

# Dual Fuel Smart Meter Installer (Electricity and Gas) End-point Interview and Grading Guidance

## Overview

End-point assessment typically takes place during the final three months of their apprenticeship. The final stage of the dual fuel smart meter installer apprenticeship is an end-point interview. This will be conducted by a technical expert who will review the content of the apprentice's portfolio as a basis for the interview. This will be marked using the standardised end-point interview documentation and grading criteria (Annex A and B). Information on the end-point interview can be located in the published assessment plan:

- [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/455239/ENERGY\\_UTILITIES\\_Dual\\_Fuel\\_Smart\\_Meter\\_Installer.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/455239/ENERGY_UTILITIES_Dual_Fuel_Smart_Meter_Installer.pdf)

## Technical Experts

The term “technical expert” is defined in the qualifications published assessment plan as:

*“Technical experts will be nominated by the apprentice’s employer; they may come from within their own organisation or brought in if required from other employers or an assessment organisation. They will not have directly worked with the apprentice or participated in their learning and training. Technical experts must be able to demonstrate an appropriate level of competence i.e. training and experience to undertake the role and / or hold or be working towards an assessor qualification. They must be ‘approved’ by the assessment organisation for the purposes of conducting the end-point assessment.”*

The EUIAS will conduct a 100% desk top evaluation of the proposed technical expert CV and assign a risk rating. This risk rating will determine the EUIAS approach to audit during the end-point period, with 20% of technical experts subject to an EUIAS observation of end-point assessment in action by an independent EUIAS appointed expert. Experts will be notified by the EUIAS if they are selected for audit during the end-point period. Any assessment infringements (refer to technical expert risk rating document) will be subject to automatic audit in subsequent cohorts. (For more information, please view the EUIAS risk rating of technical experts and assessors).

## Interview Conditions

The interview should be held in a quiet location under examination conditions to provide the opportunity and privacy for the apprentice to respond to questions. The apprentice should have been given a minimum of 5 days notification that the interview will be taking place to allow them to prepare themselves and present their portfolio.

The interview should ideally be conducted using a conversational approach that is both friendly and professional, for example related to a particular work task / job to provide maximum opportunity for the apprentice to demonstrate the application of knowledge, skills and behaviours.

The interview should typically last one hour allowing the interviewer to adequately cover all of the assessment criteria (Annex B).

## Interview Assessment

Ahead of the end-point interview, the portfolio and grading will be made available to the technical expert conducting the end-point interview. This technical expert, who may or may not be the same person who conducted the work observation or portfolio assessment will base the interview in relation to the evidence of knowledge, skills and behaviours contained in the apprentice's portfolio.

The technical expert conducting the interview will highlight any areas of the interview where the apprentice's performance was above or below the required standard before awarding a preliminary mark out of 100 for the end-point interview (Annex B).

The mark awarded to the end-point interview will contribute to the final grading of the apprentice, this being either Fail, Pass or Distinction. The end-point interview contributes 20% towards the overall apprenticeship grade (see Annex A).

Fail Criteria		Pass Criteria		Distinction Criteria	
<ul style="list-style-type: none"> <li>Poor reasoning in dealing with exceptions to smart installation</li> <li>Poor application of knowledge to different smart installation scenarios</li> </ul>		<ul style="list-style-type: none"> <li>Good critical reasoning in dealing with exceptions to smart installation</li> <li>Good application of knowledge to different smart installation scenarios</li> </ul>		<ul style="list-style-type: none"> <li>High level of critical reasoning in dealing with exceptions to smart installation</li> <li>Outstanding application of knowledge to different smart installation scenarios</li> </ul>	
<b>Score ≤80</b>	<b>0 points</b>	<b>Score 81-89</b>	<b>1 point</b>	<b>Score 90-100</b>	<b>2 points</b>

