

Dual Fuel Smart Meter Installer

Assessment Guidance

This document summarises that end-point assessment tools used to capture and assess the knowledge skills and behaviours of the apprenticeship standard.

Key to assessment method identification	
IEA	Independent end-point assessment activity – identifies which assessment method to be used for that section of the standard
P	Portfolio – include witness testimony
WO	Work observation
EPI	End-point interview
GS	Gas Safe Register ®
M	Meter Operation Code of Practice

Core Requirements – Knowledge

Knowledge	EPA tools
Current Health, Safety and Environmental legislation and regulations applicable to work in the gas and power industries	P EPI GS M
Gas and electrical testing and assessment procedures needed to establish the condition of the equipment and installation and the actions needed as a result	EPI WO GS M
Gas and electrical theories and procedures involved in the practical application of installation, exchange, commission, decommission and maintenance of smart metering systems and associated equipment and communication systems	P EPI GS M
Relevant electrical / mechanical principles and how they are applied in work processes and procedures	P EPI GS M
Up to date knowledge of energy efficiency principles to be able to provide advice and guidance to the customer	P EPI
Knowledge of smart metering systems to be able to discuss and advise the customer	P WO
Current regulatory compliance, the recognition of different customer needs	EPI

including vulnerability as defined by Office of Gas and Electricity Markets (OFGEM) and Smart Installation Codes of Practice (SMICoP) company rules, policies and procedures as defined by the employer	P GS M
---	--------------

Core Requirements – Skills

Skills	EPA tools
Carry out a thorough and rigorous risk assessment to ensure safety of customer, self and property on arrival, during install and upon exit	P WO GS M
Take personal responsibility for maintaining safety standards and achieving job objectives	P WO GS M
Use tools, equipment and personal protective equipment in a safe and appropriate manner	P WO GS M
Install, exchange, commission, decommission and on-going maintenance of smart metering systems, associated equipment and communication systems in accordance with industry standards	P WO GS M
Work with focus and clear purpose in all conditions and locations, covering business requirements, usually working alone and safely adapt working methods to reflect changes in working environments	P WO GS M
Work on customer premises / property showing appropriate care, respect whilst focusing on safety	P WO GS M
Use a variety of appropriate communication methods to interact with customers and others to give / receive information accurately, in a timely and positive manner in order to deliver the best possible experience to customers. This will include practical advice and the benefits of using the equipment	P WO
Identify where situations or conditions are to unsafe standards and take appropriate actions within your range of competency	EPI GS M
Achieve individual and team tasks which align to overall work objectives, be self-motivated and disciplined in the approach to work tasks	P WO
Prepare and sequence equipment and tasks in the order prescribed in relevant	P

operational standards or according to a specific regulations or set of rules	WO GS M
--	---------------

Core Requirements – Behaviours

Behaviours	EPA tools
<ul style="list-style-type: none"> • Have personal wellbeing and the safety of customers and others as a priority • Be risk aware showing the desire to reduce risks through systematic monitoring and checking information and the strict compliance with appropriate rules and regulations • Be energy aware and deliver appropriate advice to customers on energy efficiency • Work effectively with people from different trades / disciplines, backgrounds and expertise to accomplish an activity safely, on time, providing confident challenge whilst meeting customer requirements • Deliver a polite, courteous professional service to all customers and members of the public whilst safeguarding customer welfare and recognising vulnerability • To maintain and develop personal learning plans to continually develop knowledge and competence 	P WO EPI