

City & Guilds Level 3 Certificate in Domestic Energy Assessment (6371-01)

March 2023 (Version 1.0)

Candidate Logbook

Qualification at a glance

Subject area	Energy Assessment
City & Guilds number	6371
Age group approved	16-18 / 19+
Entry requirements	n/a
Assessment	Portfolio and Assignment
Grading	Pass / Fail
Approvals	Full approval required
Support materials	Qualification handbook Logbook Assessment pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds qualification number	Ofqual accreditation number
City & Guilds Level 3 Certificate in Domestic Energy Assessment	120	250	6371-01	610/2262/7

Version and date	Change detail	Section
1.0 March 2023	Initial version	All

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1 About your Candidate Logbook/Work-Based Evidence Record

Contact details

Candidate name

Candidate address

Centre name

Centre number

Programme start date

City & Guilds registration number

Date of registration with City & Guilds

This Candidate Logbook/Work-Based Evidence Record is your personal achievement in practical work carried out mostly in the workplace and knowledge assessments achieved. It may not be possible to replace this document, therefore it should be kept in good condition and in a safe place to be used by you to record your progress.

Once completed, you must keep this portfolio for a period of three years. During this time your training centre can request that you submit your portfolio to them. This will be returned to you.

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)

**Internal Quality
Assurer (IQA)**

**External Quality
Assurer (EQA)**

Introduction to the logbook

This logbook will help you complete the units in **City & Guilds Level 3 Certificate in Domestic Energy Assessment (6371-01)**. It contains:

- information about your responsibilities as a candidate
- forms you can use to record and organise your evidence.

It will also tell you:

- about your qualification
- what you need to do to complete your qualification
- who will help you.

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website www.cityandguilds.com.

2 About your approved centre

Types of approved centres

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer their qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

Centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will:

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

Centres are also responsible for supporting you as you work towards your NVQ. Centres will:

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the assessment process works
- produce an assessment plan for you.

Assessment roles

The following people at your centre will help you achieve your qualification.

The Assessor

The assessor is the person you will have the most contact with as you work towards your qualification. Your assessor will:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

You may have more than one assessor depending on which units of the qualification you take.

The Internal Quality Assurer (IQA)

The Internal Quality Assurer (IQA) maintains the quality of assessment within the centre.

The Work-Based Recorder/Expert Witness

The role of the work-based recorder/expert witness is to:

- observe you carrying out work activities
- take photographs as evidence of work carried out
- authenticate work-based recordings and testimonies
- ensure all work meets current industrial standards
- ensure all work is carried out in a safe manner
- be in regular communication with your assessor to evaluate your performance on site.

3 About candidates

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

- provide your centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your qualification and evidence
- make sure you understand and comply with health and safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

Learner registration number

Make sure you keep a note of your unique City & Guilds registration number on the front page of this logbook.

You will need this number again if you take any other City & Guilds qualifications. Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

Moving to a new centre

If you change jobs or move to a new centre before you complete your qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave and add them to your records.

A new centre will need your learner registration number, your assessment records and evidence to help you complete your qualification.

4 Qualification assessment

Before you start your qualification

Initial assessment

Before you start work on your qualification you will meet with your assessor to discuss what you need to do to complete your qualification. This can include:

- checking you are taking the right qualification level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have and decide how this can be used towards your qualification. This process is sometimes called a skill scan. There is a Skill Scan Form in this logbook you can use to record the skills you may already have.

The assessment process

Once you have chosen your units, you will make and agree an assessment plan with your assessor. This will show:

- the units the plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The plan should also indicate the methods of assessment to be used to collect your evidence.

Evidence can include:

- direct observation in the workplace by a qualified assessor
- witness testimony of work carried out by you in the workplace written by an expert witness
- questioning – this could be verbal, written or computer based
- other evidence which can include photographs or personal accounts.

Assessment requirements

Site Observations (SO) should be conducted in the workplace by your Assessor. For individual criteria not directly observed, evidence of your ability to complete a number of different tasks to confirm competence must be recorded.

Types of evidence

SO = Site Observation

OQ = Oral Question

WQ = Written Question and Answer

WT = Witness Testimony

PS = Photographic Supplementary

PD = Professional Discussion

The following people at your centre will explain the assessment and recording process and help you achieve your unit(s).

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

The Internal Quality Assurer (IQA)

The IQA maintains the quality of assessment within the centre.

The External Quality Assurer (EQA)

The EQA works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

5 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

Candidate job profile

You can use this form to record your personal details if you don't already have a Candidate Résumé/CV.

Skill scan/initial assessment

This can be used to record the skills and knowledge you may already have. This may be part of your initial assessment.

Tracking document

You can use this form to log your achievement of the units for the whole qualification including completion of assignments and online assessment

On-site assessment plan/feedback

You and your assessor will use this form to plan each assessment session. Your assessor will use this form to give feedback on the task. It will also enable you and your assessor to plan what actions need to be done before the next session.

On-site observation report

Your assessor will complete during observation. You will both sign this as a true record.

Professional discussion supplementary evidence sheet

To be completed by you, your work-based recorder or another witness to evidence meeting assessment criteria that could not be signed off during direct observation with your assessor.

Oral questioning supplementary evidence sheet

Your assessor will use this form to log any additional questions and answers asked during observation or to mop up any missing evidence.

Photographic supplementary evidence

Use this form to include a photo and brief description of the task being carried out.

Work-based recorder/expert witness details

To be completed by your work-based recorders to confirm occupational competence.

Assessor's/work-based recorder's continuation sheet

Additional space for your assessor/work-based recorder to make notes with regard to the on-site assessment plan/feedback/observation)

Signature sheet

This is used to record the details of staff that will provide you with witness testimony.

Units

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence an evidence reference number. The units contained in each pathway are listed below.

A copy of each form is included in Section 6, please photocopy these forms as many times as required to complete your evidence log.

Units

To achieve the **City & Guilds Level 3 Certificate in Domestic Energy Assessment (6371-01)** learners must complete four units.

City & Guilds unit no.	Unit title	Unit level
Mandatory		
371	Conduct energy assessments in a safe, effective and professional manner	3
372	Prepare for energy assessments of domestic property	3
372	Undertake energy assessments	3
374	Produce and explain Energy Performance Certificates relating to domestic property	3

6 Recording forms

This section contains all the forms that you need to complete your evidence log, please photocopy these forms as many times as required.

Candidate job profile

If you already have your own CV, you can use that instead of this form.

Name:

Place of work:

Assessor:

Outline of job role:

Previous roles and responsibilities relevant to the qualification:

Previous relevant qualification(s)/training

Qualification/training	Where achieved	Date	Grade

Skill scan/initial assessment

City & Guilds Level 3 Certificate in Domestic Energy Assessment (6371-01)

Candidate name:

Mandatory units

Unit	Duties	Examples	Training Required
371			
372			
373			
374			

Tracking document

To achieve the **City & Guilds Level 3 Certificate in Domestic Energy Assessment (6371-01)** learners must complete four mandatory units.

City & Guilds unit no.	Unit title	Unit level	Achieved Yes/No	Date
Mandatory				
371	Conduct energy assessments in a safe, effective and professional manner	3		
372	Prepare for energy assessments of domestic property	3		
373	Undertake energy assessments	3		
374	Produce and explain Energy Performance Certificates relating to domestic property	3		

On-site assessment plan/feedback

Portfolio evidence reference:		
Candidate name:		Date:
Candidate prepared for assessment Yes/No	Candidate requires support Yes/No	
Candidate briefed on appeals procedure Yes/No	Support required Yes/No	
Assessment location/address and postcode:		
Type of work to be carried out:		
Assessor feedback (use continuation sheet if required):		
Forward planning:		
Candidate signature:		Date:
Assessor's name:	Assessor's signature:	Date:
IQA's name:	IQA's signature:	Date:

On-site observation report

Portfolio evidence reference:		
Candidate name:		Date:
Candidate prepared for assessment Yes/No	Candidate requires support Yes/No	
Candidate briefed on appeals procedure Yes/No	Support required Yes/No	
Assessment location/address and postcode:		
Unit/LO/AC reference	Assessor observation (use continuation sheet if required):	
Candidate signature:		Date:
Assessor's name:	Assessor's signature:	Date:
IQA's name:	IQA's signature:	Date:

Professional discussion supplementary evidence sheet

Unit number:		Portfolio evidence reference:			
Candidate name:					Date:
Completed by (please tick)	Candidate		Work-based recorder		Witness
Unit/LO/AC reference	Written evidence:				
Candidate signature:					Date:
Assessor's/Work-based recorder's name:					Date:
Assessor's/Work-based recorder's signature:					Date:
IQA's name:		IQA's signature:		Date:	

Oral questioning supplementary evidence sheet

Unit number:		Portfolio evidence reference:	
Candidate name:			Date:
Assessor's question(s)		Candidate's answer(s)	
Candidate signature:			Date:
Assessor's name:			Date:
Assessor's signature:			Date:
IQA's name:	IQA's signature:	Date:	

Photographic supplementary evidence sheet

Unit number:		Portfolio evidence reference:
Candidate name:		Date:
Brief description of task being carried out in the photograph (to be completed by the candidate):		
Insert image in this box		
Candidate signature:		Date:
Assessor's name:		Date:
Assessor's signature:		Date:
IQA's name:	IQA's signature:	Date:

Work-based recorder/expert witness details

If a work-based recorder/expert witness is to be used to confirm your competence in the workplace (system to be agreed by assessor) then to meet the requirements of the construction industry qualification assessment strategy (as agreed by the key industry bodies) he/she must be occupationally competent, endorsed by the employer the IQA or the assessor. The designated work-based recorder should ordinarily be your immediate work supervisor. It is recognised that over the lifetime of the qualification you may be allocated more than one work-based recorder. The requirements detailed below therefore **must** be completed by each work-based recorder allocated to you.

