

Qualification Guide

BPEC 600/7179/5 - Level 1 Award in introducing sustainable energy efficiency to potential customers

BPEC 600/7253/2 - Level 1 Award in promoting energy efficiency to potential customers

Energy Performance Certificate PREVIEW NOT FOR ISSUE

513, Herringthorpe Valley Road, ROTHERHAM, S60 4LD

Dwelling type: Semi-detached house Reference number: 0000-0000-0000-0000-0000
 Date of assessment: 06 June 2012 Type of assessment: RdSAP, existing dwelling
 Date of certificate: 11 September 2012 Total floor area: 110 m²

Use this document to:

- Compare current ratings of properties to see which properties are more energy efficient
- Find out how you can save energy and money by installing improvement measures

Estimated energy costs of dwelling for 3 years:	£5,853
Over 3 years you could save	£3,936

Estimated energy costs of this home

	Current costs	Potential costs	Potential future savings
Lighting	£201 over 3 years	£201 over 3 years	<div style="background-color: #c8e6c9; padding: 10px; border: 1px solid #81c784; border-radius: 50%; display: inline-block;"> You could save £3,936 over 3 years </div>
Heating	£4,284 over 3 years	£1,485 over 3 years	
Hot Water	£1,368 over 3 years	£231 over 3 years	
Totals	£6,863	£1,917	

These figures show how much the average household would spend in this property for heating, lighting and hot water. This excludes energy use for running appliances like TVs, computers and cookers, and any electricity generated by microgeneration.

Energy Efficiency Rating

The graph shows the current energy efficiency of your home. The higher the rating the lower your fuel bills are likely to be. The potential rating shows the effect of undertaking the recommendations on page 3. The average energy efficiency rating for a dwelling in England and Wales is band D (rating 62).

Top actions you can take to save money and make your home more efficient			
Recommended measure	Indicative cost	Typical savings over 3 years	Available with Green Deal
1. Increase loft insulation to 270 mm	£100 - £380	£861	
2. Cavity wall insulation	£500 - £1,500	£612	
3. Floor insulation	£800 - £1,200	£231	

See page 3 for a full list of recommendations for this property.

To find out more about the recommended measures and other actions you could take today to save money, visit www.direct.gov.uk/savingenergy or call 0800 123 1234 (standard national rate). When the Green Deal launches, it may allow you to make your home warmer and cheaper to run at no up-front cost.

QUALIFICATIONS

Level 1 Award in introducing sustainable energy efficiency to potential customers

Level 1 Award in promoting energy efficiency to potential customers

Introduction

This Guide has been produced in conjunction with EON and AssetSkills who have developed the Units of Assessment for these Energy Efficiency qualifications. This guide details the requirements for both centres delivering the qualifications, and learners who are looking to undertake the qualifications - and aims to provide:

- An overview of the structure of the qualifications
- An overview of the assessment process for the qualifications
- Guidance notes for assessors and other centre staff for the delivery of the qualifications

Both qualifications require the completion of centre based knowledge assessments and are designed for individuals who may be required to explain to potential customers the benefits and implications of having energy efficiency measures installed at their homes/premises.

Contents

Introduction	2
Rules of Combination	3
Unit Details	4
Assessment Requirements	12
Scheme Documentation	12
Staff Qualification Requirements	13
Funding Information	15
Contact Details	15

Rules of Combination

Level 1 Award in introducing sustainable energy efficiency to potential customers

This is a Level 1 qualification of 2 credits and 10 guided learning hours consisting of 2 mandatory units. BOTH units must be achieved in order to complete the qualification.

