1. Introduction

This Attendee Information Pack explains what to expect from the PIPA Operator Course and what you must do before, during and after the training. It outlines the course structure and learning outcomes, the online modules and assessments completed through the PIPA Learning Hub, the requirements for the in-person training day, and the standards of conduct that apply. Please read the pack before enrolling and keep it available throughout the course. Questions about booking, venue arrangements, course fees or delivery should be directed to your Course Provider, while questions about PIPA enrolment, Learning Hub access, or assessment administration should be directed to PIPA.

Equal Opportunities
A copy of PIPA's equality, diversity and inclusion policy can be found on the website:
https://www.pipa.org.uk/pipa-policies/

PIPA Contact Details:
The PIPA Testing Scheme Limited,
301 Tea Factory, Fleet Street,
Liverpool,
L1 4DQ

info@pipa.org.uk
0333 050 5327

2. Training Course Overview

Course Aim
The aim of the PIPA Operator Course is to provide attendees with the knowledge and practical understanding needed to operate and supervise inflatable play equipment safely, in accordance with HSG175, relevant standards, the manufacturer's instructions and the device's operations manual.

By the end of the course, successful attendees should be able to identify their responsibilities as an operator; carry out and record pre-use and routine checks; confirm that the inflatable is correctly positioned, set up and secured; apply safe operating limits and controls; supervise users effectively; monitor changing conditions; and take appropriate action if conditions become unsafe or an emergency occurs.

The course combines online learning, an in-person training day and assessments to confirm understanding of the principles and procedures covered. Successful completion demonstrates that the attendee has met the course learning outcomes; it does not replace site-specific instruction, familiarisation with individual equipment, or the controller's and operator's continuing responsibility to manage risks and operate each device safely.

Award Details
PIPA Operator Training Certificate

Important Information
- The 'Terms & Conditions of PIPA Operator Training' must be read alongside this information pack (found at the end of this handbook)
- This information pack was updated on 29th October 2026 and the information presented is correct as of this date
- You **must bring** an electronic device (such as a mobile phone, tablet or laptop) which can access the PIPA Learning Hub (www.pipatraining.org.uk) on the day of your in-person training in order to complete the assessments. We also recommend bringing a charger.

Guided Learning Hours
6 hours

Total Qualification Time
15 hours

Course Entry Requirements
There are no entry requirements to be eligible to attend this course.

Suggested Learning Materials

- Latest version of BS EN 14960 Part 1
- Latest version of HSG 175

Course Components

- Pre-Reading Online Module for Operator Training
- In-Person Training Day
- Assessment

You will also receive access to Manual Handling, GDPR Awareness, and Safeguarding online modules to underpin your inflatable training.

Course Expiration

It is accepted across the health & safety industry that training courses for operating equipment expire 3 years after completion. This is due to changes in common or accepted practices and updates to guidance.

Course Delivery

The Pre-Reading Online Module, and Manual Handling E-Learning are completed online on the PIPA Learning Hub (www.pipatraining.org.uk).
The in-person training day is delivered by PIPA Inspectors who have completed all required parts and have been given access to the course materials hosted on the PIPA Learning Hub website. The course will be delivered at a venue which meets PIPA's minimum requirements, and the person delivering the course will be responsible for communicating the arrangements to attendees.

The size of the course will not be provided to a group bigger than 12 people. The course will consist of both theory and practical elements and will encourage attendees to participate in free discussion.

Trainers delivering the Operator Course must have completed all required training and assessments and must demonstrate the knowledge and skills needed to deliver the course content. On completion of all required parts, they will be provided with access to the training materials hosted on the PIPA Learning Hub website.

Course Content

- understand what it will entail to become a safe operator.
- conformity and standards.
- understand PIPA, who it is and what it does.
- understanding of industry acronyms.
- basic understanding of HSG 175.
- basic understanding of BS EN 14960-1:2019.
- understanding different types of inspections.
- how to complete a routine inspection
- manual handling regulations & requirements.
- how to set up outdoors.
- how to set up outdoors on hard standing.
- how to set up indoors.
- example system of work.
- emergency procedures.
- how to roll an inflatable.

