ENERGY & ENVIRONMENT AWARDS

Skills for a greener world

EEA Level 2 End-point Assessment for Dual Fuel Smart Meter Installer

Supporting Documents

QAN 610/6019/7
ST0158 V1.2 V1.3

Supporting Documents for

EEA Level 2 End-point Assessment for Dual Fuel Smart Meter installer

QAN 610/6019/7

Updates to the supporting documents

Since the first publication of Energy & Environment Awards Dual Fuel Smart Meter Installer (DFSMI) Supporting Documents, the following updates have been made.

Version	Date first published	Section updated	Page(s)
v4.0	June 2026	Updated to include v1.4 in line with current Skills England assessment plan	All
v3.0	August 2025	Appendices B and D updated	6 – 10; 60 - 73
v2.0	August 2025	Rebranded	All
v1.0	August 2024	First published	All

Appendix A: Glossary

Amplification – provides more detail on how individual knowledge, skills or behaviours statements should be interpreted. Where the KSB statements, themselves are deemed self-explanatory, no amplification is provided. Assessment may include questions on anything identified in the amplification

Behaviours (as part of KSBs) – specific mindsets, attitudes or approaches identified as part of the apprenticeship standard that must be evidenced during end-point assessment

Elements – are the knowledge, skills and behaviours and what is needed to competently undertake the duties required for an occupational standard

Gateway - the stage of the apprenticeship where the apprentice, employer and training provider determine whether the apprentice is ready to undertake end-point assessment

Guidance – is only provided where it is required to support interpretation of the KSB statements

Knowledge (as part of KSBs) – specific information, technical detail, and 'know-how' identified as part of the apprenticeship standard that must be evidenced during end-point assessment

Pathways – a specialist route within an apprenticeship standard that builds on the occupational competence for a new entrant to the occupation

Skills (as part of KSBs) – the practical application of knowledge identified as part of the apprenticeship standard that must be evidenced during end-point assessment

Standard – An occupational standard is a description of an occupation. It contains occupational profile, and describes KSBs needed for someone to be competent in the occupation's duties. Occupational standards are developed by employers for occupations that meet the Institute for Apprenticeships and Technical Education current occupation criteria

Topic - is a collection of elements grouped into a theme e.g. Health and Safety

Appendix B: Gateway Eligibility Form

(Standard Version: ST0158 version 1.2; 1.3; 1.4)

Apprentice's name	Apprentice's job title
Apprentice's ULN	
Name of Employer	**Name of Training provider**
Employer representatives present	**Training provider representatives present**
Apprenticeship start date	**Apprenticeship on-programme end date**
Was the apprentice aged 19 or over start of programme?	Y / N
Employer Decision: **We require the apprentice to attempt the Level 2 English and Mathematics before they can achieve the apprenticeship**	Y / N
Gateway meeting date:	
Has the apprentice taken any part of the end-point assessment for this apprenticeship standard with any other End-point Assessment Organisation?	Y / N
If "Yes" please give details:	

Apprentice's details

Eligibility requirements:

Where applicable, the apprentice must confirm their achievement of the following
Note: If maths and/or English have been attempted but not achieved evidence of the attempt should be submitted.

Eligibility requirement	Achieved by the apprentice? Y/N	Evidence (Scans of certificates MUST be included)
Achieved English qualifications in line with the apprenticeship		
Achieved Maths qualifications in line with the apprenticeship funding rules		
Achieved IGEM IG/1 Supplement 3 Certification		
Achieved Consolidated Metering Code of Practice (CoMCoP)		
Achieved Matters of Gas Safety Competency Accreditation		

The apprentice must confirm the following:

Eligibility requirement	Achieved by the apprentice? Y / N	Evidence available in ACE360 Y / N
Ready to take the EPA		
Compiled and submitted an EPA portfolio that meets the specification requirements, for the interview based on an EPA portfolio		

Eligibility requirements:

The apprentice must confirm their achievement of the following:

Gateway Eligibility Declaration

1. The apprentice, the employer and the training provider must sign this form to confirm that they understand and agree to the following:
2. The apprentice has completed the required on-programme elements of the apprenticeship and is ready for end-point assessment with Energy & Environment Awards.
3. Energy & Environment Awards has been informed about any reasonable adjustment and/or special considerations requests.
4. The apprentice will only submit their own work as part of end-point assessment.
5. All parties agree that end-point assessment evidence may be recorded and stored by Energy & Environment Awards for quality assurance purposes.
6. The apprentice has been on-programme for the minimum duration required, in line with Skills England rules.
7. The apprentice has achieved English and mathematics qualifications in line with the apprenticeship funding rules.
8. The apprentice has achieved IGEM IG/1 Supplement 3 Certification
9. The apprentice has achieved Consolidated Metering Code of Practice (CoMCoP)
10. The apprentice has achieved Matters of Gas Safety Competency Accreditation
11. The apprentice has compiled and submitted a competent an EPA portfolio of evidence, on which the interview will be based.
12. The apprentice, if successful, gives permission for Energy & Environment Awards to request the apprenticeship. certificate from the ESFA who issue the certificate on behalf of the Secretary of State.
13. The apprentice has been directed to Energy & Environment Awards Appeals Policy and Complaints Policy.
14. The employer/training provider has given Energy & Environment Awards at least three months' notice of requesting this EPA for this apprentice.
15. If the Gateway Eligibility Report is not completed in full, meeting all requirements, and submitted to Energy & Environment Awards, the end-point assessment cannot take place.

