ENERGY & ENVIRONMENT AWARDS

Skills for a greener world

EEA Level 3 End-point Assessment for Building Services Engineering Craftsperson

Apprentice Guide for

QAN 610/8153/X
ST0062 V1.1

Apprentice Guide for

EEA Level 3 End-point Assessment for Building Services Engineering Craftsperson

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Updates to this Guide

Since the first publication of the Energy & Environment Awards Building Services Engineering Craftsperson V1.1 (BSEC) Apprentice Guide, the following updates have been made.

Version	Date first published	Section updated	Page(s)
v1.0	November 2026	First published	All

At a Glance Component 1: Multiple-choice test

Date(s):	
Time:	
Location:	
Examination Conditions:	Controlled by an invigilator
Additional Requirements:	
Assessed and marked by:	Energy & Environment Awards (EEA)

At a Glance Component 2: Skills Test (in two parts)

Part 1: Preliminary activities

Date(s):	
Time:	
Location:	
Examination Conditions:	Controlled by an invigilator
Additional Requirements:	
Assessed and marked by:	1 Independent assessor, approved by EEA

Part 2: Practical activities

Date(s):	
Time:	
Location:	
Examination Conditions:	With an Energy & Environment Awards Independent assessor at a suitable venue for example your training provider's or employer's premises
Additional Requirements:	
Assessed and marked by:	1 Independent assessor, approved by EEA

At a Glance Component 3: Professional Discussion based on an EPA record of achievement

Date(s):	
Time:	
Location:	
Examination Conditions:	With an EEA Independent assessor, usually on-screen using MS teams. You must be at your employer's premises or a suitable venue for example training provider's premises You will have access to your EPA record of achievement throughout the interview
Additional Requirements:	EPA Record of achievement to be completed and submitted at Gateway
Assessed and marked by:	1 Independent assessor, approved by EEA

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

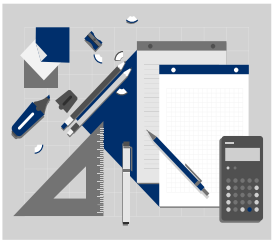


This guide has been split into 3 sections. You can dip into each section that you are working on where you will find useful information, practical advice, tips you need and useful dates to successfully complete your EPA.

Throughout we have used headings and cross referenced to our EPA Building Services Engineering Craftsperson V1.1 (BSEC) Specification and/or Supporting Documents 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 Building Services Engineering Craftsperson Standard, which was written by employers. It contains the building services engineering craftsperson'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:
Building Services Engineering Craftsperson V1.1 / Skills England
Select the occupational standard tab.

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:
Building Services Engineering Craftsperson V1.1 / Skills England
Select the EPA plan tab.

What is an end-point assessment (EPA)?

The end-point assessment is the assessments you take at the end of your apprenticeship. Your apprenticeship will typically take 36 months. You are required to spend a minimum of 12 months on-programme. 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 period typically last 3 months. The end-point assessments consist of 3 components:

- Component 1: Multiple-choice Test
- Component 2: Skills Test (in two parts)
- Component 3: Professional Discussion based on an EPA record of achievement

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

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

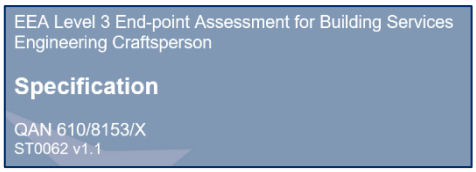
What are the Gateway Requirements?

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 maths in line with the apprenticeship funding rules
- achieved Level 3 Heating and Ventilating Craftsperson Qualification
- compiled and submitted an EPA record of achievement which the professional discussion will be based on.

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

What is the EPA Specification?

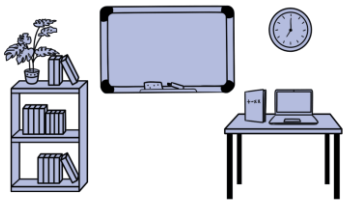


The end-point assessment specification provides details of the assessment methods used in your EPA, which:

- 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/building-services-engineering-craftsperson/

Section 2: Apprentice EPA Journey



Let us Begin Your EPA Journey.

Find a quiet place and read on….

Your EPA journey consists of 3 elements:

- A training programme with on the job, off the job elements, typically 36 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 the following order:

1) **Multiple-choice Test**
2) **Skills Test (in two parts)**
    a) **Preliminary activities**
    b) **Practical activities**
3) **Professional Discussion based on your EPA record of achievement**

It is important for you to keep a record of when your 3 components are scheduled. We suggest you use the ‘At a Glance’ tables on pages 5-6.

You must achieve a minimum of a pass for each component before progressing to the next component.

