Contents

Electrotechnical Assessment Specification (EAS)

On 1 September 2020 a new EAS document came into effect. The EAS document is the framework around which Certification Bodies assess Electrotechnical Enterprises.

EAS 2020 introduced new requirements around competence of personal in an Enterprise and required, as per clause 11.1, the Enterprises employ persons who are competent and/or adequately supervised for the work they do.

> **11. PERSONNEL**
>
> 11.1 The *Enterprise* shall be required to employ persons to carry out *Electrotechnical work* who are competent and/or adequately supervised to ensure safety during and on completion of the work.

Figure 1 Clause 11.1 of EAS 2020

Appendix 10 of EAS 2020 introduced guidance on how an Enterprise may conform with this requirement, setting out a staged approach, as listed below:

1. *Identify the level (1, 2 or 3) of operative appointed to carry out the work in Table 1;*
2. *Identify the degree of risk (low, medium or high) based on Table 2 and/or more detailed knowledge of the work to be carried out.*
3. *Cross reference items 1 and 2 on Table 3 and identify the colour code in the matrix (green, amber or red);*
4. *Use Table 4 to identify based on the colour code from Table 3 what would be deemed satisfactory in terms of (a) how the operative is instructed, (b) the competence of the person inspecting and testing the work and (c) the involvement of the QS on site.*

This approach refers the reader to Tables 1-4 in Appendix 10 of EAS 2020, reproduced in Appendix 1 of this document for clarity.

This information and subsequent documentation will be reviewed during your technical assessment.

Whilst Enterprises are at liberty to make their own system for ensuring competence of Employed Personnel, ECA has created an electronic system for recording competence and undertaking observations of operatives, in line with EAS 2020. This system is called eCOMS.

EAS 2020 is available to download and read here.

Introduction to eCOMS

eCOMS is a web-based tool developed by ECA which provides Members with an easy to use solution to maintain accurate operative training records. Specifically, it assists Enterprises to meet EAS 2020 requirements by providing documentation and training history logs. In addition, it maintains a detailed history about operatives as they change roles within the organisation and when they join and leave employment.

Most importantly eCOMS means users can quickly visualise the three EAS metrics for all current operatives and, using a simple traffic light colour scheme, what level of supervision is required for each of them.

Training Records

To help demonstrate compliance to EAS 2020, eCOMS gives Enterprises a simple way to maintain training records for each operative. Different types of training can be selected such as formal qualifications or CPD, as well as in-house training courses such as site inductions. These can be added either to an individual record or by selecting multiple employees.

Documents

To maintain clear evidence that operatives are experienced and have the required competence, be this electrical or health and safety based, eCOMS allows Enterprises to upload documents against the appropriate records being maintained. A document can be added against:

- An Enterprise – to maintain records of items such as corporate structure or health and safety statements.
- An operative – to store a general record such as a CV.
- An operative's training record – this is where most documents would be uploaded to prove that they hold a given qualification, such as a copy of the certificate.

Observations

EAS 2020 not only requires an up-to-date record of operative competence, it states that Enterprises must maintain records of periodic reviews of documentation and training. eCOMS provides a flexible solution to record observations and add in follow-up dates to prompt when a review is due.

Recording of observations can be added to:

- An operative – to make a general observation not linked to a particular document or training record.
- An operative's training record – to make a general observation about the operative's training and to perhaps record that a follow-up is needed.
- Documents (company, operative or training record) – to log that the document was observed and when it may require further observation e.g. a health and safety statement.

It is not a requirement of EAS 2020, nor would it be practical, to record observations against every operative, document or entry within eCOMS. However, this tool's flexible approach means Enterprises can decide for themselves.

Reporting

In addition to the operative lists, eCOMS allows Enterprises to quickly see how their workforce fits within the metrics of EAS 2020. The EAS buttons on the operatives' list screen, and the individual operative details screen, shows a diagram of the operative data overlaid on the EAS tables given in Appendix 10 of EAS 2020.

All data in eCOMS is sortable and searchable and can be exported to Excel. This means Enterprises can report on and quickly view current operatives, documents and training records which can then be used by the business and help to prove compliance during a technical assessment.

Walk-through and navigation

Member registration for eCOMS is via the ECA website www.eca.co.uk.

Any ECA Member with a web account can access eCOMS. If you don't have an account, then you can create one via the MyECA link on the ECA website. The Nominated Rep will then need to approve access.

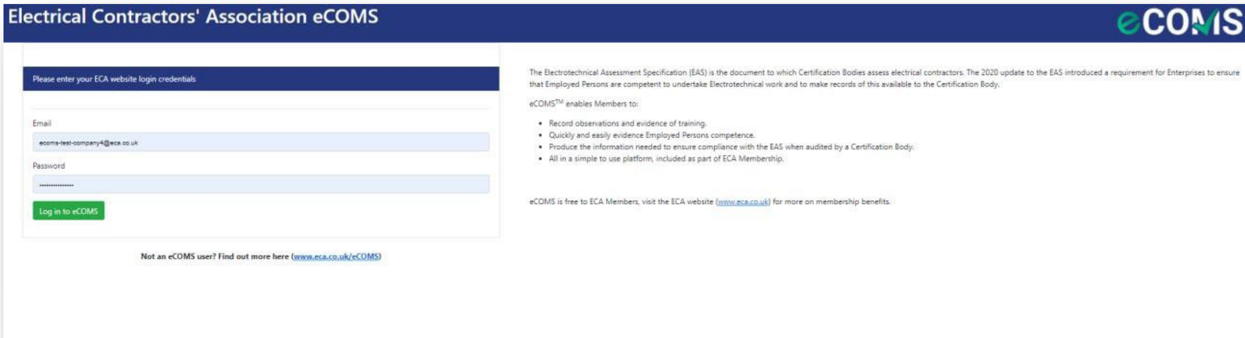


Figure 2 eCOMS log-in screen

Once logged in, eCOMS will retrieve the Member details from ECA and pre-populate relevant data.

On every login eCOMS will check the Member data held and will ensure eCOMS is kept up to date. If Member details need updating this can be done by contacting ECA's Member Services team at membership@eca.co.uk

The top menu

To navigate through the eCOMS screens there is a simple horizontal menu that will be present on all screens. Users can return to the dashboard screen at any time by clicking the company name, see Figure 3 eCOMS top menu bar.

Figure 3 eCOMS top menu bar

eCOMS dashboard

Once logged in, the eCOMS dashboard will be displayed, as shown in Figure 4 eCOMS dashboard.

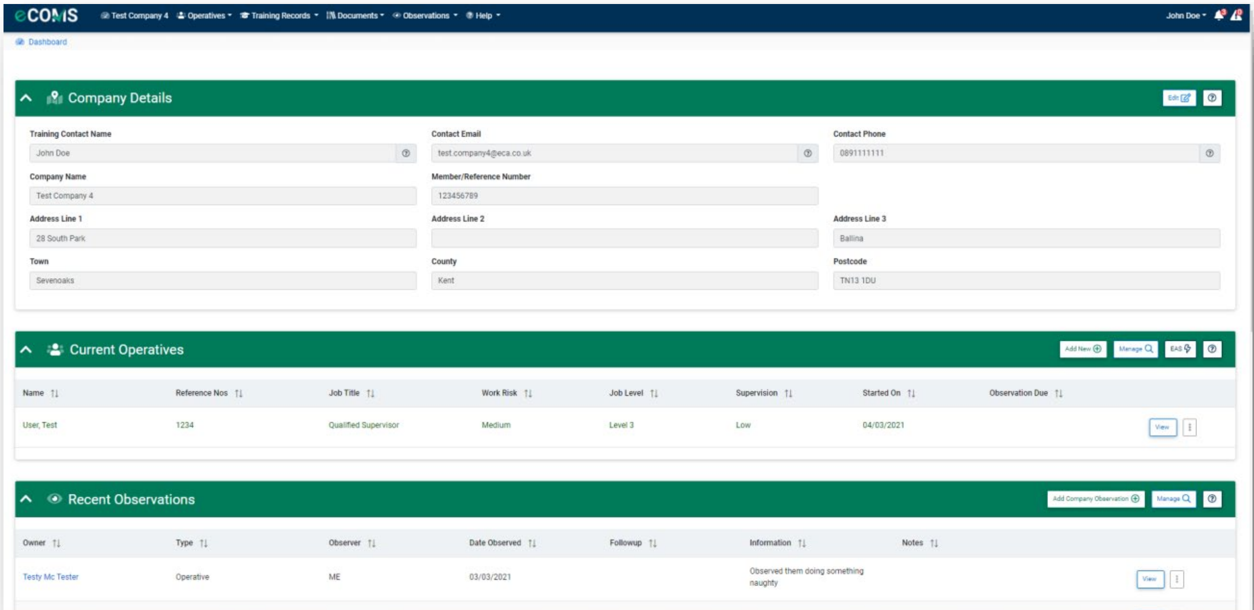


Figure 4 eCOMS dashboard

The dashboard screen is the start of the user's journey in the system. You can return here at any time.

The dashboard shows several panels, each displaying the most recent and relevant data that has been recorded in the system. The panels are titled:

- Company details
- Current operatives
- Recent observations
- Recent documents

Each panel is collapsible and expandable. The user can perform some actions directly on this screen, such as adding a new operative, or navigate to the more detailed lists by clicking the **Manage** button on the relevant panel.

Figure 5 Manage button

Adding a new training record, document, observation and role history to an Operative

Once an operative has been created eCOMS allows for several elements to be added to that operative.

- Training records – a training record can be added to the operative showing they have undertaken some training. This could be a short induction or a company course.
- Documents – a document can be added to the operative. This could be a CV or evidence of prior competence.
- Observations – observations are a critical part of EAS 2020. An observation shows that someone has observed this operative in some manner and has made a comment on their work, function or role.
- Role history – this allows the user of eCOMS to alter the role of the operative and see where events occur. Should an operative gain further training they may move up a job level. This would be noted here.

The process for each of these is similar and uses the green bars highlighted at the bottom of Figure 8. Simply select the option required on the green bar and follow the on-screen instructions i.e. if the user is adding a new document to an Operative, select **Documents** then press the **Add New** button.

