ENERGY & ENVIRONMENT AWARDS

Skills for a greener world

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

Apprentice Guide

QAN 610/6014/8
ST0158 AP02 V1.1

Internal

Apprentice Guide for

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

QAN 610/6014/8

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Updates to this Guide

Since the first publication of Energy & Environment Awards Dual Fuel Smart Meter Installer (SMART) Apprentice Guide, the following updates have been made.

Version	Date first published	Section updated	Page(s)
v4.0	May 2026	Update to resit retake policy	27
v3.0	April 2025	Rebranded	All
v2.0	August 2023	Rebranded and new template	All
v1.0	June 2020	First published	All

At A Glance Component 1 Portfolio: Part 1 - Work Observation

Date(s):	
Time:	
Location:	
Examination Conditions:	With a Technical Expert nominated by your employer
Additional Requirements:	
Assessed and marked by:	Technical Expert/Energy & Environment Awards

At A Glance Component 1 Portfolio: Part 2 – Final Review

Date(s):	
Time:	
Location:	
Examination Conditions:	Completed by your employer
Additional Requirements:	
Assessed and marked by:	Technical Expert/Energy & Environment Awards

At A Glance Component 2: End-point Interview based on portfolio of evidence

Date(s):	
Time:	
Location:	
Examination Conditions:	With a technical expert nominated by your employer
Additional Requirements:	
Assessed and marked by:	Technical expert/Energy & Environment Awards

Introduction



Energy & Environment Awards has been selected by your employer to carry out end-point assessment (EPA) and it is our job to ensure that you are assessed fairly.

How This Apprentice Guide Is Organised

- ✓ Section 1:

  What is in the Apprentice Guide?

- ✓ Section 2:

  An Apprentice's End-point Assessment Journey

- ✓ Section 3:

  End-point Assessment Components

How to Use This Guide

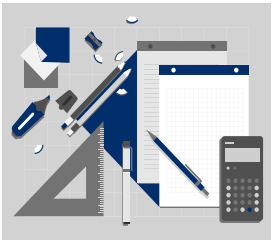


This guide has been split into 3 sections. You can dip into each section that you are working on where you will find useful information, practical advice, tips you need and useful dates to successfully complete your EPA.

Throughout we have used headings and cross referenced to our EPA Dual Fuel Smart Meter Installer (SMART) Specification which provides details of the EPA components.

Section 1: The Basics

What is an Apprenticeship Standard?



An apprenticeship standard is a description of your apprenticeship and it is based on the Dual Fuel Smart Meter Installer standard, which was written by employers. It contains the dual fuel smart meter installer's job profile, and describes the knowledge, skills and behaviours (KSBs):

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

The standard can be accessed via the link below:
https://skillsengland.education.gov.uk/apprenticeship-standards/st0158-v1-1

What is an Assessment Plan?

An Assessment Plan is also written by employers and provides details of what is required for you to pass your end-point assessment. It includes details of what you will be assessed on, how each assessment will take place, what methods will be used and who will assess you.

Energy & Environment Awards designed the end-point assessment (EPA) to meet the requirements of the Assessment Plan. The Assessment Plan can be accessed via the link below:
https://skillsengland.education.gov.uk/media/7277/dual_fuel_smart_meter_installer_l2em.pdf

What is an end-point assessment (EPA)?

The end-point assessment is the assessments you take at the end of your apprenticeship. You will typically spend 14 months on-programme working towards your standard. After this you have a Gateway meeting with your employer or training provider to confirm you are ready for the end-point assessments. The words end-point means that you will be assessed at the end of your on-programme (training) to confirm you have met the standard. Your EPA will be taken in the last 3 months. The end-point assessments consist of 2 components:

- Portfolio, including a work observation record and final review
- End-point Interview based on your portfolio of evidence

Each component has a provisional grade and each grade is carried forward to award a final grade. You must pass both components to pass your apprenticeship.

The final grade can be a Fail, Pass or Distinction.

What are the Gateway Requirements?

