

# Level 3 Energy Assessment (6361-01)



## Candidate logbook (Revised unit 331)

www.cityandguilds.com  
June 2012  
Version 1.0

Qualification title	Number	QAN
Level 3 Certificate in Domestic Energy Assessment	6361-01	600/5739/7

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As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

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The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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# Level 3 Energy Assessment (6361-01)



**Candidate logbook** (Revised unit 331)

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# 1 About your logbook

## 1.1 Contact details

<b>Candidate name</b>	
<b>Candidate enrolment no</b>	
<b>Centre name</b>	
<b>Centre number</b>	

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.

<b>Your Assessor(s)</b>	
<b>Your Internal Verifier</b>	
<b>Quality Assurance Contact</b>	

# 1 About your logbook

## 1.2 Introduction to the logbook

This logbook will help you complete your qualification. 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](http://www.cityandguilds.com)**.



## 2 About the qualification

The Non-Domestic and Domestic Energy Assessment qualifications are nationally recognised qualifications gained in the workplace. They are based on National Occupational Standards, which are standards written by employers and experts in your industry.

When you achieve your qualification it will prove that you can work to the standards expected by employers in your industry. Your qualification will show you are competent to do a job and have the skills, knowledge and understanding needed to do it well.

This qualification is assessed in the workplace. You should be carrying out the type of work involved in this qualification, or expect to carry out in the future. If you are not in work, your centre will need to arrange a work placement for your assessment.

Unit 331 'Conduct energy assessments in a safe, effective and professional manner' is a mandatory unit that falls within the following 6361 pathways:

- Level 3 Certificate in Domestic Energy Assessment (6361-01)
- Level 3 Certificate in Non-Domestic Energy Assessment (6361-02)
- Level 4 Diploma in Non-Domestic Energy Assessment (6361-04)

It is the only unit assessed through a portfolio of evidence. This document must be used by learners to show where the assessment criteria for the unit has been met. See the Evidence Guide **(Appendix 2)** for a suggested list of the types of evidence that could be used.

## 3 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 your 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 verifier

The internal verifier maintains the quality of assessment within the centre.

**The mentor**

A mentor is someone in your workplace who can help and support you as you are working towards your qualification but does not carry out assessments. They may be able to provide you with witness testimony for your qualification.

**Witness**

Witnesses do not judge your overall competence but may provide you with statements about your performance which can be used as evidence of your work.

## 4 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.

### Candidate enrolment number

Make sure you keep a note of your unique City & Guilds enrolment 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 candidate enrolment number, your assessment records and evidence to help you complete your qualification.

## **5 The assessment process**

### **5.1 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.

## 5.2 Qualification assessment

### **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.

Your centre will explain the different types of evidence to you in more detail. There is an assessment plan form you can use in this logbook.

## 6 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.

### **Expert/witness status list**

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

### **Assessment plan**

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

### **Units**

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence a portfolio reference number (PRN).

### **Summary of achievement**

This form is used to show which units you have chosen and how many units you have completed. When you have completed all of the units and are ready to ask for your certificate, you and your assessor will sign this.

### **Observation report**

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

**Please photocopy these forms 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 & responsibilities relevant to the qualification:

## Previous qualification and training relevant to the qualification:



# Skill scan/Initial assessment

Qualification title:

Learner name:

Unit	Duties	Examples	Training Required
<b>(C&amp;G Unit No)</b>	<b>Insert unit title</b>		
331	Conduct energy assessments in a safe, effective and professional manner		



# Assessment/Action Planning

Learner Name \_\_\_\_\_ Assessor Name \_\_\_\_\_ Date \_\_\_\_\_

Review of previous plan

Record of session

Feedback on session

Actions to be reviewed at next session	Date

Units/Outcomes completed

--	--	--	--	--	--

**Signature of learner** .....

**Signature of assessor** .....

# Summary of Achievement

**Learner name:** \_\_\_\_\_

Learner enrolment number: \_\_\_\_\_

Unique Learner number: \_\_\_\_\_

Centre number: \_\_\_\_\_

**Assessor(s) and Internal Verifier(s) must print their name and provide a sample signature in the table below. This is necessary for validating the signature provided by the Assessor/Internal Verifier to confirm that the learner has met all of the necessary requirements to complete the specified unit.**

**Please see unit achievement list on the next page.**

## Assessor(s)

Assessor(s) Name (print)      1. \_\_\_\_\_      2. \_\_\_\_\_      3. \_\_\_\_\_

Signature: \_\_\_\_\_

Countersigning Assessor(s) Name (print)      1. \_\_\_\_\_      2. \_\_\_\_\_      3. \_\_\_\_\_

Signature: \_\_\_\_\_

## Internal Verifier(s)

Internal Verifier(s) Name (print)      1. \_\_\_\_\_      2. \_\_\_\_\_      3. \_\_\_\_\_

Signature: \_\_\_\_\_

Countersigning Internal Verifier(s) (print)      1. \_\_\_\_\_      2. \_\_\_\_\_      3. \_\_\_\_\_

Signature: \_\_\_\_\_

# Summary of Achievement

City & Guilds suggests that you should enter the unit numbers, of the units you plan to achieve, in the table below. This will allow you to track your progress through the qualification at a glance.

