

**GOOD
Day**

**FOR
YOUR
CAREER.**

Summit SKILLS

Building
Services
Engineering
Bringing Buildings to Life

We'd like you to stop for a moment, take five and just think... When was the last time you had really Good Day? One to remember... a day that sticks out in your mind, a day that really made a difference. Was it this week, Maybe last month? Can't quite remember?

Building services engineering will give you your ideal job, one that you actually enjoy... imagine that!

From installing a light display for 40,000 people at a music festival, creating unique environmental systems or bringing buildings and homes to life, the opportunities are endless.

In this booklet you'll learn about what we do, meet some of the people in the sector and discover how you can have a Good Day, every day, in your new career.



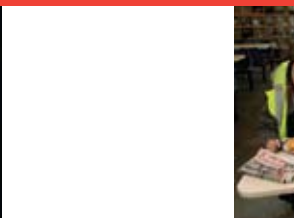
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Martin Davey
Refrigeration and Air
Conditioning Apprentice
at Chilltec Refrigeration



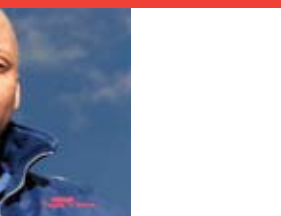
Mary-Ann Wright
Senior Engineer at
FaberMaunsel



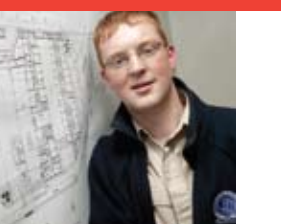
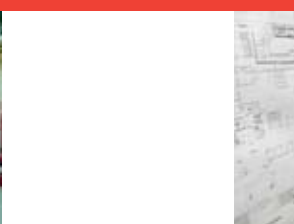
Chris Jenkins
Apprentice electrician
at RDM Electrical



Alf Ramsay
Owner/Manager
Ramsay Plumbing
& Heating



Kieran Lacey
CAD Draftsman
at Hotchkiss



William McLean
Project Engineer
at NG Bailey







03 What is building services engineering?

Imagine your life without building services engineering. You would not be able to shower or wash, cook or do any of the things you normally do. There would be no lights in our streets or buildings and the world would look and feel like a very different place.

All the systems you take for granted, such as plumbing, heating, electrical power, air conditioning, ventilation and refrigeration, all provide the comfortable environment that we live and work in. To work in building services engineering is to play an important part in people's lives.

Don't just take it from us...

The people in this booklet are designing, installing and maintaining the systems that mean we can work, rest and play in comfort. They're already having a Good Day each time they go to work in the morning. Read on and you'll find out why.

“This is one of the things I love about the job – the variety and the fact that no two days are the same... I feel as if I’m learning all the time.”



**I'M
MARTIN.**



“This is one of the things I love about the fact that are the learning

Martin Davey

Details: Eighteen year-old Martin Davey is an apprentice working towards an NVQ level 3 in Commercial Refrigeration and Air Conditioning. He tells us why he's glad he opted for a career in building services engineering.

Q: Why did you choose this sector for a career?

A: I'm really following in my dad's footsteps! When I was younger I used to go out with him occasionally and always found his work interesting. Lots of my friends are training to be either plumbers or electricians. Refrigeration is a bit different – and it's an area where you need a whole range of different skills, so there's plenty of variety.

Q: How did your apprenticeship come about?

A: While I was at school I did a work experience placement with Chilltec Refrigeration and really enjoyed it. They told me there would be a job with training when I left school if I was interested – which of course I was. I now spend one day a week at South Eastern Regional College and four days on-site. When I've completed my NVQ I'd like to study for an HND (Higher National Diploma) which would open the door to a more responsible job as a site foreman, for example.

Q: Can you describe a typical working day?

A: At the moment I'm working on a job to install air conditioning in a big shopping centre in Dublin. I'm one of a team of three, working alongside two fully qualified engineers. Soon we'll be starting on the wiring – refrigeration involves lots of electrical skills. This is one of the things I love about the job – the variety and the fact that no two days are the same. And when I'm out on-site I feel as if I'm learning all the time.

