

Level 4 Diploma in Non-Domestic Energy Assessment (6361-08)



Candidate logbook (Units 331 and 436)

www.cityandguilds.com
April 2014
Version 1.0

Qualification title	Number	QAN
Level 4 Diploma in Non-Domestic Energy Assessment	6361-08	601/3010/6

About City & Guilds

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.

City & Guilds Group

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).

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The Standard Copying Conditions (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council. Published by City & Guilds, a registered charity established to promote education and training.

Level 4 Diploma in Non-Domestic Energy Assessment (6361-08)

Candidate logbook (Units 331 and 436)



www.cityandguilds.com
April 2014
Version 1.0

Contents

1	About your logbook	4
1.1	Contact details	4
1.2	Introduction to the logbook	5
2	About the qualification	6
3	About your approved centre	7
4	About candidates	9
5	The assessment process	10
5.1	Before you start your qualification	10
5.2	Qualification assessment	11
6	Using your logbook	12
Unit 331	Conduct energy assessments in a safe, effective and professional manner	22
Unit 436	Conduct building regulations compliance checks of as-designed and as-built non-domestic new-buildings using the Simplified Building Energy Model SBEM	29
Appendix 1	Summary of City & Guilds assessment policies	33
Appendix 2	Evidence Guide for Unit 331	34

1 About your logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	

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)	
Your Internal Verifier	
Quality Assurance Contact	

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**.

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 and Unit 436 'Conduct building regulations compliance checks of as-designed and as-built non-domestic new-buildings using the Simplified Building Energy Model SBEM' are the only units 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.

An Evidence Guide has been put together for Unit 331 to provide a suggested list of the types of evidence that could be used **(see Appendix 2)**.

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
331	Conduct energy assessments in a safe, effective and professional manner		
	Understand the health and safety requirements when undertaking energy assessments		
	Understand the legislation, codes of conduct and compliance requirements in relation to energy assessment		
	Understand the legislation, codes of conduct and compliance requirements in relation to energy assessment		
	Be able to comply with organisational and legal requirements at all times		
	Be able to maintain health, safety and security at work		
	Be able to develop and maintain effective working relationships with colleagues, professionals, clients and others		
	Be able to conduct energy assessments in a professional manner		
436	Conduct building regulations compliance checks of as-designed and as-built non-domestic new-buildings using the Simplified Building Energy Model SBEM		
	Understand the energy efficiency requirements for meeting EU and national legislation for non-domestic new buildings		
	Understand the role of the energy		

assessor in checking compliance with the energy efficiency requirements of the building regulations for non-domestic new buildings

Understand the factors affecting compliance with the energy efficiency requirements of the Building Regulations for Non-domestic New Buildings

Be able to carry out a compliance check of non-domestic new buildings with the energy efficiency requirements of the building regulations

Expert/Witness Status list

Learner name.....

Name and Witness Signature	Status *	Professional relationship to learner **	Outcomes witnessed
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

*** Status**

- | | |
|--|--|
| 1 Occupational expert meeting specific requirements for role of expert witness | 3 Non expert familiar with the standards |
| 2 Occupational expert not familiar with the standards | 4 Non expert not familiar with the standards |

**** Professional relationship to candidate**

Manager = M Supervisor = S Colleague = Coll Customer = Cus Other (please specify)

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 4 Diploma in Non-Domestic Energy Assessment (6361-08)

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

1. Understand the health and safety requirements when undertaking energy assessments		
You must be able to:		PRN
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.	

2. Understand the legislation, codes of conduct and compliance requirements in relation to energy assessment

You must be able to:		PRN
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:	
	a. any specific organisational requirements with regard to complaints	
	b. 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	
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.	

3. Understand the legislation, codes of conduct and compliance requirements in relation to energy assessment

You must be able to:		PRN
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:	
	a. the energy performance of buildings	
	b. compliance with safe working practices	
	c. the relevant regulations in the devolved administrations	
	d. where appropriate relevant legislation on the use of refrigerants	
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.	

Performance evidence required		Portfolio Reference Number (PRN)					
4. 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)					
5. Be able to maintain health, safety and security at work							
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)						
6. Be able to develop and maintain effective working relationships with colleagues, professionals, clients and others								
1	Develop and maintain productive working relationships with others							
2	Request information from:							
	a. colleagues							
	b. professionals							
	c. clients							
	d. 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:							
	a. are outside own authority							
	b. are beyond own area of knowledge or expertise							
	c. involve confidential information							
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)					
7. Be able to conduct energy assessments in a professional manner							
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.