Gateway is a meeting where your employer, training provider and you ensure that you are confident that you can demonstrate all the KSBs defined in the apprenticeship standard and you are ready for EPA. After the meeting, your training provider will confirm the outcomes of the Gateway meeting by sending a signed document to Energy & Environment Awards. The document confirms that you have met the following Gateway requirements:

- Achieved English and mathematics qualifications in line with the apprenticeship funding rules
- Registration on Meters Operators Code of Practice Agreement (MOCoPA) and the Gas Safe® Register
- Compiled a portfolio of evidence with a mapping document, which will underpin the end-point interview and must include:
  - work observation record
  - final review

Your training provider will send copies of these documents to Energy & Environment Awards.

What is the EPA Specification?

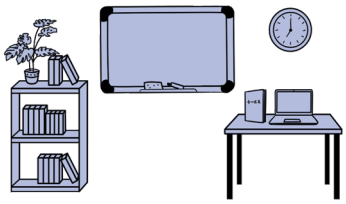


The end-point assessment specification provides details of:

- the assessment methods used in your EPA
- KSBs that are covered by each assessment
- KSBs amplification and guidance

The Specification can be accessed via the link below:
https://energyenvironmentawards.co.uk/epa/dual-fuel-smart-meter-installer/

Section 2: Apprentice EPA Journey



Let us Begin Your EPA Journey.

Find a quiet place and read on….

Dual Fuel Smart Meter is a core apprenticeship standard.
You must be trained and assessed against the core.

Your EPA journey consists of 3 elements:

- A training programme with on the job, off the job elements, typically 14 months
- Gateway meeting window
- End-point Assessment (EPA) typically 3 months

Your journey begins with the training program. Your employer and training provider are responsible for this part. This is where you will gain the required Knowledge, Skills and Behaviours (KSBs).

How will you be assessed in the end-point assessment?

You will be assessed on the following components, which **must** be taken in this order:

1. **Portfolio, including work observation and final review**
2. **End-point Interview based on your portfolio of evidence**

It is important for you to keep a record of when your 2 components are scheduled. We suggest you use the ‘At a Glance’ tables on page 5.

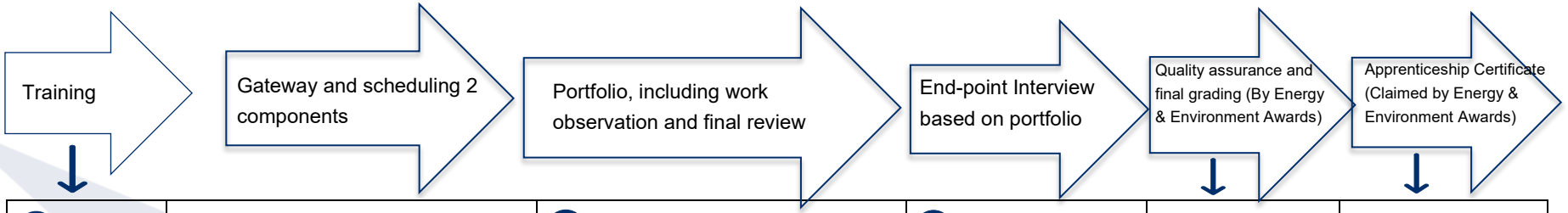
You must pass both components to achieve this qualification. For further guidance refer to Section 3 End-point Assessment Components.

Reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places you at a substantial disadvantage during assessments. If this applies to you make sure you tell your training provider who can make an application for a reasonable adjustment to Energy & Environment Awards on your behalf.

Your EPA Journey in a Diagram

The diagram below illustrates the order of your EPA **journey** from the day you register to your final certification:



Typically , 14 months	**You have: Attended a Gateway meeting with your employer/provider.** • Achieved English and mathematics qualifications in line with the apprenticeship funding rules • Registration on Meters Operators Code of Practice Agreement (MOCoPA) and the Gas Safe® Register • Compiled a portfolio of evidence, which your end-point interview will be based on	**The portfolio elements can be taken in any order.** **Work Observation – Typically no longer than 3 hours + 10% for questioning if required. Under examination conditions. Face to face or remote as agreed. Technical expert.** **Final Review – Carried out with your employer and must be completed in the final three months. You must include your**	**The end-point interview will typically last 1 hour.** **Under examination conditions. Face to face or remote as agreed and recorded using relevant technology. Technical expert.**	**Awarded Final Grading: Distinction, Pass or Fail.**	**ESFA will send your Certificate to your training provider or employer.** **Contact your training provider or employer if you do not receive your certificate.**