## Declaration

**By signing this summary of unit achievement, I confirm that all learning outcomes for the unit have been completed and that the evidence is authentic and has been obtained under specified conditions for which certification is now requested.**

## Units achieved

Unit Number	Date achieved	Learner signature	Assessor signature	Countersigning Assessor signature*	Internal verifier signature	Countersigning IV signature*

# Observation report

Level [x] Diploma in [add title] (6361)

**Candidate:**

**Assessor:**

**PRN:**

Applicable units

Report

Learning outcome ref.

Report continued

Learning outcome ref:

Questions asked with answers:

Learning Outcome ref:

Assessor feedback –

Learner signature ..... Date .....

Assessor ..... Date .....

**Unit 331**

**Conduct energy assessments in a safe, effective and professional manner**

**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 understands the thrust of government climate change strategy in general and the role of EPBD in particular.

Where job was done	Date



## Unit 331

## Conduct energy assessments in a safe, effective and professional manner

Performance evidence required		Portfolio Reference Number (PRN)					
<b>Understand the Health and Safety requirements when undertaking energy assessments</b>							
1	Explain the relevant legal duties for health, safety and security in the workplace						
2	Identify the health, safety and security risks that could exist in different locations, and the action to take to minimise or mitigate risks						
3	Identify the risks to self which are associated with lone working						
4	Explain why it is important to remain alert to the presence of risks in the workplace						
5	Explain the importance of personal conduct in maintaining the health, safety and security of yourself or others						
6	Explain how to make use of relevant suppliers and manufacturers' instructions for the safe use of equipment, materials and products						
7	Explain who should be informed of any conflicts between different health, safety and security requirements						
8	Describe the procedures for different types of emergency						
9	Identify the types of suggestions for improving health, safety and security at work that could be made and who should be given them						
10	Identify the actions that may be taken to protect customers' property						
Type of evidence →							

**O = Observation Q = Question & answer S = Simulation/RWE**

Performance evidence required		Portfolio Reference Number (PRN)					
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## Understand the legislation, codes of conduct and compliance requirements in relation to energy assessment

1	Explain why it is important to promote goodwill and trust when working with others and ways in which this can be achieved						
2	Explain how to identify the information you require and the potential sources of such information						
3	Describe how to respond to enquiries from others and how to clarify their information needs						
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						
5	Define the extent and limits for your own competence and expertise and the importance of not working beyond these limits						
6	Describe the ways in which disputes or differences of opinion should be handled and resolved to minimise offence and maintain respect						
7	Describe the formal complaints procedure that covers your work in terms of: <ul style="list-style-type: none"> <li>• any specific organisational requirements with regard to complaints</li> <li>• your own responsibility to deal with complaints and attempt to resolve them before escalating to the Accreditation Body, or the equivalent in the Devolved Administrations</li> </ul>						
8	Identify the range of potential conflicts of interest that you may encounter and the action required to manage these						
9	Explain why it is important to present a positive personal and professional image when dealing with people and how this can be achieved						
10	Describe the ways in which you may develop yourself within your role to cover your development needs						
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 an appropriate level of customer service						
12	Explain the need for prompt responses to enquiries						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)					
<b>Understand the legislation, codes of conduct and compliance requirements in relation to energy assessment</b>							
1	Describe the relevant policies and legislation on combating climate change and the reduction of carbon emissions from buildings						
2	Describe the relevant legislation covering: <ul style="list-style-type: none"> <li>• The energy performance of buildings</li> <li>• Compliance with safe working practices</li> <li>• The relevant regulations in the Devolved Administrations</li> <li>• Where appropriate relevant legislation on the use of refrigerants</li> </ul>						
3	Describe the relevant official guidance and conventions relating to the assessment of energy performance						
4	Describe your specific responsibilities under prescribed codes of conduct and ethical standards						
5	Describe why it is important to comply with mandatory and advisory codes of practice						
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						
7	Describe the framework under which Accreditation Bodies, or the equivalent in the Devolved Administrations, are required to operate, including their Scheme Operating Requirements or equivalent in the Devolved Administrations						
8	Explain the importance of obtaining and maintaining appropriate professional indemnity insurance (PII) cover, either through your own business or your employer and the extent and limitations of this type of cover						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)					