Signed on behalf of the employer (print name):	Signature:	Date:
Signed on behalf of the training provider (print name):	Signature:	Date:
Apprentice's name (print):	Signature:	Date:
EEA use only:		
EEA Sign off:		
Comments/actions:		

Appendix C: Practice Multiple-choice Test

Level: 2

Dual Fuel Smart Meter Installer

Supporting Document: Practice Paper

This practice paper reflects the type of questions in the live multiple-choice test, which can be taken as an online test or paper-based test.

This examination consists of 40 multiple-choice questions.

The Pass mark is 28 correct answers.
A mark of 34 or more is a Distinction.

The duration of this examination is 60 minutes.
You must use a **pencil** to complete the answer sheet - pens must NOT be used.
When completed, please leave the examination answer sheet and question paper on the desk.

For this paper:

- the use of a scientific calculator (non-programmable) is permitted
- access to the internet or intranet is NOT allowed

For each question, fill in ONE answer ONLY.
If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in ONE answer circle only. Please mark each choice like this:

MARKING INSTRUCTIONS
Ⓐ Ⓑ Ⓒ ● **ANSWER COMPLETED CORRECTLY**
Examples of how NOT to mark your examination sheet. **These will not be recorded**
Ⓐ Ⓑ Ⓒ Ⓓ **DO NOT** partially shade the answer circle.
Ⓐ Ⓑ Ⓒ Ⓓ **DO NOT** use ticks or crosses.
Ⓐ Ⓑ Ⓒ Ⓓ **DO NOT** use circles.
Ⓐ Ⓑ ● ● **DO NOT** shade over more than one circle.

You may use this page for rough work. This page must not be removed.

Question 1	
According to the Health and Safety at Work Act 1974, who is responsible for ensuring that work equipment is maintained and safe to use?	
Possible answers	
a)	The employer
b)	The line manager
c)	The facilities manager
d)	The procurement officer

Question 2	
According to the Health and Safety Executive (HSE), which type of fire extinguisher is suitable for extinguishing electrical fires?	
Possible answers	
a)	Foam
b)	Water-based
c)	Dry Chemical
d)	Carbon Dioxide

Question 3	
The Gas Safety (Installation & Use) Regulations 1998 (As Amended) state that 'no person shall carry out any work in relation to a gas fitting or gas storage vessel unless':	
Possible answers	
a)	they are competent to do so
b)	they are aged 18 years or older
c)	they are supervised by a qualified person
d)	they are employed by a registered business

Question 4	
The safe use of electricity on site is covered by:	
Possible answers	
a)	Fuel and Electricity (Control) Act 1983
b)	The Electricity at Work Regulations 1989
c)	The Electricity Capacity (No 1) Regulations 2019
d)	The Electricity and Gas (Energy Company Obligation) Order 2023

Question 5	
One purpose of the Consolidated Metering Code of Practice (CoMCoP) April 2023 is to ensure that:	
Possible answers	
a)	consumers are aware of how smart meters operate internally and externally
b)	the consumer experience of the smart meter installation process is positive
c)	consumers are able to switch suppliers to ensure they can obtain smart meters
d)	the consumer charter is adhered to by those conducting smart meter installations

Question 6	
In accordance with OFGEM's vulnerability strategy, which ONE of the following would be considered as a vulnerable consumer?	
Possible answers	
a)	Someone who has more than five children in the household
b)	Someone whose main source of heating is over 10 years old
c)	Someone whose first language is not English and who cannot read English
d)	Someone who has not installed energy-efficiency measures in their home

Question 7	
A Smart Meter Installer identifies that a consumer is vulnerable. They should:	
Possible answers	
a)	ensure the vulnerable consumer is comfortable
b)	offer to provide any relevant assistance for the vulnerable consumer
c)	abort the meter installation
d)	take the consumer's vulnerability into account on all interactions and record details for future visits

Question 8	
What is the key difference for consumers between 'SMETS 1' smart meters and 'SMETS 2' smart meters?	
Possible answers	
a)	Consumers with SMETS 1 smart meters are not permitted to change supplier
b)	Consumers with SMETS 2 smart meters are not permitted to change supplier
c)	Consumers with SMETS 1 smart meters will be required to provide manual meter readings if they change supplier
d)	Consumers with SMETS 2 smart meters will be required to provide manual meter readings if they change supplier

Question 9	
Which ONE of the following is **NOT** an electrical metering supply system?	
Possible answers	
a)	Single-phase
b)	Dual-phase
c)	Multi-phase
d)	Single-phase off multi-phase

Question 10	
One way to determine if the consumer has a multi-rate meter is if:	
Possible answers	
a)	the meters are dark green in colour
b)	the digital display on the meter will alternate between readings
c)	the wires connected to the meter housing were all of the same colour
d)	copies of their electricity bill were requested in order to determine the type of meter

Question 11	
A gas supply would be considered as **medium pressure** if it operates within which ONE of the following pressure parameters?	
Possible answers	
a)	50 mbar to 1 bar
b)	75 mbar to 2 bar
c)	100 mbar to 3 bar
d)	125 mbar to 4 bar

Question 12	
During a visit to maintain gas meter equipment, the pressure range for 'temperature stabilisation' during a gas Tightness Test (as per IGEM/UP/1B: Edition 3+A 2012) is:	
Possible answers	
a)	19 to 21 mbar
b)	19 to 23 mbar
c)	20 to 21 mbar
d)	20 to 23 mbar

Question 13	
Before decommissioning an electric meter, a single pole voltage tester (also referred to as a 'VT7',) is utilised to conduct tests for:	
Possible answers	
a)	current flow
b)	fuse integrity
c)	earth reliability
d)	extraneous voltage