When new information is added to an operative, these will be available in the operative screen under the relevant section.

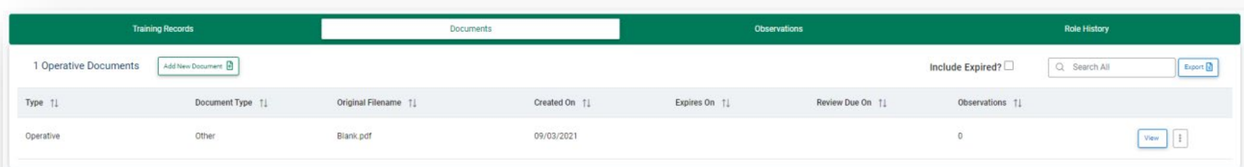


Figure 9 Operative screen showing documents added to that operative

Additional observations and comments can be added against training records by selecting the **View** button shown on the right-hand side of Figure 9.

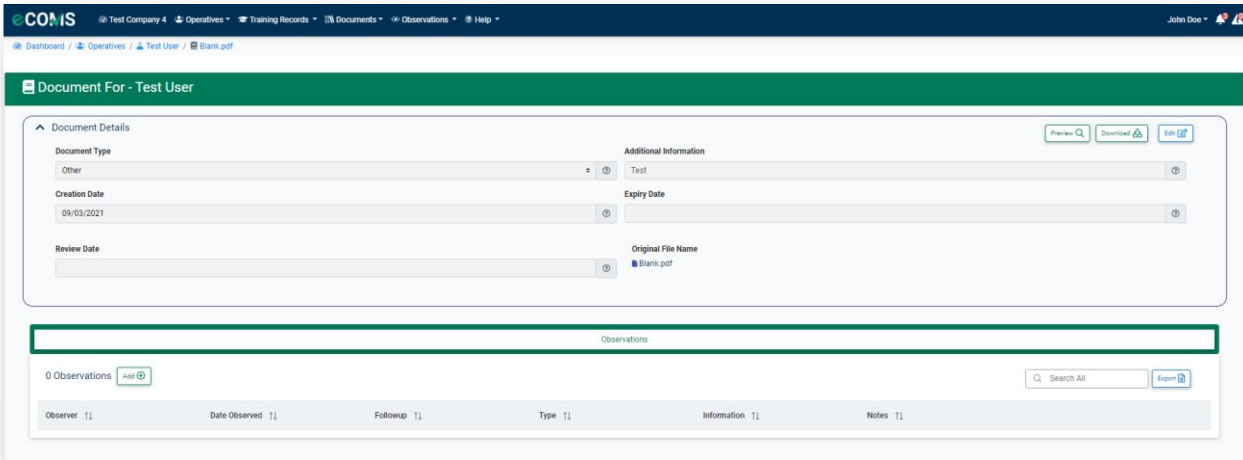


Figure 10 Adding an observation to a document for an Operative

Training record types

eCOMS recognises 2 types of training:

- Company training
- Training records

Company training is in-house training or CPD. This is accessed either via the Operative screen or by selecting **Company Training** from the **Training Records** tab on the top menu bar. This allows the user to input a company training type and assign it to an operative, as Figure 11

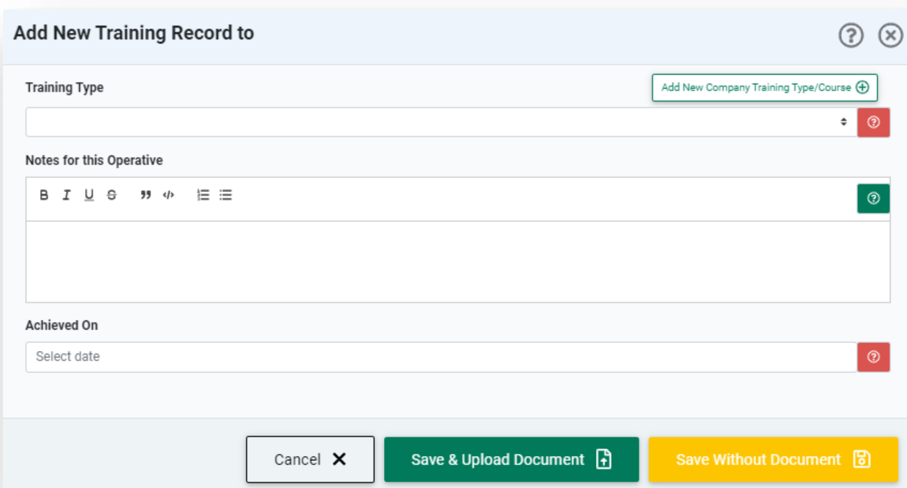


Figure 11 Adding a new training record showing company training

Training records for operatives are specific qualifications for the operative, usually undertaken externally. This is accessed from the top menu by selecting **Training Records** and **Operative Training**, see Figure 12. Once selected, the list of operatives will appear. Select the operative that requires a training record adding to their file.

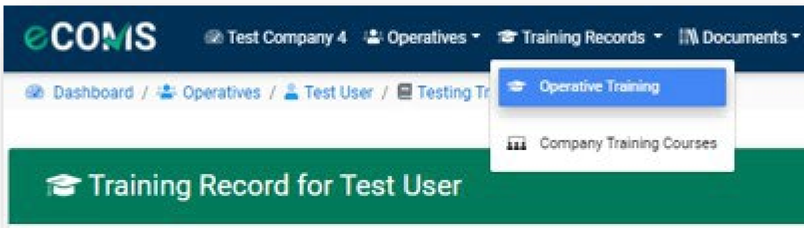


Figure 12 Accessing training records

Once an operative is selected, training records can be added to their file. This is done by adding a new document, shown on the bottom of Figure 13.

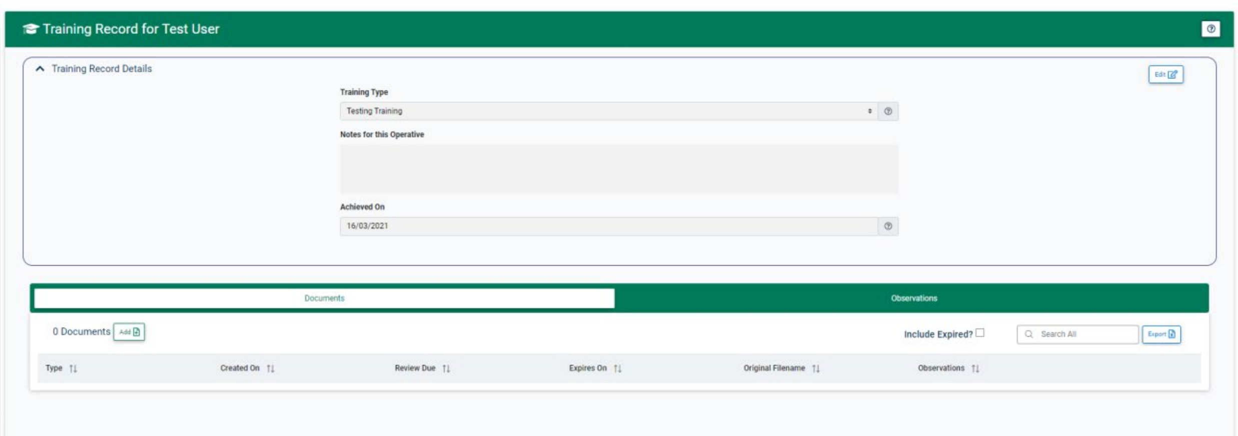


Figure 13 Training records for an operative

When selected, the user must pick from specific document types relating to this operative's qualifications and training. An accompanying file must be added as per Figure 14.

When created, observations can be added against any operative's training record.

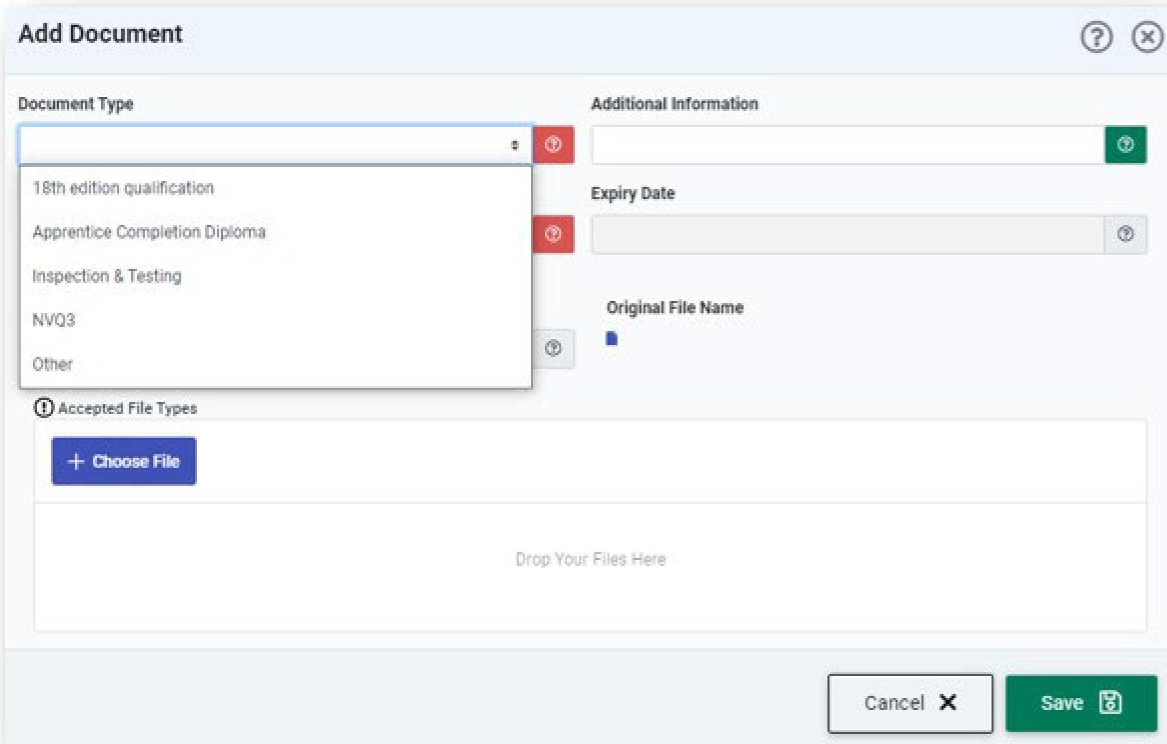


Figure 14 Example training records for an Operative

Adding training records to multiple Operatives

In the Operatives screen, the user can add training records to multiple Operatives by manually selecting the tick boxes on the left-hand side as per Figure 15, or by selecting the **All Operatives** tick box at the top of the screen.