Successful completion of this qualification proves that learners have to knowledge to introduce to customers different energy efficiency measures which may be installed at their homes/premises. The qualification and unit details are shown below:

Qualification Title	Level 1 Award in introducing sustainable energy efficiency to potential customers				
BPEC Qualification Number	600/7179/5				
Last Registration Date	31/12/19				
Last Certification Date	31/12/22				
Unit Ref	Unit Title	Level	Credit Value	Total Qualification Time	Guided Learning Hours
D/504/4414	Understand how to introduce the Principles and Operation of the Green Deal to potential Customers	1	1		5
Y/504/4413	Understand how to introduce energy efficiency measures to potential customers	1	1		5
Totals			2	20	10

Level 1 Award in promoting energy efficiency to potential customers

This is a Level 1 qualification of 1 credit and 7 guided learning hours consisting of 1 mandatory unit which must be achieved to in order to complete the qualification.

Successful completion of this qualification proves that learners have to knowledge to promote to customers the benefits of energy efficiency measures which may be installed at their homes/premises. The qualification and unit details are shown below:

Qualification Title	Level 1 Award in promoting energy efficiency to potential customers				
BPEC Qualification Number	600/7253/2				
Last Registration Date	31/12/19				
Last Certification Date	31/12/22				
Unit Ref	Unit Title	Level	Credit Value	Total Qualification Time	Guided Learning Hours
L/504/4411	Understand how to promote energy efficiency measures to potential customers	1	1		7
Totals			1	10	7

Note

National Learning Time (NLT) is the average time for a learner to achieve the learning outcomes and assessment criteria. An initial assessment of a learner's ability to achieve the qualification should be carried out to estimate the learning time. It can be assumed that a learner with no previous experience in the work activity will require between 20 – 25% additional learning time to complete the qualification, whereas an experienced learner may require some 20 – 25% less learning time.

Guided Learning Hours (GLH) is the estimated number of hours of teacher supervised or directed study time required to teach the qualification and each unit.

Unit Details

The next pages detail the 3 individual units which make up the qualifications:

Unit Ref	Unit Title	Page
D/504/4414	Understand how to introduce the Principles and Operation of the Green Deal to potential Customers	5
Y/504/4413	Understand how to introduce energy efficiency measures to potential customers	8
L/504/4411	Understand how to promote energy efficiency measures to potential customers	10

D/504/4414 Understand how to introduce the principles and operation of the Green Deal to potential customers

This unit is designed to provide either new entrants or those operatives already working in the Energy and Utilities sector the opportunity to gain competence in:

- Understand the principles of the Green Deal initiative
- Understand the operation of the Green Deal initiative
- Understand how to liaise with consumers to access Green Deal energy efficiency measures
- Understand the financial arrangements for Green Deal conformity
- Understand the information requirements for the Green Deal initiative

Learning Outcome 1

1. Understand the principles of the Green Deal initiative

Assessment Criteria

1.1 State the main reasons for making use of the Green Deal and other energy efficiency measures

Range

a. Reducing energy consumption	c. Reducing energy costs
b. Reducing CO2 emissions	

1.2 State who is eligible for the Green Deal and the restrictions that apply.

Range

Who is eligible:

a. Building owner	b. Tenants (domestic and non-domestic)
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Restrictions:

a. Property must have electricity meter supplied by registered electricity supplier	
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1.3 State the role of the Green Deal in improving the energy efficiency of buildings

Learning Outcome 2

2. Understand the operation of the Green Deal initiative

Assessment Criteria

2.1 State the main stages of the quotation process for Green Deal energy efficiency measures

Range

Main stages of the Green Deal journey

a. Unlocking consumer demand	d. Installation
b. Qualifying assessment	e. Repayments
c. Developing the Green Deal plan	

2.2 State the roles and responsibilities of the Green Deal/Remote Advisor

Range

a. Carry out occupancy assessment	c. Ensure measures meet the Golden Rule
b. Give Green Deal advice	

Learning Outcome 3	
3. Understand how to liaise with consumers to access Green Deal energy efficiency measures	
Assessment Criteria	
3.1 State how to engage potential consumers in the principles and operation of the Green Deal.	
Range	
Methods of engagement:	
a. Telephone – cold calling, advice and guidance, signposting for further information	c. Information – leaflets, advertisements, advice and guidance, signposting for further information
b. Face-to-face – cold calling, advice and guidance, signposting for further information	
3.2 State why it is important to ensure that the potential consumer understands that there is no commitment or obligation at the expression of interest stage	
Range	
a. Faith	c. Credibility
b. Trust	d. Legal and regulatory obligations