Question 14	
During an electric meter installation, a socket tester detects reverse polarity at a socket in the kitchen of a domestic property. What is the next step the smart meter installer should take?	
Possible answers	
a)	Test a nearby socket to confirm the extent of the problem
b)	Advise the consumer to contact a qualified electrician to examine the socket
c)	Contact the Distribution Network Operator (DNO) and report the faulty socket
d)	Shut off the electric supply at the consumer unit and cover socket with 'Do Not Use' tape

Question 15	
A Smart Meter Installer is mid-way through a gas meter exchange and has reached a point where the old meter has been disconnected and removed. The Smart Meter Installer now has to leave the work area to get equipment from the van. In order to leave the work area safe, the Smart Meter Installer will be required to:	
Possible answers	
a)	cap-off the emergency control valve and seal the existing meter outlet
b)	re-install the original meter and carry out a Tightness Test then leave the site
c)	advise the consumer that they are leaving the meter site and ask them to guard the area
d)	erect barriers around the site of the meter to prevent access from the consumer, children or pets

Question 16	
The communication protocol used for a Smart Meter Home Area Network is:	
Possible answers	
a)	Xender
b)	Zigbee
c)	Bluetooth
d)	Wi-fi Direct

Question 17	
When exchanging an electric meter, the process of 'proving dead' starts with the single-pole tester (VT7) which is used to confirm:	
Possible answers	
a)	voltage at the inlet of the cut-out and no voltage at the outlet of the cut-out
b)	voltage at the inlet side of the existing electric meter and no voltage at the outlet side
c)	no voltage at the inlet side of the cut-out and no voltage at the outlet of the cut-out
d)	no voltage at the inlet side of the existing electric meter and no voltage at the outlet side

Question 18	
To ensure proper installation of temporary continuity bonds during the process of exchanging a gas meter, it is essential to attach the bonds to the:	
Possible answers	
a)	service pipe then to the meter downstream (outlet) side
b)	meter downstream (outlet) side then to the service pipe
c)	meter downstream (outlet) side first then to the upstream (inlet) side
d)	meter upstream (inlet) side first then to the downstream (outlet) side

Question 19	
The electrical supply is turned on at the start of an electric meter exchange. The correct voltage readings at meter terminals 1 and 2 is:	
Possible answers	
a)	0 v
b)	15 v
c)	230 v
d)	460 v

Question 20	
After a gas meter exchange, the purge operation is carried out:	
Possible answers	
a)	at the appliance nearest to the meter installation
b)	at the appliance furthest from the meter installation
c)	on the lowest rated appliance served by the meter installation
d)	on the highest rated appliance served by the meter installation

Question 21	
After using a set of voltage test-lamps (such as Drummonds) the Installer must:	
Possible answers	
a)	ensure the test-lamps are clean and free from any residual debris
b)	test and confirm the operation of the test-lamps against a known electricity source
c)	immediately return the test lamps to the protective carry case to avoid damage
d)	use a single pole voltage indicator to confirm the results from the test-lamps

Question 22

Refer to the table below.

Which set of reading parameters from the table below are correct when conducting standing and working pressure tests on a gas installation:

Possible answers

	A	B	C	D
Standing Pressure	19 – 23 mbar	20 – 21 mbar	20 – 21 mbar	23 - 30 mbar
Working Pressure	20 – 21 mbar	23 – 30 mbar	19 – 23 mbar	19 - 23 mbar

Question 23	
National Energy Action define fuel poverty as ‘A household that has to use:	
Possible answers	
a)	10% or more of their income on keeping their home warm’
b)	20% or more of their income on keeping their home warm’
c)	30% or more of their income on keeping their home warm’
d)	40% or more of their income on keeping their home warm’

Question 24	
Smart Meter Installers must be aware of the signs and symptoms that may indicate fuel poverty within a household. Which ONE of the following is **NOT** a sign of potential fuel poverty?	
Possible answers	
a)	Staying in bed to keep warm
b)	Wearing lots of clothes indoors
c)	Using portable heaters to heat the premises
d)	Complaints that the home feels cold and damp

Question 25	
Where a Smart Meter Installer encounters fuel poverty, then the Installer should note the circumstances as found and advise the householder to:	
Possible answers	
a)	consider the installation of new, more efficient appliances
b)	discuss alternative ways to pay fuel bills with the energy supplier
c)	cease use of the highest rated appliances that are costing the most to operate
d)	contact their local MP to complain about the high level of energy costs

Question 26	
A low-cost measure to reduce energy consumption in the home is to:	
Possible answers	
a)	stop draughts in your home
b)	install double glazing
c)	insulate the loft space
d)	fit an air-source heat pump

Question 27	
If the Smart Meter Installer comes across a gas meter installation without a pressure regulator, they are required to deem the situation as:	
Possible answers	
a)	At Risk
b)	Not to Current Standards
c)	'Potentially Dangerous
d)	Immediately Dangerous

Question 28	
If the Smart Meter Installer comes across an electric meter installation that has an exposed live conductor at the cut out, then the most appropriate course of action for the Smart Meter Installer is to:	
Possible answers	
a)	complete the meter exchange and then report the situation to the Consumer and the Distribution Network Operator (DNO) before leaving
b)	record details of the situation in the Hand-Held Terminal (HHT) and inform the consumer that they need to contact the Distribution Network Operator (DNO)
c)	inform the Distribution Network Operator (DNO) and the consumer of the asset condition and continue with the work as scheduled then leave the site
d)	stop the work, make the site safe, report immediately to the Distribution Network Operator (DNO) and remain onsite until the DNO representative arrives

Question 29	
The standard which outlines the actions to be taken for unsafe GAS metering equipment is:	
Possible answers	
a)	IGEM/UP/1B Edition 3
b)	IGEM/G/11 Edition 3
c)	IGEM/G/13
d)	IGEM/TD/12 Edition 3

