



ENERGY &  
ENVIRONMENT  
AWARDS

Skills for a greener world

# Qualification Specification

EEA Level 2 Award for Cable Jointer's Attendant  
610/6044/6

July 2025 v1.1

# Contents

1	Qualification Overview .....	4
	At a Glance Qualification Summary .....	4
	Energy & Environment Awards .....	5
	Introduction.....	5
	Aims and Objectives of the Qualifications .....	5
2	Qualification Information .....	6
	Qualification Delivery .....	6
	Qualification Structure .....	6
3	Assessment .....	7
	Trainers, Assessors and IQAs .....	7
	Overview of Assessment Methods.....	7
	Assessment Method: Multiple-Choice Question Test.....	8
	Assessment Method 2: Practical Observation.....	11
4	Unit Content .....	16
	Introduction to the health and safety requirements when working as a Cable Jointer's Attendant.....	16
	Working as a Cable Jointer's Attendant .....	19
5	Awarding .....	23
	Grading.....	23
	Certification .....	23
5	Energy & Environment Awards Policies .....	23
	Contact Us.....	23

## Updates to this Specification

Since the first publication of this Qualification Specification, the following updates have been made.

V1.1	Throughout	Reference changes from EUIAS to EEA / Energy & Environment Awards

## Qualification Overview

### At a Glance Qualification Summary

Qualification Titles / Min. Guided Learning Hours (GLH) and Total Qualification Time (TQT) / Credit Value	EEA Level 2 Award for Cable Jointer's Attendant  <b>40GLH 40TQT 4 Credits</b>
RQF Level	2
Entry requirements	Learners must be 16 years of age or above.
Assessment requirements	<p>These qualifications are assessed by:-</p> <ul style="list-style-type: none"> <li>Externally set and marked multiple choice question papers</li> <li>Externally set, internally marked, externally quality assured practical observation</li> </ul>
Progression opportunities	<p>This qualification is aimed at individuals working as Cable Jointer's Attendants.</p> <p>Energy &amp; Environment Awards does not currently offer a direct progression route but learners may wish to specialise in an area covered by other regulated or non-regulated qualifications.</p>
Regulatory Body / Status	These qualifications are regulated by Ofqual, the independent qualifications regulator for England.
Nation	These qualifications are for delivery in England.

## Energy & Environment Awards

Energy & Environment Awards is an Ofqual recognised Awarding Organisation, offering qualifications, including End-point Assessments within the energy and utilities footprint.

### Introduction

Energy & Environment Awards has secured recognition from Ofqual, the independent qualifications regulator for England, to offer the Energy & Environment Awards Level 2 Award for Cable Joints Attendant.

This qualification, and the component units, have been developed by Energy & Environment Awards through consultation with technical experts, key external stakeholders, including industry representatives and training providers.

This Qualification Specification provides guidance for approved Centres on how to consistently apply the assessment and associated quality assurance requirements, along with unit content and relevant additional information to support the delivery of these qualifications.

### Aims and Objectives of the Qualifications

This qualification is aimed at individuals who are working as a Cable Joints Attendant (also known as Cable Joints Mate) within the power sector, across high and low voltage networks. This qualification aims to enable learners to develop underpinning knowledge, understanding and skills in order to effectively and safely perform their role in assisting the power network craftsman. In particular, the Cable Joints Attendant is responsible for providing safety assistance to a power network craftsman, who may be working on or near live plant or equipment. Unit 1 of this qualification focusses on the health and safety requirements when working as a Cable Joints Attendant.

Similarly, Unit 2 within this qualification focusses on the knowledge and skills required to perform the learner's duties as a Cable Joints Attendant, including their role in supporting planned and reactive work in connection with the installation, removal, maintenance and repair of plant and equipment on underground cable jointing. Learners will also be required to demonstrate their skills in using tools and equipment

safely, assisting the craftsperson with repairs to cables and cable joints and stripping and preparing dead cables including pre-installation testing.

## Qualification Information

### Qualification Delivery

#### Training Venue and Equipment Requirements

There are specific training venue and equipment requirements for the delivery and assessment of the Energy & Environment Awards Level 2 Award in Cable Joiner's Attendant and these are included in the Energy & Environment Awards qualification-specific Centre approval criteria for these qualifications.

Also included within the qualification-specific Centre Approval Requirements for this qualification is reference to the suitability of "live" working in relation to the delivery and assessment of this Cable Joiner's Attendant qualification.