Learning Outcome 4	
4. Understand the financial arrangements for Green Deal conformity	
Assessment Criteria	
4.1 State how the Golden Rule influences the nature of the financial offer based upon an appropriate assessment	
Range	
a. The Golden Rule is defined as “the expected financial savings must be greater or equal to the costs attached to the energy bill”	b. Consumer finance
4.2 Demonstrate a knowledge of the other relevant available incentives/funding available to the consumer in relation to:	
a. Energy Company Obligation (ECO)	c. Renewable Heat Incentive (RHI)
b. Feed in Tariff (FIT)	d. Other relevant local schemes
Range	
Other relevant Local Schemes:	
a. Local/national Government schemes	
4.3 State how the Golden Rule influences the nature of the financial offer based upon an appropriate assessment	
Range	
c. The Golden Rule is defined as “the expected financial savings must be greater or equal to the costs attached to the energy bill”	d. Consumer finance

Learning Outcome 4 Continued	
4. Understand the financial arrangements for Green Deal conformity	
Assessment Criteria	
4.4 State how the Golden Rule influences the nature of the financial offer based upon an appropriate assessment	
Range	
e. The Golden Rule is defined as “the expected financial savings must be greater or equal to the costs attached to the energy bill”	f. Consumer finance
4.5 Demonstrate a knowledge of the other relevant available incentives/funding available to the consumer in relation to:	
e. Energy Company Obligation (ECO)	g. Renewable Heat Incentive (RHI)
f. Feed in Tariff (FIT)	h. Other relevant local schemes
Range	
Other relevant Local Schemes:	
b. Local/national Government schemes	
4.6 Demonstrate a knowledge of the long term nature of cost savings arising from the installation of energy saving measures	
Range	
a. Reduced energy costs	

Learning Outcome 5	
5. Understand the information requirements for the Green Deal initiative	
Assessment Criteria	
5.1 Demonstrate a knowledge of the relevant sources of information about Green Deal and other energy efficiency schemes and how they are accessed by potential customers	
Range	
a. Department of Energy and Climate Change	e. The Carbon Trust
b. Green Deal providers	f. Green Deal Advisor
c. Utility companies	g. Green Deal Installer
d. Energy Saving Trust	h. Local Authority
5.2 State what further information and support about the Green Deal and other energy efficiency schemes can be accessed by potential customers	
Range	
a. Internet	b. Citizen’s Advice Bureau

Y/504/4413 Understand how to introduce energy efficiency measures to potential customers

This unit is designed to provide either new entrants or those already working within the Energy and Utilities sector the opportunity to gain competence in:

- Understand the main considerations to take account of when undertaking energy efficiency improvements
- Understand energy efficiency priorities

Learning Outcome 1				
1. Understand the main considerations to take account of when undertaking energy efficiency improvements				
Assessment Criteria				
1.1 State who would need to be consulted with to obtain consents and/or permissions prior to undertaking energy efficiency work				
Range				
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">a. Local planning office</td> <td style="width: 50%;">c. Conservation officer</td> </tr> <tr> <td>b. Building owners/occupiers (commercial or domestic)</td> <td></td> </tr> </table>	a. Local planning office	c. Conservation officer	b. Building owners/occupiers (commercial or domestic)	
a. Local planning office	c. Conservation officer			
b. Building owners/occupiers (commercial or domestic)				