Question 30	
If the Smart Meter Installer comes across a gas meter installation with a damaged meter box, they must deem the installation as:	
Possible answers	
a)	‘At Risk,’ then turn the gas off at the ECV, and inform the responsible person that the meter box must be repaired or replaced
b)	‘Potentially Dangerous’ and inform the responsible person and the gas supplier of the situation, noting all details in the Hand-Held Terminal (HHT)
c)	‘Immediately Dangerous,’ then cap the gas supply at the ECV and inform the Gas Supplier and the responsible person of the situation
d)	‘Not to Current Standards’ and advise the responsible person to contact a Gas-Safe Registered Engineer to repair the meter box

Question 31	
A situation where the condition of the Distribution Business (DB) equipment at an electric meter prevents the metering work from being carried out, yet it is not classified as an emergency is known as:	
Possible answers	
a)	A – Code
b)	B – Code
c)	C – Code
d)	D – Code

Question 32	
Which ONE of the following situations might indicate unauthorised fuel extraction at a gas meter installation due to interference from a third party?	
Possible answers	
a)	The meter outlet union is worn and un-tarnished
b)	The meter dials are not moving when gas is being used
c)	The anti-shear bolts from the meter bracket are missing
d)	The internal mechanism of the meter can be heard when gas is flowing

Question 33	
Which ONE of the following situations might indicate unauthorised energy extraction at an electric meter installation due to a third party interference?	
Possible answers	
a)	Bitumen leaking from the cut-out
b)	Worn screws at the meter terminals
c)	Marks on the cables exiting the meter
d)	Scorch or burn marks on the meter casing

Question 34	
What safety hazard is present when unauthorised energy extraction occurs at an electric meter installation?	
Possible answers	
a)	Appliances may shut down if the current flowing through the system is incorrect
b)	The plastic casing of the electric meter may be prone to melting
c)	The three-amp fuse at a plug may blow when electricity is in use
d)	Overheating and electrical fires may occur

Question 35	
In order to provide warmth within a domestic dwelling, an Air Source Heat Pump (ASHP) primarily makes use of:	
Possible answers	
a)	indoor air
b)	pumped air
c)	outdoor air
d)	diluted air

Question 36	
Which ONE of the following is a benefit of an **electric** underfloor heating system?	
Possible answers	
a)	Lower running costs than water-based systems
b)	Quicker to warm up than water systems
c)	More suitable for larger heating spaces
d)	Holds its heat for longer after turn-off

Question 37	
An advantage of a Ground Source Heat Pump is:	
Possible answers	
a)	these systems cannot be affected by air locks or sludge
b)	less radiators are required than a conventional heating system
c)	there are no combustion processes nor combustion emissions to consider
d)	it runs on a low volume of either natural gas or liquefied petroleum gas (LPG)

Question 38	
The energy source commonly used to power Micro-Combined Heat and Power systems is:	
Possible answers	
a)	Biofuel
b)	Mains gas
c)	Solar panels
d)	Wind turbines

Question 39	
In terms of energy supply, the role of the Distribution Network Operator (DNO) is to ensure:	
Possible answers	
a)	electricity meters installed by Smart Meter Installers operate correctly
b)	newly installed or exchanged meters are inspected for polarity
c)	properties are safely linked to the electricity grid
d)	only registered installers work on electric meters

Question 40	
Whilst an Installer is exchanging a gas meter, the customer reports that they suspect their gas heating system is not operating correctly. The correct course of action is to advise the customer:	
Possible answers	
a)	that they should have the boiler serviced
b)	to contact the gas emergency service on freephone
c)	to contact a gas-safe registered installer or business
d)	that the installer will investigate the matter and report back

End of Questions.

DFSMI Practice Multiple-choice Test

Answer scheme

Question	Answer	Question	Answer
1	A	21	B
2	D	22	D
3	A	23	A
4	B	24	C
5	B	25	B
6	C	26	A
7	D	27	D
8	C	28	D
9	B	29	B
10	B	30	A
11	B	31	B
12	C	32	B
13	D	33	D
14	A	34	D
15	A	35	C
16	B	36	B
17	A	37	C
18	D	38	B
19	C	39	C
20	B	40	C

Appendix D - Level 2 DFSMI Practical assessment with questions planning and approval form

Instructions

This form has two purposes:

1. To help you plan a practice practical assessment with questions for your apprentices
2. To inform Energy & Environment Awards of the proposed task(s) for the live assessment

Practical assessment with questions

Up to 4 apprentices may be assessed at one time depending on number of EPA bays at the independent assessment centre. Bays will need to be independent, and the apprentice must not have had any exposure to the bay whilst on-programme.

The apprentice is assessed:

- in a simulated environment approved by Energy & Environment Awards for example, employer or training providers premises. The simulated environment must relate to the apprentice's natural work environment
- A total of 12 hours is permitted for the practical assessment with questioning
- Equipment and resources needed for the assessment must be provided by the employer or training provider which must be in good and safe working condition

The activities should be designed to assess a broad range of the skills, knowledge and behaviours developed over the period of the apprenticeship. However, as a minimum the practical assessment with questioning must cover the activities and KSBs listed in the Planning Form below.

Energy & Environment Awards must review the employer/training provider's Practical assessment with questions task brief.
Task variations: If you have more than one apprentice being assessed, use the "Practical Task Variations" section of the form to indicate what the task variations that will be put in place so that apprentices are not asked to complete identical tasks.

Complete the 'Practical Assessment with Questions Planning Form' and submit it to the Service Delivery team via enquiries@energyenvironmentawards.co.uk, for **review at least 1 month before the start** of the end-point assessment.