Q: How do you see your career developing in the future?

A: I'd love to spend some time working abroad. There's huge demand for refrigeration engineers, both in this country and overseas. But first I'm keen to get as many qualifications as I can, so that I can take my career as far as it will go.

Q: Would you recommend a career in building services engineering to other young people?

A: Without a doubt! Refrigeration is a brilliant trade – full of variety and with lots of opportunities, and all the other industries in the sector are the same as well.

Q: And finally.... what does a good day at work mean to you?

A: It means going home knowing that I've done a really good job – and that I've had a good laugh with my colleagues in the process.



“I love the fact that there’s a new challenge every day – plus the opportunity to help the environment by implementing new energy-efficient technologies.”



I'M
MARY-
ANN.

HEWLETT

Model	SL633	Year	2008
Capacity	10000	Weight	10000
Power	10000	Speed	10000
Dimensions	10000	Volume	10000
Location	10000	Usage	10000
Notes	10000	Remarks	10000

SL633

“I love the fact that there’s
a new challenge every day –
plus the opportunity to
help the environment by
implementing new energy-
efficient technologies.”

Mary-Ann Wright

Details: Mary-Ann Wright graduated from Brunel University with a First in Mechanical Engineering, studied for an MSc in Building Services and Management in her spare time and is now a senior engineer at FaberMaunsell. She tells us her story.

Q: Tell us about your route into the sector.

A: My ideas crystallised in the Sixth Form when I went to a lecture at the Institution of Mechanical Engineers about women in engineering. I managed to get a place at Brunel – even though I didn’t have Physics A level – and graduated four years later. FaberMaunsell sponsored my MSc and I joined the company as an engineer in 2004.

Q: Can you describe a project that you’ve found particularly exciting?

A: I’ve been working on the new Middlesbrough College since the very early design stages. It’s hugely exciting – a new-build campus which is part of a major redevelopment of the docklands area. It’s been fascinating to spend time on-site, liaising with subcontractors and solving problems as they occur.

Q: How do you see your career progressing in terms of qualifications and professional development?

A: FaberMaunsell has its own training academy and I’m always involved in one or more courses. I’m also a member of the Chartered Institution of Building Services Engineers (CIBSE) which helps keep me up to date with all the latest developments. My aim is to continue to develop my skills so that I can take my career as far as I can.

Q: Would you encourage other young people to come into the sector ?

A: Definitely – I love the fact that there’s a new challenge every day – plus the opportunity to help the environment by implementing new energy-efficient technologies.

Q: And finally – what does a good day at work mean to you?

A: There’s no one thing! It could be the buzz of meeting a deadline or leaving a meeting knowing that I’ve contributed some creative ideas to the discussion. Or it could simply be a day when I get an email from a client saying thank you for all the hard work we’ve put into delivering the solution they wanted.

“Building services engineering caught my eye because there’s huge scope to work in all sorts of different areas – even abroad.”



I'M
CHRIS.



“Building services engineering caught my imagination. It’s a huge sector with a lot of different opportunities.”

Chris Jenkins

Details: Chris Jenkins explains why he left a job as deputy manager for a men’s retail chain to join RDM Electrical as an apprentice electrician. Chris was recently named West Wales Electrical Apprentice of the Year.

Q: Changing career was a huge decision. How did it come about?

A: I couldn’t help feeling that my career prospects in the retail sector were pretty limited. I’d always thought of myself as a practical person and enjoyed working with my hands. Building services engineering caught my imagination because there’s huge scope to work in all sorts of different areas – even abroad. Once I’d made up my mind I didn’t have any second thoughts.

Q: How did you set about making the career change?

A: RDM had a vacancy for an apprentice and I was keen to do it properly – by which I mean getting my NVQ and following a recognised career path. One of my colleagues is being supported by RDM to complete an HNC (Higher National Certificate) in Building Services Engineering so there’ll be plenty of opportunities for me to progress further after getting my NVQ.

Q: Do you think you made the right decision?

A: Absolutely! One of the things I love about the job is that there’s no such thing as a typical day. Even if I’m doing the same sort of work, the challenges are always different. I’ve worked on installations in bus stations, hotels, restaurants, offices and factories – even a holiday village! Perhaps I should also mention that I’m earning more now as an apprentice than I was as a deputy manager in retail!


