

Reviewing education for end users

Your survey responses
What we reviewed and what we found

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UKWF membership meeting, October 2026

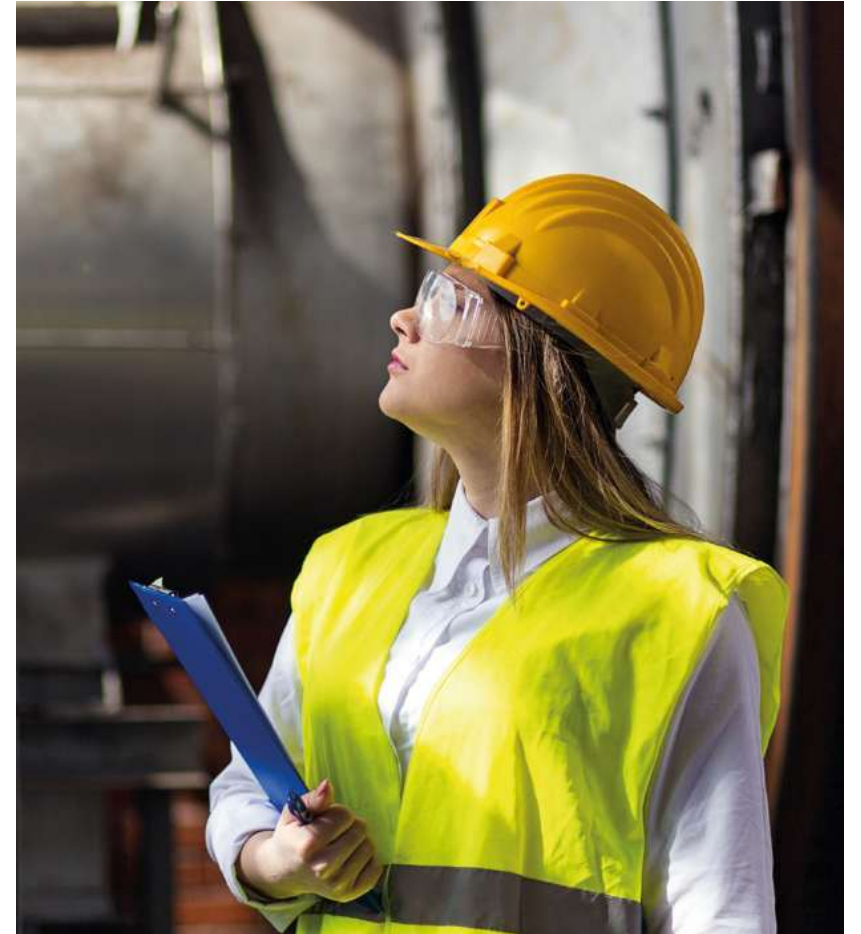
Education in the absence of enforcement



How can we help end users understand their responsibilities and make better decisions?

The review explored education where enforcement is limited or absent.

Member courses are covered separately today.
This review focuses on our customers.



What I expected to find

**A substantial joint
UKWF/CTSI training course
for end-user organisations**

Would a longer course be the main answer
to the gaps in understanding?

What the review involved



27

survey responses

Existing UKWF questionnaire
Views on gaps and priorities

6

in-depth interviews

Industry and regulatory perspectives
Reasons behind those views

Industry views about end users, rather than a direct survey of end users.

Survey answers: the main findings



- 85%** Linked failures to gaps in end users' legal understanding.
- 52%** Disagreed that end-user guidance is clear.
- 100%** Expected more education and guidance to improve compliance.
- 81%** Favoured education before additional enforcement.

27 respondents. These are views about end users, not measured compliance outcomes.

Survey views on delivery



Confidence in the providers

70% (19 of 27)

Thought joint UKWF/CTSI training would be credible to end users.

81% (22 of 27)

Felt UKWF members were well placed to deliver practical end-user training.

Written comments

Clear, practical guidance

Affordable, flexible access

Education alongside enforcement

Different causes of non-compliance



Understanding

People may know the equipment but miss the legal implications.

Responsibility

Nobody may clearly own the business's weighing compliance.

Choosing not to act

Some businesses understand the requirement but still do not act.

Example from an interview: an indicator change without recognising the approval implications.

What the interviews added



Larger organisations

Relevant staff to send
Capacity to release them
Knowledge to share across teams

A longer course can be appropriate.

Smaller customers

Limited time and staff
Questions about their equipment
A need for a clear, short answer

They want to know how to be legal.

What the review concluded

Explore a joint UKWF/CTSI end-user course

For organisations with relevant staff and the capacity to take part.

Also, simple guidance for everyday decisions

Clear advice on buying equipment and keeping its use compliant.

The finding is about matching the support to the people who need it.

What simple guidance could cover



What do I need to do to be legal?

When buying

Which questions should I ask about the equipment and intended use?

While using it

What are my responsibilities, and when should I ask for advice?

This could sit within buying guides or be a separate short guide.

A trusted route to end users



UKWF

Contribute industry knowledge and practical customer questions.

Primary Authority and CTSI

Seek these partners' support for clear, credible guidance.

Trading Standards authorities

Use the guidance to help educate businesses.

Training Days

New routes for education

Trade associations and purchasing frameworks

(Medical sector guidance in progress)

Putting the three-year plan into practice



Regulatory standards

End-user education and clearer compliance guidance.

Skills and sustainability

Apprenticeship diploma, member metrology course and product training.

Government influence

Industry evidence to inform discussions with regulators and government.

Member support

Practical advice members can use with customers.

Partnerships

Work with CTSI, our Primary Authority and Trading Standards.

Proposed Next Steps

Strengthen existing guidance

Identify gaps in buying guides and develop short, clear answers for customers.

Test demand for a longer course

Confirm who would attend, the topics they need and the acceptable time and cost.

Continue to be driven by the membership

Thank you for your detailed responses to:

- the questionnaire
- and interviews
- and round table discussions

Questions and comments welcome.
UK Weighing Federation

Appendix: the survey comparison



27 respondents to each question

Respondents' views	End users	Service providers
Failures linked to gaps in legal understanding	85%	59%
Current guidance is unclear	52%	26%
More education and guidance would help	100%	85%
Education before additional enforcement	81%	74%

Rounded to whole percentages.

Appendix: delivery and likely benefits



27 respondents. Percentage agreeing or strongly agreeing.

Respondents' views	End users	Service providers
Training would improve consistency	96%	89%
UKWF members well placed to deliver training	81%	81%
Joint UKWF–CTSI training would be credible	70%	67%
Education could reduce future enforcement need	81%	81%

Views about expected benefits and credibility.