### Qualification Structure

#### Level 2 Award for Cable Joiner's Attendant

In order to achieve the **Level 2 Award for Cable Joiner's Attendant** qualification, learners must complete both of the mandatory units in Group A.

Group A: Mandatory Units		
Level:	Unit Title:	Assessment Methodology:
2	Introduction to the health and safety requirements when working as a Cable Joiner's Attendant	Multiple Choice Question (MCQ) Test
2	Working as a Cable Joiner's Attendant	Multiple Choice Question (MCQ) Test  Practical Observation

## Assessment

### Trainers, Assessors and IQAs

Centres must comply with both the qualification and sector experience requirements for Trainers, Assessors and IQAs, as outlined in the Practical Observation section of this qualification specification.

Assessors are responsible for marking and recording assessment decisions on the practical observation. Internal Quality Assurers (IQAs) are responsible for sampling learners' assessment decisions and documentation and observing assessment discussions between the Assessor and the learner according to the Centre's internal quality assurance sampling approach, which will have been approved by Energy & Environment Awards as meeting the quality assurance requirements for these qualifications. IQAs are also required to verify the Trainer's competence to deliver the qualification as part of their monitoring activities.

Centres are responsible for maintaining up-to-date information on Trainers, Assessors and IQAs and for ensuring the currency of the competence of all those involved in assessment and quality assurance.

Further information, advice and guidance relating to the Energy & Environment Awards expectations on Centres in delivering the qualifications and associated assessments is detailed in the sections which follow.

### Overview of Assessment Methods

This qualification is assessed by both multiple choice question (MCQ) tests and a practical observation.

Assessment may take place at any time during the delivery of the qualification and does not need to be done as a final assessment. It is, however, a requirement for the learner to be aware that the assessment is taking place. However, Centres are required to schedule the online multiple-choice test(s) for individual learners at the point when they feel they are ready to complete the test. Full details of the requirements, duration and pass mark for each assessment instrument are shown in the sections which follow.

## Assessment Method: Multiple-Choice Question Test

### Assessment Structure

Each Multiple Choice Question (MCQ) test paper is closed book and learners are required to complete the test in exam conditions. Details of each of the unit's MCQ tests are shown in the table below:

<b>Level 2 Award for Cable Joints Attendant</b>			
<b>Unit title:</b>	<b>Number of Questions in MCQ Test:</b>	<b>Max. time allowed:</b>	<b>Pass %:</b>
Introduction to the health and safety requirements when working as a Cable Joints Attendant	24	40 minutes	70%
Working as a Cable Joints Attendant	16	25 minutes	68%

The multiple-choice questions have been written to assess the learner's knowledge and understanding as outlined in the assessment criteria within each unit. Each question will have four possible answers with one of those answers being the correct one.

### Practice assessment

Learners are able to complete a practice assessment through the Energy & Environment Awards online assessment system, XAMS, prior to completing the live assessment. This will enable the learner to practice using the assessment platform but will mainly help them to identify whether they are ready to complete the live assessment.

The practice assessment mirrors the requirements of the live multiple choice assessment in terms of duration, number of questions, types of questions asked and pass mark. Centres will be able to register a learner directly onto the practice assessment on XAMS and access their result and an assessment criteria report. The result for the practice assessment will not be passed back to the learner's record on QuartzWeb.



### Online assessment

The MCQ test is externally set by Energy & Environment Awards and is hosted by Energy & Environment Awards' online assessment system for Qualifications, XAMS, and automatically marked on this system, enabling instant results for the Centre. Centres will also be able to download a Performance Feedback Report which shows which assessment criteria have or have not been achieved by the learner.

Should the need arise for a Centre to apply for a reasonable adjustment to be made to the MCQ test for a learner, then the Centre must make this application at the point of registering a new learner onto the relevant Certificate in QuartzWeb. An example of a reasonable adjustment includes a reader being required for the learner completing the MCQ test. Sufficient time needs to be given to allow for adjustments to be made, should the application be successful. Therefore, Energy & Environment Awards require a minimum period of ten working days between registering a learner for the Certificate and the assessment taking place.

Centres are required to register learners for the respective qualification on QuartzWeb, Energy & Environment Awards' qualification administration system, which will automatically register them onto the Energy & Environment Awards XAMS platform for each corresponding assessment. Centres will schedule when they would like the learner to complete the MCQ test in XAMS and at this point will be asked to confirm who is in place to invigilate the test. It is important to note that Centre staff who have been involved in delivering the training for the learner(s) cannot invigilate the MCQ test. Further information is provided in the Energy & Environment Awards Invigilator Guidance document.