Q: Can you describe a particularly challenging project you’ve worked on?

A: I think it was probably a bus station in South Wales. The job required me to use a wide range of skills, including metalwork. I helped to install fire alarms and lighting and power circuits and learnt a huge amount.

Q: And finally.... what does a good day at work mean to you?

A: There are times when you’re under pressure to meet a deadline. It’s great to be working alongside colleagues as part of a team. There’s a fantastic feeling of satisfaction when a job’s well done and you can look back on what you’ve achieved.





I've been working on the new Middlesbrough College since the very early design stages. It's hugely exciting – a new-build campus which is part of a major redevelopment of the docklands area. It's been fascinating to spend time on-site, liaising with subcontractors and solving problems as they occur."

Mary-Ann Wright,
Senior Engineer at FaberMaunsel



“I pride myself on the fact that I’ve never had a complaint about my work and seeing a happy customer gives me a real buzz.”



**I'M
ALF.**



“I pride myself on the fact that I’ve never had a complaint about my work and I’ve had a happy customer recommend me a real

Alf Ramsay

Details: Alf Ramsay is the owner-manager of Birmingham-based Ramsay Plumbing & Heating. We caught up with him to talk about his career to date.

Q: Tell us about your business

A: I set up on my own in 2000 and was joined by my nephew after he completed his NVQ in 2002. Most of our work is domestic, though we relish our occasional commercial contracts – mostly pubs and nursing homes. We’re generally busy and 95% of our work comes from word-of-mouth recommendation.

Q: What’s your career history and what training have you done?

A: I started a plumbing course in Jamaica and when I came back to the UK went to South Birmingham College to complete a City & Guilds Advanced Craft qualification in Plumbing. My nephew James has an NVQ and we both have the ACS in Gas. As I see it, qualifications aren’t important these days – they’re essential.

Q: Tell us about a project that’s been particularly interesting.

A: It was replacing an uneconomical heating system in an old people’s home. We converted an outdated boiler with a super-modern energy-efficient one. The client was delighted with the job and we were too.

Q: What do you enjoy about working in the industry?

A: One of the big things for me is that it’s a people business. Communication is a skill in itself and I’m proud to hold CORGI Customer First approval which shows I’m achieving high standards of customer care. I pride myself on the fact that I’ve never had a complaint about my work and seeing a happy customer gives me a real buzz.

Q: What are your plans for the future?

A: I’d like to get more commercial contracts, which would mean security and regular work. It would be great to expand and create more skilled jobs for some of the young people out there with enthusiasm and qualifications.

Q: What would you say to someone thinking of coming into the industry?

A: I’d encourage them wholeheartedly. It’s an honest living – very rewarding if you’ve got the skills and qualifications to make a successful career. But I’d also say that you’re only as good as the work you do – news of a bad job travels fast!

Q: And finally – what does a good day at work mean to you?

A: That’s easy: knowing that I’ve done a good job at a good price and that I’ve got a happy customer who’d willingly recommend me. It’s a great feeling to know that I’m in charge of my own destiny.



“There’s great emphasis
on energy efficiency. . .
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design procedures can
ensure that it’s built into every
project from the outset.”



**P'M
KIERAN.**



“There’s great emphasis
on energy
it’s fascinating
design
ensure
project

Kieran Lacey

Details: Kieran Lacey works as a computer-aided design (CAD) ductwork draftsman at Hotchkiss, having completed a four-year apprenticeship. He tells us why he’s glad he followed the advice he was given at his job interview...

Q: What made you decide on a career in building services engineering?

A: I applied to Hotchkiss because I’d seen a surveying vacancy. But the directors who interviewed me felt that a CAD draftsman role would be more appropriate. I did my own research and they were right: it looked really interesting! I accepted the offer and started my apprenticeship almost immediately.

Q: Has the apprenticeship been a good experience for you?

A: Definitely! I’ve spent time in a whole range of different departments at Hotchkiss and got real experience out on-site from very early on. I initially spent one day a week at Croydon College completing a BTEC in Building Services Engineering and then went on to complete a two-year HNC for which I was thrilled to get a merit. My ultimate aim is to become a multi-services co-ordination draftsman.