## Annex A – Assigning an Overall Preliminary Grade - EXAMPLE

After the end-point interview has been marked by the technical expert, it will be possible to assign a preliminary overall grade. The grade awarded will identify the value of the points which will be carried forward to be combined with the portfolio grading to determine the final preliminary grade which will be awarded (see below):

Portfolio %	Points	Grade
≤64	0	Fail
65	1	Pass
66-69	2	Pass
70-74	3	Pass
75-79	4	Pass
80-84	5	Pass
85-89	6	Distinction
90-94	7	Distinction
95-100	8	Distinction

End Point Interview %	Points	Grade
≤80	0	Fail
81-89	1	Pass
90-100	2	Distinction

In this example the 1 point awarded for the 85 marks achieved in the end-point interview would be added to the points awarded for the portfolio which in this example is shown as 5 points, giving a combined total of 6 points.

Using the grading table, the technical expert would be able to award the apprentice with a preliminary Pass grade for their apprenticeship which would be submitted to the EUIAS ahead of external examination.

**Pass** – Minimum 2 points (1 point portfolio + 1 point competency interview) and maximum 7 points

**Distinction** – Minimum 8 Points and maximum 10 Points

**Distinction minimum combinations:**

- Portfolio 6 points + 2 points end point interview = 8 points
- Portfolio 7 points + 1 points end point interview = 8 points

The final grade would only be confirmed only by the external examiner appointed by the EUIAS. The EUIAS would then apply for the final apprentice certificate.

## SMART Meter Installer Dual Fuel (Electricity and Gas) - End-point Interview Grading Guidance and Marking Sheet

Apprentice Name	
Apprentice's Employer	
Interview Date	
Interview Location	
Interviewers Details (Name, Employer, job role, and contact details)	
Additional attendee details at interview, such as note taker	

Interview Outcome (fail / pass / distinction)	
Interviewer summary	
Action Plan if the apprentice does not achieve a pass or distinction	

Apprentice Signature	
Date	

Interviewer Signature	
Date	

End-point Interview Standard / Annex Items	Below Criteria (fail)	Meets Criteria - Pass	Distinction
Current Health, Safety and Environmental legislation and regulations applicable to work in the gas and power industries	<ul style="list-style-type: none"> <li>• Has a poor understanding of Health, Safety and Environmental legislation and regulations</li> <li>• Cannot identify how to apply H&amp;S legislation to the work place</li> </ul>	5 points <ul style="list-style-type: none"> <li>• Has a good understanding of Health, Safety and Environmental legislation and regulations</li> <li>• Can provide examples of where the legislation is relevant</li> <li>• Examples to include Gas Safety (Installation and Use Regulation), Electricity at Work Regulations, Working at Height, PUWER, Management of Health and Safety at Work, HASAWA</li> <li>• Can describe two examples of applying this in the workplace</li> </ul>	
ASSESSOR SCORE and COMMENTS			

End-point Interview Standard / Annex Items	Below Criteria (fail)	Meets Criteria - Pass	Distinction
<p>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>	<ul style="list-style-type: none"> <li>• Has a poor understanding of the installation and commissioning procedures for both gas and electric meters and the associated SMART communication systems</li> <li>• Does not identify situations where electrical or gas meters cannot be installed or exchanged</li> </ul>	<p>Minimum of 9 points</p> <ul style="list-style-type: none"> <li>• Can describe the installation and commissioning procedures for both gas and electric meters and the associated SMART communication systems</li> <li>• Details the tools and safety equipment used during such works</li> <li>• Can identify faults and other situations where both electrical or gas meters cannot be installed or exchanged</li> <li>• Understands the checks required to safely isolate systems</li> </ul>	<p>10 points</p> <ul style="list-style-type: none"> <li>• Can describe in detail the installation and commissioning procedures for both gas and electric meters and the associated SMART communication systems</li> <li>• Details the tools and safety equipment used during such works and explains why these are used</li> <li>• Can identify faults and other situations where both electrical or gas meters cannot be installed or exchanged</li> <li>• Understands the checks required to safely isolate systems</li> <li>• Recognises potential back feeds from other supplies, i.e. solar panels</li> <li>• Can identify situations of illegal energy extraction.</li> </ul>
<p><b>ASSESSOR SCORE and COMMENTS</b></p>			