Learning Outcome 2								
2. Understand energy efficiency priorities								
Assessment Criteria								
2.1 Demonstrate a knowledge of the appropriate ways in which to reduce demand for energy and water by:								
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">a. efficient use of lighting and appliances</td> <td style="width: 50%;">c. monitoring energy use and planning reduction</td> </tr> <tr> <td>b. efficient use of heating controls</td> <td>d. energy advice/assessment</td> </tr> </table>	a. efficient use of lighting and appliances	c. monitoring energy use and planning reduction	b. efficient use of heating controls	d. energy advice/assessment				
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Range								
Appropriate ways:								
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">a. Energy efficient lighting and controls</td> <td style="width: 50%;">e. EPC</td> </tr> <tr> <td>b. A rated appliances</td> <td>f. Energy inspection</td> </tr> <tr> <td>c. Energy meters</td> <td>g. Green Deal occupancy assessment</td> </tr> <tr> <td>d. Temperature control eg thermostat radiator valves</td> <td></td> </tr> </table>	a. Energy efficient lighting and controls	e. EPC	b. A rated appliances	f. Energy inspection	c. Energy meters	g. Green Deal occupancy assessment	d. Temperature control eg thermostat radiator valves	
a. Energy efficient lighting and controls	e. EPC							
b. A rated appliances	f. Energy inspection							
c. Energy meters	g. Green Deal occupancy assessment							
d. Temperature control eg thermostat radiator valves								
2.2 Demonstrate a knowledge of the appropriate ways to improve the efficiency of energy and water usage by:								
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">a. insulating lofts and pipes</td> <td style="width: 50%;">d. installing draught-proofing</td> </tr> <tr> <td>b. insulating cavity and solid walls</td> <td>e. installing flow-rate taps/showers</td> </tr> <tr> <td>c. installing energy efficient glazing</td> <td></td> </tr> </table>	a. insulating lofts and pipes	d. installing draught-proofing	b. insulating cavity and solid walls	e. installing flow-rate taps/showers	c. installing energy efficient glazing			
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b. insulating cavity and solid walls	e. installing flow-rate taps/showers							
c. installing energy efficient glazing								
Range								
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">a. Insulating options</td> <td style="width: 50%;">b. Installation options</td> </tr> </table>	a. Insulating options	b. Installation options						
a. Insulating options	b. Installation options							

Learning Outcome 2 Continued

2. Understand energy efficiency priorities

Assessment Criteria

2.3 Demonstrate a knowledge of the appropriate ways to improve the efficiency of energy and water usage by:

- f. insulating lofts and pipes
- g. insulating cavity and solid walls
- h. installing energy efficient glazing
- i. installing draught-proofing
- j. installing flow-rate taps/showers

Range

- c. Insulating options
- d. Installation options

2.4 Demonstrate a knowledge of low and zero carbon and recycling environmental technologies including:

- a. solar hot water
- b. solar photovoltaic electricity
- c. heat pumps
- d. water recycling

Range

Recycling environmental technology – Water Harvesting:

- a. Solar
- b. Heat pumps

L/504/4411 Understand how to promote energy efficiency measures to potential customers

This unit is designed to provide either new entrants or those already working within the Energy and Utilities sector the opportunity to gain competence in:

- Understand the reasons for adopting energy efficiency measures
- Understand how customer behaviour effects energy consumption
- Understand energy efficiency initiatives relevant to customers
- Understand the energy efficiency products available to customers
- Understand effective ways of communicating and interacting with customers