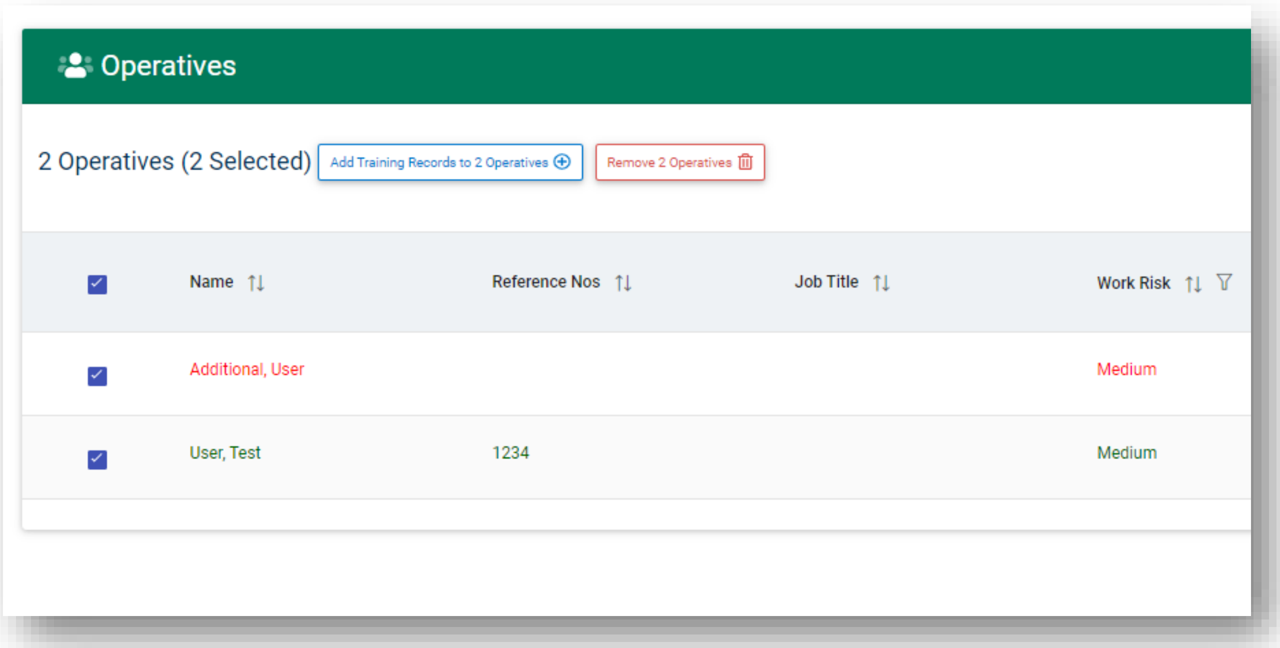


Figure 15 Adding training records to multiple operatives

Adding a new training record, documents and observations to the Enterprise

Training records, documents and observations can also be added to the enterprise. This gives the user the option to create generic information that can be applied across the Enterprise.

The process for this is much the same as adding individual details. You can do this by selecting the top menu bar as per Figure 3.

Select the relevant option ie. Training record, document or observation, and click to add the Company version. This will open a new screen, much like in Figure 16 for creating a new company document.

Simply fill in the details, including a file if required, and select **Save**.

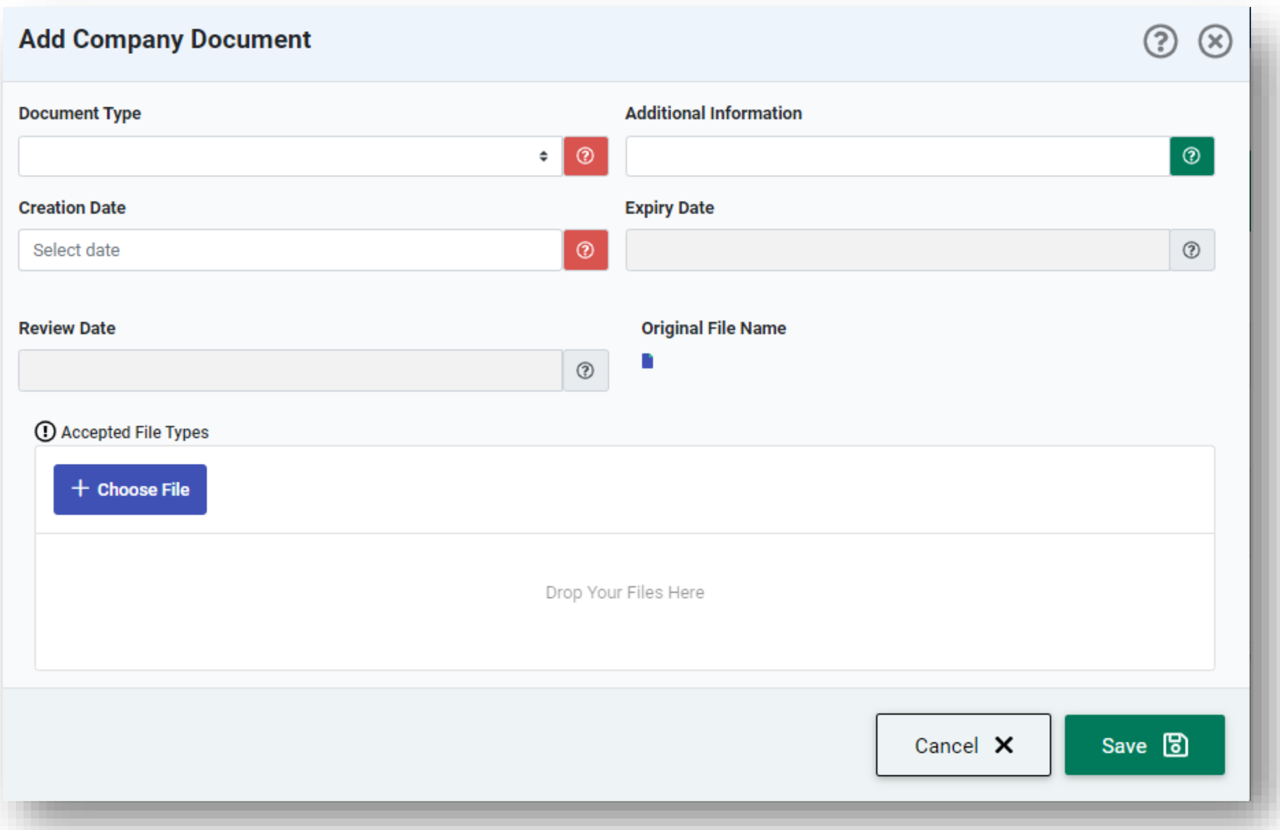


Figure 16 Adding a company document

Adding an Observation to a company document

As with all documents within eCOMS, you can add an observation to a company document, such as a health and safety policy or an organisation chart.

From the top menu bar select the **Documents** section and **Company Documents**. Select the document you wish to add an observation on to and a new screen will appear as shown in Figure 17. You can then enter the observation details.

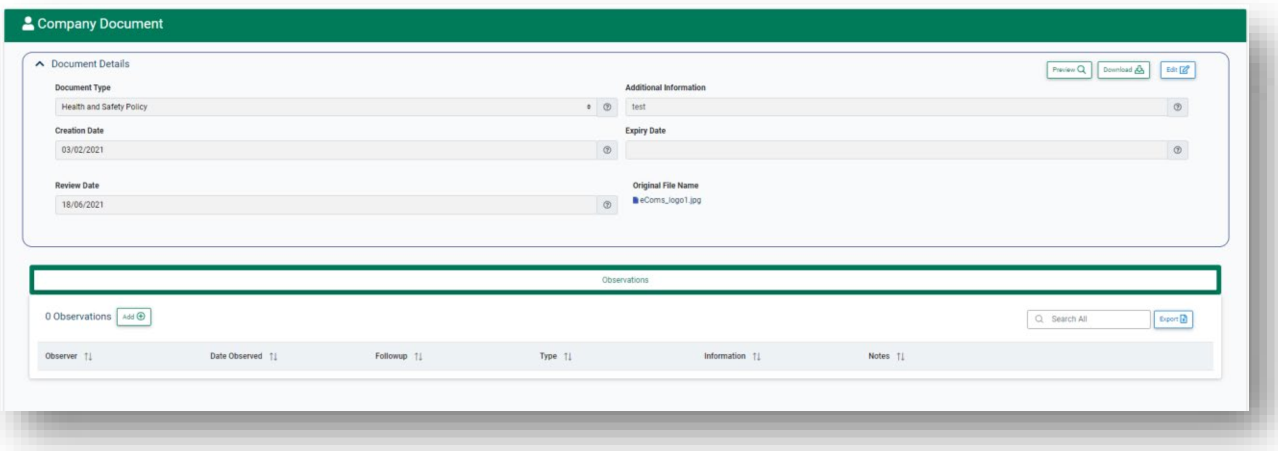


Figure 17 Adding an observation to a company document

Adding a business unit

The business unit segregation allows users to assign a business unit to their operatives.

Business Unit setup is done from the new company settings page. From the top menu navigation, click the **Login Email** button in the right corner. Under the login email, there is a new option called **Settings**.