I confirm I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-based recorder name:	
Work-based recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-based recorder name:	
Work-based recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-based recorder name:	
Work-based recorder signature:	Date:

Assessor's/work-based recorder's continuation sheet (on-site assessment plan/feedback/observation)

Unit number:		Portfolio evidence reference:
Candidate signature:		Date:
Assessor's/Work-based recorder's name:		Date:
Assessor's/Work-based recorder's signature:		Date:
IQA's name:	IQA's signature:	Date:

Signature sheet

Candidate name:			Date:
Anyone who witnesses and signs a piece of the candidate's evidence must provide a specimen signature in the table below			
Relationship to candidate (e.g. supervisor, lecturer, assessor)	Name	Signature	Date

Unit 371 Conduct energy assessments in a safe, effective and professional manner

Level 3

Unit aim

This unit aims to develop the skills needed to develop and maintain effective working relationships and conduct energy assessments in a professional and ethical manner. It also ensures that the energy assessor has an understanding of Government Energy Efficiency Strategy in general and the role of EPBD in particular.

PER – Portfolio evidence reference	SO – Site observation	OQ – Oral question	WQ – Written question	WT – Witness testimony
PS – Product supplementary	PD – Professional discussion		RW – Simulation/RWE	AS – Practical assignment

Assessment criteria that are assessed through practical activities embedded within the externally set 6371-01 assignments are highlighted in bold.

		1 Understand the health and safety requirements when undertaking energy assessments									
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
1.1	explain the relevant legal duties for health, safety and security in the workplace										
1.2	identify the health, safety and security risks that could exist in different locations										
1.3	identify the hazards and risks to self which are associated with lone working										
1.4	explain why it is important to remain alert to the presence of risks in the workplace										
1.5	explain the importance of personal conduct in maintaining the health, safety and security of yourself or others										
1.6	explain how to make use of relevant suppliers and manufacturers' instructions for the safe use of equipment, materials and products										
1.7	explain who should be informed of any conflicts raised while undertaking energy assessments between different health, safety and security requirements										
1.8	describe the procedures for different types of emergency										
1.9	identify the different ways for improving health, safety and security at work and how they can be implemented										
1.10	identify any pre-existing damage to customer's property and the actions required to protect customer's property during energy assessments										

		2 Understand the nature of professional conduct required when conducting energy assessments									
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
2.1	explain why it is important to promote goodwill and trust when working with others and ways in which this can be achieved										
2.2	explain how to identify the information you require and the potential sources of such information										

2.3	describe how to respond to enquiries from others and how to clarify their information needs								
2.4	explain how to respond to enquiries which are outside your authority, beyond your area of knowledge or expertise or where the information requested is confidential								
2.5	define the extent and limits for your own competence and expertise and the importance of not working beyond these limits								
2.6	describe the ways in which disputes or differences of opinion should be responded to and resolved to minimise offence and maintain respect								
2.7	describe the formal complaints procedure that covers your work in terms of: <ul style="list-style-type: none"> any specific organisational requirements your own responsibility to deal with complaints and attempt to resolve them before escalating to the accreditation organisation, or the equivalent in the Devolved Administrations 								
2.8	identify the potential conflicts of interest that you may encounter and the action required to manage these								
2.9	explain why it is important to present a positive personal and professional image when dealing with people and how this can be achieved								
2.10	describe the ways in which you may develop yourself within your role and how to track your development needs								
2.11	define the level of service expected by customers, their expectations as to the outcomes of the energy assessment or advice process and how to deliver effective and reliable customer service								
2.12	explain the need for prompt responses to enquiries								

		3 Understand the legislation, codes of conduct and compliance requirements in relation to energy assessment									
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
3.1	describe the relevant policies and legislation on combating climate change and the reduction of carbon emissions from buildings										
3.2	describe the relevant legislation covering: <ul style="list-style-type: none">the energy performance of buildingscompliance with safe working practicesregulations in the Devolved Administrationsthe use of refrigerants where appropriate										
3.3	describe the relevant official guidance and conventions relating to the assessment of energy performance										
3.4	describe your specific responsibilities under prescribed codes of conduct and ethical standards										
3.5	describe why it is important to comply with mandatory and advisory codes of practice										
3.6	describe the specific auditing or monitoring requirements that relate to your registration with your accreditation organisation(s), or the equivalent in the Devolved Administrations and your responsibilities in complying with these										
3.7	describe the framework under which accreditation organisation(s), or the equivalent in the Devolved Administrations, are required to operate, including their Scheme Operating Requirements or equivalent in the Devolved Administrations										
3.8	explain the importance of obtaining and maintaining appropriate professional indemnity insurance (PII) cover and the extent and limitations of this type of cover										

		4	Be able to comply with organisational and legal requirements at all times								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
4.1	carry out work in accordance with the relevant legal requirements, legislation and advisory and mandatory codes of practice										
4.2	carry out work in accordance with the auditing and monitoring requirements of the relevant accreditation or certification organisation(s)										
4.3	record customer contact information in accordance with organisational and legal requirements										
4.4	identify, record and maintain evidence to support your decisions and assumptions made when carrying out energy assessments										
4.5	identify the evidence requirements defined in Scheme Operating Requirements or their equivalent in the Devolved Administrations										

		5	Be able to maintain health, safety and security at work								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
5.1	take action to mitigate health, safety and security risks										
5.2	ensure personal conduct does not endanger the health, safety and security of self and other people										
5.3	take action to ensure the protection of client’s property and buildings										
5.4	adhere to workplace policies and suppliers’ or manufacturers’ instructions for the safe use of equipment, personal protective equipment (PPE), materials and products										
5.5	identify procedures for dealing with different types of emergencies										
5.6	make recommendations for improving health, safety and security in the workplace to the relevant person(s)										

		6	Be able to develop and maintain effective working relationships with colleagues, professionals, clients and others								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
6.1	develop and maintain productive working relationships with others										
6.2	request information from colleagues, professionals, clients and others in a polite, clear and professional manner										
6.3	identify and make use of additional sources of information/help when colleagues, professionals, clients and others are unable to help										
6.4	deal with enquiries from colleagues, professionals, clients and others and seek clarification where necessary										
6.5	respond to enquiries which: <ul style="list-style-type: none">• are outside own authority• are beyond own area of knowledge or expertise• involve confidential information										
6.6	respond to and resolve disputes and/or differences of opinion										
6.7	adhere to the formal complaints procedure when dealing with a complaint										

		7	Be able to conduct energy assessments in a professional manner								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
7.1	deal with colleagues, professionals, clients and others in a tactful, courteous and equitable manner										
7.2	carry out work in accordance with prescribed codes of conduct, ethical standards and recognised good practice										
7.3	accurately record all evidence supporting the assumptions and decisions made during an assessment										
7.4	demonstrate effective management of work activities and personal and professional development										

7.5 respond appropriately to pressure from any person(s) which may affect own judgment									
7.6 demonstrate delivery of effective and reliable customer service									

Unit 371

Conduct energy assessments in a safe, effective and professional manner

Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 372 Prepare for energy assessments of domestic property

Level 3

Unit aim

This unit aims to develop the skills needed to develop and maintain effective working relationships and conduct energy assessments in a professional and ethical manner. It also ensures that the energy assessor has an understanding of Government Energy Efficiency Strategy in general and the role of EPBD in particular.

PER – Portfolio evidence reference	SO – Site observation	OQ – Oral question	WQ – Written question	WT – Witness testimony
PS – Product supplementary	PD – Professional discussion		RW – Simulation/RWE	AS – Practical assignment

Assessment criteria that are assessed through practical activities embedded within the externally set 6371-01 assignments are highlighted in bold.