Planning your Learning

In order to be successful in completing this course and the assessment, the learning outcomes in section 3 must be achieved to the level stated. To achieve these outcomes, the attendee must ensure they have read and understood the required learning materials in order to have sufficient background knowledge to complete the course successfully.

3. Learning Outcomes

Learning Outcome
Can explain why inflatables are legally required to undergo an annual inspection
Can explain what European standard is used within the inflatable industry, and explain the definition of a Controller, Operator and Attendant
Explains the responsibilities of an operator in line with HSG 175
Keeps the necessary records required as an operator
Explains what the correct guidance is for operating in windy conditions, how to monitor and record wind speed, and how to advise accordingly
Explains the minimum operating pressure of the inflatable, how to check the pressure and the recording requirements
Can correctly site an inflatable and can anchor it to the ground in the correct manner of HSE's guidance
Demonstrates how to correctly connect a blower fan to an inflatable and position it, including petrol engine blower fans
Can explain the impact area in relation to the inflatable, and knows what this means in relation to the perimeter fencing
What to do in the event of an accident and the records to be kept
Has a good idea of a suitable working method for setting up at different locations, and rolling castles away
What is manual handling, and how to minimise risk of injury to self and others
How to conduct a routine inspection and the records required
Handover and responsibilities explained to a third party (i.e. customer)
Supervision of an inflatable at a manned event
What to do in the event of an emergency

4. Assessment Overview

There are two assessments as part of the operator training course. These are completed on the PIPA Learning Hub (www.pipatraining.org.uk).

You **must bring** an electronic device (such as a mobile phone, tablet, or laptop) which can access the PIPA Learning Hub on the day of your in-person training to complete the assessments. We also recommend bringing a charger.

Assessment Registration
Before enrolling on a training event, you must complete the Pre-Reading Online Module for the Operator Course on the PIPA Learning Hub. This will automatically enrol you on the assessments completed during the in-person training day.

Assessment Details

Part	Style	Pass Mark
One	Multiple Choice Questions	80%
Two	Multiple Choice Questions, Short Answer Questions, and Scenario-Based Questions	80%

There is no cap on the number of tries to pass the assessment. However, to ensure you receive the sufficient support from your trainer you will be only able to have two attempts at the assessment. At which point, you would need to speak to the trainer to discuss the questions you may need additional support. Once the trainer is satisfied you are ready to try the assessment again, they will provide you with access.

Results
The assessment is automatically marked by the PIPA Learning Hub, and you will receive your results upon submission of the assessment.

Misconduct
The assessment will be conducted under strict exam conditions. There is to be at least a 1m gap between those sitting the assessment to prevent any cheating. The following are not permitted during an assessment:

- Use of electronic devices outside of the PIPA Learning Hub assessment page.
- Communication with other attendees
- Written Reference material
- Handwritten notes

In the event of alleged misconduct, the trainer will complete an assessment incident form and submit this to PIPA for investigation. Misconduct will be dealt with by the misconduct policy set out in the terms & conditions.

Assessment Incidents
Any incident which occurs during an assessment must be recorded on an incident form at the end of the assessment. Incident forms are completed by the trainer and submitted to PIPA.

Incidents may include any information which you believe would cause you to perform to a lesser standard than usual. Examples include (but are not limited to) fire alarms, noisy distractions, or technical difficulties.

All written incidents will be considered and investigated. However, any incidents which have not been reported and recorded as set out above will not be considered.

If a candidate believes that he or she was placed at an unfair advantage, or there was a failure in PIPA's processes against the course handbook or terms & condition, then a complaint may be lodged with the PIPA office.