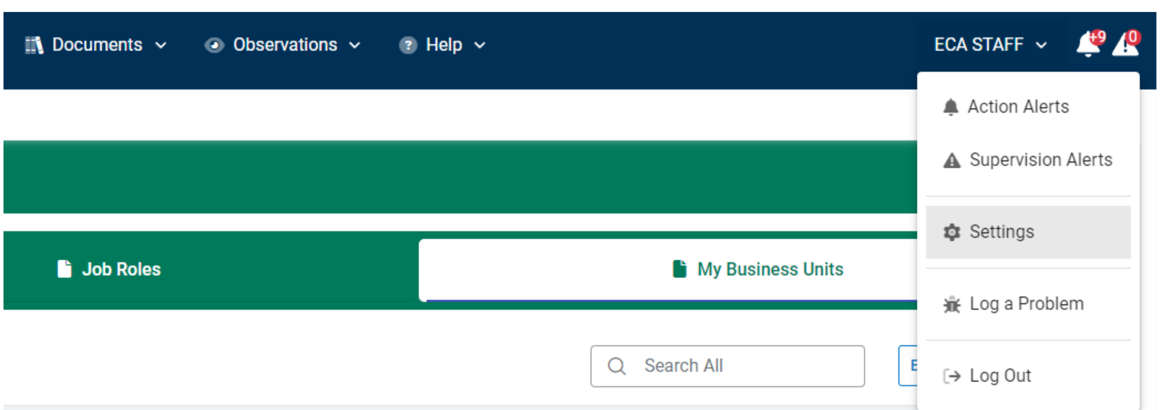


Figure 18 The new company settings

The settings have three functionalities:

- Alert Settings
- Job Roles
- By Business Units

The user should click on the **My Business Units** button and then the **Add +** button to set up their business unit and save.

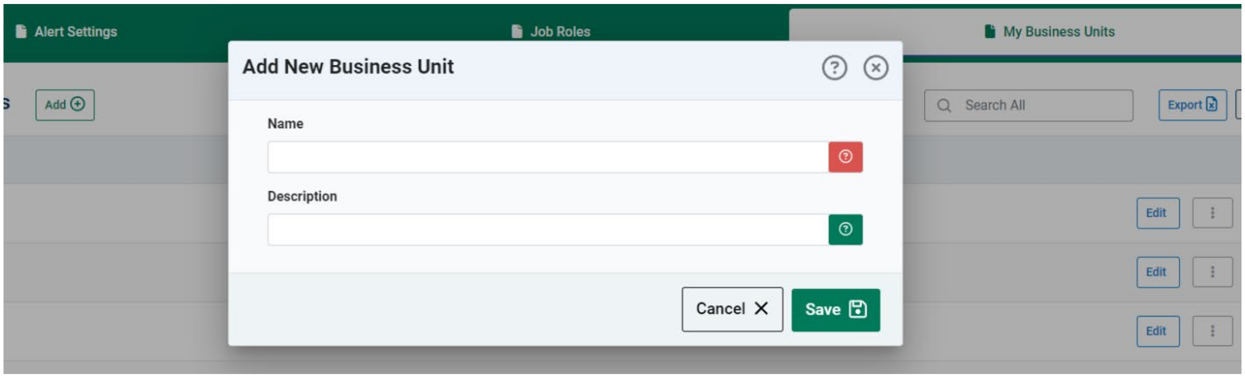


Figure 19 Adding a new business unit

Once the unit is added, on the right-hand side, next to the Business Unit Description, there are three options.

- Edit
- Remove
- Assign

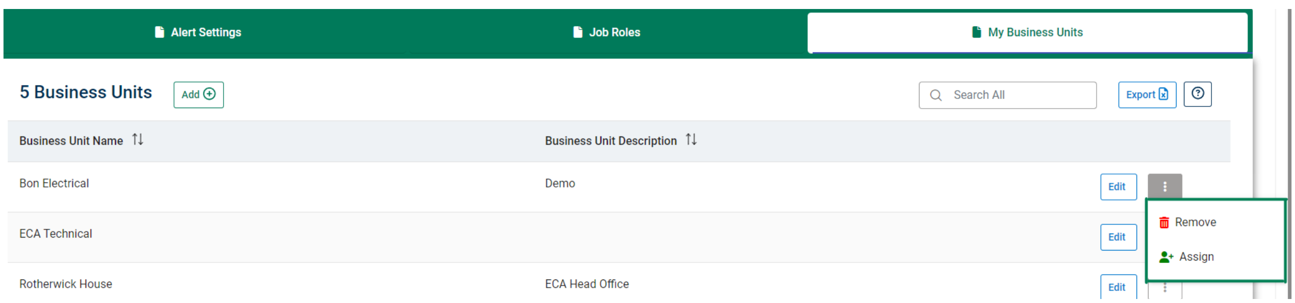


Figure 20 Buttons to edit, remove and assign items

To change the existing business unit name against the record, click on the Edit button and save the changes made.

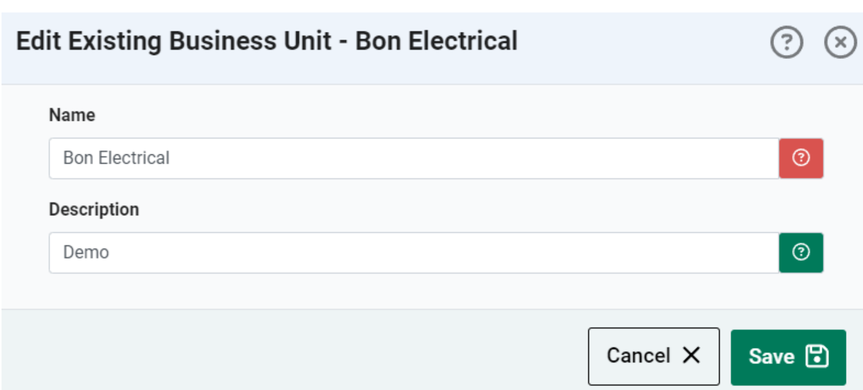


Figure 21 Altering existing business unit

A user can only **Remove** Business unit names if they have not been used. Business units that are currently being used or that have been used cannot be deleted to ensure we maintain historical auditable information.

Figure 22 Business unit cannot be deleted

The **Assign** button allows users to assign multiple operatives at the same time. The assign brings up the screen of all the operatives for users to tick the boxes of operatives they want to assign and save.

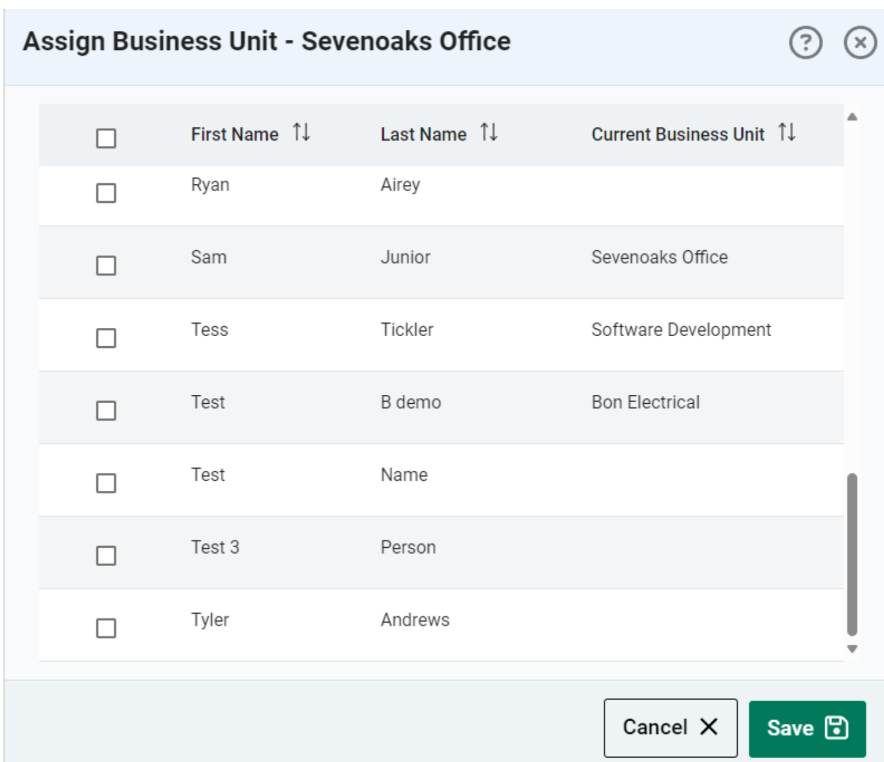


Figure 23 Assigning business unit to operatives

After the operative list selected is assigned, the user can view the details added within the business unit column by using the **Our Operatives** button in the top menu navigation. The operative list is now scrollable rather than paged.

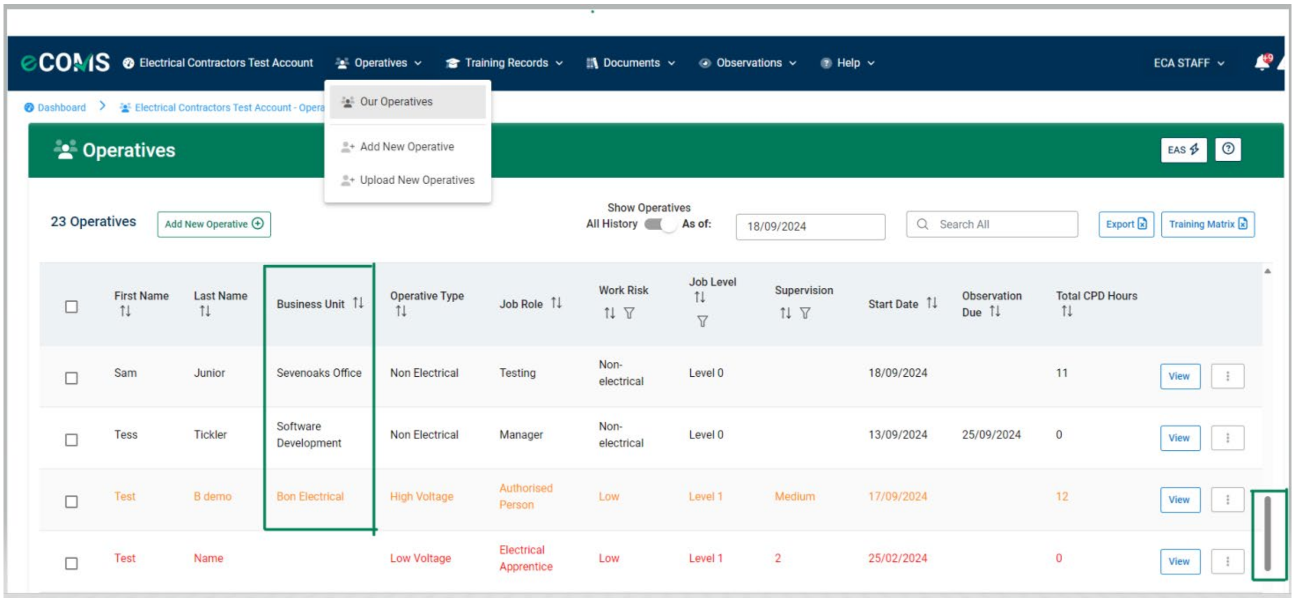


Figure 24 Viewing details added within the business unit column

Adding a new operative

One of the first actions a new user to eCOMS is likely to do is add a new operative. This can be done in multiple ways, from the top menu using the **Add New Operatives** button or from the dashboard. Scroll down to the Current Operatives panel and click on the **Add New +** button in the right corner.