### Examination Conditions

Each MCQ test will be conducted in full examination conditions, with no additional notes, handouts or personal electronic devices permitted.

Centres have a responsibility to ensure learners are familiar with, and able to use, the online test platform prior to their MCQ test and have the relevant IT equipment and reliable internet access in order to complete the test. Should the learner lose connection or their assessment is disrupted for any reason then the invigilator will make a decision as to whether the assessment can continue or whether examination

conditions were disrupted and require the assessment to be abandoned or whether the disruption has affected the learner's performance significantly. Invigilators are required to report any incidents that occur during the MCQ test to the Centre directly and for the Centre to maintain records for quality assurance purposes where issues arise. Similarly, in these situations, Centres will need to decide whether it is appropriate to make an application to Energy & Environment Awards for a special consideration, whether a new test can be scheduled or whether a further period of training is required.

As part of each Centre's approval with Energy & Environment Awards to offer the Cable Joiner's Attendant qualification, Centres are required to provide evidence of their documented control systems for a range of processes. These are listed in full in the **Energy & Environment Awards Centre Approval Guidance** and associated requirements for the delivery of Cable Joiner's Attendant qualification listed in the relevant Appendix. The following, however, are required to specifically support the delivery of the MCQ test.

- Invigilation procedure
- Examination procedures, including preparation before the examination takes place, conducting the examination and post examination procedure
- Learner's proof of identity
- Location of examination centres
- Ensuring security and confidentiality of assessment materials
- Malpractice and maladministration procedure

## Grading

Learners will either pass or fail this assessment.

In order to pass, learners must correctly meet the required pass mark as outlined in the table on page 8.

Assessments are automatically marked on XAMS which enables Centres to have immediate access to results. Centres will also be able to download a Performance Feedback Report which shows which assessment criteria have or have not been achieved by the learner.

## Resits

Where a learner fails the MCQ test, they are entitled to one resit with Energy & Environment Awards, at the discretion of the training provider. Following this resit a learner will be required to undertake a period of further training before being required to register again for the qualification with Energy & Environment Awards.

Where time allows, and where there is no requirement for a reasonable adjustment, a learner may re-sit the MCQ test as soon as is practicable.

## Assessment Method 2: Practical Observation

### Assessment Design

As cited in the **Overview of Assessment Methods** section of this Qualification Specification there is one unit, which is assessed by a practical observation, as well as the multiple choice test outlined above.

The practical observation requires careful planning and preparation to ensure the assessment is a valid and reliable assessment of the learner's skills in relation to each of the skills-based assessment criteria within the specific unit.

This assessment is Centre-devised and Assessors should be mindful in ensuring there is opportunity to observe all required assessment criteria as part of the observation.

### Assessors

In order to assess this qualification, Assessors must have relevant occupational competence and hold, or be working towards, one of the recognised Assessor qualifications, e.g.:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Certificate in Assessing Vocational Achievement
- Assessing Candidates Using a Range of Methods (A1)
- D32 or D33 – Assess Candidate Performance / Assess Candidate Performance Using Diverse Evidence.

Further information regarding the Energy & Environment Awards requirements for Centre Delivery staff, including Assessors is found in the ***Energy & Environment Awards Centre Approval Guidance*** document.

### Assessment Preparation

Assessors will need to prepare fully for delivering the practical observation assessment. In addition to this, Centres must ensure that:

1. ***The Assessor acts independently from the training that has been delivered*** – the Assessor may be the same individual who has delivered the training but it is essential that no coaching or guidance is given during the practical assessment. Energy & Environment Awards expects that the Assessor does not ask any questions but may speak in order to stop the assessment in the case of a medical episode, an accident or emergency or unsafe practice.
2. ***Resource and site requirements are met*** – the training venue and equipment requirements are referenced in Section 3 of this document. These equipment requirements must be in place for both the training and the assessment process. The Assessor is also responsible for ensuring the equipment is fit for purpose prior to use.
3. ***Learner to Assessor ratio is met*** – there is a maximum learner to Assessor ratio required of 5:1 for the practical observation.
4. ***Assessor is prepared*** – has access to, and is familiar with, all recording form documentation before the assessment starts, including any learner-specific requirements such as any approved reasonable adjustments. Learners must be registered with Energy & Environment Awards for the relevant qualification prior to the assessment taking place.