5. Standards of Candidate

All attendees are expected to behave in a respectful, considerate and appropriate manner throughout the course. Please listen to the trainer and other attendees, follow reasonable instructions, contribute positively, avoid disruptive or offensive behaviour, and help maintain a safe and welcoming learning environment for everyone.

6. Public Register

PIPA will provide a public register* of operators who have successfully completed the course, to provide further assurance to the public and local authorities. As part of your registration, you will be asked whether you consent to appearing on the public register. Your details will include:

- Your name
- The company you work for

If you wish to retract your consent after submitting your application, you must do so in writing to the PIPA office.

If you wish to be added later, you may request this in writing to the PIPA office. A small administration fee may apply.

*As soon as the functionality becomes available.

7. Registration

To enable PIPA to track your progress, your assessment, and provide your ID badge and certification upon successful completion of the course you will need to register your details with PIPA. This is completed as part of the Pre-Reading Online Module.

You will also need to follow the registration process as set out by your trainer.

8. Terms & Conditions

1. Definitions

1.1. In these Conditions the following terms shall have the following meaning:

"Course Provider" means the person you have chosen who has completed PIPA's requirements and is permitted to organise and deliver the PIPA Operator Course;

"Conditions" means these PIPA General Conditions for applicants;

"E-Learning" means any electronic form of training which is provided by PIPA on the PIPA Learning Hub website;

"Enrolment" means registering for the PIPA Operator Course through the PIPA Learning Hub and completing the required course and assessment activities in accordance with these Conditions and the current course information;

"Enrolment Fee" means the fee payable by the Course Provider for each person enrolled on the PIPA Operator Course. The fee includes the associated e-learning, course materials and assessment services;

"Guide" means this Attendee Information Pack and any related course guidance issued by PIPA, as amended from time to time;

"Information Pack" means this Attendee Information Pack, which explains the course, its delivery, assessment arrangements and attendee responsibilities;

"IPR" means patents, utility models, rights to inventions, copyright and neighbouring and related rights, moral rights, trademarks and service marks, business names and domain names, rights in get-up and trade dress, goodwill and the right to sue for passing off or unfair competition, rights in designs, rights in computer software, database rights, rights to use, and protect the confidentiality of, confidential information (including know-how and trade secrets) and all other intellectual property rights, in each case whether registered or unregistered and including all applications and rights to apply for and be granted, renewals or extensions of, and rights to claim priority from, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world;

"Malpractice Policy" means the latest PIPA policy relating to malpractice as amended from time to time;

"PIPA" means The PIPA Testing Scheme Limited, trading as the Professional Inflatable Play Association, of 301 Tea Factory, Fleet Street, Liverpool, L1 4DQ, and/or its authorised representatives;

“PIPA Assessment” means any online knowledge or scenario-based assessment completed through the PIPA Learning Hub as part of the PIPA Operator Course;
“PIPA Intellectual Property” means all IPR owned or controlled by PIPA;
“PIPA Product” means the PIPA Operator Course, its associated online learning, course materials and assessments;
“Policies” means the policies of PIPA and as amended, updated or added to from time to time;
“Registration” means the details submitted by you through the PIPA Learning Hub as part of the Pre-Reading Online Module;
“Scripts” means the document containing your answers to PIPA’s Assessments; and
“You” means the attendee or prospective attendee for the PIPA Operator Course, and “Your” shall be construed accordingly.

2. Scope of Terms and Conditions

2.1. These conditions govern your relationship with PIPA arising from registration or enrolment for a PIPA product. If you enrol or register for a programme of study or PIPA assessment through a Course Provider, PIPA is not a party to your contract with the Course Provider and related queries should be directed to them.

2.2. For the avoidance of doubt, PIPA’s liability is limited to the enrolment fee for the relevant PIPA product. Any additional fees, charges or payments relating to delivery of the course are the responsibility of the Course Provider.

2.3. Any limit of PIPA’s liability under clause 2.2 applies once your registration has been submitted through the PIPA Learning Hub and PIPA has accepted your enrolment.