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		**final review in your portfolio.** **For further details *see below.**	**For further details *see below.**		

***For further details refer to Section 3 in this**  **Apprentice Guide or**  **Section 2 of the Specification.**

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Section 3: End-point Assessment Components

Now let us continue your journey through EPA. There are 2 components that you must pass to be awarded a certificate.

Component 1: Portfolio, including Work Observation and Final Review

Overview

You must successfully complete your portfolio of evidence during the on-programme period of your apprenticeship and before you move onto completing your end-point interview.

Your portfolio of evidence must include evidence gained in the workplace and simulated environments, collectively demonstrating competence against all knowledge, skills and behaviours (KSBs) of the standard. Your portfolio will comprise of:

- Work Observation Record (accounts for 20% of portfolio score)
- Additional Portfolio Evidence (accounts for 80% of portfolio score)
- Final Review

*See Step-by-Step Guide for further information.

A work observation involves your line manager/trainer, safety or quality assurance engineer appointed by Energy & Environment Awards observing and questioning you undertaking a practical activity in a live working environment. They will complete a Work Observation Record which you must include in your portfolio. You must be allowed to demonstrate the application of knowledge, skills and behaviours (KSBs) in a live working situation.

The Additional Portfolio Evidence is the evidence in addition to the Work Observation Record and it is compiled during your apprenticeship. This section of the portfolio counts towards 80% of the overall portfolio score, for details see Component 2 – ‘Portfolio of Evidence requirements.’

A final review on your progress will be carried out by your employer where your employer will produce a report which outlines that all key milestones have been achieved by you as part of the on-programme. The final review must be completed in the final three months and included in your portfolio. It is typically carried out in the last month of the on-program. The final review will be reviewed by the technical expert in preparation for your technical interview.

Step-by-Step Guide

The table below provides a step-by-step guide on how the work observation will be carried out:

Assessors	Your line manager/trainer, safety or quality assurance engineer appointed by Energy & Environment Awards will observe and question you undertake a practical activity in a live working environment.
Structure of your work observation	Typically no longer than 3 hours, and the actual time allowed will be based on the comparable time that an industry competent worker would take to achieve successful task(s) completion. For example: • normal duration of 3 hours may be allocated + 10% for questioning if required and must involve you working on your role specific task Refer to pages 55-71 in the Dual Fuel Smart Meter Installer Specification for the full list of KSBs to be covered in your work observation. Your work observation will be managed and marked out of 100 by the technical expert. There may be breaks during your work observation to allow you to move from one location to another and for meal/comfort breaks. Where breaks occur, the clock will be paused. The assessment time is not reduced.
Where will the assessment take place?	Your work observation must be conducted: • on actual plant and equipment in a live working environment

What knowledge, skills and behaviours (KSBs) do I have to demonstrate during the work observation?	**Skills and Behaviours** Group 1: Maintaining Safety Standard **S2** Take personal responsibility for maintaining safety standards and achieving job objectives **B1** Have personal wellbeing and the safety of customers and others as a priority Group 2: Risk Awareness and Risk Monitoring **S1** Carry out a thorough and rigorous risk assessment to ensure safety of customer, self and property on arrival, during install and upon exit **B2** Be risk aware showing the desire to reduce risks through systematic monitoring and checking information and the strict compliance with appropriate rules and regulations Group 3: Customer Care and Welfare **K6** Knowledge of Smart metering systems to be able to discuss and advise the customer **S6** Work on customer premises/property showing appropriate care, respect whilst focusing on safety **B5** Deliver a polite, courteous professional service to all customers and members of the public whilst safeguarding customer welfare and recognising vulnerability Group 4: Communicating and Working with others **S7** Use a variety of appropriate communication methods to interact with customers and others to give/receive information accurately, in a timely and positive manner in order to deliver the best possible experience to customers. This will include practical advice and the benefits of using the equipment **B4** Work effectively with people from different trades/disciplines,