End-point Interview Standard / Annex Items	Below Criteria (fail)	Meets Criteria - Pass	Distinction
<p>Gas and electrical testing and assessment procedures needed to establish the condition of the equipment and installation and the actions needed as a result</p>	<ul style="list-style-type: none"> <li>Has a poor understanding of the minimum testing requirement of both gas and electric meter installations</li> </ul>	<p>Minimum of 10 points</p> <ul style="list-style-type: none"> <li>Can describe testing requirement of both gas and electric meter installations</li> <li>Can describe how to perform the tests required for both gas and electrical installations</li> <li>Can list the equipment used in these tests</li> </ul>	<p>Minimum of 12 points (max 15)</p> <ul style="list-style-type: none"> <li>Can describe in detail the testing requirement of both gas and electric meter installations</li> <li>Can describe in detail how to perform the tests required for both gas and electrical installations</li> <li>Can list the equipment used in these tests</li> <li>Provides examples of what constitutes failure of a test and knows the action to remediate such failed tests</li> </ul>
<p>ASSESSOR SCORE and COMMENTS</p>			

End-point Interview Standard / Annex Items	Below Criteria (fail)	Meets Criteria - Pass	Distinction
Up to date knowledge of energy efficiency principles to be able to provide advice and guidance to the customer		Minimum of 9 points	10 points
	<ul style="list-style-type: none"> <li>• Has a poor understanding of the energy efficiency principles and struggles to identify items from the list below:</li> <li>• Use household appliances economically</li> <li>• Understand your bill</li> <li>• Switch things off stand-by</li> <li>• Shower not baths</li> <li>• Don't spend too much time in the shower</li> <li>• Insulate the property</li> <li>• Use timers and temperature control on heating systems</li> <li>• Use SMART apps to control your systems</li> <li>• Look at energy ratings when buying appliances, use LED light bulbs</li> <li>• Turn things off when they are not needed</li> </ul>	<ul style="list-style-type: none"> <li>• Has a good understanding of the energy efficiency principles and mentions at least five from the list below:</li> <li>• Use household appliances economically</li> <li>• Understand your bill</li> <li>• Switch things off stand-by</li> <li>• Shower not baths</li> <li>• Don't spend too much time in the shower</li> <li>• Insulate the property</li> <li>• Use timers and temperature control on heating systems</li> <li>• Use SMART apps to control your systems</li> <li>• Look at energy ratings when buying appliances, use LED light bulbs</li> <li>• Turn things off when they are not needed</li> <li>• The apprentice links measuring energy efficiency to the display of the SMART communication hub</li> </ul>	<ul style="list-style-type: none"> <li>• Has an excellent understanding of the energy efficiency principles and mentions at least seven from the list below:</li> <li>• Use household appliances economically</li> <li>• Understand your bill</li> <li>• Switch things off stand-by</li> <li>• Shower not baths</li> <li>• Don't spend too much time in the shower</li> <li>• Insulate the property</li> <li>• Use timers and temperature control on heating systems</li> <li>• Use SMART apps to control your systems</li> <li>• Look at energy ratings when buying appliances, use LED light bulbs</li> <li>• Turn things off when they are not needed</li> <li>• The apprentice links measuring energy efficiency to the display of the SMART communication hub</li> </ul>



End-point Interview Standard / Annex Items	Below Criteria (fail)	Meets Criteria - Pass	Distinction
	<ul style="list-style-type: none"> <li>The apprentice does not link this to the display of the SMART communication hub</li> </ul>		<ul style="list-style-type: none"> <li>The apprentice is able to expand in detail on one of the energy efficiency measure they list</li> </ul>
<p>ASSESSOR SCORE and COMMENTS</p>			

