

Plumbing & Domestic Heating Technician EPA (9289)

Launch webinar FAQs

Version 01

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1. General EPA information

Q: What is the EPA price for the new version of the standard?

A: Pricing can be found on the Walled Garden

Q: When will it go live on Walled Garden?

A: 9289-12/14 went live on 19/09/25 and is now available.

Q: Will there be follow-up webinars?

A: Yes, when other pathways are launched.

2. Assessment structure and delivery

Q: Will the professional discussion still take place during the practical assessment visit?

A: Potentially, if time permits.

Q: Is the 9289 practical assessment only 1 day now?

A: All timings are in the centre pack available via Walled Garden.

Q: What does the electrical installation assessment involve?

A: Learners must install an electrical component and complete relevant tests. Details are in the centre pack.

Q: Do the phase 4 assessments have to be with a combination boiler?

A: This can be found in the assessment pack which is live and accessible via Walled Garden.

Q; What is the 'Integrated Assessment' 9289-707?

A: For the 9189-12 Gas pathway EPA, it is the Gas ACS elements that are required to be assessed at an approved ACS assessment centre and certificated by an approved ACS Awarding Body.

Q: Are ACS assessments mandatory?

A: Yes, for the C&G L.3 Plumbing & Domestic Heating Technician Apprenticeship pathway (9289-12), ACS certification is mandatory.

3. Programme and registration

Q: Does CCN1 and CENWAT integration change phase 4 assessments?

A: Yes, assessments now ensure learners meet IGEM/IG1 standards. On-programme is equivalent to an MLP.

Q: What programme should current apprentices be registered on?

A: Use 9289-12 for ACS, or 9289-15 for C&G Blue Flame assessments.

Q: Will we still be able to run ACS with Blue Flame as with 9189?

A: Yes, via pathway 9289-15 launching in January.

Q: Do we need to wait for the 2026 launch to complete gas safety assessments on our own site?

A: Yes, for 9289-15.

Q: What standard is relevant for centres carrying out their own ISA?

A: 9289-15, going live in January.

4. Compliance and certification

Q: Who assesses the ACS side?

A: ACS centre assessors; City & Guilds does not assess this part.

Q: Can we use our own ACS-approved centre and approved ACS assessors?

A: Yes, you can use your own in-house approved ACS assessment centre, or you can utilise an external assessment centre.

Q: Does the City & Guilds EQA or IEPA need to witness any ACS assessments or inspect the ACS centre?

A: No, no inspection or audit is necessary.

Q: Does it matter which awarding body is used?

A: No, any AB on the approved list in the Centre guidance

Q: Will the IEPA visit centres to understand layout and route plans?

A: No, the IEPA does not assess ACS; centres manage this internally.

Q: Will KSBs be clearly listed and mapped in documentation?

A: Yes, this is required and quality assured.

Q: How are integrated qualifications assessed?

A: ACS/equivalent is assessed last and triggers certification.

Q: Can we cross-reference the gas log for the portfolio?

A: No, the gas worklog is completed on-programme and not reused at EPA.

Q: What if EPA happens before ISA in our gas centre?

A: ACS or equivalent should be done last to trigger the apprenticeship certificate.

Q: What ACS Gas elements does the apprentice have to achieve for the EPA?

A: CCN1 (Core) & CENWAT (Boilers/Water heaters)

Q: When can they sit these ACS gas assessments?

A: Normally, following the successful completion of the EPA core assessments (Knowledge test, Planning test, Practical Competence test, Professional Discussion).

Q: What if the apprentice has already obtained the required ACS elements pre-EPA?

A: The apprentices' ACS Gas certificates can be uploaded to EPA-Pro at Gateway and the apprentice will be accredited by the IEPA. ACS certificates must have a minimum of 6 months before the expiry date.

Q: Will evidence of the apprentice completing IGEM/IG/I training be required at Gateway?

A: No evidence of training is required.

Q: Is any other 'Gas' related documentation or evidence required for the EPA?

A: No, the IEPA does not need to review or sample the Gas work log, ACS Assessment papers or any other gas-related evidence.

Q: Will we need to send the original certificates by post to City & Guilds as evidence?

A: No, a digital copy or scanned copy of the certificate(s) can be uploaded to the Apprentices' 'FILES' section on EPA-Pro. The IEPA will download and check and record the details and if suitable, the IEPA will accredit the apprentices' results on EPA-Pro as a PASS.

Q: Is there a separate Professional Discussion for the Gas pathway?

A: No, for 9289-12 there are no additional gas related questions for the EPA Professional Discussion element.

5. Support and resources

Q: Are there mock tests for the knowledge papers and design guide?

A: Yes, sample tests are available in EPA Pro once learners are registered.

Q: Are there rules around mobile phones and smart devices during assessment?

A: Yes, assessments follow JCQ rules regarding device restrictions.

Q: Can you clarify the role of gas centre assessors with CCN1 and CENWAT in EPA?

A: City & Guilds assessors only check the certificate; assessment is done by gas centre assessors.

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