	backgrounds and expertise to accomplish an activity safely, on time, providing confident challenge whilst meeting customer requirements Group 5: Effective Completion of Works **K2** Gas and electrical testing and assessment procedures needed to establish the condition of the equipment and installation and the actions needed as a result **S3** Use tools, equipment and personal protective equipment in a safe and appropriate manner **S4** Install, exchange, commission, decommission and ongoing maintenance of Smart metering systems, associated equipment and communication systems in accordance with industry standards **S10** Prepare and sequence equipment and tasks in the order prescribed in relevant operational standards or according to a specific regulation or set of rules Group 6: Personal and Team Development **S9** Achieve individual and team tasks which align to overall work objectives, be self- motivated and disciplined in the approach to work tasks **For amplification and guidance refer to the Dual Fuel Smart Meter Installer Specification link on page 9.**
What tasks will I have to cover?	You will be observed carrying out the following activities: • Installation • Exchange • Commissioning • Decommission of smart metering systems, associated equipment and communication systems in accordance with industry standards.

	For further details refer to 'Knowledge, Skills and Behaviours (KSBs) Coverage' in the Dual Fuel Smart Meter Installer specification, refer to link on page 9.
What resources can I use?	Equipment and resources needed for the observation must be: • provided by your employer or training provider • a suitable premises • the plant, machinery, equipment and PPE required for the job • in good and safe working condition Relevant work instructions/manuals must be available for you to use in hard copy or electronically.
Will I be asked questions?	The technical expert: • may ask open questions to assess the related underpinning knowledge. There are no stipulated number of questions that will be asked • may ask you follow up questions in order to seek clarification
Who will assess me?	A technical expert, appointed by Energy & Environment Awards.
Provisional Grading	The technical expert will award a provisional grade. You must pass **ALL** the pass criteria in order to achieve a pass.
Overall grading for this component	Fail, Pass or Distinction.

Portfolio of Evidence Requirements

The requirements are as follows:

Portfolio Mapping Document
You must map your portfolio of evidence to the KSBs covered by the end-point interview. You must include a mapping document at the front of your portfolio that clearly references the location of the evidence in your portfolio.
For further guidance on how to map refer to:

- Section below 'How do I organise my portfolio of evidence and map it to the mapping document?'
- Dual Fuel Smart Meter Installer Specification Section 5: Guidance on portfolio of evidence and apprentice mapping
- Apprentice Guide: Appendix B for the portfolio mapping document

The portfolio elements can be taken in any order, as shown below. The portfolio comprises:

- Work Observation Record (accounts for 20% of portfolio score)
- Additional Portfolio Evidence (accounts for 80% of portfolio score)

How do I organise my portfolio of evidence and map my evidence?

Step-by-Step Guide
You must include a portfolio mapping document and place it at the front of your portfolio, see table above for guidance and where to locate the portfolio mapping document.

Your portfolio is assessed. It serves two purposes:

- The technical expert reviews your portfolio before the end-point interview to help focus and contextualise their questions
- You should carefully prepare, index and map your portfolio as this will further support you during your end-point interview. Your organised portfolio will allow you with ease to refer to examples and discuss the evidence with the technical expert

What should I include in my portfolio?

Quality vs quantity

You should be supported in selecting and mapping evidence for your portfolio by your employer or training provider.

We would advise you to choose the best pieces of evidence and map them to each KSB which will be covered during your end-point interview. To be confident of meeting the KSB, you should aim to have two/three pieces of evidence mapped to each KSB.

The portfolio evidence **must contain** the additional portfolio evidence. This is the portfolio evidence in addition to the work observation record and it is compiled during your apprenticeship. This section of the portfolio counts towards 80% of the overall portfolio score.