### Assessment requirements

There is no minimum or maximum time required to complete the practical observation but it is the Centre's responsibility to ensure adequate time is allowed to provide sufficient opportunity for each learner to demonstrate all the assessment criteria required in each observation. Assessors should use the ***EUIAS Practical Observation Recording Form*** to record the outcome of the practical observation. The recording documentation will be checked and verified by the Centre's IQA and the Energy & Environment Awards EQA.

### Delivering the assessment

Learners are assessed independently and as such there must be no collusion between learners or with their Trainer and/or Assessor, which may be the same person. Assessors will make their assessment decision based on the evidence seen during the observation relating to each of the assessment criteria outlined in the ***Energy & Environment Awards Practical Observation Recording Form*** for the unit being assessed, on an individual basis. Assessors must not lead, coach or guide learners during the practical assessment.

### Grading

At the end of the assessment the Assessor will aggregate the results for each assessment criteria and grade the learner as either:-

- Pass
- Fail

This information is entered into the individual learner's ***Energy & Environment Awards Practical Observation Form*** by the Assessor, along with all other information required in the form. It is essential that the learner and Assessor both sign and date the form when the assessment is complete, the learner is deemed competent and the grade has been confirmed by the Centre's IQA. This form, along with any additional evidence will be uploaded to QuartzWeb by the Centre against each learner's record.

Where the learner has not achieved a pass in the first practical observation they should be given further attempt(s) to demonstrate the assessment criteria they have not achieved in their first attempt of the assessment. There is no limit on the number of re-takes for the practical observation, however this may be dependent on time available and the duration of the Centre's course.

Where the learner has achieved a Pass the Assessor records this on the assessment recording form and uploads to QuartzWeb. On QuartzWeb the Centre will record the assessment decision as "Achieved".

### Internal Quality Assurance

The Centre's IQA will sample learners' assessment documentation and observe live assessments according to the Centre's internal quality assurance Sampling approach,

which will have been approved by Energy & Environment Awards as meeting the quality assurance requirements for this qualification.

As with Assessors, the expectation is that the Centre's IQA will have relevant occupational competence and hold, or be working towards, one of the recognised IQA qualifications, e.g.:

- Level 4 Award in the Internal Quality Assurance of Assessment Process and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice

Further information regarding the Energy & Environment Awards requirements for Centre Delivery staff, including Assessors is found in the ***Energy & Environment Awards Centre Approval Guidance*** document.

IQAs will keep records of the assessments which are sampled in line with their internal quality assurance policy and process. These reports provide essential evidence for the Energy & Environment Awards EQA for determining whether the learners are being assessed in line with the Energy & Environment Awards requirements and the Centre's own Quality Assurance policies and procedures.

IQAs are also required to ensure consistency across the Centre's Assessors through monitoring assessment decisions, holding regular standardisation meetings and ensuring the Energy & Environment Awards requirements are being implemented appropriately. IQAs are also involved in the escalation and/or investigation of any issues or queries or potential malpractice relating to the assessment, grading decisions and the Assessor's occupational competence.

### External Quality Assurance

Energy & Environment Awards externally quality assures through appointing each Centre an EQA, who is responsible for checking and monitoring the assessment and quality assurance practices within the Centre to ensure assessments are conducted and quality assured in a robust, consistent manner, in line with Energy & Environment Awards requirements. The EQA does this through:-

- Approving Centres according to our qualification-specific Centre Approval Criteria and carrying out a visit as part of this approval, where required.
- Determining the sampling approach and frequency of visits for each Centre, according to their risk, volume of learners and history as an approved Centre.
- Observing live assessments, sampling learner's evidence and assessment decisions and reviewing internal quality assurance documentation and practices to ensure the Centre is delivering a robust internal quality assurance of the assessment decisions which Assessors make.
- Writing a report on their findings for both the Centre and Energy & Environment Awards which details the EQAs findings, including any areas where remedial action is required and an action plan to be agreed with the Centre.
- Providing advice and support to Centres in relation to meeting Energy & Environment Awards requirements.