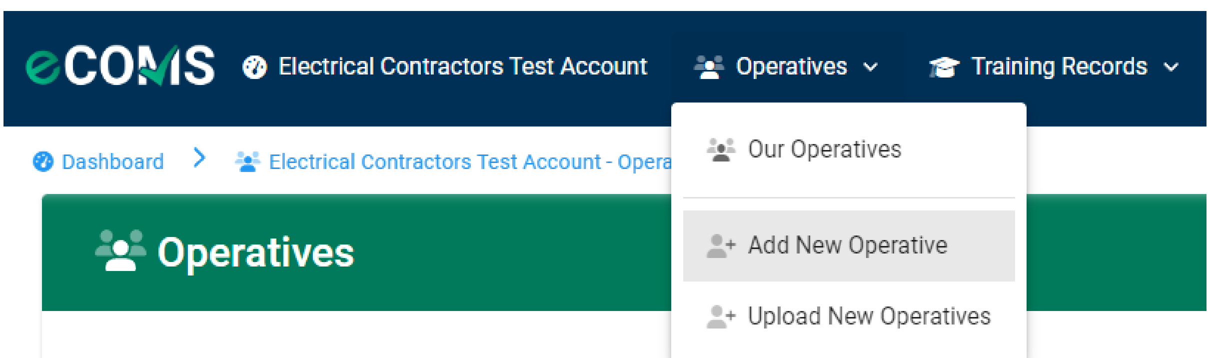


Figure 25 Add new operative from the dashboard

The user then inputs details of the operative. A 'Job Role' is specified which will automatically assume a 'Job Level' (a level of competence).
The 'Degree of Risk' of the current work is then specified.
These specifications are taken from EAS 2020. Additional help is available for the user by clicking the  symbol. This is true of all sections of eCOMS.
The user can alter the 'Job Level' of the operative if the pre-defined status is not appropriate.

The new operative can be added to the list of business units already created.

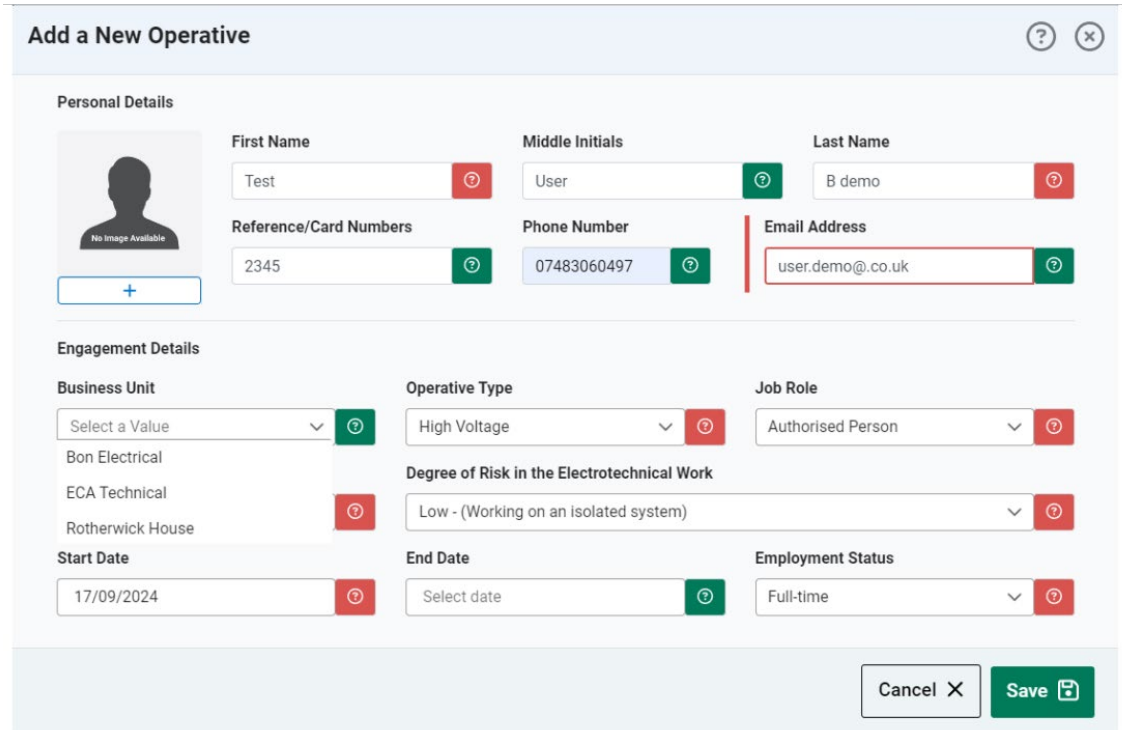
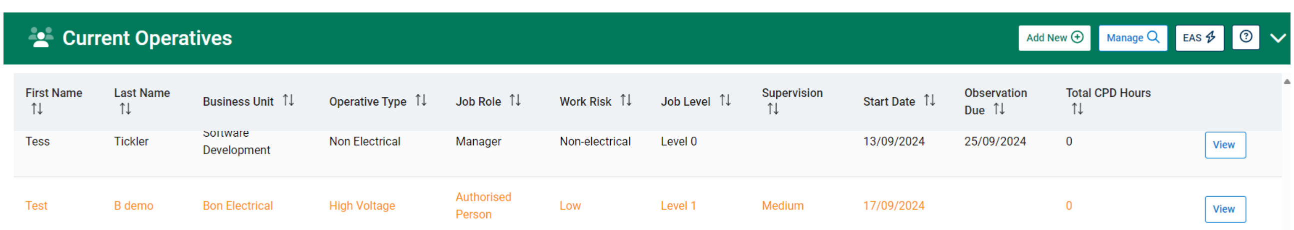


Figure 26 Adding a new operative

The operative will then appear on the dashboard, see Figure 27. The new operative is displayed on the dashboard.



First Name	Last Name	Business Unit	Operative Type	Job Role	Work Risk	Job Level	Supervision	Start Date	Observation Due	Total CPD Hours	
Tess	Tickler	Software Development	Non Electrical	Manager	Non-electrical	Level 0		13/09/2024	25/09/2024	0	View
Test	B demo	Bon Electrical	High Voltage	Authorised Person	Low	Level 1	Medium	17/09/2024		0	View

Figure 27 Showing the new operative displayed on the dashboard

After the new operative has been created, the user can then see their details using the **View** button on the right-hand side.

This opens the Operative screen showing the details entered as per Figure 28. From here, the eCOMS user can add details for the operative, these include:

- Training records
- Documents
- Observations
- Role history

These tabs are available at the bottom of the screen.

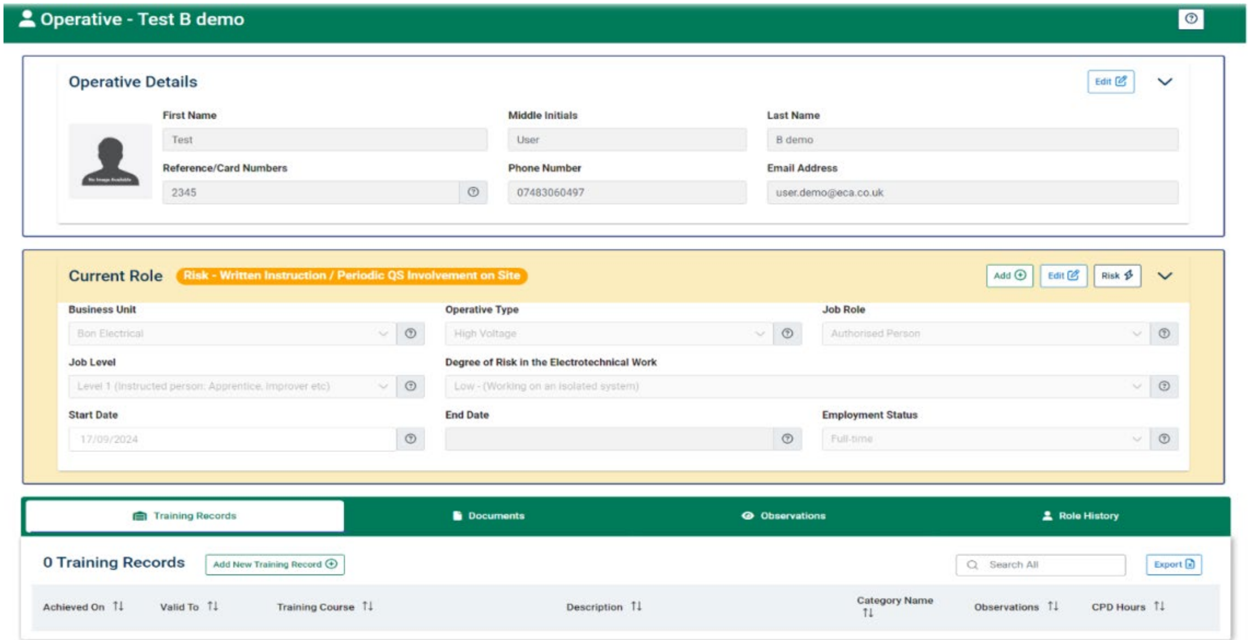


Figure 28 Operating screen showing options for training records etc. at the bottom

Job roles

Enterprises can now define their non-electrical job roles such as design engineer, Asset management engineer and assign to operatives from the new company setting page.