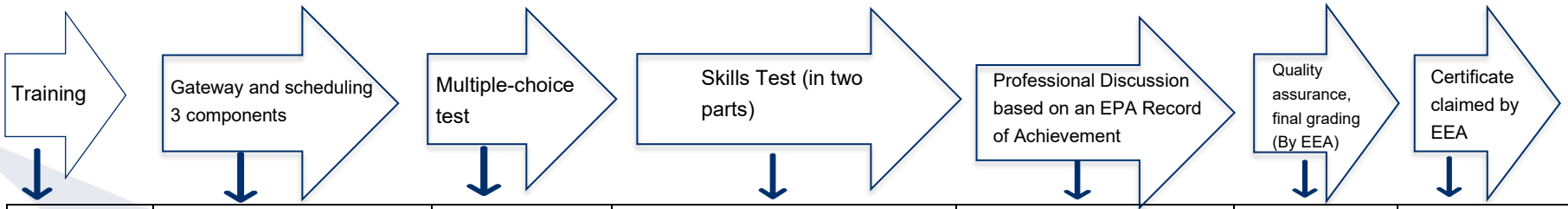
You must pass all 3 components to achieve this qualification. For further guidance refer to Section 3 End-point Assessment Components.

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, 36 months	You have: Attended a Gateway meeting with your employer/provider. Achieved English and mathematics qualifications in line with the apprenticeship funding rules Compiled an EPA record of achievement, which your professional discussion will be based on. Achieved Level 3 Heating and Ventilating Craftsperson qualification.	90 Minutes. Multiple-choice 60 questions. Under exam conditions supervised by an invigilator. Face to face. Closed book.	**Part 1**: Preliminary activities 3hrs Under exam conditions supervised by an invigilator. Face to face **Part 2**: Practical Activities 10 hours over 2 days Under examination conditions. Face to face. Ratio of 4 Apprentices to 1 Independent assessor For further skills test details see below*	60 minutes. Under examination conditions. Usually conducted online at your employer or training provider Independent assessor. For further interview details see below*	Awarded Final Grading: Distinction, Merit, Pass or Fail.	Apprenticeship certificates are issued through the government certificate service Contact your training provider or employer if you do not receive your certificate.

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

Section 3: End-point Assessment Components

Now let us continue your journey through EPA. There are 3 components that you must pass to be awarded a certificate.

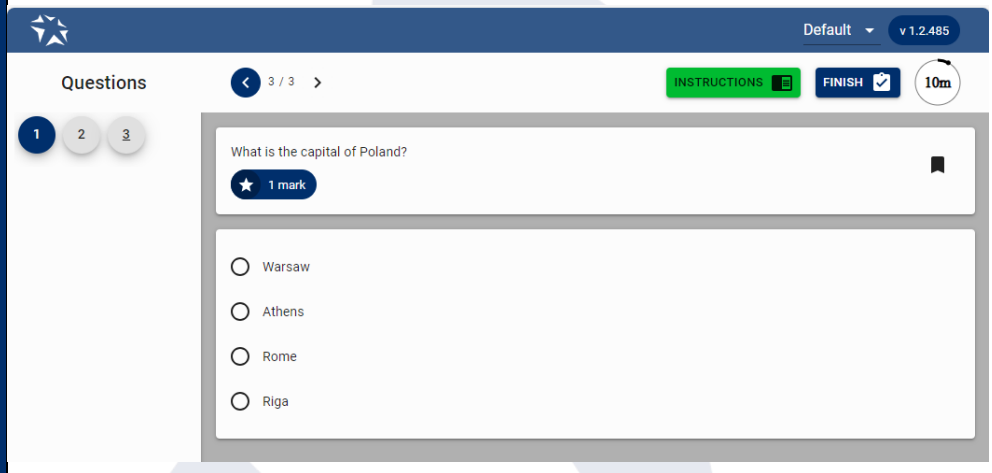
Component 1: Multiple-choice Test

Overview

The multiple-choice test is taken online. You will have 90 minutes to complete the test. The test consists of 60 questions.

The multiple-choice questions will have four possible answers of which one will be correct.

The table below outlines the procedure for conducting the multiple-choice test

What format will my test take?	The test is taken online. You will sit your multiple-choice test in the presence of an invigilator.
How will the question appear in an online test?	Here is an example of how the question will appear in an online version of the test:  You must **select one answer** that you think is correct.

Can I take any resources into the exam room?	The test is closed which means that you cannot refer to reference books or any other materials. You may use a scientific calculator You will be provided with appropriate stationery on the day.
Can I have access to the internet?	No access to the internet is allowed and this means you must not take your SMART watch into the exam room.
How will the multiple-choice test be organised for me?	**Locations:** Your multiple-choice test will take place at your employer's or training provider's premises or a suitable venue. • You will take the test in a quiet space and in the presence of an invigilator • Your test will be scheduled by your employer or training provider with the EEA • If you fail the multiple-choice test, you can re-sit or re-take the failed test at your employer's discretion. There are no limits to the number of re-sits or re-takes you can take but the maximum grade awarded for a resit is a pass. It is important to revise and ensure that you are confident with the knowledge you are being tested on.
What knowledge will I be assessed on?	The multiple-choice test questions are knowledge based and sample the knowledge criteria required for the Building Services Engineering Craftsperson role. For details of the knowledge covered, including amplification and guidance, refer to Section 3 of the BSEC Specification. **Remember** the questions have been written to reflect the building services engineering craftsperson role as a whole and are not focussed on specific plant, machinery, or employer-specific processes.
Overall grading for this component	Fail or Pass, Merit or Distinction

Practice Component 1: Multiple-Choice test



You should have an opportunity to have a practice multiple-choice test which mirrors the real assessment. The practice multiple-choice test would be set up using the structure in the table above by your employer or training provider. The feedback provided will assist you with preparing for the actual multiple-choice test.