		1	Understand the legislation and regulations relating to energy assessments and Energy Performance Certificates								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
1.1	explain the relevant legislation giving rise to energy assessments and Energy Performance Certificates, for England and Wales and for the Devolved Administrations										
1.2	explain the regulations and guidance under that legislation relating to the role of Domestic Energy Assessors or alternatives within the Devolved Administrations and the undertaking of energy assessments										
1.3	identify the types of property and situations that do not by law require an Energy Performance Certificate										
1.4	explain the basic principles of current energy efficiency initiatives/standards within the Devolved Administrations, and the role of Energy Performance Certificates within those schemes										

		2	Understand how to agree and confirm instructions to undertake energy assessments								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
2.1	explain how to clarify and confirm the expectations of the customer’s energy assessment										
2.2	state when a potential conflict of interest will require disclosure to the customer, or will require the need to decline the instructions altogether										
2.3	explain the limitations and constraints that apply to the conduct of energy assessments and to the prescribed methodology										
2.4	describe the limited circumstances where representative properties and/or data collected by others may be used in the preparation of Energy Performance Certificates for existing dwellings										

2.5	identify circumstances where the prescribed methodology for existing homes, Reduced Data SAP (RdSAP) may not be appropriate and when an alternative methodology should be considered								
2.6	describe the options that the client could consider regarding the use of an alternative assessment methodology								
2.7	explain the importance of confirming in writing the arrangements agreed between you and the customer								
2.8	describe the fee structures and payment arrangements for energy assessments								
2.9	explain how to confirm on-site assessment arrangements with the customer or other occupier								
2.10	explain the importance of confirming whether any specific arrangements apply to the energy assessment								
2.11	explain any circumstances that would prevent you from undertaking an energy assessment								
2.12	explain how ratings and recommendations may differ from past assessments due to changes in methodology or legislation and other differences								

		3	Understand how to investigate relevant matters relating to the property								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
3.1	explain the different types of information that it is important to obtain to generate a complete and accurate Energy Performance Certificate										
3.2	identify the different sources of information relating to the energy performance of the property that can be investigated										
3.3	describe how to obtain information on relevant matters relating to the energy performance of the property										
3.4	identify the prevailing factors that may affect the energy performance of the property, including geographical and environmental features										

3.5	describe how to evaluate relevant information in order to identify any significant factors that may influence the energy assessment								
3.6	describe how to identify circumstances that prevent you from assessing the energy performance of the property								
3.7	explain why it is important to ensure that you have access to the most up-to-date version of the RdSAP software and associated reference materials								

		4	Be able to agree and confirm instructions to undertake energy assessments								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
4.1	clarify and confirm the expectations and requirements of the client’s energy assessment										
4.2	respond to requests to undertake energy assessments										
4.3	explain to the client that an Energy Performance Certificate is a legally required document, that its form and content is prescribed and that it must be accompanied by cost effective recommendations										
4.4	explain to the client the terms and conditions under which the energy assessment will be undertaken including any circumstances or constraints that may prevent it										
4.5	explain to the client when a potential conflict of interest requires disclosure to the client or requires the energy assessor to decline the instructions altogether										
4.6	explain to the client the limited circumstances where representative properties and/or data collected by others may be used in the preparation of Energy Performance Certificates for existing dwellings										
4.7	direct the customer towards the appropriate approved assessment methodology when use of the Reduced Data SAP (RdSAP) methodology is not appropriate										

4.8	confirm agreed arrangements in writing, including date, time, access and specific circumstances, protocols and the prescribed form and content								
4.9	confirm with the client on-site assessment arrangements, including any specific arrangements, the fee structures and payment arrangements								
4.10	explain to the client (if necessary) that ratings and recommendations may differ from past assessments due to changes in methodology or legislation, and other differences								

		5	Be able to investigate relevant matters relating to the property and energy usage								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
5.1	explain to client of alternative assessment methodology options that could be considered such as referring on to an assessor accredited for that methodology										
5.2	investigate and record the information necessary to generate a complete and accurate Energy Performance Certificate										
5.3	evaluate significant factors that may influence or affect the conduct of the energy assessment including geographical and environmental features										
5.4	identify circumstances that prevent an assessment of the energy performance of a property										
5.5	ensure that the client is informed of circumstances that prevent an assessment of the energy performance of a property										
5.6	ensure that the most up-to-date version of the prescribed software and associated reference materials can be accessed										

Unit 372 Prepare for energy assessments of domestic property

Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 373 Undertake energy assessments

Level 3

Unit aim

This unit aims to develop the skills needed to develop and maintain effective working relationships and conduct energy assessments in a professional and ethical manner. It also ensures that the energy assessor has an understanding of Government Energy Efficiency Strategy in general and the role of EPBD in particular.

PER – Portfolio evidence reference	SO – Site observation	OQ – Oral question	WQ – Written question	WT – Witness testimony
PS – Product supplementary	PD – Professional discussion		RW – Simulation/RWE	AS – Practical assignment

Assessment criteria that are assessed through practical activities embedded within the externally set 6371-01 assignments are highlighted in bold.

		1 Understand the information that is needed to produce the data to generate an Energy Performance Certificate (EPC) of a domestic property									
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
1.1	explain the principles of building structure, services, elements and fabric as relevant to energy performance of property										
1.2	explain how to use the equipment and resources required for an assessment										
1.3	explain the detailed assessment requirements that apply to a property as defined by the current prescribed methodology, including the definitions and conventions that apply										
1.4	identify the various characteristics of buildings										
1.5	identify the space and water heating system(s) and lighting systems present at the property										
1.6	explain the consequences, for both the rating result and energy efficiency measures, of recording an item as 'unknown' or 'as built'										

		2 Understand the range of factors that affect the energy performance of a property									
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
2.1	explain the factors and assumptions that are made in determining energy performance										
2.2	explain the definitions and conventions of RdSAP methodology and the effect of changes to them over time										
2.3	identify the factors that are not deemed to affect the energy performance of a property										
2.4	explain the relative sensitivity of the different factors that affect energy performance and critical property features where incorrect choice of values will be significantly detrimental to accuracy										

2.5	identify and outline the differences between the RdSAP and Standard Assessment Procedure (SAP) energy assessment methodologies								
2.6	explain the factors that could affect the choice of energy efficiency measures for the property, including: <ul style="list-style-type: none">• issues that make them unsuitable for the property• interactions between building fabric and building services• listed building status/conservation areas								
2.7	explain how the requirements of relevant building regulations and other technical standards can affect energy performance of property								
2.8	explain the purpose behind government procedures for assessing the energy performance of property								
2.9	identify the sources of information and advice about energy performance to which occupants can be referred								

		3	Understand how to collate and maintain records of assessment findings								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
3.1	explain the importance of keeping your records legible, complete and accurate										
3.2	identify the range of methods, formats and conventions for recording information and evidence on the property and its energy performance										
3.3	identify the required range of information and evidence relating to the property and its energy performance as defined by the current RdSAP methodology and its associated guidance and conventions										
3.4	identify the level of detail within your records required to produce complete and comprehensive Energy Performance Certificates and justify your decisions on values recorded and energy efficiency measures selected										
3.5	state the reasons why it is necessary to record where and why accurate assessment has not been possible										

3.6	describe the circumstances in which records can include the fact that information is 'unknown' and the evidence required to support this choice								
3.7	describe why it is important to store records securely allowing for future access								
3.8	state the purposes for which your records may be used								

		4	Be able to assess property to determine energy performance								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
4.1	introduce self and provide evidence of identity to those present at the property before commencing the assessment										
4.2	ensure you correctly use the equipment and resource needed for an assessment, interpreting data accurately										
4.3	identify and record all the relevant information required by the current version of RdSAP										
4.4	explain to the client any circumstances which prevent the assessment of the property										
4.5	undertake a methodical visual assessment of all relevant aspects of the property in accordance with the requirements of the Reduced Data SAP (RdSAP) methodology and its conventions, to provide an outcome which is consistent with other energy assessors										
4.6	provide direction to possible sources of further information and advice regarding energy efficiency										

		5	Be able to collate relevant information to assess the energy efficiency of the property								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
5.1	make accurate observations and measurements to provide data for calculation of energy performance ratings										
5.2	obtain all additional information that is needed about the property especially where this is needed to avoid recording an item as 'unknown'										
5.3	make further investigations where observations are inconsistent with existing evidence and expected findings, identifying the causes of these inconsistencies										
5.4	assess the property taking appropriate steps to correctly represent property features, where incorrect choice of values will be significantly detrimental to accuracy										
5.5	follow the correct procedures for collecting information to enable the energy efficiency of the property to be determined										
5.6	identify and record any factors that could affect the choice of energy efficiency measures for the property, including: <ul style="list-style-type: none">issues that make them unsuitable for the propertylisted building status/conservation areasinteractions between building fabric and building services										

		6	Be able to maintain records of assessment findings								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
6.1	produce and maintain complete, accurate and legible records of your findings, including: <ul style="list-style-type: none">investigations carried outvalues recordedoptions considered										

6.2	record information at a sufficient level of detail to produce complete and comprehensive Energy Performance Certificates								
6.3	justify decisions on values recorded and energy efficiency measures selected								
6.4	identify the range of information and evidence relating to the property and its energy performance as defined by the current RdSAP methodology and its associated guidance and conventions								
6.5	create, maintain and supply records of which energy efficiency measures were considered and rejected with reasons								
6.6	explain and record any circumstances where accurate assessment has not been possible or where the information is 'unknown'								
6.7	ensure that records are catalogued and stored securely and can be readily accessed for appropriate purposes								
6.8	co-operate promptly with requests for assessment records in relation to monitoring or investigation by your accrediting organisation, or equivalent in the Devolved Administrations								

Unit 373 Undertake energy assessments

Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 374 Produce and explain Energy Performance Certificates relating to domestic property

Level 3

Unit aim

This unit aims to develop the skills needed to develop and maintain effective working relationships and conduct energy assessments in a professional and ethical manner. It also ensures that the energy assessor has an understanding of Government Energy Efficiency Strategy in general and the role of EPBD in particular.