From the top menu navigation, click the **Login Email** button in the right corner and select the new option called **Settings**. There is a job roles section, click on the **Job Roles** button and then the **Add New Job Role** button to set up and save.

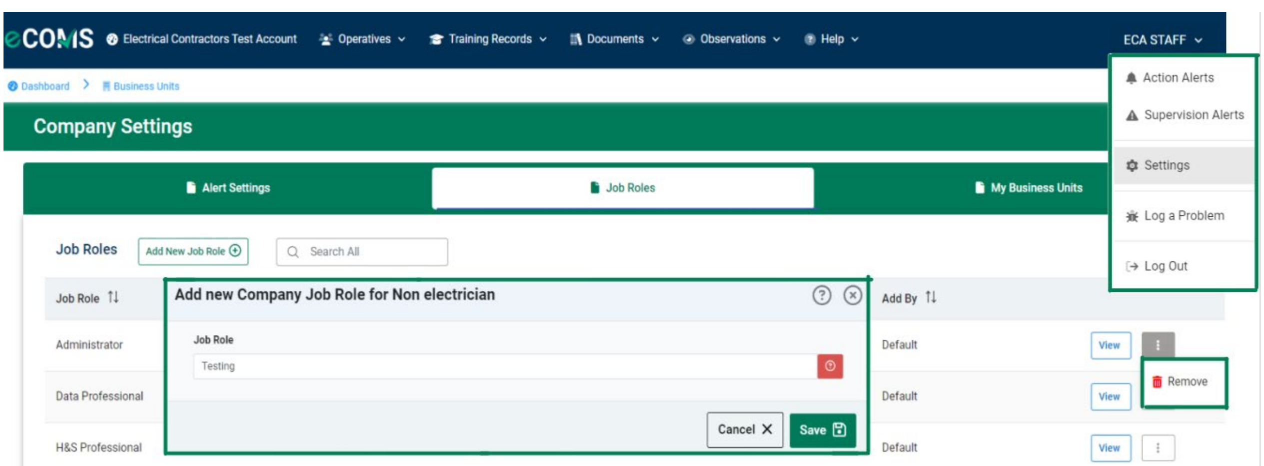


Figure 29 Adding new job roles for non-electrical staff

To edit an existing job role, click on the **View** button and save. The changes made can be seen within the Job Role column using the **Our Operatives** button.

Job roles that have been assigned to an operative cannot be removed for audit reasons.

After the new job role is added, the user can then see the new role by going to the operative's section and clicking the **View** button on the right-hand side.

Within the operative current role, click on the **Edit button**. Select non-electrical for operative type, to see a list of job roles for non-electrical to choose from.

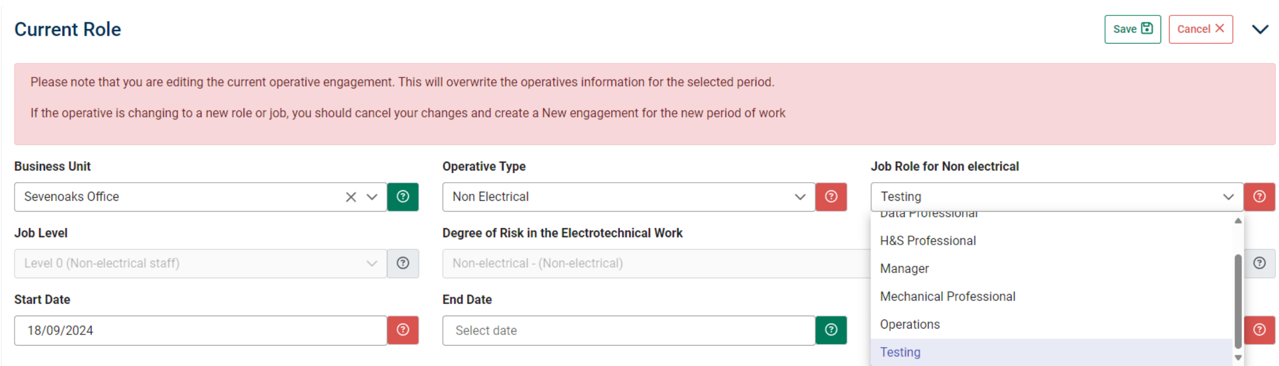


Figure 30 The new job role displayed for non-electrical operative

In the role history, the user will see the changes saved for the operative type and job role.

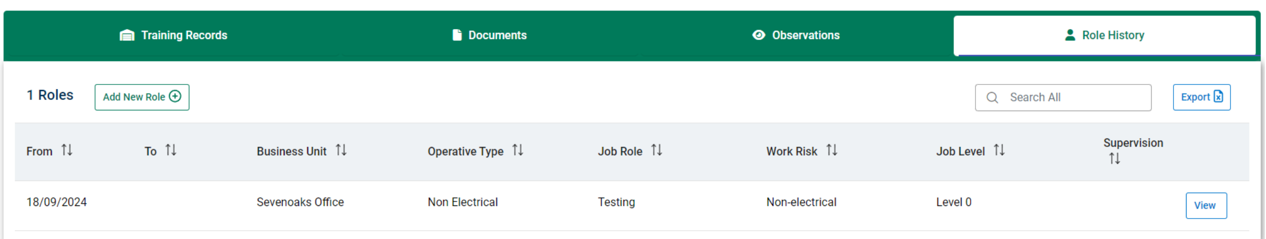


Figure 31 Operative role history

Training course categories

This is to apply high-level categories to training courses by the enterprise. Under **Training records**, in the top menu, the user can click on the company Training Courses, where they will see a list of training courses already set up.

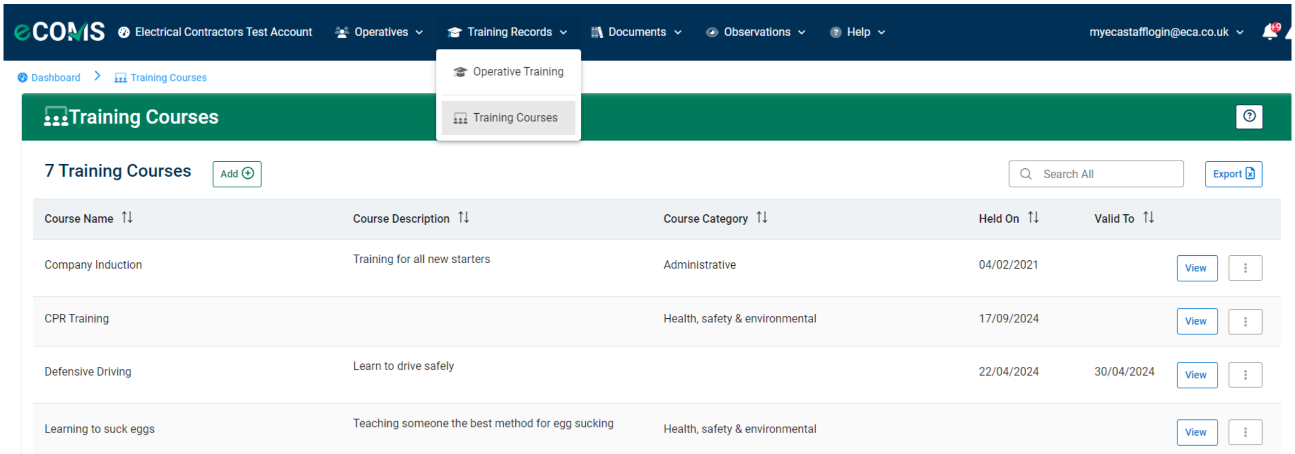


Figure 32 Training courses set up

The user can add a new training course by using the **Add +** button and choose from the category list. The user has the option to save with or without uploading a document.

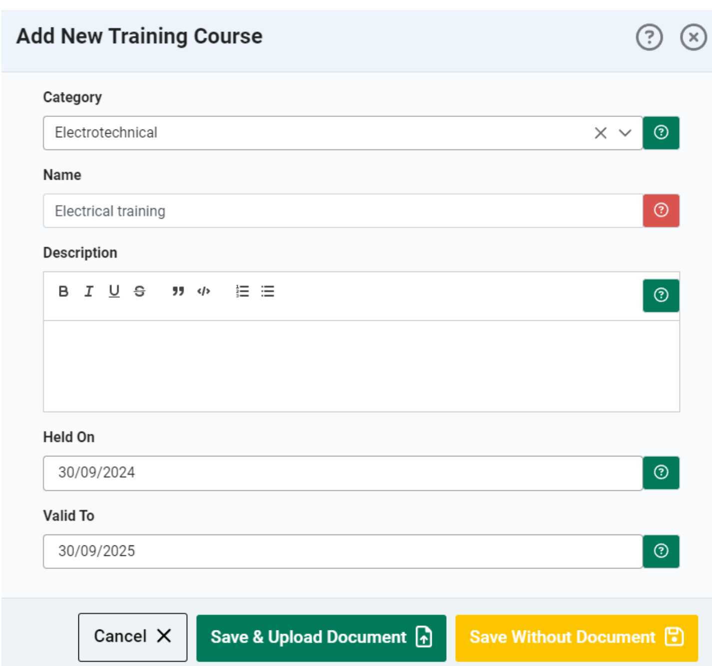


Figure 33 Adding a new training course

Course Name	Course Description	Course Category	Held On	Valid To	
Company Induction	Training for all new starters	Administrative	04/02/2021		View
CPR Training		Health, safety & environmental	17/09/2024		View
Defensive Driving	Learn to drive safely		22/04/2024	30/04/2024	View
Electrical training		Electrotechnical	30/09/2024	30/09/2025	View

Figure 34 Training courses showing the course name added with the course category

After the training course is added, click on the **View** button. In the training records panel, add a new training record using the **Add New Training Record** button.