Q: What’s been your most interesting or challenging project?

A: For the whole of my apprenticeship I worked on Terminal 5 at Heathrow and I’m currently working on the Arora Hotel. It’s been a fascinating project, as Hotchkiss has been responsible for drawing all the ductwork and co-ordinating with other services. I’ve learned lots!

Q: Is there one thing that particularly excites you about your job?

A: It’s got to be the constant innovation. There’s great emphasis on energy efficiency and it’s fascinating to learn how design procedures can ensure that it’s built into every project from the outset. I’m working alongside people with years of experience in the industry but building services engineering is definitely an area where it doesn’t matter how old you are. My opinion is respected because my colleagues know I’m always keen to learn.

Q: And finally – what does a good day at work mean to you?

A: It’s true: I really do learn something new every day! One of the great things about the sector is that no project is ever the same as the last – so a good day is one where I rise to a new challenge and enjoy doing a really good job.



“The sector offers tremendous opportunities to progress and fulfil your potential. It’s also very rewarding – both personally and financially.”



**I'M
WILLIAM.**



“The sector offers tremendous opportunities to fulfil your potential, be rewarded and financially successful.”

William McLean

Details: William McLean is a project engineer at NG Bailey and at the same time is working towards a foundation degree in Building Services Engineering. He explains why he's so enthusiastic about the career he's chosen.

Q: Why did you choose a career in building services engineering?

A: I have to admit it was initially because of my grandad! He was an electrician for the whole of his working life and I saw what great satisfaction he got from his job. When I investigated the possibility of a career for myself it quickly became clear that the sector offers tremendous opportunities to progress and fulfil your potential. It's also very rewarding – both personally and financially.

Q: Do work and study combine successfully?

A: Without a doubt. I travel to the University of Northumbria in Newcastle once every month for one week and should complete my foundation degree in December 2010. The rest of the time I'm at NG Bailey or out on site.

Q: Do you think having the right qualifications will be important to your career development?

A: I think it's essential to get as many qualifications as possible. Once I've completed my foundation degree I want to study for a Masters in Engineering. This will enable me to move into contracts management and take my career even further.

Q: Tell us about a typical day at work

A: At NG Bailey I have plenty of responsibility. On a typical day I might have meetings with sub-contractors as well as with my own colleagues. I have to make sure that all materials are on site at the right time and may also have to liaise with the main contractor to ensure the project progresses as smoothly as possible.

Q: Does one project stick in your mind as being particularly challenging?

A: My current project is very interesting. It's Deans Community High School based in Livingston and is a £5 million mechanical, electrical and plumbing contract. When we started the job we had almost no profit margin to work with. The first step was to re-engineer the job and explore cost-effective and innovative solutions. This challenged my knowledge and experience because I had to redesign the job as well as carrying out the installation works. It was a pretty steep learning curve!

Q: What would you say to someone thinking about a career in building services engineering?

A: I wouldn't hesitate to recommend it to anyone with ambition who is willing to work hard. There are endless opportunities for someone who's really committed.

Q: And finally – what does a good day at work mean to you?

A: It's a day when targets are met and everyone is happy and motivated.



18 The world's at your feet

Building services engineering needs a constant supply of highly skilled and professional people with an environmental conscience. Like the ones you've just met. The sky really is the limit if you want a career that's fulfilling, challenging, well-paid and has heaps of potential for promotion and, if you want to, travel.

Find out more...

Choosing a career is a big decision to make. Make sure you're armed with all the right information before you decide which route to take. Visit www.goodday.org.uk to read more about the sector, look at the training you'll need and the options that are available to you.

To find out more about how building services engineering can give you a Good Day at work visit our website at www.goodday.org.uk or telephone 08000 688 336.



*Good Day is brought to you by SummitSkills, the Sector Skills Council for building services engineering, helping you to make an informed decision about your ideal job and the skills you need to achieve it.

With special thanks to:

...the six people in this booklet, their employers, training providers and everyone else who gave their time to promote what a great sector building services engineering is to work in.



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