PER – Portfolio evidence reference	SO – Site observation	OQ – Oral question	WQ – Written question	WT – Witness testimony
PS – Product supplementary	PD – Professional discussion		RW – Simulation/RWE	AS – Practical assignment

Assessment criteria that are assessed through practical activities embedded within the externally set 6371-01 assignments are highlighted in bold.

		1	Understand the principles underpinning the Energy Performance Certification process								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
1.1	describe the implications for energy efficiency of building pathology and morphology and their implications for energy assessment and recommended action										
1.2	describe the relationship between the building fabric, building location and building services and their impact on energy assessment process and energy efficiency measures										
1.3	identify ways of ensuring that the information gathered leads to realistic and practical energy efficiency measures										
1.4	describe the necessary quality assurance checks to conduct on own information gathering to ensure values are correct and energy efficiency measures are realistic										
1.5	describe how to identify problematic or ‘unknown’ factors which could affect value attribution										
1.6	describe how to gather more information to avoid use of default values										
1.7	identify the critical property features where incorrect choice of values will be significantly detrimental to accuracy										
1.8	describe the prescribed format and generic content of an Energy Performance Certificate										
1.9	describe the differences in the Energy Performance Certificate format used in England/Wales and in the Devolved Administrations										
1.10	describe the conventions used in Reduced Data SAP (RdSAP) energy assessment and the implications for results when these change										
1.11	describe the role of Government’s Scheme Operational Requirements on accreditation organisations, or equivalents in the Devolved Administrations and how they must be followed to ensure the accuracy of entries and quality of energy efficiency measures										

1.12 describe the range of energy efficiency measures to improve the energy performance of property that may be included within an Energy Performance Certificate									
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		2	Understand the principles and operation of the approved software used to generate recommendations for improved energy performance of a property								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
2.1	describe the software used to produce Energy Performance Certificates and how to use it correctly										
2.2	describe the principles underpinning the approved software used to calculate energy ratings										
2.3	identify the circumstances in which items can be recorded as 'unknown'										
2.4	describe why it is important to check that data has been inputted correctly										
2.5	describe how to review data if the calculation will not process or appears incorrect										
2.6	describe why it is important to check the energy efficiency measures generated										
2.7	describe why it is important to check the Energy Performance Certificate to ensure it is clear and complete										
2.8	explain the special considerations that apply to buildings of traditional construction in relation to their energy efficiency										
2.9	describe how to check to avoid common misattributions when inputting data, identifying areas of potential uncertainty or insufficient information which could affect value attribution										
2.10	identify critical property features where incorrect choice of values will be significantly detrimental to accuracy										
2.11	explain the circumstances in which items can be recorded as 'unknown'										
2.12	explain the way in which recommendations are generated and the circumstances when it is appropriate to delete them										

		3	Understand the process for issuing Energy Performance Certificates and explaining their contents								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
3.1	describe how to establish the customer’s understanding of the Energy Performance Certification process and their expectations as to outcomes										
3.2	identify the components and outcomes of the energy assessment process and likely customer queries about them										
3.3	describe how to provide necessary audit evidence										
3.4	explain why it is important to inform the customer when the Energy Performance Certificate is available										
3.5	describe how to interpret the ratings and energy efficiency measures provided in the Energy Performance Certificate										
3.6	describe how to explain all the component parts of the Energy Performance Certificate and their implications clearly to the customer										
3.7	identify the limitations of the approved software and their implications for both ratings and energy efficiency measures										
3.8	describe the circumstances in which the data recorded on the prescribed database may be accessed by others										
3.9	describe how to respond to queries regarding the Energy Performance Certificate and provide clarification of the contents										
3.10	describe the limitations on answers to queries which it is appropriate to provide to customers										
3.11	identify the sources of further information and advice to which people could be referred										
3.12	describe the role of the Energy Performance Certificate within current energy efficiency initiatives/standards										

3.13 describe how customers can express an interest in current energy efficiency initiatives/standards									
3.14 describe the characteristics of effective and reliable customer service									
3.15 describe the necessary features of a complaints procedure									
3.16 describe the reasons for maintaining clear and complete internal records									
3.17 identify the minimum period of time for which you must retain records									
3.18 describe how to draw the customer's attention to any energy efficiency measures specifically excluded by the assessor if requested to by the customer									
3.19 explain the terminology used on the Energy Performance Certificate, paying attention to differences between the precise meaning of the terms and their commonly used meaning									

	4	Be able to generate Energy Performance Certificates using approved software							
You must be able to:	PER	SO	OQ	WQ	WT	PS	PD	RW	AS
4.1 assemble and collate information from the on-site assessment and from other relevant and reliable sources									
4.2 use approved software to determine energy performance ratings ensuring that data is entered accurately									
4.3 take appropriate steps to correctly represent the property's critical features to arrive at an accurate assessment of the property									
4.4 obtain sufficient information to ensure values entered for all components are accurate									
4.5 before inputting an item as 'unknown', carry out sufficient investigations to minimise the use of default values									
4.6 use approved software to generate energy efficiency measures for the property									

4.7	take account of the interaction between the building fabric and the services in the building when considering energy efficiency measures									
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		5	Be able to produce an Energy Performance Certificate								
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
5.1	produce an Energy Performance Certificate that meets relevant codes of practice and standards, including the accurate recording of the date prepared and relevant property address										
5.2	check the recommendations generated and delete any inappropriate ones, in accordance with conventions and providing reasons for doing so										
5.3	check that data has been inputted correctly and review data if the calculation will not process or appears incorrect										
5.4	recognise a result that is clearly incorrect for the property in question										
5.5	take the necessary corrective action where any of your checks indicate a possible misattribution of data or error in the resulting rating or energy efficiency measures										
5.6	check the data is complete and clear before finalising the Energy Performance Certificate										

		6 Be able to issue and explain the Energy Performance Certificate									
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
6.1	lodge Energy Performance Certificates on the prescribed national databank on completion										
6.2	inform the customer that the Energy Performance Certificate has been completed and is available to them and how it can be retrieved										

6.3	establish the customer's understanding of the Energy Performance Certification process								
6.4	explain all the component parts of the Energy Performance Certificate and their implications								
6.5	explain variations between ratings and energy efficiency measures produced by different versions of the calculation methodology and between assessment undertaken using the different methodologies for new and existing homes								
6.6	explain to customers the limitations of the approved software for both ratings and energy efficiency measures								
6.7	respond to queries about the Energy Performance Certificate and clarify their contents when necessary								
6.8	provide a high standard of customer service in all dealings with your customer including issuing and explaining their Energy Performance Certificate								
6.9	inform your customer that you have a complaints procedure and advise them how to access it								
6.10	collate relevant information as evidence to support the specific decisions made on values and energy efficiency measures considered								
6.11	maintain records of which energy efficiency measures were considered and rejected with reasons								
6.12	keep accurate and traceable records of investigations carried out, values attributed and options considered								
6.13	maintain internal records which are clear, complete and conform to professional and statutory requirements								

		7 Be able to explain to customers how the Energy Performance Certificate may be used to improve the energy efficiency of domestic property									
You must be able to:			PER	SO	OQ	WQ	WT	PS	PD	RW	AS
7.1	identify the circumstances where data collected during the assessment and recorded on the prescribed database may be accessed by others										
7.2	identify relevant sources of additional information, advice and support										
7.3	explain the precise meaning of any terms used on the Energy Performance Certificate where this differs from their commonly used meaning										
7.4	explain why predicted savings from energy efficiency measures, based on standard occupancy, may not be achieved in practice										
7.5	explain the role of the Energy Performance Certificate within current energy efficiency initiatives/standards										
7.6	explain how customers can express an interest in current energy efficiency initiatives/standards										

Unit 374 Produce and explain Energy Performance Certificates relating to domestic property

Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

Candidate name:	
Candidate signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Appendix 1 Evidence Guide Matrix

Evidence must show that the candidate has sufficiently met the assessment criteria.

The best evidence for the units are naturally occurring physical evidence, such as documentation, diary entries, emails, faxes, photographs, letters to and from clients, notes of telephone conversations, recordings of actual phone calls, and statements from persons who have actually witnessed the candidate carrying out a task. Where such naturally occurring evidence is not available, then process evidence is permissible, such as method statements, storyboards, or personal statements.