3. Enrolment, Transfer and Cancellation

3.1. These Conditions set out the obligations of PIPA and your responsibilities as an attendee. By registering through the PIPA Learning Hub and enrolling on the PIPA Operator Course, you accept these Conditions.

3.2. Enrolment with PIPA takes effect when you complete the required registration through the PIPA Learning Hub and PIPA accepts the enrolment. PIPA may decline an enrolment where its published requirements have not been met.

3.3. Enrolment enables PIPA to identify you, provide access to online learning and assessments, and track your progress and results. You must ensure that the information you provide is complete and accurate and supply any additional information reasonably required. Personal information will be handled in accordance with PIPA's privacy policy.

3.4. Enrolment for any PIPA product which contains a PIPA assessment means that you are agreeing to abide by the regulations for that PIPA assessment, as set out in the relevant information pack.

3.5. Any samples, description matter, or advertising issued by PIPA, and any descriptions contained in PIPA's brochures, are issued or published for the sole purpose of giving an idea of PIPA Products. They shall not form part of the conditions or have contractual force.

3.6. Subject to clause 2.2, these Conditions shall apply to the exclusion of any other terms, or any other terms that you seek to impose, or which are implied by law, custom, practice or course of dealing.

3.7. Please refer to your Course Provider for information about cancellation and refunds. Your contract is with the Course Provider, who is responsible for complying with applicable consumer law.

4. PIPA assessments

4.1. Enrolment on the PIPA Operator Course provides access to the associated PIPA assessments through the PIPA Learning Hub, including automated marking and any moderation or review required by PIPA.

4.2. The assessments must be completed through the PIPA Learning Hub during the in-person training day, unless PIPA confirms an alternative arrangement in writing.

4.3. If you become unwell during the training course or assessment or fail to complete the training course or assessment for any other reason, you will not be entitled to any reimbursement of funds by PIPA.

4.4 If the assessment is cancelled by the Course Provider on the day of the training course, the Course Provider will arrange completion of any remaining training and assessment. Please refer to clause 3.7.

4.5. You confirm that all registration information and assessment answers submitted by you are your own. You must not give or receive improper assistance, communicate with other attendees during an assessment, access material outside the PIPA Learning Hub assessment page, or use unauthorised reference material or notes.

5. PIPA's Liability

5.1. PIPA can only assess those assessment submissions which it receives. PIPA accepts no liability for any assessment submissions which may be lost, damaged or incorrectly uploaded before receipt by PIPA.

5.2. Subject to clause 5.3, PIPA expressly excludes liability for:

5.2.1. any loss or damage to your property unless caused by the negligence of PIPA or its directors/appointed persons;

5.2.2. any:

i. loss of profit;

ii. loss of anticipated savings;

iii. loss of use or corruption of software, data or information;

iv. failure of learners technical equipment required to complete assessment including internet access

v. loss of earnings;

vi. loss of opportunity or loss of living expenses; or

vii. indirect or consequential loss suffered by You,

due to the breach by PIPA of any obligation to you or due to any other act or omission or negligence of PIPA or its employees or agents. Nothing in these conditions shall operate to exclude or limit PIPA's liability which cannot be legally limited including (but not limited to) liability for:

5.2.3. death or personal injury due to its negligence;

5.2.4. fraud or fraudulent misrepresentation; or

5.2.5. any breach of the obligations implied by section 2 of the Supply of Goods and Services Act 1982 (title and quiet possession).

5.3. Without prejudice to clause 5.2, PIPA's total liability arising under or in connection with these conditions, whether arising in contract, tort (including negligence) or restitution, or for breach of statutory duty or misrepresentation, or otherwise shall be limited to the enrolment fee.

5.4. Neither you nor PIPA shall have any liability to each other for any failure or delay in the performance of obligations due to any cause beyond the relevant party's reasonable control.