Level 2 DFSMI Practical assessment with questions planning and approval form

Employer name and site address	
Training provider (if applicable)	
Standard	Dual Fuel Smart Meter Installer
Level	2
Location of practical assessment with questions	
Contact Details: Employer/training provider representative, email address and contact number overseeing the setup of the practical (documents and site).	

Proposed Practical Task Overview

To support planning and approval of the practical assessment with questions, please provide a brief summary of the apprentice's proposed task. This should outline the nature of the work the apprentice will be undertaking during the 12 hour observation, including the tasks listed on the following page.

The tasks must be set up to allow the apprentice(s) to install, exchange, commission, maintain and decommission the following smart meters and carry out work on smart meters and associated equipment, please check the boxes below to confirm:	
Single phase	☐
Multi-rate	☐
Single phase off multi-phase	☐
Low-pressure (gas)	☐
Confirm tasks for the above have been submitted	☐

The tasks must be set up to allow the apprentice(s) to conduct servicing and fault-finding procedures on one asset, including the rectification of a pre-loaded fault, please check the boxes below to confirm:	
Compliance with health and safety legislation and regulators	☐
Dynamic risk assessments	☐
Completing documentation	☐
Use of PPE, safe use of tools and digital equipment	☐
Installation, exchange and commissioning of smart meters	☐
Maintenance, fault-finding procedures and rectification of a fault	☐
Decommissioning of smart meters	☐
Confirm tasks for the above have been submitted	☐

Please confirm the activities listed above provide the apprentice with the opportunity to demonstrate the KSBs listed below which must be mapped to this assessment method.	☐

Use the boxes below to confirm the individual KSBs are covered in the above tasks for details see reference table on pages: 30 – 31.

Practical assessment with Questions	
Theme: Health and Safety	Check box to confirm application to task
K3: Gas Industry Unsafe Situations Procedure (IGEM G11)	☐
K4: Dynamic risk assessments, associated procedures and documentation.	☐
S6: Carry out dynamic risk assessment.	☐
S8: Apply health and safety practices. Identify and report non-compliant conditions or situations.	☐
B1: Prioritise health and safety.	☐
Theme: Documentation	Check box to confirm application to task

K19: General Data Protection Regulations (GDPR).	☐
K21: Principles of completing work records, maintaining asset details and customer data in accordance with General Data Protection Regulations (GDPR).	☐
S9: Use digital technology to access job, appliance and customer information.	☐
S10: Complete work records, maintain asset details and customer data in accordance with General Data Protection Regulations (GDPR).	☐
Theme: Install, Exchange and Commission	☐
K6: Installation and commissioning practices and techniques applicable to smart meters, associated equipment and communication systems.	☐
K9: Tools, test equipment, ladder and access systems, and personal protective equipment.	☐
K10: Gas and electrical testing and assessment procedures needed to establish the condition of the equipment and installation, and the actions needed as a result.	☐
S1: Install and exchange smart meters, associated equipment and communication systems.	☐
S2: Commission smart meters, associated equipment and communication systems.	☐
S7: Select, use and maintain tools, test equipment, ladder and access systems, and personal protective equipment (PPE).	☐
B2: Take responsibility for work.	☐
Theme: Maintenance and fault-finding	Check box to confirm application to task
K7: Fault-finding, diagnosis and rectification practices and techniques applicable to smart meters, associated equipment and communication systems.	☐
K25: Techniques and procedures for carrying out on-going maintenance of smart meters, associated equipment and communication systems.	☐
S3: Carry out ongoing maintenance of smart meters, associated equipment and communication systems.	☐
S4: Identify, diagnose and rectify faults in smart meters, associated equipment and communication systems.	☐
Theme: Decommission	Check box to confirm application to task
K8: Decommissioning practices and techniques applicable to smart meters.	☐
S5: Decommission smart meters, associated equipment and communication systems	☐
S14: Dispose of defective smart meters or assets, and all waste.	☐

Practical Task Variations - Describe how you can vary the task(s) to ensure that the task does not become predictable. **Variation 1:** **Variation 2:** **Variation 3:**
Special requirements (for example: access arrangements/PPE):
The practical assessment with questioning task(s) must take 12 hours and be completed over 2 consecutive days (a working day is typically considered to be 7.5 hours long). **Please state time for the practical task(s): _____** **Please state number of days for the practical task(s): _____**

Assessment Centre Setup Confirmation:
Resource Availability Confirmation: Please provide information to confirm that there is sufficient equipment tools, manuals, and other necessary resources for the apprentice to use during the assessment: ☐ _____ _____ _____ **Note:** Provision of all equipment and resources are the responsibility of the employer/training provider and must be suitable for the task, in good safe working condition and certification where applicable. **Safety Measures Confirmation:** Please confirm that all necessary safety measures are in place to protect the apprentice during the assessment: ☐ **Equipment Functionality Confirmation:** Please provide evidence that all vehicles, equipment and tools are in good working condition and regularly maintained:☐ **Space Adequacy Confirmation:** Please confirm that there is adequate space for the apprentice to work comfortably without interference from others:☐ **Emergency Procedures Confirmation:** Please confirm that emergency procedures are in place and the apprentice is aware of them: ☐ **Accessibility Confirmation:** Please confirm that the assessment area is accessible to the apprentice, including those with disabilities: ☐

IMPORTANT INFORMATION TO REMEMBER: The specific detail of the task(s) to be undertaken should be **kept confidential from the apprentices.**

Practical assessment with questioning: Include relevant photographs to illustrate task(s)

EEA Office use only

Date received	
Date signed off	

Appendix E: Practice Practical assessment with questions Template

Employers/training providers are recommended to arrange for apprentices to carry out a practice Practical Assessment with Questions prior to end-point assessment. The form below is for use by the person playing the part of the independent assessor.