As with Assessors and IQAs, the requirement is for Energy & Environment Awards EQAs to have the relevant occupational competence and hold, or be working towards, one of the recognised IQA qualifications, e.g.:

- Level 4 Award in Understanding the External Quality Assurance of Assessment Processes and Practice (RQF)



## Unit Content

EEA Unit Ref:	1127
Ofqual Unit Ref:	J/651/4834
Unit Title:	Introduction to the health and safety requirements when working as a Cable Jointer's Attendant
Level:	2
Credit value:	2
GLH:	20
Unit aim(s):	This unit aims to develop the learner's knowledge and understanding in the health and safety requirements associated with working as a Cable Jointer's Attendant. At the end of the unit learners will be assessed on their underpinning knowledge and understanding of the health and safety requirements, how to use tools and equipment safely, the key persons involved in cable jointing operations and how to provide safety support to the Craftsperson.
Assessment requirements:	This unit is assessed through an externally set, externally marked multiple choice question (MCQ) test
Relationship to NOS:	Based on the "Cable Jointer Attendant – Common Standard" developed by the National Skills Academy for Power (NSAP)



Learning Outcome: The learner will:	Assessment Criteria: The learner can:	
<b>1.</b> Know and understand the health and safety requirements for working safely as a Cable Jointer's Attendant	<b>1.1</b>	Describe the health and safety <b>legislation and regulations</b> for working safely
	<b>1.2</b>	State the key <b>health and safety procedures</b> relevant to own role
	<b>1.3</b>	Describe the key <b>environmental considerations</b>
	<b>1.4</b>	Explain how to follow risk assessments and excavation specifications factoring in environmental conditions
<b>2.</b> Know how to provide safety support to craftsperson	<b>2.1</b>	Identify risks, controls and mitigations
	<b>2.2</b>	Follow safe working practices including safe access, movement and egress
	<b>2.3</b>	Outline emergency first aid procedures including making the scene safe
<b>3.</b> Know how to use tools and equipment safely	<b>3.1</b>	Describe correct inspection, maintenance and storage of tools and equipment
	<b>3.2</b>	Identify correct plant and equipment for use, including access equipment, spiking gun, insulated tools, power tools and LPG Equipment
	<b>3.3</b>	Describe spiking gun set up, maintenance and storage procedures
<b>4.</b> Know key persons involved in cable jointing operations	<b>1.2</b>	Identify accompanying persons for low voltage "live" working procedures including emergency action planning and escalation requirements in the event of an incident
	<b>4.2</b>	Explain <b>responsibilities of persons</b> as identified in the Distribution Safety Rules

## Range Statements:

### Learning Outcome 1:

Legislation and regulations:

- Health and Safety at Work Act (including safe use and care of Liquid Petroleum Gas Equipment)
- Electricity at Work Regulations
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
- Electrical Safety Quality Continuity Regulations 2002 (ESQCR)
- Control of Substances Hazardous to Health (CoSHH)
- New Roads and Street Works Act (Signing, Lighting and Guarding)
- HSG 47 Avoiding danger from underground services
- Construction Design Management (CDM)

Health and safety procedures:

- Risk assessments
- Method statements
- Manual handling
- Fire and emergencies
- Inspection and use of Personal Protective Equipment (PPE)
- Asbestos
- Working in confined spaces
- Working at height
- Hand Arm Vibration Syndrome (HAVS)
- Noise

Environmental awareness / procedures / management:

- (a) Management of excavated materials
- (b) Environment Agency reporting (for leaks and spills, especially near watercourses; using spill kits and then disposal)
- (c) Disposal of materials (this would be resin, resin containers, cable, joints, cut-outs etc)

### Learning Outcome 5:

**Responsibilities of persons;** working party, competent persons, safety documentation, and the impact of signing-on to the documentation

EEA Unit Ref:	1128
Ofqual Unit Ref:	H/651/4833
Unit Title:	Working as a Cable Jointer's Attendant
Level:	2
Credit value:	2
GLH:	20
Unit aim(s):	This unit aims to develop the learner's knowledge, understanding and skills in working as a Cable Jointer's Attendant. At the end of the unit learners will be assessed on their underpinning knowledge and understanding of working with cables and networks, including underground cable network design and the pre and post connection testing procedures. Learners will also be required to demonstrate their skills in using tools and equipment safely and assisting the craftsperson with repairs to cables and cable joints. Learners are also required to demonstrate stripping and preparing dead cables including pre-installation testing.
Assessment requirements:	<p>This unit is assessed through to assessment methods:</p> <ul style="list-style-type: none"> <li>• an externally set, externally marked multiple choice question (MCQ) test</li> <li>• an externally set, internally assessed, externally quality assured practical observation</li> </ul>
Relationship to NOS:	Based on the "Cable Jointer Attendant – Common Standard" developed by the National Skills Academy for Power (NSAP)