Your Additional Portfolio Evidence **must** include:

- a mapping document that is mapped against the relevant KSBs that will be assessed by the end-point interview. A template has been produced which you can use to collect and map your evidence. A copy of the template is included, see Appendix B 'Portfolio Mapping Document'

- evidence of experience gained in the workplace and simulated environments, collectively demonstrating competence against all knowledge, skills and behaviours (KSBs) of the standard. It may for example include:
    - work products
    - witness statements
    - reflective journals
    - workplace documentation/records, for example job tasks sheets/job cards/time sheets
    - job write-ups
    - maintenance/service record
    - annotated photographs

- the following evidence sources (they are not graded but are requirements of the assessment plan):
    - Final review (about your progress) – typically carried out in the last month of the program
    - Gas Safe® registration certificate
    - Meter Operators Code of Practice (MOCoPA)

- your work observation record 20% counts towards the overall portfolio score

The above is not a definitive list. You can include other relevant evidence sources.



You **must not** include in your portfolio any methods of self-assessment.

Evidence must be:

- produced by you (authentic)
- relevant to the standard (K, S or B) that it is mapped to
- produced during the time you were carrying out your on-programme training and end-point assessment

What can I do to prepare for the end-point interview based on the portfolio?

You should:

- be familiar with the structure of your portfolio
- know the KSBs covered by the end-point interview
- know where you have mapped your KSBs by referring to your portfolio mapping document
- ensure there is quality evidence to cover every KSB in the end-point interview
- practise mapping evidence and completing the evidence mapping grid
- know how you will be graded

The role of your employer or training provider

Employers or training providers are expected to support you in preparing your portfolio by:

- clarifying responsibility for supporting you in selecting and mapping evidence for your portfolio, including the role of employer coaches/mentors where applicable

- advising you on which pieces of evidence you should select to ensure that when it is looked at as a whole, your evidence provides coverage of all the required elements of the standard (KSBs) assessed in the end-point interview
- supporting the mapping of your evidence and production of your mapping document
- authenticating evidence you provide is valid
- signing off your portfolio
- submitting your portfolio to Energy & Environment Awards as part of Gateway

Practice Component 1: Portfolio - Work Observation

You should have an opportunity to have a practice work observation which mirrors the live assessment. A practice practical would be set up for you using the structure in the table above by your employer or training provider.

Component 2: End-point Interview based on Portfolio of Evidence

Overview

The end-point interview is based on your portfolio of evidence. It is to allow you to demonstrate how you have met the KSBs in order to carry out your occupational role as a dual fuel smart meter installer effectively and safely. The end-point interview allows for testing of responses where there are a range of potential answers that cannot be tested through the work observation.

Step-by-Step Guide

The table below provides a step-by-step guide on how the end-point interview based on your portfolio of evidence will be carried out:

Who will assess me?	1 technical expert, appointed by Energy & Environment Awards will conduct the end-point interview.
How will the technical interview be organised?	**Locations:** Your end-point interview will take place at your employer's premises or a suitable venue. **Time:** Your end-point interview will typically last 1 hour. **Your end point interview will be:** • a discussion between you and the technical expert • face to face or remote, as agreed • assessed and outcomes will be recorded by the assessor on official Energy & Environment Awards interview documents • recorded using the relevant technology such as Microsoft Teams or an audio recording device
What topics will I have to cover?	For further details refer to 'Knowledge, Skills and Behaviours (KSBs) coverage in the Dual Fuel Smart Meter Installer Specification on pages 67 - 79. **A link to the Specification is available on page 9.**
Will I be asked questions?	• The technical expert will ask a set of questions to explore your level of knowledge, skills and behaviours • Standardised open questions will be asked based on the contents of the evidence in your portfolio

	• Set questions which maybe contextualised to the contents of your portfolio • Follow-up questions in order to seek clarification
Provisional Grading	The technical expert will award a provisional grade. You must pass **ALL** the pass criteria in order to achieve a pass.
Overall grading for this component	Fail, Pass or Distinction.

Practice Component 2: End-point Interview based on Portfolio of Evidence

You should have an opportunity to have a practice interview which mirrors the real assessment. The practice end-point interview based on your portfolio of evidence would be set up using the structure in the table above by your employer or training provider.

Overall grading

Your apprenticeship will be graded Fail, Pass or Distinction. The final grade will be determined by collective performance in the two assessment components.