6371-371

Assessment Criteria	The candidate can	Possible evidence
1.1	explain the relevant legal duties for health, safety and security in the workplace	A personal statement as to the legal health and safety issues in undertaking site inspections to carry out a survey for an EPC. Reference should be made to the provisions of the Health and Safety at Work etc. Act.
1.2	identify the health, safety and security risks that could exist in different locations	Copies of the Risk Assessments carried out by the candidate when preparing to or undertaking an EPC. Methods of reducing the likelihood of hazards occurring as noted in Risk Assessments. Could be carried out alongside assessment of 5.1.
1.3	identify the hazards and risks to self which are associated with lone working	Question and answers (oral or written).
1.4	explain why it is important to remain alert to the presence of risks in the workplace	Question and answers (oral or written).
1.5	explain the importance of personal conduct in maintaining the health, safety and security of yourself or others	Question and answers (oral or written) which could be carried out alongside assessment of 5.2.

Assessment Criteria	The candidate can	Possible evidence
1.6	explain how to make use of relevant suppliers and manufacturers' instructions for the safe use of equipment, materials and products	Question and answers (oral or written) which could be carried out alongside assessment of 5.4.
1.7	explain who should be informed of any conflicts raised while undertaking energy assessments between different health, safety and security requirements	Question and answers (oral or written).
1.8	describe the procedures for different types of emergencies	Question and answers (oral or written) which could be carried out alongside assessment of 5.5.
1.9	identify the different ways for improving health, safety and security at work and how they can be implemented	Question and answers (oral or written) which could be carried out alongside assessment of 5.6.
1.10	identify any pre-existing damage to customer's property and the actions required to protect customer's property during energy assessments	Question and answers (oral or written) which could be carried out alongside assessment of 5.3.
2.1	explain why it is important to promote goodwill and trust when working with others and ways in which this can be achieved	Question and answers (oral or written) which could be carried out alongside assessment of 6.1 and 6.2.
2.2	explain how to identify the information you require and the potential sources of such information	Examples of using the internet for information and assistance.
2.3	describe how to respond to enquiries from others and how to clarify their information needs	Question and answers (oral or written)
2.4	explain how to respond to enquiries which are outside your authority,	Communication (eg letter or email) as to how you would reply to an enquirer asking for

Assessment Criteria	The candidate can	Possible evidence
	beyond your area of knowledge or expertise or where the information requested is confidential	confidential information that is outside of your knowledge, or outside of your authority to divulge. This may be evidence from other units. Also see 6.5.
2.5	define the extent and limits for your own competence and expertise and the importance of not working beyond these limits	Personal statement giving an example of when candidate has found him or herself in a situation which was beyond their competence, and how the situation was managed or resolved including an explanation of the importance of not working beyond one's own limits.
2.6	describe the ways in which disputes or differences of opinion should be responded to and resolved to minimise offence and maintain respect	Evidence from other units may be suitable.
2.7	<p>describe the formal complaints procedure that covers your work in terms of:</p> <ul style="list-style-type: none"> any specific organisational requirements your own responsibility to deal with complaints and attempt to resolve them before escalating to the accreditation organisation, or the equivalent in the Devolved Administrations 	Question and answers (oral or written) which could be carried out alongside assessment of 6.7.
2.8	identify the potential conflicts of interest that you may encounter and the action required to manage these	Question and answers (oral or written) which could be carried out alongside assessment of 6.6.
2.9	explain why it is important to present a positive personal and professional image when dealing with people and how this can be achieved	List of potential conflicts of interest and actions required to manage them.

Assessment Criteria	The candidate can	Possible evidence
2.10	describe the ways in which you may develop yourself within your role and how to track your development needs	Question and answers (oral or written)
2.11	define the level of service expected by customers, their expectations as to the outcomes of the energy assessment or advice process and how to deliver effective and reliable customer service	Question and answers (oral or written) which could be carried out alongside assessment of 7.6 and 7.7.
2.12	explain the need for prompt responses to enquiries	Question and answers (oral or written).
3.1	describe the relevant policies and legislation on combating climate change and the reduction of carbon emissions from buildings	Question and answers (oral or written).
3.2	describe the relevant legislation covering: <ul style="list-style-type: none"> the energy performance of buildings compliance with safe working practices regulations in the Devolved Administrations the use of refrigerants where appropriate 	Question and answers (oral or written).
3.3	describe the relevant official guidance and conventions relating to the assessment of energy performance	Question and answers (oral or written) or alternatively a statement from the candidate on the conventions and guidance documents for carrying out EPCs in England and Wales.
3.4	describe your specific responsibilities under prescribed codes of conduct and ethical standards	Question and answers (oral or written).

Assessment Criteria	The candidate can	Possible evidence
3.5	describe why it is important to comply with mandatory and advisory Codes of Practice	A statement from the candidate based on the conventions and guidance documents for carrying out EPCs in England and Wales.
3.6	describe the specific auditing or monitoring requirements that relate to your registration with your accreditation organisation(s), or the equivalent in the Devolved Administrations and your responsibilities in complying with these	Question and answers (oral or written) which could be carried out alongside assessment of 4.2.
3.7	describe the framework under which accreditation organisation(s), or the equivalent in the Devolved Administrations, are required to operate, including their Scheme Operating Requirements or equivalent in the Devolved Administrations	Question and answers (oral or written) and/or documentary evidence of the schemes operating procedures/requirements.
3.8	explain the importance of obtaining and maintaining appropriate professional indemnity insurance (PII) cover and the extent and limitations of this type of cover	Question and answers (oral or written).
4.1	carry out work in accordance with the relevant legal requirements, legislation and advisory and mandatory codes of practice	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Alternatively, a statement from the candidate based on the conventions and guidance documents for carrying out EPCs in England and Wales.
4.2	carry out work in accordance with the auditing and monitoring requirements of the relevant accreditation or certification organisation(s)	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Alternatively, a statement from the candidate based on the conventions and guidance documents for carrying out EPCs in England and Wales.

Assessment Criteria	The candidate can	Possible evidence
4.3	record customer contact information in accordance with organisational and legal requirements	Telephone log. Diary entries. Email entries. A personal statement from the candidate describing how they will store the information securely whether electronically or in hardcopy.
4.4	identify, record and maintain evidence to support your decisions and assumptions made when carrying out energy assessments	Storyboard, indicating evidence collected and judgments made.
4.5	identify the evidence requirements defined in Scheme Operating Requirements, or their equivalent in the Devolved Administrations	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Alternatively, a statement from the candidate based on the conventions and guidance documents for carrying out EPCs in England and Wales. Question and answers (oral or written) and/ or documentary evidence of the schemes operating procedures/requirements.
5.1	take action to mitigate health, safety and security risks	Methods of reducing the likelihood of hazards occurring as noted in Risk Assessments.
5.2	ensure personal conduct does not endanger the health, safety and security of self and other people	Witness statement from a person present at the time of the EPC Survey.
5.3	take action to ensure the protection of client's property and buildings	Method statement on safe working practices.
5.4	adhere to workplace policies and suppliers' or manufacturers' instructions for the safe use of equipment, personal protective equipment (PPE), materials and products	Method statement on safe working practices.
5.5	identify procedures for dealing with different types of emergencies	List actions to be taken in event of Fire, Crime, Accident or sudden Illness.

Assessment Criteria	The candidate can	Possible evidence
		A hypothetical situation either provided by the centre or envisaged by the candidate with a suitable response given by the candidate.
5.6	make recommendations for improving health, safety and security in the workplace to the relevant person(s)	Written recommendations based on examples given by the centre.
6.1	develop and maintain productive working relationships with others	Witness statements. Personal statement of how a good working relationship has been developed and the positive outcomes that have resulted.
6.2	request information from colleagues, professionals, clients and others in a polite, clear and professional manner	Communication (eg letter or email) to clients produced from other units. A hypothetical situation either provided by the centre or envisaged by the candidate with a suitable response given by the candidate.
6.3	identify and make use of additional sources of information/help when colleagues, professionals, clients and others are unable to help	Examples of using the internet for information and assistance. A hypothetical situation either provided by the centre or envisaged by the candidate with a suitable response given by the candidate.
6.4	deal with enquiries from colleagues, professionals, clients and others and seek clarification where necessary	Appointment diary entries. Dated and timed replies to requests, eg an email.
6.5	respond to enquiries which: <ul style="list-style-type: none"> are outside own authority are beyond own area of knowledge or expertise involve confidential information 	Communication (eg letter or email) as to how you would reply to an enquirer asking for confidential information that is outside of your knowledge and outside of your authority to divulge. Hypothetical situations either provided by the centre or envisaged by the candidate with a suitable response given by the candidate. This may be evidence from other units.

Assessment Criteria	The candidate can	Possible evidence
6.6	respond to and resolve disputes and/or differences of opinion	Witness statements or alternatively method statement on working practices and/or documentary evidence. A hypothetical situation either provided by the centre or envisaged by the candidate with a suitable response given by the candidate.
6.7	adhere to the formal complaints procedure when dealing with a complaint	Prepared a complaints handling procedure.
7.1	deal with colleagues, professionals, clients and others in a tactful, courteous and equitable manner	Witness statements.
7.2	carry out work in accordance with prescribed codes of conduct, ethical standards and recognised good practice	Storyboard as to how a complete survey has been undertaken. Evidence from other units may be suitable.
7.3	accurately record all evidence supporting the assumptions and decisions made during the assessment	Storyboard, indicating evidence collected and judgments made. Evidence from other units may be suitable.
7.4	demonstrate effective management of work activities and personal and professional development	Diary (paper or electronic) or wall planner. Continued Professional Development evidence.
7.5	respond appropriately to pressure from any person/s which may affect own judgment	A witness statement, letter, email or recorded conversation with Assessor. A hypothetical situation either provided by the centre or envisaged by the candidate with a suitable response given by the candidate.
7.6	demonstrate delivery of effective and reliable customer service	Witness statements.