**Learning Outcome:**  
The learner will:

**Assessment Criteria:**  
The learner can:

<b>1. Know the principles of working with cables and networks</b>	<b>1.1</b>	Outline cable types, sizes, voltage and construction
	<b>1.2</b>	Interpret network plans / diagrams and basic network design, including isolation procedures for Low Voltage and High Voltage networks
	<b>1.3</b>	Outline underground network design principles
	<b>1.4</b>	Outline the principles of working with underground cables in an excavated environment, including access, movement and egress
	<b>1.5</b>	Outline the use of resins and waste control when working with underground cables
	<b>1.6</b>	Outline the need for wearing Arc Flash PPE
	<b>1.7</b>	Explain the pre-connection testing procedure
	<b>1.8</b>	State the post connection tests required, under appropriate supervision
<b>2. Be able to use tools and equipment safely</b>	<b>2.1</b>	Demonstrate how to inspect, maintain and store tools and equipment, including <b>specialised tools</b>
	<b>2.2</b>	Demonstrate pre-use inspection of electrical Arc Flash PPE
<b>3. Be able to strip and prepare dead cables including pre-installation testing</b>	<b>3.1</b>	Outline the proving “dead” procedure for cables
	<b>3.2</b>	Outline the policies and procedures for work on ‘dead’ plant and equipment including safety precautions for identification of equipment and ‘dead’ working
	<b>3.3</b>	Demonstrate how to strip and prepare “dead” cables, including the preparation of joint shells and abrasion of cable sheaths
	<b>3.4</b>	Carry out, evaluate and record

		pre-connection tests including insulation and continuity tests
	3.5	Demonstrate how to terminate 'dead' single and three phase cables into service equipment.
<b>4. Be able to assist craftsperson with repairs to cables and cable joints</b>	4.1	Select and prepare jointing materials including the preparation, mixing and pouring of resin, depending on the activity required
	4.2	Demonstrate how to fit service equipment to customer intake position
	4.3	Assist with proving High Voltage Cables 'dead'
	4.4	Set up, maintain and store spiking gun(s)

### Range Statements:

#### Learning Outcome 1:

**Network design principles;** for example laying depths, bending radius, installation of protective cable tiles / tile tape

**Pre-connection testing procedure;** including insulation resistance and continuity

**Post-connection tests;** including supply, voltage, polarity, Earth Fault Loop Impedance (EFLI) and phase rotation

#### Learning Outcome 2:

**Specialised tools;** For example insulated hand or power tools, LPG Equipment

#### Learning Outcome 3:

"Dead" may also be referred to as "de-energised".

Signalling or communication protocols:

- (a) Mobile phone
- (b) Radio
- (c) Air horn
- (d) Whistles
- (e) Lifeline / rope

#### Learning Outcome 5:

Conditions may include:

- (a) Weather
- (b) Atmospheric conditions
- (c) Fluid levels
- (d) Heat

#### Learning Outcome 6:

**Safety, escape and emergency equipment** – to include, fall protection / access equipment, escape sets, monitoring equipment.

## Awarding

### Grading

In order to achieve the Level 2 Award for Cable Jointer's Attendant, learners must "pass" each of the assessment methods for the units which comprise the qualification. Assessment decisions will be subject to internal and external quality assurance.

### Certification

Energy & Environment Awards issues a qualification certificate of achievement for each qualification that has been achieved by the learner. Energy & Environment Awards offers learners an electronic certificate available to the Centre to download from Quartzweb, following the processing of a successful claim, or a physical certificate by exception and at an additional cost, which will be sent directly to the registered Centre. Learners who do not achieve the full qualification, but who have successfully achieved individual unit(s) will be able to receive an electronic unit certificate.

## Energy & Environment Awards Policies

Energy & Environment Awards has published comprehensive policies, which are made available to approved Centres and learners on the Energy & Environment Awards Qualifications website at: <https://energyenvironmentawards.co.uk/policies-and-fees/>

### Contact Us

Please do not hesitate to contact the Energy & Environment Awards Qualifications team for any query relating to the delivery, assessment, quality assurance or certification of these qualifications.

**Telephone:** 0121 713 8310, Option 2

**Email:** enquiries@ energyenvironmentawards.co.uk

© **Energy & Environment Awards**

All rights reserved. No part of this publication may be reproduced, stored in a retrievable system, or transmitted in any form or by any means whatsoever without prior written permission from the copyright holder.

[www.energyenvironmentawards.co.uk](http://www.energyenvironmentawards.co.uk)