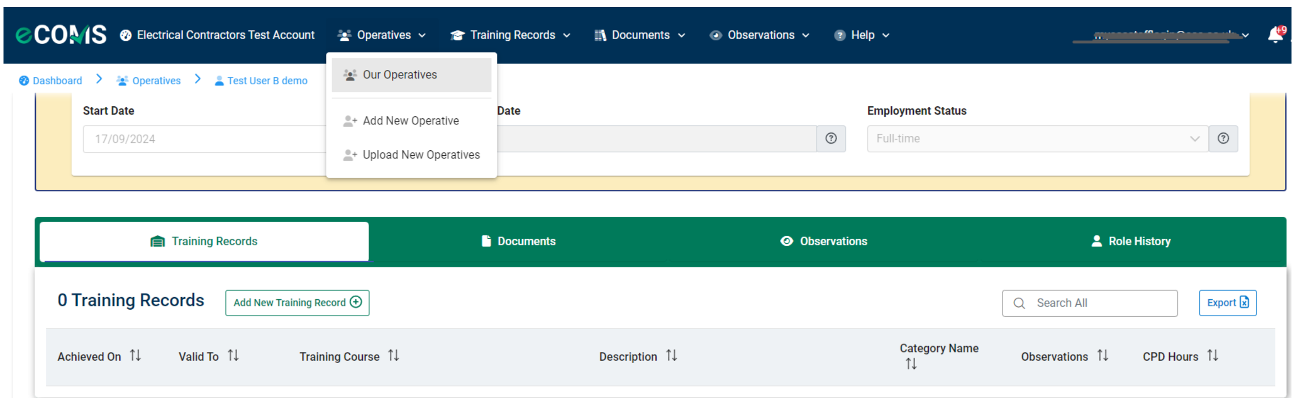


Figure 35 Operative training record screen after clicking the view button

Select the new training course record from the drop-down list, enter the CPD hours and save.

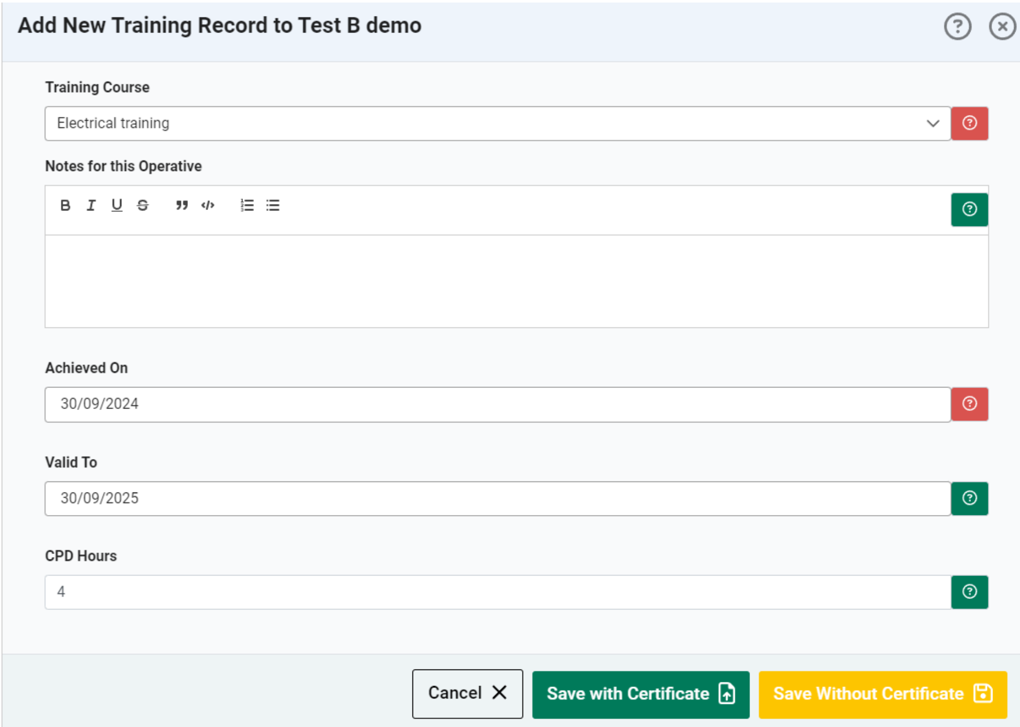


Figure 36 An operative adding a new training record

The user will see that the new training course is added to their training record. The category is shown against the training courses. The category name can also be used for filtering or sorting all the operative's training records.

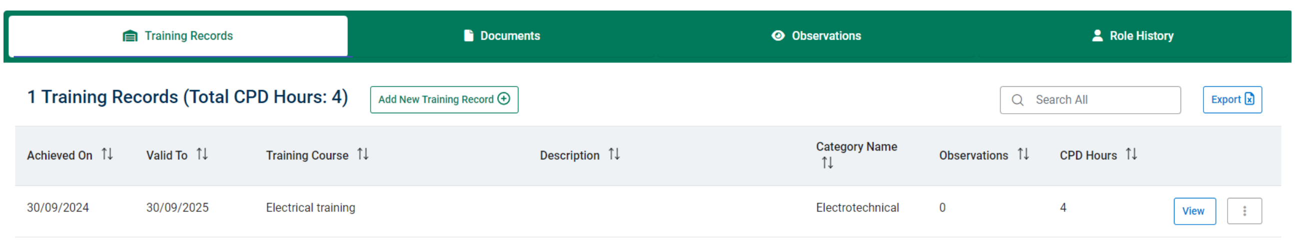
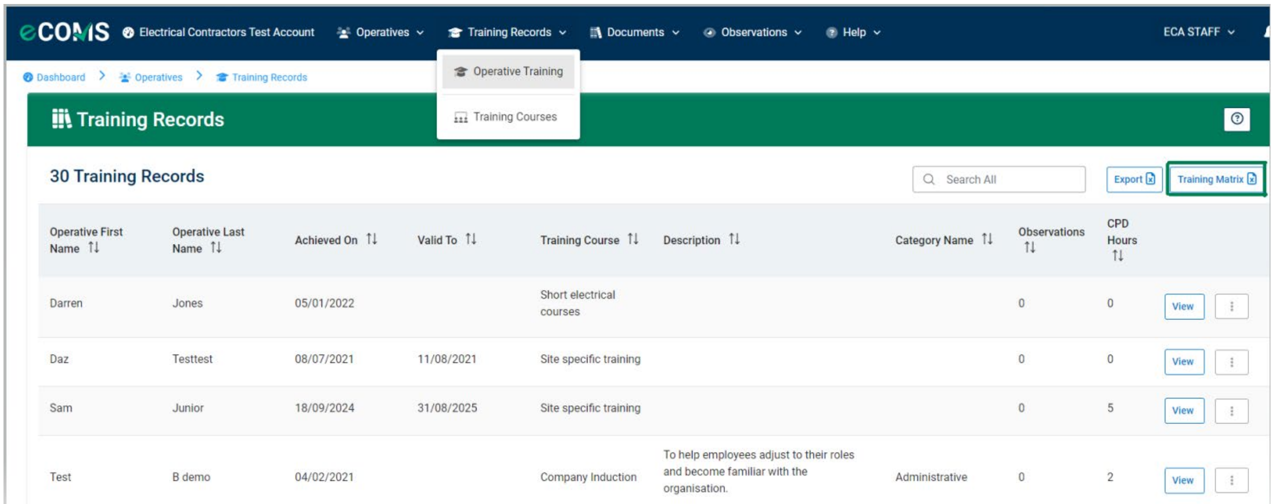


Figure 37 New training course added showing in the training record

Training matrix export

This feature allows users to export training matrix from eCOMS to use however they deem fit. The user clicks on the **Training Records** button and selects **Operative Training,** where they can see all their training list and the **Training Matrix** button in the top right corner next to the Export button.



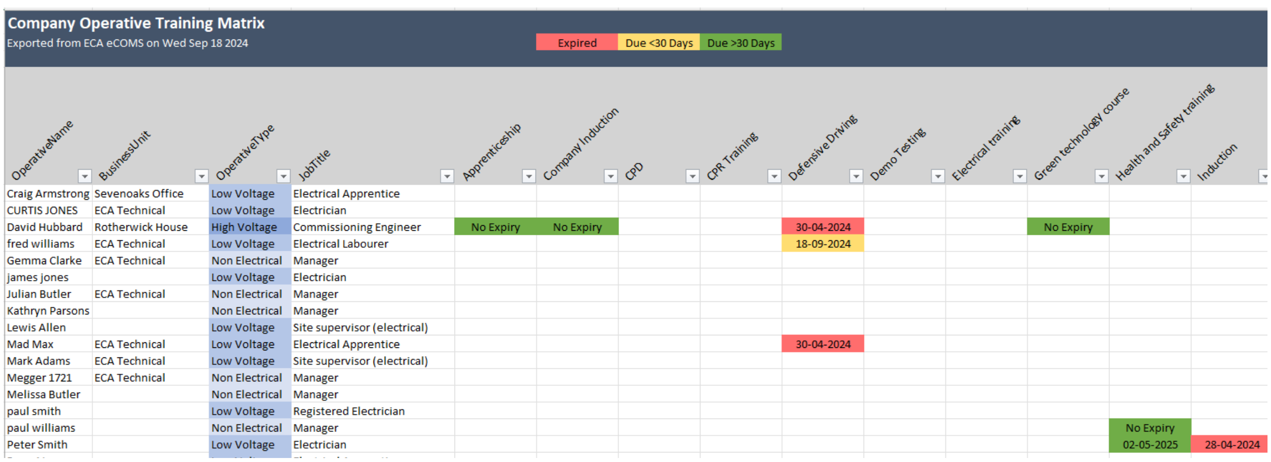
Operative First Name	Operative Last Name	Achieved On	Valid To	Training Course	Description	Category Name	Observations	CPD Hours	
Darren	Jones	05/01/2022		Short electrical courses			0	0	View
Daz	Testtest	08/07/2021	11/08/2021	Site specific training			0	0	View
Sam	Junior	18/09/2024	31/08/2025	Site specific training			0	5	View
Test	B demo	04/02/2021		Company Induction	To help employees adjust to their roles and become familiar with the organisation.	Administrative	0	2	View

Figure 38 Operative training records matrix

The training matrix has all current operative details as rows and training courses as columns. It has formatting applied to it, allowing eCOMS users to have a glance at what training has been done and what training operatives should attend with the expiry date.