In order to gain a pass, you must achieve a minimum of a pass in each EPA component. A pass represents full competence against the standard. To achieve a distinction grade, you must achieve a distinction in each EPA component.

Grades from individual assessment components will be combined in the following way to determine your overall EPA grade as a whole.

The portfolio and end-point interview are all marked separately and awarded a fail, pass or distinction.

The knowledge test is based on the percentage score achieved. The grade and mark for the portfolio and end-point interview is based on the number and level of criteria achieved.

The overall grade for the SMART Standard is based on the grades in individual components as follows:

Component 1 - Portfolio, including work observation and final review %	Grade	Component 2 – End-point interview based on the portfolio of evidence %	Grade
<=64	Fail	<80	Fail
65-84	Pass	81 - 89	Pass
85 - 100	Distinction	90 - 100	Distinction

Overall Grading

The overall grading for SMART Standard is based on the grades achieved in the individual components as follows:

- Fail – if a Fail is awarded for at least one of the components
- Pass – if a combination of a Pass and Distinction is awarded across the 2 components
- Distinction – if a Distinction is awarded in the portfolio and end-point interview

Section 4: Resits and retakes

If you fail one or more EPA components you can re-sit or a re-take the failed component at your employer's discretion. Your employer needed to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, but a re-take does. You should have a supportive action plan to prepare for your re-sit or re-take.

Your employer and Energy & Environment Awards will agree the timescale for your re-sit or re-take. Failed EPA component(s) must be re-sat or re-taken within the 3-months of the end-point assessment period following notification of the fail, otherwise the EPA will need to be re-sat or re-taken in full. Unless in the opinion of Energy and Environment Awards exceptional circumstances apply outside the control of the apprentice or their employer.

Resits and re-takes will not be offered to you if you wish to move from pass to a higher grade.

You can find full details in the Energy & Environment Awards resit and re-take policy: https://energyenvironmentawards.co.uk/policies-and-fees/

Section 5: Appendices

Appendix A: Glossary

Appendix B: Portfolio Mapping Document

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 –mindsets, attitudes or approaches needed for competence. Whilst these can be innate or instinctive, they can also be learnt. Behaviours tend to be very transferable. They may be more similar across occupations than knowledge and skills. For example, team worker, adaptable and professional

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

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

Gateway – the stage of the apprenticeship where the apprentice, employer and trainer determine whether the apprentice is ready to undertake the End-Point Assessment

Knowledge – the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic

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

Skills – the practical application of knowledge needed to successfully undertake the duties. They are learnt through on and/or off-the-job training or experience

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. The occupational standards are developed by employers for

occupations that meet the Institute for Apprenticeships & Technical Education current criteria. For further details refer to:
https://skillsengland.education.gov.uk/apprenticeship-standards/st0158-v1-1

Technical Expert – Will holistically assess the knowledge, skills and behaviours (KSBs) that you have been learnt throughout the apprenticeship. Their role as an Technical Expert would involve assessing components 1 (portfolio, including a work observation record and final review) and 2 (end-point interview based on your portfolio of evidence)

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

Appendix B: Portfolio Evidence Mapping Document

Introduction

Throughout the on-programme part of the apprenticeship, you will need to compile a portfolio of evidence to support the requirements of the end-point interview. The evidence within the portfolio will need to be mapped by you to the KSB requirements using the mapping document below.

The technical expert will use the mapping document to review the evidence in your portfolio in preparation for the end-point interview.

The portfolio mapping document below consists of the core requirements.

Your next steps

1. Complete all the details on the first page and include employer details of where relevant competencies from your experience at work was gained

2 Ensure each piece of evidence is signed off by your tutor/supervisor/mentor and lead provider (employer or training provider). You can use a number of different types of evidence to demonstrate your competence as described in Section 5 of the Specification – 'What to include in the portfolio?'. For further guidance, you must seek advice from your tutor/supervisor/mentor and lead provider

3 Map evidence to the criteria in the following pages using a referencing system indicating where the evidence for the criteria is located in your portfolio e.g., work based evidence Job 1 (J1) page 5 paragraph 2. This will allow the independent assessor to locate the section or specific piece of evidence being discussed with you during the end-point interview

4 Place the portfolio mapping document at the front of the portfolio of evidence

5 Your lead provider must make arrangements for Energy & Environment Awards to have access to your portfolio including the portfolio mapping document at Gateway

Additional Portfolio Evidence Mapping Document

Mapping Sign off on Portfolio Completion:

Place this portfolio mapping document at the front of your portfolio of evidence.