5.5. PIPA shall have no liability to you should its website be unavailable to access at any time or fails to perform within usual parameters or at all. PIPA does not guarantee that its website is free from viruses and will be uninterrupted or error free. Conditions relating to use of our website can be found as part of the terms & conditions notice on the website.

6. Termination

6.1. Either party may terminate these conditions with immediate effect by giving written notice to the other party if the other party commits a material breach of any term of the conditions and (if such a breach is remediable) fails to remedy that breach within 14 days of that party being notified in writing to do so.

6.2. PIPA may terminate your enrolment at any time by written notice if:

6.2.1 You breach these conditions, or any terms and conditions contained in any letter confirming your enrolment or any documents or policies issued by PIPA at any time; or

6.2.2 You fail to pay any fee that is payable directly by you to PIPA under these Conditions by its due date; or

6.2.3 it is discovered that You have provided PIPA with any false or misleading information; or

6.2.4 You do not meet the course, assessment or administrative requirements set out in the Attendee Information Pack; or

6.2.5 You are verbally or physically abusive in contravention of clause 8; or

6.2.6 You are involved in any malpractice pursuant to clause 13.

7. Consequences of Termination

7.1. Termination or expiry of the conditions shall not affect any rights, remedies, obligations or liabilities of the parties that have accrued up to the date of termination or expiry, including the right to claim damages in respect of any breach of these conditions which existed at or before the date of termination or expiry.

7.2. Any provision of the conditions that expressly or by implication is intended to come into or continue in force on or after termination or expiry of the conditions shall remain in full force and effect.

8. Attendee Conduct

8.1. You must behave in a respectful, considerate and appropriate manner throughout the course, follow reasonable instructions, avoid disruptive or offensive behaviour, and help maintain a safe and welcoming learning environment.

8.2. Serious or repeated misconduct, including verbal or physical abuse, may result in removal from the course, restricted communication with PIPA, termination of enrolment, or exclusion from future PIPA courses. Any action taken will be proportionate to the circumstances.

9. Data Protection

9.1. PIPA will hold personal information about you and will use the information as follows:

9.1.1. to process Your applications to PIPA and administer your enrolment and assessment including post-assessment services;

9.1.2. to respond to employers, recruitment agencies, local authorities, other training institutions, and other similar bodies to verify requests from employers or employment agencies by providing verification or otherwise of information provided by You to employers or employment agencies of PIPA Products you hold in connection with applications for employment;

9.1.3. to respond to queries raised by you

9.1.4. to administer policies;

9.1.5. to notify you of your PIPA assessments results;

9.1.6. to make You aware of services PIPA and other similar organisations can offer including information on current and future courses and qualifications unless you have notified us that You have opted out of receiving such information;

9.1.7. to carry out research to help PIPA to improve and plan its work. The data used for this is non-identifiable for example (women under 50)

and

9.1.8. As otherwise permitted by the UK Data Protection Act 2018, described within our Privacy Policy

9.2. You hereby consent to PIPA emailing and posting your results to you.

9.3. You hereby consent to allow verification of your PIPA results via the PIPA online Verification portal or via the QR code on the Certificates and Parchments.

10. Intellectual Property Rights and PIPA website

10.1. All PIPA intellectual property shall remain vested in PIPA. PIPA intellectual property may not be reproduced/copied/distributed in any way without the prior written consent of PIPA or as required by law.

10.2. If You access PIPA's website you must do so only subject to PIPA's terms of use, which is available on request and on its website.

11. Complaints

11.1. If you wish to raise a formal complaint about PIPA's enrolment, Learning Hub, assessment administration or certification services, you must do so in writing to the PIPA office. PIPA will respond in accordance with its complaints procedure.

11.2. Complaints about booking, venue arrangements, course fees, refunds or delivery should first be directed to the Course Provider. PIPA may review whether its own requirements, the Attendee Information Pack or the service specification have been followed.