## Be able to comply with organisational and legal requirements at all times

1	Carry out work in accordance with the relevant legal requirements, legislation and advisory and mandatory codes of practice						
2	Carry out work in accordance with the auditing and monitoring requirements of the relevant accreditation or certification organisation/s						
3	Record customer contact information in accordance with organisational and legal requirements such as the Data Protection legislation						
4	Identify and maintain appropriate evidence to record to support your decisions and assumptions made when carrying out energy assessments						
5	Identify the evidence requirements defined in Scheme Operating Requirements, or their equivalent in the Devolved Administrations						
Type of evidence →							

**O = Observation Q = Question & answer S = Simulation/RWE**

Performance evidence required	Portfolio Reference Number (PRN)						
<b>Be able to maintain health, safety and security at work</b>							
1	Take action to mitigate health, safety and security risks						
2	Ensure personal conduct does not endanger the health, safety and security of self and other people						
3	Take action to ensure the protection of client's property and buildings						
4	Adhere to workplace policies and suppliers' or manufacturers' instructions for the safe use of equipment, personal protective equipment (PPE), materials and products						
5	Identify procedures for different types of emergency and implement them						
6	Make recommendations for improving health, safety and security in the workplace to the relevant person/s						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)					
<b>Be able to develop and maintain effective working relationships with colleagues, professionals, clients and others</b>							
1	Develop and maintain productive working relationships with others						
2	Request information from colleagues,  professionals, clients and others in a polite, clear and professional manner						
3	Identify and make use of further sources of information/help						
4	Deal with enquiries from colleagues, professionals,  clients and others and seek clarification where necessary						
5	Handle enquiries which: <ul style="list-style-type: none"> <li>• Are outside own authority</li> <li>• Are beyond own area of knowledge or expertise</li> <li>• Involve confidential information</li> </ul>						
6	Handle and resolve disputes and/or differences of opinion						
7	Adhere to the formal complaints procedure when dealing with a complaint						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Performance evidence required		Portfolio Reference Number (PRN)					
<b>Be able to conduct energy assessments in a professional manner</b>							
1	Deal with colleagues, professionals, clients and others in a tactful, courteous and equitable manner						
2	Carry out work in accordance with prescribed codes of conduct, ethical standards and recognised good practice						
3	Record all evidence supporting the assumptions and decisions made during the assessment						
4	Demonstrate effective management of work activities and personal and professional development						
5	Respond appropriately to pressure from any person/s which may affect own judgment						

6	Demonstrate delivery of the appropriate level of customer service						
7	Assess customer expectations as to the outcomes of the energy assessment or advice process						
Type of evidence →							

**O = Observation Q = Question & answer S = Simulation/RWE**

**Confirm completion of this Unit on the Summary of Achievement Form on page.**

# Appendix 1      Summary of City & Guilds assessment policies

## **Health and Safety**

All City & Guilds centres have to make sure that they provide a safe and healthy environment for training, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

You are responsible for making sure that you understand, and comply with, the Health and Safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

## **Equal Opportunities**

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website **[www.cityandguilds.com](http://www.cityandguilds.com)**, City & Guilds Customer Relations Team or your centre.

## **Access to assessment**

City & Guilds NVQs are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the NVQ allows for this. This must be agreed before you start your NVQ.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website **[www.cityandguilds.com](http://www.cityandguilds.com)**, from the City & Guilds Customer Relations Team or your centre.

## **Complaints and appeals**

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website **[www.cityandguilds.com](http://www.cityandguilds.com)** or is available from the City & Guilds Customer Relations Team or your centre.

## Appendix 2 Evidence Guide

### Evidence guide

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

The best evidence for this unit is 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. The knowledge that this unit is trying to assess is the importance of the candidate presenting a positive and professional image to both colleagues and customers, when dealing with people confidentially, and how this can be achieved, within a safe environment.

#### **Definitions**

Method Statement – A statement of a process of how an action is undertaken.