6371-372

Assessment Criteria	The candidate can	Possible evidence
1.1	explain the relevant legislation giving rise to energy assessments and Energy Performance Certificates, for England and Wales and for the Devolved Administrations	Question and answers (oral or written).
1.2	explain the regulations and guidance under that legislation relating to the role of Domestic Energy Assessors or alternatives within the Devolved Administrations and the undertaking of energy assessments	Question and answers (oral or written).
1.3	identify the types of property and situations that do not by law require an Energy Performance Certificate	Question and answers (oral or written).
1.4	explain the basic principles of current energy efficiency initiatives/standards within the Devolved Administrations, and the role of Energy Performance Certificates within those schemes	Question and answers (oral or written).
2.1	explain how to clarify and confirm the expectations of the customer's energy assessment	Question and answers (oral or written), or could be through witness statements. Could be carried out alongside 4.1
2.2	state when a potential conflict of interest will require disclosure to the customer, or will require the need to decline the instructions altogether	Question and answers (oral or written) or through a method statement.
2.3	explain the limitations and constraints that apply to the conduct of energy assessments and to the prescribed methodology	Assignment 6371-372 Task A, supported through question and answers (oral or written) or through a method statement.

Assessment Criteria	The candidate can	Possible evidence
2.4	describe the limited circumstances where representative properties and/or data collected by others may be used in the preparation of Energy Performance Certificates for existing dwellings	Question and answers (oral or written) or through a method statement.
2.5	identify circumstances where the prescribed methodology for existing homes, Reduced Data SAP (RdSAP) may not be appropriate and when an alternative methodology should be considered	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-372 Task A.
2.6	describe the options that the client could consider regarding the use of an alternative assessment methodology	Question and answers (oral or written) or through communication (eg letter or email) to clients.
2.7	explain the importance of confirming in writing the arrangements agreed between you and the customer	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-372 Task A.
2.8	describe the fee structures and payment arrangements for energy assessments	Question and answers (oral or written).
2.9	explain how to confirm on-site assessment arrangements with the customer or other occupier	Assignment 6371-372 Task A.
2.10	explain the importance of confirming whether any specific arrangements apply to the energy assessment	Assignment 6371-372 Task A.
2.11	explain any circumstances that would prevent you from undertaking an energy assessment	Question and answers (oral or written) or could be through witness statements.

Assessment Criteria	The candidate can	Possible evidence
2.12	explain how ratings and recommendations may differ from past assessments due to changes in methodology or legislation and other differences	Question and answers (oral or written) or through communication (eg letter or email) to clients. Evidence from other units may be suitable.
3.1	explain the different types of information that it is important to obtain to generate a complete and accurate Energy Performance Certificate	Question and answers (oral or written) and can be supported through Assignment 6371-373 Task A and Assignment 6371-374 Task A.
3.2	identify the different sources of information relating to the energy performance of the property that can be investigated	Question and answers (oral or written) and can be supported through Assignment 6371-373 Task A and Assignment 6371-374 Task A.
3.3	describe how to obtain information on relevant matters relating to the energy performance of the property	Question and answers (oral or written) and can be supported through Assignment 6371-373 Task A and Assignment 6371-374 Task A.
3.4	identify the prevailing factors that may affect the energy performance of the property, including geographical and environmental features	Question and answers (oral or written) and can be supported through Assignment 6371-373 Task A and Assignment 6371-374 Task A.
3.5	describe how to evaluate relevant information in order to identify any significant factors that may influence the energy assessment	Question and answers (oral or written) and can be supported through Assignment 6371-373 Task A and Assignment 6371-374 Task A.
3.6	describe how to identify circumstances that prevent you from assessing the energy performance of the property	<p>Question and answers (oral or written), or could be through witness statements. Could also be supported through Assignment 6371-372 Task A and Assignment 6371-373 Task A.</p> <p>A hypothetical situation either provided by the centre or envisaged by the candidate with a suitable response given by the candidate.</p>

Assessment Criteria	The candidate can	Possible evidence
3.7	explain why it is important to ensure that you have access to the most up-to-date version of the RdSAP software and associated reference materials	Question and answers (oral or written) which could be carried out alongside 5.5.
4.1	clarify and confirm the expectations and requirements of the client	Witness statements and question and answers (oral or written) and can be supported through Assignment 6371-372 Task A.
4.2	respond to requests to undertake energy assessments	Assignment 6371-372 Task A.
4.3	explain to the client that an Energy Performance Certificate is a legally required document, that its form and content is prescribed and that it must be accompanied by cost effective recommendations	Assignment 6371-372 Task A.
4.4	explain to the client the terms and conditions under which the energy assessment will be undertaken including any circumstances or constraints that may prevent it	Assignment 6371-372 Task A.
4.5	explain to the client when a potential conflict of interest requires disclosure to the client or requires the energy assessor to decline the instructions altogether	Assignment 6371-372 Task A.
4.6	explain to the client the limited circumstances where representative properties and/or data collected by others may be used in the preparation of Energy Performance Certificates for existing dwellings	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-372 Task A.
4.7	direct the customer towards the appropriate approved assessment	Assignment 6371-372 Task A.

Assessment Criteria	The candidate can	Possible evidence
	methodology when use of the Reduced Data SAP (RdSAP) methodology is not appropriate	
4.8	confirm agreed arrangements in writing, including date, time, access and specific circumstances, protocols and the prescribed form and content	Assignment 6371-372 Task A.
4.9	confirm with the client on-site assessment arrangements, including any specific arrangements, the fee structures and payment arrangements	Assignment 6371-372 Task A.
4.10	explain to the client (if necessary) that ratings and recommendations may differ from past assessments due to changes in methodology or legislation, and other differences	Assignment 6371-372 Task A.
5.1	explain to client of alternative assessment methodology options that could be considered such as referring on to an assessor accredited for that methodology	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-372 Task A.
5.2	investigate and record the information necessary to generate a complete and accurate Energy Performance Certificate	Assignment 6371-372 Task A.
5.3	evaluate significant factors that may influence or affect the conduct of the energy assessment including geographical and environmental features	Assignment 6371-372 Task A.
5.4	identify circumstances that prevent an assessment of the energy performance of a property	Assignment 6371-372 Task A.

Assessment Criteria	The candidate can	Possible evidence
5.5	ensure that the client is informed of circumstances that prevent an assessment of the energy performance of a property	Assignment 6371-372 Task A.
5.6	ensure that the most up-to-date version of the prescribed software and associated reference materials can be accessed	Question and answers (oral or written) and can be supported through Assignment 6371-373 Task A and Assignment 6371-374 Task A.

6371-373

Assessment Criteria	The candidate can	Possible evidence
1.1	explain the principles of building structure, services, elements and fabric as relevant to energy performance of property	Question and answers (oral or written) or written evidence using Assignment 6371-373 Task A. Can be evidenced alongside 1.4, 1.5 and 2.4.
1.2	explain how to use the equipment and resources required for an assessment	Assignment 6371-373 Task B.
1.3	explain the detailed assessment requirements that apply to a property as defined by the current prescribed methodology, including the definitions and conventions that apply	Assignment 6371-373 Task A supported by question and answers (oral or written).
1.4	identify the various characteristics of buildings	Assignment 6371-373 Task A.
1.5	identify the space and water heating system(s) and lighting systems present at the property	Assignment 6371-373 Task A.

Assessment Criteria	The candidate can	Possible evidence
1.6	explain the consequences, for both the rating result and energy efficiency measures, of recording an item as 'unknown' or 'as built'	Question and answers or written project evidence using Assignment 6371-373 Task A.
2.1	explain the factors and assumptions that are made in determining energy performance	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-374 Task C. Could be assessed alongside 2.3.
2.2	explain the definitions and conventions of RdSAP methodology and the effect of changes to them over time	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-374 Task C. Could be assessed alongside 1.7.
2.3	identify the factors that are not deemed to affect the energy performance of a property	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-374 Task C. Could be assessed alongside 1.7.
2.4	explain the relative sensitivity of the different factors that affect energy performance and critical property features where incorrect choice of values will be significantly detrimental to accuracy	Question and answers or written project evidence using Assignment 6371-373 Task A. Could be assessed alongside 1.1.
2.5	identify and outline the differences between the RdSAP and Standard Assessment Procedure (SAP) energy assessment methodologies	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-372 Task A.
2.6	explain the factors that could affect the choice of energy efficiency measures for the property, including: <ul style="list-style-type: none"> issues that make them unsuitable for the property 	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-374 Task A. Could be assessed alongside 1.1 and 5.6.