Apprentice Full Name (Print)	Apprentice Signature	Training Provider (Company)	Training Provider Signatory	Date of Sign Off

Work Observation Record	Portfolio EVIDENCE REFERENCE (Apprentice Input)
	1
Work Observation Record Evidence	

Final Review	Portfolio EVIDENCE REFERENCE (Apprentice Input)
	1
Final Review – Carried out by the employer	

Core Knowledge

Ref. (KSB)	Apprenticeship Standard Criteria	Portfolio EVIDENCE REFERENCE (Apprentice Input)		
		1	2	3
K1	Current Health, Safety and Environmental legislation and regulations applicable to work in the gas and power industries			
K2	Gas and electrical testing and assessment procedures needed to establish the condition of the equipment and installation and the actions needed as a result			
K3	Gas and electrical theories and procedures involved in the practical application of installation, exchange, commission, decommission and maintenance of Smart metering systems and associated equipment and communication systems			
K4	Relevant electrical/mechanical principles and how they are applied in work processes and procedures			
K5	Up to date knowledge of energy efficiency principles to be able to provide advice and guidance to the customer			
K6	Knowledge of Smart metering systems to be able to discuss and advise the customer			
K7	Current regulatory compliance, the recognition of different customer needs including vulnerability as defined by Office of Gas and Electricity Markets (OFGEM) and Smart Installation Codes of Practice (SMICoP)company rules, policies and procedures as defined by the employer			

Core Skills

Ref. (KSB)	Apprenticeship Standard Criteria	Portfolio EVIDENCE REFERENCE (Apprentice Input)		
		1	2	3
S1	Carry out a thorough and rigorous risk assessment to ensure safety of customer, self and property on arrival, during install and upon exit			
S2	Take personal responsibility for maintaining safety standards and achieving job objectives			
S3	Use tools, equipment and personal protective equipment in a safe and appropriate manner			
S4	Install, exchange, commission, decommission and ongoing maintenance of Smart metering systems, associated equipment and communication systems in accordance with industry standards			
S5	Work with focus and clear purpose in all conditions and locations, covering business requirements, usually working alone and safely adapt working methods to reflect changes in working environment			
S6	Work on customer premises/property showing appropriate care, respect whilst focusing on safety			
S7	Use a variety of appropriate communication methods to interact with customers and others to give/receive information accurately, in a timely and positive manner in order to deliver the best possible experience to customers. This will include practical advice and the benefits of using the equipment			
S8	Identify where situations or conditions are to unsafe standards and take appropriate actions within your range of competency			

Ref. (KSB)	Apprenticeship Standard Criteria	Portfolio EVIDENCE REFERENCE (Apprentice Input)		
		1	2	3
S9	Achieve individual and team tasks which align to overall work objectives, be self- motivated and disciplined in the approach to work tasks			
S10	Prepare and sequence equipment and tasks in the order prescribed in relevant operational standards or according to a specific regulation or set of rules			

Core Behaviours

Ref. (KSB)	Apprenticeship Standard Criteria	Portfolio EVIDENCE REFERENCE (Apprentice Input)		
		1	2	3
B1	Have personal wellbeing and the safety of customers and others as a priority			
B2	Be risk aware showing the desire to reduce risks through systematic monitoring and checking information and the strict compliance with appropriate rules and regulations			
B3	Be energy aware and deliver appropriate advice to customers on energy efficiency			
B4	Work effectively with people from different trades/disciplines, backgrounds and expertise to accomplish an activity safely, on time, providing confident challenge whilst meeting customer requirements			
B5	Deliver a polite, courteous professional service to all customers and members of the public whilst safeguarding customer welfare and recognising vulnerability			
B6	To maintain and develop personal learning plans to continually develop knowledge and competence			

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