11.3. PIPA's liability will be limited as stated in clause 5 of these conditions.

11.4. If there is a failure by a Course Provider, PIPA will seek to resolve the issue and may act as a mediator. Liability for any failing remains with the person responsible for the breach.

12. Appeals

12.1. This appeal process may be used to appeal against the outcome of an assessment, refusal in enrolment, or against any decision undertaken by PIPA in relation to these conditions. PIPA cannot offer legal advice, so it is important the attendee seeks their own counsel before the process commences.

12.2. Any costs associated with the appeals process will fall against the unsuccessful party.

12.3. PIPA operates a two-tiered appeal procedure:

- Level 1: internal appeal and review
- Level 2: External appeal through arbitration using the Chartered Institute of Arbitration

12.4. Level 1 - Internal Appeal and review

12.4.1. In the event an attendee wishes to make an appeal, he/she must do so in writing to the PIPA office. PIPA will acknowledge receipt of the complaint within 14 days.

12.4.2. The person making the appeal must submit written representations explaining the reason for the appeal and provide any supporting documentation or evidence.

12.4.3. A level 1 appeal is completed internally and conducted by a team of PIPA leadership group representatives. Their responsibility is to review the issue at hand and determine whether an alternative outcome is found. The most favourable outcome for the person making the appeal will always be applied.

12.5. Level 2 - External appeal

12.5.1. If after a level 1 appeal, the person who made the appeal does not agree with the outcome, he/she may wish to escalate the appeal to a level 2 appeal with an external arbitrator. To do so he/she must write to the PIPA office within 28 days of the outcome decision from the level 1 appeal letter.

12.5.2. Level 2 appeals are conducted by an external organisation - the Chartered Institute of Arbitrators. The PIPA office is responsible for preparing the paperwork associated with a level 2 appeal and communicating with the person making the appeal to progress the associated paperwork.

12.5.3. For the appeal to be processed, the claimant must pay 50% of the CIArb's arbitration fees.

12.5.4. The level 2 appeal decision is binding by both parties and is considered the final level of appeal with no further challenge available subsequently.

13. Misconduct Policy

13.1. Alleged misconduct under these Conditions or the Attendee Information Pack may be investigated by PIPA.

13.2. Types of misconduct (but not limited to):

13.2.1. Verbal or physical abuse (as per clause 8)

13.2.2. Cheating, defined as contravening clause 4.5.

13.2.3. Serious or repeated disruptive, offensive or unsafe behaviour contrary to clause 8;

13.2.4. An unlawful act carried out in relation to attending the course or sitting the assessment;

13.3. PIPA will investigate alleged misconduct in accordance with its applicable complaints and concerns procedure. Outcomes may include no further action, a requirement to repeat an assessment, removal from the course, or termination of enrolment under clause 6, depending on the nature and seriousness of the matter.

13.4. Appeals against decisions of misconduct may be raised in line with clause 12.

14. General

14.1. Failure by PIPA to enforce strict compliance with these conditions by you shall not be considered to be a waiver of any provisions of these Conditions.

14.2. If any provision of these conditions is invalid or unenforceable in whole or in part the validity of the other provisions of these conditions, and the remainder of the provision in question, shall not be affected.

14.3. A person who is not a party to the contract governed by these Conditions shall not have any rights under or in connection with it by virtue of the Contracts (Rights of Third Parties) Act 1999, except where such rights are expressly granted to a Course Provider. This does not affect any right or remedy of a third party which exists, or is available, apart from that Act.

14.4. PIPA may at any time assign, subcontract, delegate or deal in any other manner with any or all of its rights and obligations under these conditions.

14.5. You may not assign or deal in any other manner with any of your rights and obligations under the conditions.

14.6. These conditions shall be governed by and interpreted in accordance with English Law and the parties agree to submit to the exclusive jurisdiction of the English Courts.

15. Statutory Rights

These conditions shall not affect your statutory rights as a consumer.