

# Dual Fuel Smart Meter Installer (Electricity and Gas) Workplace Observation Guidance Document

## Overview

The dual fuel smart meter installer apprenticeship will typically take 14 months to complete. During this period each apprentice should complete their formal training and gain evidence of their extensive experience of effectively and efficiently undertaking the range of tasks for their job role before being considered suitable for their end-point assessment.

In addition, each apprentice will need to be assessed against and achieve Gas Safe® registration and Meter Operators Code of Practice Agreement (MOCOPA). This is a legal requirement for the role and a required competency measure before entry to end-point assessment.

The end-point assessment period will take place during the final three months of the apprenticeship with the first stage of the end-point assessment being a workplace observation. The evidence gained from the workplace observation will be added to the apprentice's portfolio of evidence and used as a basis for the end-point interview.

## Instructions

- a) The workplace observation must be designed to meet the requirements of the dual fuel smart meter installer (electricity and gas) assessment plan
- b) To ensure the integrity of the assessment the workplace observation must be conducted in a real life working environment which will usually be on the customer's premises. Simulated conditions are not permitted for the workplace observation
- c) The observation will be undertaken by an assessor who has no vested interest in the apprentice and has not participated in their on-programme learning. This may be for example, the apprentice's line manager, safety or quality assurance engineer to confirm the apprentice's approach and behaviours while applying their skills and knowledge. Whilst it is not a requirement that the observer holds a current assessor qualification, it is recommended that the observer is technically competent and knowledgeable in the areas being assessed. This should include the appropriate Gas Safe® and Meter Operators Code of Practice Agreement (MOCOPA) registration. Where the observer does not hold the appropriate Gas

- Safe® and MOCOPA registration, they must be supported, on-site, by a person who does
- d) Electricity distribution network operator requirements for working on their networks must be satisfied before any work placed activity is undertaken
  - e) During and / or after the observation the apprentice may be asked questions to demonstrate knowledge and understanding relating to specific aspects of the activity
  - f) Evidence gathered during the workplace observation will be recorded using the standardised documentation provided by the EUIAS and stored in the candidate's portfolio of evidence.

## Assessment Requirements

The workplace observation should take a holistic approach to confirm competence in a broad range of the knowledge, skills, and behaviours developed during the period of the apprenticeship. However, to be a dual fuel smart meter installer the apprentice will need to demonstrate that as a minimum they can:

- a) Use a variety of appropriate communication methods to interact with customers and others to deliver a polite, courteous and professional service
- b) Carry out a thorough and rigorous risk assessment and ensure safety standards are maintained for the customer, self and the property throughout the work activity
- c) Safely assess the condition of the gas and electrical equipment to be worked on and determine the actions needed as a result
- d) Work safely and efficiently on customer premises / property in line with current Health, Safety and Environmental legislation and the requirements of the current Smart Metering Installation Code of Practice (SMICoP)
- e) Use tools, equipment and personal protective equipment in a safe and appropriate manner to carry out the exchange of existing gas and electric meters for their smart metering equivalents
- f) Carry out the testing and commissioning of gas and electric smart metering systems, associated equipment and communication systems in accordance with the relevant industry standards
- g) Provide the customer with practical advice on the benefits of using the equipment and guidance on the principles of energy efficiency
- h) Where any technical or safety non-conformance is carried out by the apprentice, the observation must be aborted, and an action plan developed with the apprentice to address the issues concerning the non-conformity. The non-conformity must then be remediated by the Gas Safe® and MOCOPA® registered person on-site
- i) In any situation where work cannot commence the observation must be aborted, this being without penalty to the apprentice. Where any illegal extraction of gas or

electricity is suspected, the property should be left as soon as is possible and the situation reported to the relevant authorities.

## Evidence Requirements

- a) The evidence gained from the workplace observation must be added to the apprentice's portfolio of evidence and retained by the assessment provider for a minimum period of ten years after the end-point assessment period.