Instructions

This should be read in conjunction with the DFSMI Specification.

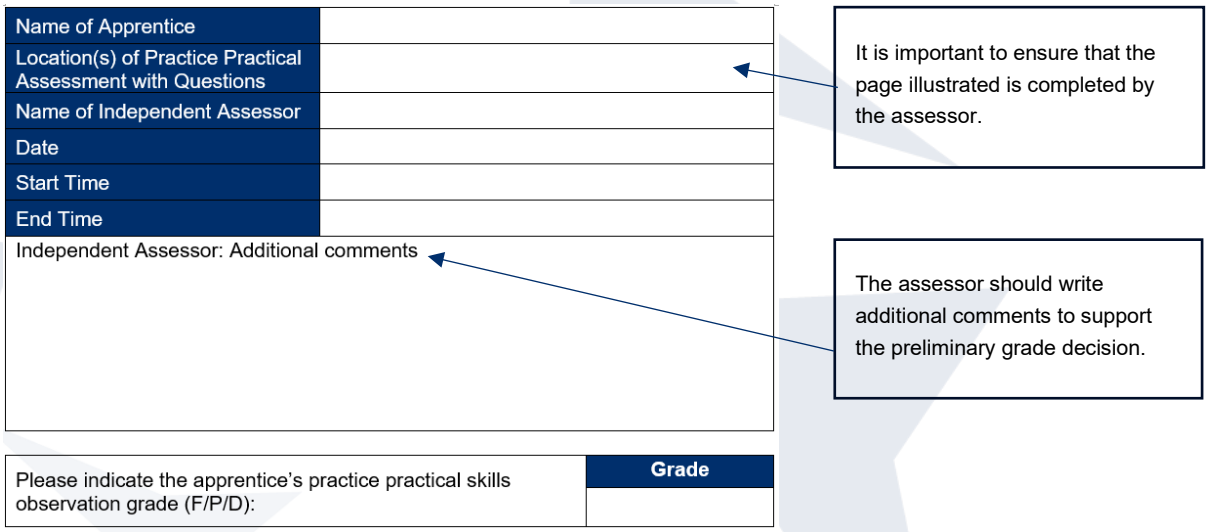
This template has been designed to help the suitable person playing part of the independent assessor and has three purposes:

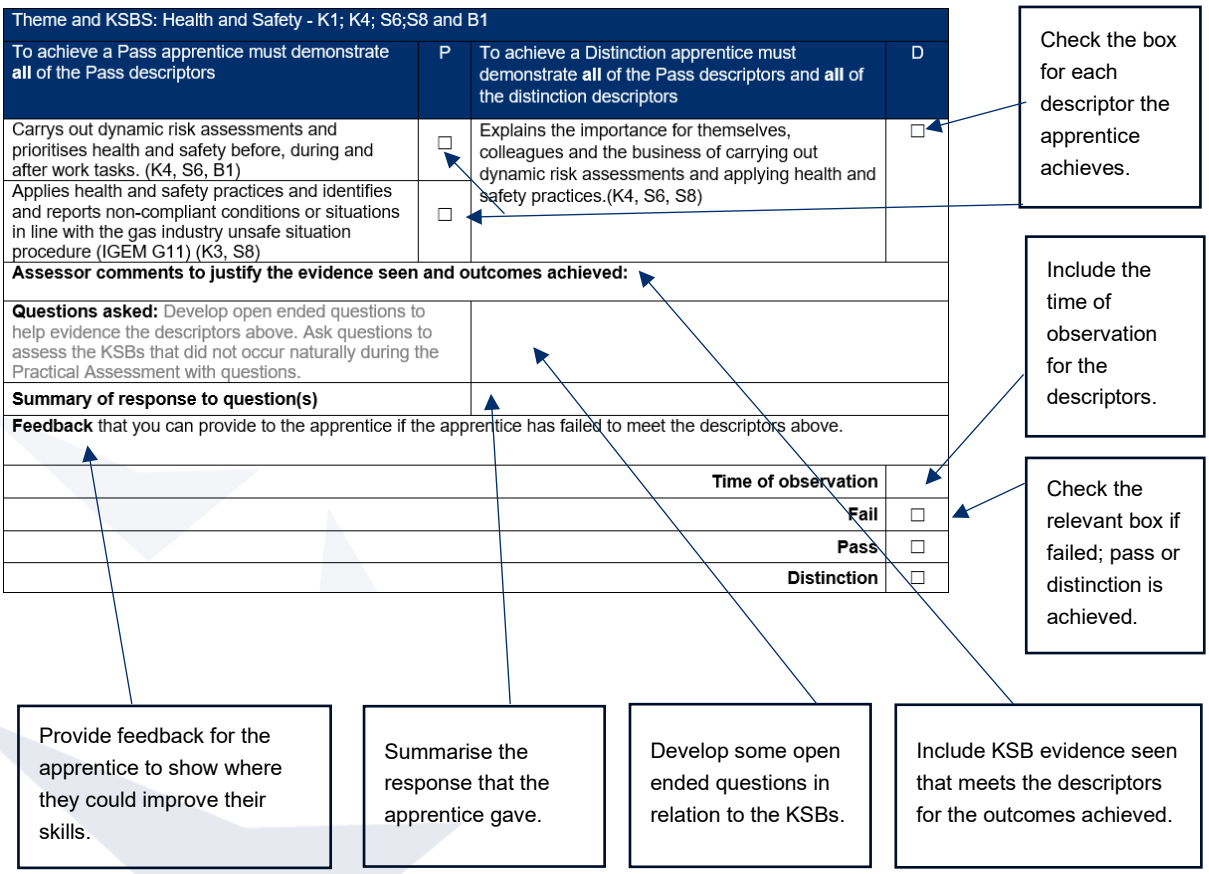
1. To prepare for a practice assessment with questions
2. Designed to holistically assess a broad range of the skills, knowledge and behaviours developed over the period of the apprenticeship by the apprentice
3. To provide feedback to the apprentice in preparation for the live assessment

The assessor should:

- complete the form below which has two parts to assess the apprentice's Practical Assessment with questions.