End-point Interview Standard / Annex Items	Below Criteria (fail)	Meets Criteria - Pass	Distinction
Current regulatory compliance, the recognition of different customer needs 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	<ul style="list-style-type: none"> <li>• Has little or no understanding of the strategy for safe guarding vulnerable persons</li> <li>• Is unclear in the definition of a vulnerable consumer</li> <li>• Is unclear on how to report persons considered to be vulnerable</li> </ul>	<p>4 points (maximum of 5 points available)</p> <ul style="list-style-type: none"> <li>• Has a good understanding of the strategy for safe guarding vulnerable persons</li> <li>• Can define a vulnerable consumer i.e. less able than a typical consumer to protect or represent his or her interests in the energy market and significantly more likely than a typical consumer to suffer detriment, or that detriment is likely to be more substantial</li> <li>• Is clear on how to report situations where vulnerable consumers exist</li> </ul>	
ASSESSOR SCORE and COMMENTS			

End-point Interview Standard / Annex Items	Below Criteria (fail)	Meets Criteria - Pass	Distinction
Identify where situations or conditions are to unsafe standards and take appropriate actions within your range of competency	<ul style="list-style-type: none"> <li>Has little or no understanding of the recognition of actions required for unsafe situations</li> </ul>	Minimum of 10 points <ul style="list-style-type: none"> <li>Has recognition of requirements for checking installations along with actions for dealing with unsafe situations and is able to list some of the areas to be checked for both gas and electrical installations and appliances</li> <li>Is aware of at least 1 of the following: gas industry unsafe situations procedures or MOCOPA guidance for service terminations</li> <li>Knows the action to be taken where unsafe conditions are encountered</li> </ul>	Minimum of 12 points (maximum of 15 points available) <ul style="list-style-type: none"> <li>Has recognition of requirements for checking installations along with actions for dealing with unsafe situations and is able to list the majority or all of the areas to be checked for both gas and electrical installations</li> <li>Is aware of both of the following procedures: gas industry unsafe situations procedures or MOCOPA guidance for service terminations</li> <li>Can provide at least two examples of unsafe situations from both of the above documents</li> <li>Describes the action to be taken for each example provided</li> </ul>
<b>ASSESSOR SCORE and COMMENTS</b>			

Behaviours / Relevant for End-point Interview	Below Criteria	Meets Criteria - Pass	Distinction
Have personal wellbeing and the safety of customers and others as a priority	<ul style="list-style-type: none"> <li>Has a poor understanding of what is required but cannot provide examples of where they have completed this in their work activities</li> </ul>	<p>Minimum of 9 points</p> <ul style="list-style-type: none"> <li>Has a good understanding of what is required and can provide an example of where they have completed this in their work activities</li> <li>The explanation should include any control measures implemented</li> </ul>	<p>10 points</p> <ul style="list-style-type: none"> <li>Has an excellent understanding of what is required and can provide 2 examples of where they have completed this in their work activities</li> <li>The explanation should include any control measures implemented and details of information relayed to the customer</li> </ul>
ASSESSOR SCORE and COMMENTS			

Behaviours / Relevant for End-point Interview	Below Criteria	Meets Criteria - Pass	Distinction
<p>Be risk aware showing the desire to reduce risks through systematic monitoring and checking information and the strict compliance with appropriate rules and regulations</p>	<ul style="list-style-type: none"> <li>• Has a poor understanding of what risks and hazards are and can give an example of risks or hazards likely to be encountered at work</li> <li>• Has limited knowledge on how to control such risks or hazards</li> </ul>	<p>Minimum of 9 points</p> <ul style="list-style-type: none"> <li>• Has an good understanding of what risks and hazards are and can give examples of risks or hazards likely to be encountered at work</li> <li>• Knows the risk control hierarchy</li> <li>• Has evidence to suggest they comply with legal requirements</li> </ul>	<p>10 points</p> <ul style="list-style-type: none"> <li>• Has an excellent understanding of what risks and hazards are and can give examples of risks or hazards likely to be encountered at work</li> <li>• Can differentiate between a hazard and a risk</li> <li>• Knows the risk control hierarchy</li> <li>• Has evidence to suggest they consistently comply with legal requirements</li> </ul>
<p>ASSESSOR SCORE and COMMENTS</p>			