<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
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, and the action to take to minimise or mitigate risks	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.
1.3	Identify the risks to self which are associated with lone working	Oral questioning
1.4	Explain why it is important to remain alert to the presence of risks in the workplace	Oral questioning
1.5	Explain the importance of personal conduct in maintaining the health, safety and security of yourself or others	Oral questioning which could be carried out alongside assessment of 5.2
1.6	Explain how to make use of relevant suppliers and manufacturers' instructions for the safe use of equipment, materials and products	Oral questioning which could be carried out alongside assessment of 5.4
1.7	Explain who should be informed of any conflicts between different health, safety and security requirements	Oral questioning
1.8	Describe the procedures for different types of emergency	Oral questioning which could be carried out alongside assessment of 5.5

<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
1.9	Identify the types of suggestions for improving health, safety and security at work that could be made and who should be given them	Oral questioning which could be carried out alongside assessment of 5.6
1.10	Identify the actions that may be taken to protect customers' property	Oral questioning which could be carried out alongside assessment of 5.3

<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
2.1	Explain why it is important to promote goodwill and trust when working with others and ways in which this can be achieved	Oral questioning which could be carried out alongside assessment of 6.1
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	Oral questioning which could be carried out alongside assessment of 4.1
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	Letter as to how you would reply to an enquirer asking for 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. Evidence from other units may be suitable
2.6	Describe the ways in which disputes or differences of opinion should be handled and resolved to minimise offence and maintain respect	Oral questioning which could be carried out alongside assessment of 6.6

<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
2.7	<p>Describe the formal complaints procedure that covers your work in terms of:</p> <ul style="list-style-type: none"> <li>• any specific organisational requirements with regard to complaints</li> <li>• your own responsibility to deal with complaints and attempt to resolve them before escalating to the Accreditation Body, or the equivalent in the Devolved Administrations</li> </ul>	Oral questioning which could be carried out alongside assessment of 6.7
2.8	Identify the range of potential conflicts of interest that you may encounter and the action required to manage these	List of potential conflicts of interest and actions required to manage them
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	Oral questioning which could be carried out alongside assessment of 7.1
2.10	Describe the ways in which you may develop yourself within your role to cover your development needs	Oral questioning which could be carried out alongside assessment of 7.4
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 an appropriate level of customer service	Oral questioning
2.12	Explain the need for prompt responses to enquiries	See above 2.11

<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
3.1	Describe the relevant policies and legislation on combating climate change and the reduction of carbon emissions from buildings	Oral questioning
3.2	Describe the relevant legislation covering: <ul style="list-style-type: none"> <li>• The energy performance of buildings</li> <li>• Compliance with safe working practices</li> <li>• The relevant regulations in the Devolved Administrations</li> <li>• Where appropriate relevant legislation on the use of refrigerants</li> </ul>	Oral questioning
3.3	Describe the relevant official guidance and conventions relating to the assessment of energy performance	Oral questioning or alternatively the conventions and guidance documents for carrying out EPCs in England and Wales as contained in the accreditation requirement and the Department of Communities and local government documents.
3.4	Describe your specific responsibilities under prescribed codes of conduct and ethical standards	Oral questioning
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 as contained in the accreditation requirement and the Department of Communities and local government documents.

<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
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	Oral questioning which could be carried out alongside assessment of 4.2
3.7	Describe the framework under which Accreditation Bodies, or the equivalent in the Devolved Administrations, are required to operate, including their Scheme Operating Requirements or equivalent in the Devolved Administrations	Oral questioning 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, either through your own business or your employer and the extent and limitations of this type of cover	Oral questioning

<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
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 as contained in the accreditation requirement and the Department of Communities and local government documents.
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 as contained in the accreditation requirement and the Department of Communities and local government documents.
4.3	Record customer contact information in accordance with organisational and legal requirements such as the Data Protection legislation	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 and maintain appropriate evidence to record to support your decisions and assumptions made when carrying out energy assessments	Storyboard, indicating evidence collected and judgments made. Evidence from other units may be suitable
4.5	Identify the evidence requirements defined in Scheme Operating Requirements, or their equivalent in the Devolved Administrations	See evidence requirements for 3.6 and 3.7 and 4.2

<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
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 different types of emergency and implement them	List actions to be taken in event of Fire, Crime, Accident or sudden Illness.
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



<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
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	Letter to clients produced from other units.
6.3	Identify and make use of further sources of information/help	Examples of using the internet for information and assistance.
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, as in an email.
6.5	Handle enquiries which: <ul style="list-style-type: none"> <li>• Are outside own authority</li> <li>• Are beyond own area of knowledge or expertise</li> <li>• Involve confidential information</li> </ul>	Letter as to how you would reply to an enquirer asking for confidential information that is outside of your knowledge, or outside of your authority to divulge. This may be evidence from other units.
6.6	Handle and resolve disputes and/or differences of opinion	Witness statements or alternatively method statement on working practices and/or documentary evidence
6.7	Adhere to the formal complaints procedure when dealing with a complaint	Prepared a complaints handling procedure.

<b>Outcome</b>	<b>The candidate can</b>	<b>Possible evidence</b>
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	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 the appropriate level of customer service	Witness statements
7.7	Assess customer expectations as to the outcomes of the energy assessment or advice process	Witness statements





## Useful contacts

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