Quick Tip – How to complete the form below:




Theme and KSBS: Health and Safety - K1; K4; S6;S8 and B1
To achieve a Pass apprentice must demonstrate all of the Pass descriptors
P
To achieve a Distinction apprentice must demonstrate all of the Pass descriptors and all of the distinction descriptors
D
Carrys out dynamic risk assessments and prioritises health and safety before, during and after work tasks. (K4, S6, B1)
Explains the importance for themselves, colleagues and the business of carrying out dynamic risk assessments and applying health and safety practices.(K4, S6, S8)
Applies health and safety practices and identifies and reports non-compliant conditions or situations in line with the gas industry unsafe situation procedure (IGEM G11) (K3, S8)
Assessor comments to justify the evidence seen and outcomes achieved:
Questions asked: Develop open ended questions to help evidence the descriptors above. Ask questions to assess the KSBs that did not occur naturally during the Practical Assessment with questions.
Summary of response to question(s)
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.
Time of observation
Fail
Pass
Distinction
Check the box for each descriptor the apprentice achieves.
Include the time of observation for the descriptors.
Check the relevant box if failed; pass or distinction is achieved.
Provide feedback for the apprentice to show where they could improve their skills.
Summarise the response that the apprentice gave.
Develop some open ended questions in relation to the KSBs.
Include KSB evidence seen that meets the descriptors for the outcomes achieved.

Name of Apprentice	
Location(s) of Practice Practical Assessment with Questions	
Name of Independent Assessor	
Date	
Start Time	
End Time	
Independent Assessor: Additional comments	

	Grade
Please indicate the apprentice's practice practical skills observation grade (F/P/D):	

Please Note:

Fail: the apprentice does not demonstrate the pass descriptors.

To achieve a Pass, the Apprentice must achieve **all** the Pass descriptors.

To achieve a Distinction an apprentice must successfully achieve **all** the Pass descriptors and **all** of the Distinction descriptors.

Assessor questions: during the live assessment, the assessor must ask at least 3 open questions.

Theme and KSBS: Health and Safety - K1; K4; S6;S8 and B1			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Carrys out dynamic risk assessments and prioritises health and safety before, during and after work tasks. (K4, S6, B1)	☐	Explains the importance for themselves, colleagues and the business of carrying out dynamic risk assessments and applying health and safety practices.(K4, S6, S8)	☐
Applies health and safety practices and identifies and reports non-compliant conditions or situations in line with the gas industry unsafe situation procedure (IGEM G11) (K3, S8)	☐		
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above. Ask questions to assess the KSBs that did not occur naturally during the Practical Assessment with questions.			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
		Fail	☐
		Pass	☐
		Distinction	☐

Theme and KSBS: Documentation – K19; K21; S9 and S10			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Completes work records using digital technology and maintains asset details and customer, job and appliance data in line with GDPR and task requirements. (K19, K21, S9, S10)	☐	NA	NA
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above. Ask questions to assess the KSBs that did not occur naturally during the Practical Assessment with questions.			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
		Fail	☐
		Pass	☐

Theme and KSBS: Install, exchange and commission – K6; K9; K10; S1; S2; S7 and B2			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Installs, exchanges and commissions smart meters, associated equipment and communication systems taking responsibility for their own work in line with gas and electrical engineering procedures and task requirements. (K6, K10, S1, S2, B2)	☐	Installs and commissions smart meters, associated equipment and communication systems in line with gas and electrical engineering procedures achieving the outcome right-first-time to meet the needs of the task. (K6, K10, S1, S2)	☐
Selects, uses and maintains tools, test equipment, ladder and access systems, and PPE in line with gas and electrical testing, assessment procedures and manufacturer's guidelines and task requirements. (K9, S7)	☐		
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above. Ask questions to assess the KSBs that did not occur naturally during the Practical Assessment with questions.			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
		Fail	☐
		Pass	☐
		Distinction	☐

Theme and KSBS: Maintenance and fault-finding– K7; K25; S3 and S4			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Carries out on-going maintenance of smart meters, associated equipment and communication systems in line with manufacturer's guidelines and task requirements. (K25, S3)	☐	Rectifies faults in smart meters, associated equipment and communication systems in line with manufacturer's guidelines, achieving the outcome right-first-time to meet the needs of the task. (K7, S4)	☐
Identifies, diagnoses and rectifies faults in smart meters, associated equipment and communication systems in line with manufacturer's guidelines and task requirements. (K7, S4)	☐		
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above. Ask questions to assess the KSBs that did not occur naturally during the Practical Assessment with questions.			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
		Fail	☐
		Pass	☐
		Distinction	☐

Theme and KSBS: Decommission – K8; S5 and S14			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Carries out on-going maintenance of smart meters, associated equipment and communication systems in line with manufacturer's guidelines and task requirements. (K25, S3)	☐	Rectifies faults in smart meters, associated equipment and communication systems in line with manufacturer's guidelines, achieving the outcome right-first-time to meet the needs of the task. (K7, S4)	☐
Identifies, diagnoses and rectifies faults in smart meters, associated equipment and communication systems in line with manufacturer's guidelines and task requirements. (K7, S4)	☐		
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above. Ask questions to assess the KSBs that did not occur naturally during the Practical Assessment with questions.			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
		Fail	☐
		Pass	☐
		Distinction	☐

Appendix F: Practice Interview Based on an EPA portfolio Template

Employers/training providers are recommended to arrange for apprentices to carry out a practice Interview based on a portfolio of evidence prior to end-point assessment.