On the exported formatted Excel sheet, training courses with expired dates have **Red** columns. If a training course is due in the next 30 days, the colour will change to **Yellow or Orange**. If a training course expiry date is due in the future or does not have an expiry date, the column will appear **Green.**

Training courses that do have an expiry date will show **No Expiry** in the training course column.



OperativeName	BusinessUnit	OperativeType	JobTitle	Apprenticeship	Company Induction	CPD	CPR Training	Defensive Driving	Demo Testing	Electrical training	Green technology course	Health and Safety training	Induction
Craig Armstrong	Sevenoaks Office	Low Voltage	Electrical Apprentice										
CURTIS JONES	ECA Technical	Low Voltage	Electrician										
David Hubbard	Rotherwick House	High Voltage	Commissioning Engineer	No Expiry	No Expiry			30-04-2024			No Expiry		
fred williams	ECA Technical	Low Voltage	Electrical Labourer					18-09-2024					
Gemma Clarke	ECA Technical	Non Electrical	Manager										
james jones		Low Voltage	Electrician										
Julian Butler	ECA Technical	Non Electrical	Manager										
Kathryn Parsons		Non Electrical	Manager										
Lewis Allen		Low Voltage	Site supervisor (electrical)										
Mad Max	ECA Technical	Low Voltage	Electrical Apprentice					30-04-2024					
Mark Adams	ECA Technical	Low Voltage	Site supervisor (electrical)										
Megger 1721	ECA Technical	Non Electrical	Manager										
Melissa Butler		Non Electrical	Manager										
paul smith		Low Voltage	Registered Electrician										
paul williams		Non Electrical	Manager									No Expiry	
Peter Smith		Low Voltage	Electrician									02-05-2025	28-04-2024

Figure 39 Company operative training matrix export

Alert settings

Users can define the frequency at which they receive alerts from eCOMS and the recipients of the alerts.

Settings are adjusted from the new Company settings page, and the list of recipients is limited to eCOMS users for that enterprise.

By default, the alert frequency is ticked for all members. The company can reduce or disable the frequency by unticking the check boxes.

The alert frequency intervals are:

- 90 days before
- 60 days before
- 30 days before
- 14 days before
- On the day
- 14 days after

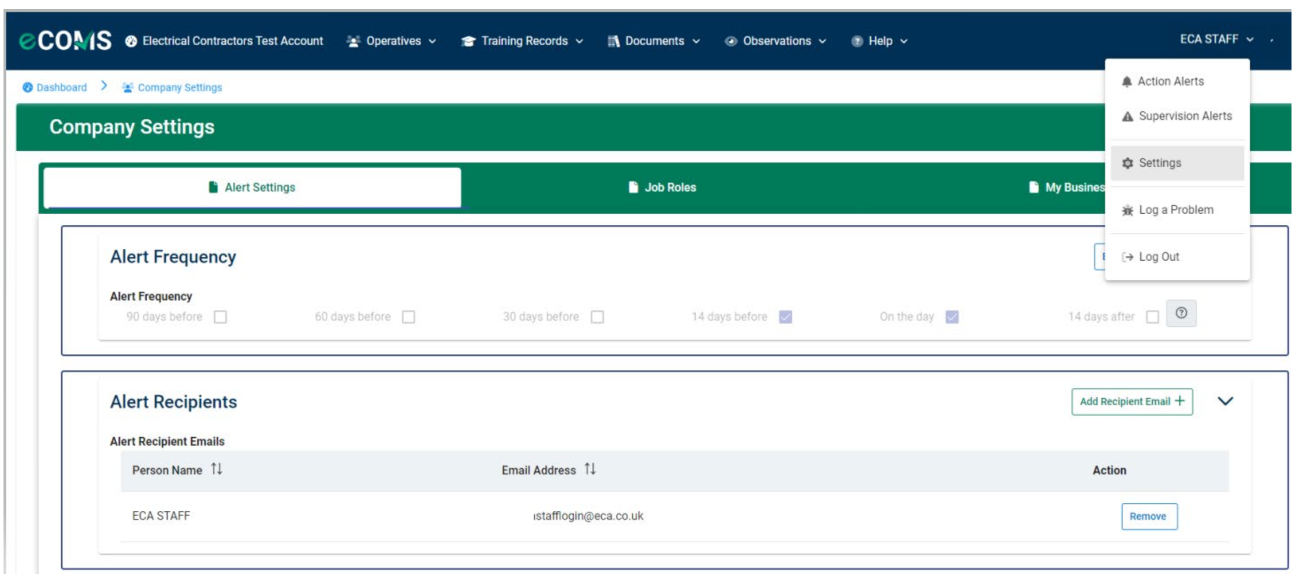


Figure 40 Company alert settings options

The user can add recipients within their eCOMS environment who want to receive the alert using the **Add Recipient Email +** button.

Action alerts

Figure 18 Action alerts

Users can create a date in the future for review of documents, expiries or additional observations. These are optional but will, if not managed, result in an 'action alert' being created. Action alerts are shown on the top menu bar as a warning. See Figure 18. Clicking on this button opens the **Action Alert** screen. From here, all actions and follow ups can be viewed and actioned.

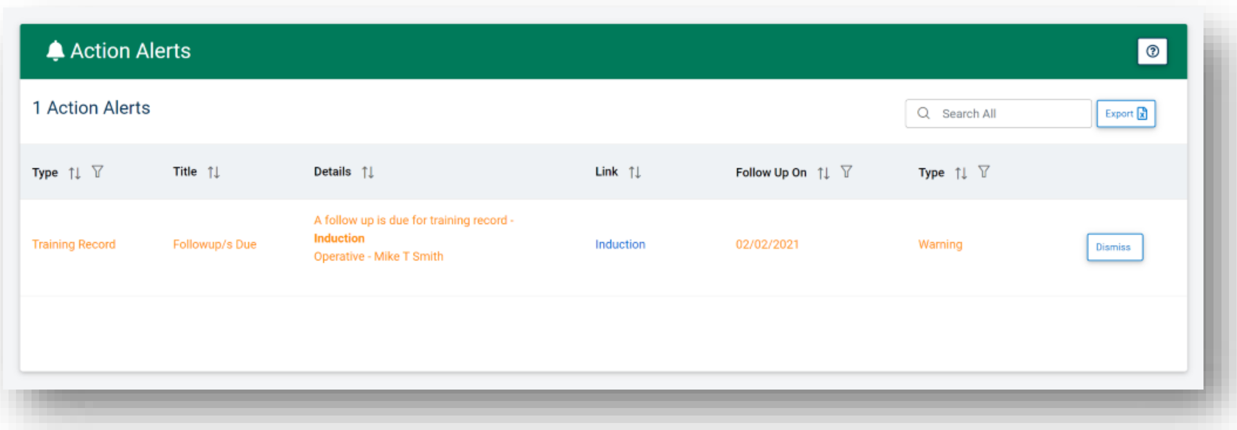


Figure 41 Action Alerts details

Mobile devices

eCOMS is designed to be used primarily on a laptop or desktop, however eCOMS will work on mobile devices too. In order to facilitate a smaller screen the layout will be reduced but the functionality will remain.

Users of some devices will need to ensure that pop-ups are turned on in the settings menu of the phone to ensure full functionality is available. This will enable users to see images.

Help, bugs and guidance

Although designed as an intuitive and easy to use package, eCOMS provides numerous context sensitive help sections by clicking on the  symbol at any point.

Additionally, guidance is also available in the top menu bar in the help section. Here an ‘About this section’ is available to help answer any questions the user has.

To report a system bug simply click your name on the user log-in screen, as shown on Figure 18, and select **Log a Problem**. A new screen will open where you can report the bug to ECA.

Appendix 1 – Tables 1-4 of Appendix 10

Table 1 Level of Operative Appointed

Operative Level	Guidance
Level 1	Operatives would be *Instructed persons (electrically)* who would generally be apprentices, labourers, electrician's mates or electrical improvers – and who under the supervision of a *skilled person (electrically)*, could be able to install wiring systems. Others that fall within this category are career changers who may have training and/or qualifications but lack experience.
Level 2	Operatives would be *Instructed persons (electrically)* who are experienced, trusted electrical installers who can carry out Electrotechnical work efficiently and in accordance with the current BS 7671 and Building Regulations/Standards and can therefore be expected mostly to work without the need of close and detailed supervision.
Level 3	Operatives would be considered as *Skilled persons (electrically)* who possess practical, theoretical and electrical engineering skills, experience and knowledge with adequate technical supervisory experience comparable to that of QS.

Table 2 Degree of Risk in the *Electrotechnical Work* covered by BS 7671

Installation Work Examples (Note: The *Enterprise* will be responsible for judging the degree of risk, this table is provided for Guidance)	Degree of Risk
Electrical work where the installation is isolated when not under the control of the installer e.g. • First fix *Electrotechnical work*. • Second fix *Electrotechnical work*.	**Low**
Electrical work defined as Minor Works in an unoccupied building – subject to safe isolation procedures documented and implemented	**Low**
Electrical work defined as Minor Works in an occupied building – subject to safe isolation procedures documented and implemented	**Medium**
All other *Electrotechnical work* whether or not it is subject to safe isolation procedures.	**High**
Electrical work – Periodic Inspection and Testing	**High**

Table 3 Risk Matrix

Level of Operative Appointed(from Table 1)				
	Level 1 Operative (*instructed person*: apprentice, improver, electrician's mate)			
	Level 2 Operative (*instructed person*: experienced, trusted)			
	Level 3 Operative (*skilled person*: equivalent to QS without role or qualification)			
		Low Risk	**Medium Risk**	**High Risk**
		Degree of Risk in the Installation (from Table 2)		

Table 4 Degree of Supervision (based on the risk matrix in Table 3)

Risk	Nature of Instruction to Operative	Minimum required Competence of	Involvement of QS on site
	Verbal	Satisfying the definition of a *Skilled Person (electrically)*	Remote
	Written		Periodic
	Written		Close and Detailed

*It is recognised that the person responsible for carrying out the initial verification or periodic inspection, testing and certification of the installation may not be the registered QS. The person shall hold an appropriate qualification or be able to demonstrate equivalent competence.

eCOMS

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