Assessment Criteria	The candidate can	Possible evidence
	<ul style="list-style-type: none"> interactions between building fabric and building services listed building status/conservation areas 	A hypothetical situation either provided by the centre or envisaged by the candidate with a suitable response given by the candidate.
2.7	explain how the requirements of relevant building regulations and other technical standards can affect energy performance of property	Question and answers (oral or written). Could be evidenced through Assignment 6371-373 Task A.
2.8	explain the purpose behind government procedures for assessing the energy performance of property	Question and answers (oral or written). Could be assessed alongside 2.2, 2.7 and 3.1.
2.9	identify the sources of information and advice about energy performance to which occupants can be referred	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-372 Task A and Assignment 6371-374 Task C.
3.1	explain the importance of keeping your records legible, complete and accurate	Assignment 6371-373 Task C supported by question and answers (oral or written).
3.2	identify the range of methods, formats and conventions for recording information and evidence on the property and its energy performance	Assignment 6371- 373 Task A and Task C.
3.3	identify the required range of information and evidence relating to the property and its energy performance as defined by the current RdSAP methodology and its associated guidance and conventions	Assignment 6371- 373 Task A.
3.4	identify the level of detail within your records required to produce	Assignment 6371- 373 Task A and Task C.

Assessment Criteria	The candidate can	Possible evidence
	complete and comprehensive Energy Performance Certificates and justify your decisions on values recorded and energy efficiency measures selected	
3.5	state the reasons why it is necessary and important to record where and why accurate assessment has not been possible	Question and answers (oral or written) or through communication (eg letter or email) to clients using examples from Assignment 6371-373 Task A.
3.6	describe the circumstances in which records can include the fact that information is 'unknown' and the evidence required to support this choice	Question and answers (oral or written) or through communication (eg letter or email) to clients using examples from Assignment 6371-373 Task A.
3.7	describe why it is important to store records securely allowing for future access	Question and answers (oral or written). Could be assessed alongside 3.1.
3.8	state the purposes for which your records may be used	Question and answers (oral or written). Could be assessed alongside 3.1.
4.1	introduce self and provide evidence of identity to those present at the property before commencing the assessment	Assignment 6371-373 Task A.
4.2	ensure you correctly use the equipment and resource needed for an assessment, interpreting data accurately	Assignment 6371-373 Task A and B.
4.3	identify and record all the relevant information required by the current version of RdSAP	Assignment 6371-373 Task A and C.
4.4	explain to the client any circumstances which prevent the assessment of the property	Assignment 6371-373 Task A supported by question and answers (oral or written).

Assessment Criteria	The candidate can	Possible evidence
		A hypothetical situation either provided by the centre or envisaged by the candidate with a suitable response given by the candidate.
4.5	undertake a methodical visual assessment of all relevant aspects of the property in accordance with the requirements of the Reduced Data SAP (RdSAP) methodology and its conventions, to provide an outcome which is consistent with other energy assessors	Assignment 6371-373 Task A and C.
4.6	provide direction to possible sources of further information and advice regarding energy efficiency	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-374 C.
5.1	make accurate observations and measurements to provide data for calculation of energy performance ratings	Assignment 6371-373 Task A and C.
5.2	obtain all additional information that is needed about the property especially where this is needed to avoid recording an item as 'unknown'	Assignment 6371-373 Task A.
5.3	make further investigations where observations are inconsistent with existing evidence and expected findings, identifying the causes of these inconsistencies	Assignment 6371-373 Task A.
5.4	assess the property taking appropriate steps to correctly represent property features, where incorrect choice of values will be significantly detrimental to accuracy	Assignment 6371-373 Task A.

Assessment Criteria	The candidate can	Possible evidence
5.5	follow the correct procedures for collecting information to enable the energy efficiency of the property to be determined	Assignment 6371-373 Task A.
5.6	<p>identify and record any factors that could affect the choice of energy efficiency measures for the property, including:</p> <ul style="list-style-type: none"> • issues that make them unsuitable for the property • listed building status/conservation areas • interactions between building fabric and building services 	Assignment 6371-373 Task A. Could be supported through Assignment 6371-374 Task B.
6.1	<p>produce and maintain complete, accurate and legible records of your findings, including:</p> <ul style="list-style-type: none"> • investigations carried out • values recorded • options considered 	Assignment 6371-373 Task A and C.
6.2	record information at a sufficient level of detail to produce complete and comprehensive Energy Performance Certificates	Assignment 6371-373 Task A and C.
6.3	justify decisions on values recorded and energy efficiency measures selected	Assignment 6371-373 Task A and C.
6.4	identify the range of information and evidence relating to the property and its energy performance as defined by the current RdSAP methodology and its associated guidance and conventions	Assignment 6371-373 Task A and C.

Assessment Criteria	The candidate can	Possible evidence
6.5	create, maintain and supply records of which energy efficiency measures were considered and rejected with reasons	Assignment 6371-373 Task A and C.
6.6	explain and record any circumstances where accurate assessment has not been possible or where the information is 'unknown'	Assignment 6371-373 Task A and C.
6.7	ensure that records are catalogued and stored securely and can be readily accessed for appropriate purposes	Assignment 6371-373 Task A and C.
6.8	co-operate promptly with requests for assessment records in relation to monitoring or investigation by your accrediting organisation, or equivalent in the Devolved Administrations	Assignment 6371-373 Task C.

6371-374

Assessment Criteria	The candidate can	Possible evidence
1.1	describe the implications for energy efficiency of building pathology and morphology and their implications for energy assessment and recommended action	Question and answers (oral or written) could be carried out alongside 2.7.
1.2	describe the relationship between the building fabric, building location and building services and their impact on energy assessment process and energy efficiency measures	Question and answers (oral or written).

Assessment Criteria	The candidate can	Possible evidence
1.3	identify ways of ensuring that the information gathered leads to realistic and practical energy efficiency measures	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Assessor observation supported by question and answers (oral or written). Could be evidenced through Assignment 6371-374 Task C.
1.4	describe the necessary quality assurance checks to conduct on own information gathering to ensure values are correct and energy efficiency measures are realistic	Assessor observation supported by question and answers (oral or written). Could be evidenced through Assignment 6371-373 Task C.
1.5	describe how to identify problematic or 'unknown' factors which could affect value attribution	Assessor observation supported by question and answers (oral or written). Could be evidenced through Assignment 6371-373 Task C.
1.6	describe how to gather more information to avoid use of default values	Assessor observation supported by question and answers (oral or written).
1.7	identify the critical property features where incorrect choice of values will be significantly detrimental to accuracy	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Assessor observation supported by question and answers (oral or written).
1.8	describe the prescribed format and generic content of an Energy Performance Certificate	Question and answers (oral or written) or through communication (eg letter or email) to clients. Could be evidenced through Assignment 6371-374 C.
1.9	describe the differences in the Energy Performance Certificate format used in England/Wales and in the Devolved Administrations	Question and answers (oral or written).
1.10	describe the conventions used in Reduced Data SAP (RdSAP) energy assessment and the implications for results when these change	Question and answers (oral or written) or through communication (eg letter or email) to clients.

Assessment Criteria	The candidate can	Possible evidence
1.11	describe the role of Government's Scheme Operational Requirements on accreditation organisations, or equivalents in the Devolved Administrations and how they must be followed to ensure the accuracy of entries and quality of energy efficiency measures	Question and answers (oral or written).
1.12	describe the range of energy efficiency measures to improve the energy performance of property that may be included within an Energy Performance Certificate	Assessor observation supported by question and answers (oral or written). Could also be evidenced through Assignment 6371-373 Task C.
2.1	describe the software used to produce Energy Performance Certificates and how to use it correctly	Assessor observation supported by question and answers (oral or written). Could also be evidenced through Assignment 6371-374 Task A.
2.2	describe the principles underpinning the approved software used to calculate energy ratings	Assessor observation supported by question and answers (oral or written). Could also be evidenced through Assignment 6371-374 Task A.
2.3	identify the circumstances in which items can be recorded as 'unknown'	Assessor observation supported by question and answers (oral or written) could be carried out alongside 2.10. Could also be evidenced through Assignment 6371-374 Task A.
2.4	describe why it is important to check that data has been inputted correctly	Assessor observation supported by question and answers (oral or written).
2.5	describe how to review data if the calculation will not process or appears incorrect	Assessor observation supported by question and answers (oral or written).
2.6	describe why it is important to check the energy efficiency measures generated	Question and answers (oral or written) or through communication (eg letter or email) to clients.

Assessment Criteria	The candidate can	Possible evidence
2.7	describe why it is important to check the Energy Performance Certificate to ensure it is clear and complete	Assignment 6371-374 Task A/B.
2.8	explain the special considerations that apply to buildings of traditional construction in relation to their energy efficiency	Question and answers (oral or written) could be carried out alongside 1.1.
2.9	describe how to check to avoid common misattributions when inputting data, identifying areas of potential uncertainty or insufficient information which could affect value attribution	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Assessor observation supported by question and answers (oral or written). Could be carried out alongside 2.9.
2.10	identify critical property features where incorrect choice of values will be significantly detrimental to accuracy	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Assessor observation supported by question and answers (oral or written). Could be carried out alongside 2.8.
2.11	explain the circumstances in which items can be recorded as 'unknown'	Assessor observation supported by question and answers (oral or written) could be carried out alongside 2.3. Could also be evidenced through Assignment 6371-374 Task A.
2.12	explain the way in which recommendations are generated and the circumstances when it is appropriate to delete them	Question and answers (oral or written).
3.1	describe how to establish the customer's understanding of the Energy Performance Certification process and their expectations as to outcomes	Communication (eg letter or email) to clients. Could be included in Assignment 6371-372 Task A or Assignment 6371-374 Task C.