Instructions

This should be read in conjunction with the DFSMI Specification.

This template has been designed to help the suitable person playing part of the independent assessor and has three purposes:

1. To prepare for a practice assessment
2. Designed to holistically assess a broad range of the skills, knowledge and behaviours developed over the period of the apprenticeship by the apprentice
3. To provide feedback to the apprentice in preparation for the live assessment

The assessor should:

- complete the form below which has two parts to assess the apprentice's Interview.
- review the apprentice's portfolio of evidence before the practice assessment

Quick Tip – How to complete the form below:

Full Name of Apprentice	
Location of Practice Interview based on the portfolio of evidence	
Employer Company Name	
Name of Independent Assessor	
Date	
Start Time	
End Time	
Independent Assessor: Additional Comments	

Please indicate the apprentice's interview provisional grade (F/P/D)	

It is important to ensure that the page illustrated is completed by the assessor.

The assessor should write additional comments to support the provisional grade decision.

Theme and KSBS: Sustainability – K18			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Explains the following sustainability and energy efficiency topics and outlines how they impact their role: green technologies, alternative fuels, energy consumption, energy ratings and how they are calculated. (K18)	☐	NA	NA
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above.			
Write down the follow up questions asked			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
Portfolio reference		**Time of question(s)**	
		Fail	☐
		Pass	☐

Check the pass box if the apprentice achieved the descriptors.

Check the fail or pass box to confirm the grade for this group.

Include the page number(s) of where in the portfolio of evidence has been seen that meets the descriptor above.

Develop some open ended questions in relation to the KSBs.

If follow up questions are asked include them here.

Record the time the question is asked.

Full Name of Apprentice	
Location of Practice Interview based on the portfolio of evidence	
Employer Company Name	
Name of Independent Assessor	
Date	
Start Time	
End Time	
Independent Assessor: Additional Comments	

Please indicate the apprentice's interview provisional grade (F/P/D)	

Please Note:

To achieve a Pass, the Apprentice must achieve all of the pass descriptors.

To achieve a Distinction the Apprentice must achieve all of the pass and distinction descriptors.

Fail: The apprentice does not demonstrate the pass descriptors.

Component 3 – Interview based on the portfolio of evidence

Theme and KSBS: Sustainability – K18			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Explains the following sustainability and energy efficiency topics and outlines how they impact their role: green technologies, alternative fuels, energy consumption, energy ratings and how they are calculated. (K18)	☐	NA	NA
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above.			
Write down the follow up questions asked			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
Portfolio reference		**Time of question(s)**	
		Fail	☐
		Pass	☐

Theme and KSBS: Communication – K22 S11 S12			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Describes how they advise customers on energy efficiency and how to operate smart meters in line with the manufacturer's guidance and organisation procedures and matches communication style and language to meet the needs of the audience.(K22, S11, S12)	☐	Explains the importance for customers and the business of meeting the needs of the audience when communicating verbally to advise customers. (K22, S11, S12)	☐
Describes how they communicate verbally with utility companies and other trades to complete tasks, matching style to audience and using sector specific terminology to overcome barriers to meet the needs of the audience. (K22, S11, S12)			
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above.			
Write down the follow up questions asked			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
Portfolio reference		**Time of question(s)**	
		Fail	☐
		Pass	☐
		Distinction	☐

Theme and KSBS: – Customer Support K24 and S13			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Describes how they identify customers who are experiencing issues around fuel poverty. Explains how they provide support and assistance through the energy provider or support services to meet the needs of the customer in line with the energy provider policies. (K24, S13)	☐	Explains the importance for customers and the business, of identifying customers facing fuel poverty issues and providing support and assistance in line with the energy provider policies. (K24, S13)	☐
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above.			
Write down the follow up questions asked			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
Portfolio reference		**Time of question(s)**	
		Fail	☐
		Pass	☐
		Distinction	☐

Theme and KSBS: – EDI K20 and B4			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Describes how they support an equitable, diverse and inclusive culture and explains why this is important in their work. (K20, B4)	☐	Explains the importance for the business of supporting a diverse and inclusive workplace culture. (K20)	☐
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above.			
Write down the follow up questions asked			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
Portfolio reference		**Time of question(s)**	
		Fail	☐
		Pass	☐
		Distinction	☐

Theme and KSBS: Mental Health - K23			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Describes common issues, symptoms and warning signs of stress, anxiety and depression and explains where to go for help and the resources available in their workplace. (K23)	☐	NA	NA
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above.			
Write down the follow up questions asked			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
Portfolio reference		**Time of question(s)**	
		Fail	☐
		Pass	☐

Theme and KSBS: CPD- B3			
To achieve a Pass apprentice must demonstrate **all** of the Pass descriptors	P	To achieve a Distinction apprentice must demonstrate **all** of the Pass descriptors and **all** of the distinction descriptors	D
Describes how they maintain and enhance their competence in their own area of practice through their commitment to continued professional development (CPD). (B3)	☐	NA	NA
Assessor comments to justify the evidence seen and outcomes achieved:			
Questions asked: Develop open ended questions to help evidence the descriptors above.			
Write down the follow up questions asked			
Summary of response to question(s)			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the descriptors above.			
Portfolio reference		**Time of question(s)**	
		Fail	☐
		Pass	☐