Unit 436

Conduct building regulations compliance checks of as-designed and as-built non-domestic new-buildings using the Simplified Building Energy Model SBEM

Where job was done	Date

Unit 436

Conduct building regulations compliance checks of as-designed and as-built non-domestic new-buildings using the Simplified Building Energy Model SBEM

1. Understand the energy efficiency requirements for meeting EU and national legislation for non-domestic new buildings		
You must be able to:		PRN
1	identify the EU Directives relating to energy efficiency in non-domestic new buildings	
2	describe how the EU Directives for non-domestic new buildings is applied through national legislation	
3	explain how building regulations apply in relation to the energy efficiency of non-domestic new buildings	
4	state the buildings which are subject to building regulations compliance checks	
5	identify those buildings which are subject to special considerations	
6	explain why some types of non-domestic new buildings are exempt from building regulations	
7	state the purpose of the National Calculation Methodology (NCM) in relation to checking compliance of non-domestic new buildings	
8	explain how the NCM is applied using the Simplified Building Energy Model (SBEM)	
9	describe the procedure for the reporting of compliance information to the building control body.	

2. Understand the role of the energy assessor in checking compliance with the energy efficiency requirements of the building regulations for non-domestic new buildings

You must be able to:		PRN
1	list the key stages in the obtaining, design, construction, commissioning and handover of a non-domestic new building	
2	describe the role of the energy assessor in the design, construction and handover of a non-domestic new building	
3	explain how information affecting the energy performance of a building design can be delivered by the energy assessor	
4	explain the role of the building control body in the compliance checking process	
5	explain the role of the energy assessor in response to a non-domestic new building being deemed non-compliant with building regulations.	

3. Understand the factors affecting compliance with the energy efficiency requirements of the Building Regulations for Non-domestic New Buildings

You must be able to:		PRN
1	describe how a non-domestic new building's location, construction and building services can affect its energy performance	
2	describe how U- and Kappa (KM) values are calculated from the information presented to the energy assessor	
3	describe how a model in SBEM of new-design and as-built buildings is created from drawings, specifications, calculations and tests	
4	explain the purpose of the SBEM emission ratings for non-domestic new buildings	
5	explain the purpose of:	
	a. the notional building	
	b. the reference building	
6	explain the use of approved documents in checking compliance with Building Regulations of Non-domestic New Buildings	
7	explain the use of 2nd tier documentation in checking compliance with Building Regulations of Non-domestic New Buildings	
8	list the Building Regulations Part L Criteria For Non-Domestic New Buildings	
9	explain how the Building Regulations Part L Criteria can be used to demonstrate that non-domestic new buildings are compliant	
10	explain how the use of low and zero carbon and renewables technologies can assist in making a building compliant with Building Regulations Part L	
11	explain what an air permeability test	
12	describe how an air permeability test is conducted.	

Performance evidence required		Portfolio Reference Number (PRN)					
4. Be able to carry out a compliance check of non-domestic new buildings with the energy efficiency requirements of the building regulations							
1	collate evidence of a non-domestic new-build from drawings, specifications, tests and accredited details						
2	explain the suitability of the building design for modelling in SBEM or Dynamic Simulation Modelling (DSM)						
3	create a model of the non-domestic new-build in SBEM from information gathered						
4	carry out a building regulations compliance check using the model of the non-domestic new-build in SBEM						
5	utilise the SBEM model to compare the outputs of the model with those required for compliance with building regulations						
6	state how parameters could be changed in order to produce a non-domestic new building that is compliant with building regulations, from relevant documentation						
7	inform the client on a range of alternative changes required to deliver a non-domestic new building that is compliant with building regulations						
8	explain any assumptions that have been used in the original or updated SBEM models						
9	prepare an EPC of the 'as built' non-dwelling, in accordance with current building regulations, including evidence of compliance with the energy efficiency requirements of the building regulations.						
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, 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, 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 or is available from the City & Guilds Customer Relations Team or your centre.

Appendix 2 Evidence Guide for Unit 331

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.

Outcome	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, 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

Outcome	The candidate can	Possible evidence
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

Outcome	The candidate can	Possible evidence
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

Outcome	The candidate can	Possible evidence
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 with regard to complaints • 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 	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

Outcome	The candidate can	Possible evidence
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"> • The energy performance of buildings • Compliance with safe working practices • The relevant regulations in the Devolved Administrations • Where appropriate relevant legislation on the use of refrigerants 	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.

Outcome	The candidate can	Possible evidence
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

Outcome	The candidate can	Possible evidence
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

Outcome	The candidate can	Possible evidence
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

Outcome	The candidate can	Possible evidence
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"> • Are outside own authority • Are beyond own area of knowledge or expertise • Involve confidential information 	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.

Outcome	The candidate can	Possible evidence
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

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

LB-02-6361

**Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)844 543 0033
F +44 (0)20 7294 2413
www.cityandguilds.com**

**City & Guilds is a registered charity
established to promote education
and training**