Behaviours / Relevant for End-point Interview	Below Criteria	Meets Criteria - Pass	Distinction
<p>Be energy aware and deliver appropriate advice to customers on energy efficiency</p>	<ul style="list-style-type: none"> <li>• Has a poor knowledge of the energy efficiency principles and when</li> <li>• questioned can deliver little or poor advice to the interview panel</li> <li>• The apprentice cannot describe the link between measuring energy efficiency and the display of the SMART communication hub</li> </ul>	<p>Min 4 points (maximum of 5 points available)</p> <ul style="list-style-type: none"> <li>• Has a good understanding of the energy efficiency principles and when questioned can describe the appropriate advice to give to customers</li> <li>• The apprentice can explain the link of measuring energy efficiency to the display of the SMART communication hub</li> <li>• The apprentice is able to expand on one or more of the energy efficiency measures they mention</li> </ul>	
<p>ASSESSOR SCORE and COMMENTS</p>			

Behaviours / Relevant for End-point Interview	Below Criteria	Meets Criteria - Pass	Distinction
<p>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</p>	<ul style="list-style-type: none"> <li>The apprentice cannot describe methods to be used to ensure effective and safe working with different groups of persons</li> </ul>	<p>Minimum 4 points (maximum of 5 points available)</p>	<ul style="list-style-type: none"> <li>The apprentice can describe methods to be used or steps to follow to ensure effective and safe working with different groups of persons</li> <li>Provides evidence to suggest that they would or have challenged unsafe behaviours</li> <li>Can provide examples where they have challenged unsafe behaviours</li> </ul>
<p>ASSESSOR SCORE and COMMENTS</p>			

Behaviours / Relevant for End-point Interview	Below Criteria	Meets Criteria - Pass	Distinction
<p>Deliver a polite, courteous professional service to all customers and members of the public whilst safeguarding customer welfare and recognising vulnerability</p>	<ul style="list-style-type: none"> <li>• The apprentice does not display the required behaviours of being able to deliver a polite, courteous and professional service</li> <li>• Has little or no knowledge of how to safeguard customer welfare</li> <li>• Cannot describe what constitutes consumer vulnerability</li> </ul>	<p>Minimum of 4 points</p> <ul style="list-style-type: none"> <li>• Displays the required behaviours of being able to deliver a polite, courteous and professional service</li> <li>• Has good knowledge of safeguarding customer welfare</li> <li>• Can describe what constitutes consumer vulnerability</li> </ul>	<p>5 points</p> <ul style="list-style-type: none"> <li>• Can provide good examples of being able to deliver a polite, courteous and professional service</li> <li>• Has excellent knowledge of safeguarding customer welfare</li> <li>• Can describe what constitutes consumer vulnerability and can explain how to act in such situations</li> </ul>
<p>ASSESSOR SCORE and COMMENTS</p>			



Behaviours / Relevant for End-point Interview	Below Criteria	Meets Criteria - Pass	Distinction
Maintain and develop personal learning plans to continually develop knowledge and competence	<ul style="list-style-type: none"> <li>Provides little or no evidence to suggest they regularly maintain their personal learning plans</li> </ul>	Minimum 4 points (maximum of 5 points available) <ul style="list-style-type: none"> <li>Provides evidence to suggest they routinely maintain their personal learning plans</li> <li>Provide information on where knowledge or competence gaps have been identified</li> <li>Consistently ensures all gap actions are closed off and provides an example to show this</li> </ul>	
<b>ASSESSOR SCORE and COMMENTS</b>			
<b>TOTAL POINTS (maximum 100)</b>			
<b>Preliminary Grade Awarded</b>			