Learning Outcome 1
1. Understand the reasons for adopting energy efficiency measures
Assessment Criteria
<p>1.1 State the major concerns potential customers have over energy costs</p> <p>1.2 State how energy efficiency measures:</p> <p style="margin-left: 40px;">a. reduce energy consumption b. make energy bills more affordable</p> <p>1.3 Demonstrate a knowledge of how the likely future increases in energy costs make energy efficiency measures attractive to potential customers</p> <p>1.4 State the benefits to potential customers of financial support available with no up-front costs</p>
Learning Outcome 2
2. Understand how customer behaviour effects energy consumption
Assessment Criteria
<p>2.1 State the impact on energy consumption of:</p> <p style="margin-left: 40px;">a. numbers of people occupying home c. patterns of energy use</p> <p style="margin-left: 40px;">b. frequency of occupancy</p> <p>2.2 State the impact of energy user behaviour on energy consumption in relation to:</p> <p style="margin-left: 40px;">a. patterns of energy use c. concern over energy costs</p> <p style="margin-left: 40px;">b. priorities in relation to comfort</p>
Learning Outcome 3
3. Understand energy efficiency initiatives relevant to customers
Assessment Criteria
<p>3.1 Demonstrate a knowledge of the funding and incentives available to potential customers through the Green Deal in relation to:</p> <p style="margin-left: 40px;">a. eligibility d. installers</p> <p style="margin-left: 40px;">b. funding providers e. repayment process</p> <p style="margin-left: 40px;">c. energy assessors</p> <p>3.2 State the way in which the Energy Company Obligation provides financial support for lower income and vulnerable households to achieve affordable warmth</p> <p>3.3 State the indicators of fuel poverty</p>

3.4 Demonstrate a knowledge of the support measures available to potential customers in fuel poverty

Learning Outcome 4

4. Understand the energy efficiency products available to customers

Assessment Criteria

4.1 Demonstrate a knowledge of the products available which will improve energy efficiency in relation to:

- | | |
|---|---------------------------|
| a. insulation of lofts, pipes, cavity walls and solid walls | d. double glazing |
| b. efficient use of heating controls and products | e. draught proofing |
| c. efficient use of lighting controls and products | f. water metering |
| | g. reduction in water use |

Learning Outcome 5

5. Understand effective ways of communicating and interacting with customers

Assessment Criteria

5.1 State the effective methods to be used when:

- | | |
|---------------------------------|--|
| a. greeting potential customers | d. answering questions |
| b. initiating a conversation | e. engaging the customer in a discussion |
| c. responding to queries | f. checking potential customer level of understanding and interest |

5.2 Demonstrate a knowledge of the additional sources of information and advice available to potential customers on energy efficiency measures

5.3 State the ways of signposting potential customers to additional sources of information and advice

5.4 State the limits of own authority and expertise and when referral to others is appropriate

Assessment requirements of individual units

Unit Ref: D/504/4414 – Understand how to introduce the Principles and Operation of the Green Deal to potential Customers

To achieve the completion of this **knowledge unit**, you must satisfactorily complete the applicable knowledge assessment for the knowledge learning outcomes within the unit (detail contained with BPEC assessment specification).

Unit Ref: Y/504/4413 – Understand how to introduce energy efficiency measures to potential customers

To achieve the completion of this **knowledge unit**, you must satisfactorily complete the applicable knowledge assessment for the knowledge learning outcomes within the unit (detail contained with BPEC assessment specification).

Unit Ref: L/504/4411 – Understand how to promote energy efficiency measures to potential customers

To achieve the completion of this **knowledge unit**, you must satisfactorily complete the applicable knowledge assessment for the knowledge learning outcomes within the unit (detail contained with BPEC assessment specification).

Scheme Documentation

The following documentation will also be supplied by BPEC Certification Ltd. to support the delivery of the qualifications.

- Unit Assessment (UA) documentation
 - Question papers (knowledge and understanding assessments – multiple choice exam papers/overlays/rationales)
- Unit Assessment Specification
- Learner result form

Marking Knowledge Assessments

The pass rate for the knowledge assessments is 80%

On line exam

1. The learner will complete one attempt on line
2. Learners not achieving 80% will be required to retake the examination in full

Learner Result Form

A Learner Result Form has been produced for each of the qualifications. This document shall be used to record that the learner has completed the whole qualification in a satisfactory manner. The document shall be completed and signed by the centre assessor and the internal verifier.

The completed Learner Result Form shall be sent to BPEC Certification Ltd. for certification. Copies of the Learner Result Form shall also be retained by the centre.

Staff Qualification Requirements

The staff qualification requirements for assessors and internal verifiers delivering the ‘paper-based’ examinations are as follows:

Assessors

Assessors **MUST** be vocationally and occupationally competent in the areas they are assessing and have a thorough knowledge of the Units of Assessment upon which the qualifications are based.