Assessment Criteria	The candidate can	Possible evidence
3.2	identify the components and outcomes of the energy assessment process and likely customer queries about them	Question and answers (oral or written), or could be included through a FAQ section in Assignment 6371-374 Task C.
3.3	describe how to provide necessary audit evidence	Question and answers (oral or written), could be evidenced alongside Assignment 6371-373 Task C.
3.4	explain why it is important to inform the customer when the Energy Performance Certificate is available	Question and answers (oral or written), could be evidenced alongside Assignment 6371-374 Task C.
3.5	describe how to interpret the ratings and energy efficiency measures provided in the Energy Performance Certificate	Assignment 6371-374 Task C.
3.6	describe how to explain all the component parts of the Energy Performance Certificate	Assignment 6371-374 Task C.
3.7	identify the limitations of the approved software and their implications for both ratings and energy efficiency measures	Assessor observation supported by question and answers (oral or written).
3.8	describe the circumstances in which the data recorded on the prescribed database may be accessed by others	Question and answers (oral or written), could be evidenced alongside Assignment 6371-374 Task C.
3.9	describe how to respond to queries regarding the Energy Performance Certificate and provide clarification of the contents	Assignment 6371-374 Task C.
3.10	describe the limitations on answers to queries which it is appropriate to provide to customers	Assignment 6371-374 Task C.

Assessment Criteria	The candidate can	Possible evidence
3.11	identify the sources of further information and advice to which people could be referred	Assignment 6371-374 Task C.
3.12	describe the role of the Energy Performance Certificate within current energy efficiency initiatives/standards	Question and answers (oral or written), could be evidenced alongside 7.5.
3.13	describe how customers can express an interest in current energy efficiency initiatives/standards	Question and answers (oral or written), could be evidenced alongside 7.6. Could be evidenced alongside Assignment 6371-374 Task C.
3.14	describe the characteristics of effective and reliable customer service	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Assessor observation supported by question and answers (oral or written).
3.15	describe the necessary features of a complaints procedure	Assignment 6371-374 Task C.
3.16	describe the reasons for maintaining clear and complete internal records	Assignment 6371-374 Task C.
3.17	identify the minimum period of time for which you must retain records	Assignment 6371-374 Task C.
3.18	describe how to draw the customer's attention to any energy efficiency measures specifically excluded by the assessor if requested to by the customer	Assignment 6371-374 Task C.
3.19	explain the terminology used on the Energy Performance Certificate, paying attention to differences between the precise meaning of the terms and their commonly used meaning	Question and answers (oral or written), could be evidenced alongside 7.3. Could be evidenced alongside Assignment 6371-374 Task C.

Assessment Criteria	The candidate can	Possible evidence
4.1	assemble and collate information from the on-site assessment and from other relevant and reliable sources	Assignment 6371-374 Task A/B.
4.2	use approved software to determine energy performance ratings ensuring that data is entered accurately	Assignment 6371-374 Task A/B.
4.3	take appropriate steps to correctly represent the property's critical features to arrive at an accurate assessment of the property	Assignment 6371-374 Task A/B.
4.4	obtain sufficient information to ensure values entered for all components are accurate	Assignment 6371-374 Task A/B.
4.5	before inputting an item as 'unknown', carry out sufficient investigations to minimise the use of default values	Assignment 6371-374 Task A/B.
4.6	use approved software to generate energy efficiency measures for the property	Assignment 6371-374 Task A/B.
4.7	take account of the interaction between the building fabric and the services in the building when considering energy efficiency measures	Assignment 6371-374 Task A/B.
5.1	produce an Energy Performance Certificate that meets relevant codes of practice and standards, including the accurate recording of the date prepared and relevant property address	Assignment 6371-374 Task A/B.

Assessment Criteria	The candidate can	Possible evidence
5.2	check the recommendations generated and delete any inappropriate ones, in accordance with conventions and providing reasons for doing so	Assignment 6371-374 Task A/B.
5.3	check that data has been inputted correctly and review data if the calculation will not process or appears incorrect	Assignment 6371-374 Task A/B.
5.4	recognise a result that is clearly incorrect for the property in question	Assignment 6371-374 Task A/B. A hypothetical situation either provided by the centre or envisaged by the candidate with a suitable response given by the candidate.
5.5	take the necessary corrective action where any of your checks indicate a possible misattribution of data or error in the resulting rating or energy efficiency measures	Assignment 6371-374 Task A/B.
5.6	check the data is complete and clear before finalising the Energy Performance Certificate	Assignment 6371-374 Task A/B.
6.1	lodge Energy Performance Certificates on the prescribed national databank on completion	Assignment 6371-374 Task C.
6.2	inform the customer that the Energy Performance Certificate has been completed and is available to them and how it can be retrieved	Assignment 6371-374 Task C.
6.3	establish the customer's understanding of the Energy Performance Certification process	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Assessor observation supported by question and answers (oral or written). Communication (eg letter or email) to clients.

Assessment Criteria	The candidate can	Possible evidence
6.4	explain all the component parts of the Energy Performance Certificate and their implications	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Assessor observation supported by question and answers (oral or written). Communication (eg letter or email) to clients.
6.5	explain variations between ratings and energy efficiency measures produced by different versions of the calculation methodology and between assessment undertaken using the different methodologies for new and existing homes	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Assessor observation supported by question and answers (oral or written). Communication (eg letter or email) to clients.
6.6	explain to customers the limitations of the approved software for both ratings and energy efficiency measures	Witness statement from a person who has seen the candidate undertaking a survey for an EPC. Assessor observation supported by question and answers (oral or written). Communication (eg letter or email) to clients.
6.7	respond to queries about the Energy Performance Certificate and clarify their contents when necessary	Assignment 6371-374 Task C.
6.8	provide a high standard of customer service in all dealings with your customer including issuing and explaining their Energy Performance Certificate	Assignment 6371-374 Task C.
6.9	inform your customer that you have a complaints procedure and advise them how to access it	Assignment 6371-374 Task C.
6.10	collate relevant information as evidence to support the specific decisions made on values and energy efficiency measures considered	Assignment 6371-374 Task A/B.
6.11	maintain records of which energy efficiency measures were	Assignment 6371-374 Task A/B.

Assessment Criteria	The candidate can	Possible evidence
	considered and rejected with reasons	
6.12	keep accurate and traceable records of investigations carried out, values attributed and options considered	Assignment 6371-374 Task A/B.
6.13	maintain internal records which are clear, complete and conform to professional and statutory requirements	Assignment 6371-374 Task A/B.
7.1	identify the circumstances where data collected during the assessment and recorded on the prescribed database may be accessed by others	Question and answers (oral or written).
7.2	identify relevant sources of additional information, advice and support	Assignment 6371-374 Task C.
7.3	explain the precise meaning of any terms used on the Energy Performance Certificate where this differs from their commonly used meaning	Question and answers (oral or written) could be carried out alongside 3.19 or through Assignment 6371-374 Task C.
7.4	explain why predicted savings from energy efficiency measures, based on standard occupancy, may not be achieved in practice	Question and answers (oral or written) or through Assignment 6371-374 Task C.
7.5	explain the role of the Energy Performance Certificate within current energy efficiency initiatives/standards	Question and answers (oral or written) or through communication (eg letter or email) to clients which could be embedded within Assignment Task 374 Task C. Could be carried out alongside 3.12.

Assessment Criteria	The candidate can	Possible evidence
7.6	explain how customers can express an interest in current energy efficiency initiatives/standards	Question and answers (oral or written) or through communication (eg letter or email) to clients which could be embedded within Assignment Task 374 Task C. Could be carried out alongside 3.13.

Appendix 2 Relationships to other qualifications

Links to other qualifications

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.nidirect.gov.uk/articles/essential-skills
- Essential Skills Wales – see www.walesessentialskills.com

Appendix 3 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centre Document Library** on **www.cityandguilds.com** or click on the links below:

Quality Assurance Standards: Centre Handbook

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on

- Centre quality assurance criteria and monitoring activities
- Administration and assessment systems
- Centre-facing support teams at City & Guilds / ILM
- Centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the Centre Contract.

Quality Assurance Standards: Centre Assessment

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements, or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre-assessments.

Access arrangements - When and how applications need to be made to City & Guilds provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **Centre Document Library** also contains useful information on such things as

- Conducting examinations
- Registering learners
- Appeals and malpractice.

Useful contacts

Please visit the Contact Us section of the City & Guilds website, [Contact us](#)

City & Guilds

For over 140 years we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group.

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