The assessor must be able to provide appropriate documented evidence that demonstrates they have proven occupational experience in the activities they will be assessing e.g. a signed and dated CV. This verifiable evidence must be at or above the level of competence being assessed.

Qualifications

Assessors shall be technically qualified in Energy Efficiency, and must be able to provide evidence in one or more of the following ways:

- A relevant qualification (e.g. BPEC L3 Certificate in Energy Efficiency/BPEC L3 Certificate in Domestic Energy Assessment/ BPEC L3 Diploma in Green Deal Advice)
- Registration with the appropriate industry registration body at the relevant occupational level and grade.

The assessor must also hold one of the following assessor qualifications:

- QCF Level 3 Award “Assessing Vocational Related Achievement – in Centres/Colleges or Training Providers” or
- QCF Level 3 Certificate “Assessing Vocationally Related Achievement – in Centres/Colleges and The Workplace” or
- A1 or D32 /D33 with an Upgrade to A1 as a minimum *

Assessors holding D units must have evidence of Continuing Professional Development (CPD) to demonstrate compliance with the A units. Evidence of CPD will be sought by the External Verifier for all Assessors approved to assess for the centre.

‘Candidate assessors’ who are working towards their assessor qualifications must always be supervised by a qualified assessor. They should have a clear action plan for achieving the assessor qualification(s), (assessor approval will be withdrawn if the assessor qualification/units have not been attained within a period of 18 months).

Internal Verifiers

Internal Verifiers should be vocationally and occupationally competent in the areas they are verifying and have a thorough knowledge of the appropriate National Occupational Standards and Units of Assessment.

The Internal Verifiers must be able to provide appropriate documented evidence that demonstrates they have proven occupational experience in the activities they will be verifying e.g. a signed and dated CV.

Internal Verifiers must hold the following:

- QCF Level 3 Certificate “Assessing Vocationally Related Achievement – in Centres/Colleges and The Workplace”
- QCF Level 4 Award “Internal Quality assurance of assessment processes and practice” or
- QCF Level 4 Certificate “leading the Internal Quality assurance of assessment processes and practice” or
- A1 or D32/D33 with an upgrade to A1 as a minimum*
- V1 or D34 with an upgrade to V1 as a minimum*

*The Teaching Qualification for Secondary Education (TQSE) or the Teaching Qualification for Further Education (TQFE) (which is recognised in Scotland) these awards are acceptable providing they are the versions that are recognised as equivalents to the A1 award. Internal Verifiers holding D units must have evidence of CPD to demonstrate compliance with the A and V units.

It is recommended that ‘Candidate Internal Verifiers’ have a clear action plan for achieving the Internal Verifier qualification(s). Internal Verifier approval will be withdrawn if the qualification / units have not been attained within the approved period (18 months).

Continuing Professional Development (CPD)

The occupational competence of assessors and internal verifiers must be updated on a regular basis and be periodically reconfirmed via continuing professional development (CPD) which is recorded by the assessment centres.

On-line assessment

Centres wishing to deliver the assessments for this qualification ‘on-line’ are requested to contact BPEC Certification Ltd. for guidance relating to the requirements for Assessors, Internal Verifiers and Invigilators.

Further Information

Requests for further information regarding centre/scheme approval or any aspect of assessment of the BPEC qualifications please contact:

BPEC Certification Ltd. 2 Mallard Way, Pride Park, Derby, DE24 8GX
T 0845 644 6558 F 0845 121 1931 E AAdmin@bpec.org.uk W www.bpec.org.uk

Annex 1 - Funding

BPEC Certification Ltd. does not provide details on funding as this may vary between regions. Centres should contact the appropriate funding body to check eligibility for funding and any regional/national arrangements which may apply to the centre or learners.

For funding regulatory purposes, learners should not be entered for a qualification of the same type, level and content as that of a qualification they already hold. Please see below for where to find out more about the funding arrangements.