Component 2: Skills Test (in two parts)

Overview

The skills test involves an independent assessor, appointed by Energy & Environment Awards, assessing your ability to plan, resource, organise and complete a pipework installation to the required standards. The assessment allows you to demonstrate the application of the knowledge, skills and behaviours (KSBs) required for the Building Services Engineering Craftsperson role.

The Skills Test is split into two parts:

- **Part 1: Preliminary activities -** You will be required to plan and design a pipework installation based on a given brief
- **Part 2: Practical activities -** You will carry out the installation, testing, commissioning and decommissioning activities associated with your design.

The table below outlines the procedure for conducting Part 1 and Part 2 of the Skills test

When will your Skills Test take place?	You will sit Part 1: preliminary activities 5 -10 working days before Part 2: practical activities. This is to allow the independent assessor enough time to mark and return your completed workbook so you can refer to it in the second part of your skills test.
Structure of Part 1 of your Skills Test	The total assessment time for Part 1 is 3 hours. During this time, you will complete the design of a pipework fabrication and installation based on a system brief provided by EEA. **What will the task involve?** You will be given a system brief and a workbook to complete. The workbook contains the following activities: • designing a pipe installation from a brief including expansion • producing an isometric sketch • selecting materials, valves, brackets and fixings from a specification • completing a risk assessment and method statement

	• listing tools, equipment and materials You'll complete the task under exam conditions, so make sure you follow all instructions and work on your own. **Where will Part 1 take place?** Part 1 of your skills test will take place at your training provider's or employer's premises, in a suitable area that: • is quiet, well-lit and free from interruptions • has enough space to allow you to complete the task You will complete Part 1 in the presence of an invigilator approved by EEA. **How will Part 1 be assessed?** At the end of the 3 hour assessment period, your completed workbook will be submitted to EEA so the Independent Assessor can complete their marking. The Independent Assessor will review your design and make any amendments necessary to ensure the installation can be completed safely and successfully in Part 2 of the skills test. Any corrections or amendments made by the Independent Assessor will be taken into account when marking your work. You will then receive the reviewed design, which you will use to complete Part 2 of the skills test.
Structure of Part 2 of your Skills Test	 The total assessment time for Part 2 is 10 hours, which will be completed over 2 days. During this time, you will install the design from Part 1 and demonstrate your ability to work safely and to industry standards. **What will the task involve?** You will be required to complete a practical pipework installation, in a simulated environment, using the reviewed design from Part 1.

	Throughout the assessment you will be observed carrying out the following: • installing pipework to a brief • filling and testing the system • commissioning the system • communicating effectively • working effectively and efficiently • taking responsibility • managing tasks EEA may assess up to four apprentices at the same time during Part 2 of the skills test. **Where will Part 2 take place?** Part 2 of your skills test will take place at your training provider's or employer's premises. You will complete Part 2 under assessment conditions and will be supervised throughout the assessment. **How will Part 2 be assessed?** An Independent Assessor, appointed by EEA will observe you throughout the assessment.
What KSBs will I have to cover?	For further details refer to 'Knowledge, Skills and Behaviours (KSBs) coverage in the BSEC Specification on pages **A link to the BSEC Specification is available on page 10.**
Provisional Grading	The independent assessor will award a provisional grade based on the marks awarded for Part 1 and Part 2. You must pass **ALL** the pass criteria in order to achieve a pass.
Overall grading for this component	Fail or Pass, Merit or Distinction

Practice Component 2: Skills Test (in two parts)

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

Component 3: Professional Discussion based on an EPA Record of Achievement

Overview

The professional discussion is based on your EPA record of achievement. It allows you to demonstrate how you have met the KSBs in order to carry out your occupational role as a Building Services Engineering Craftsperson safely and effectively.

The table below outlines the procedure of conducting the professional discussion based on an EPA record of achievement:

Who will assess me?	1 independent assessor, appointed by EEA will conduct your professional discussion
How will the professional discussion be organised?	**Locations:** Your professional discussion will take place at your employer's premises or a suitable venue. **Time:** Your professional discussion will be 1 hour **Your professional discussion will be:** • a discussion between you and the independent assessor • face to face or remote, as agreed • assessed and outcomes will be recorded by the assessor on official Energy & Environment Awards assessment documents • recorded using the relevant technology such as Microsoft Teams or an audio recording device You will have **access to your record of achievement** throughout the interview.

What topics will I have to cover?	The professional discussion will assess the following topics: • problem solving • teamwork • communication and working with others • personal development • promoting business image • management of site personnel/task allocation • task management • working independently and taking responsibility • time management and attendance For further details refer to 'Knowledge, Skills and Behaviours (KSBs) coverage in the BSEC Specification on pages. **A link to the BSEC Specification is available on page 10.**
What questions will I be asked?	• Questions will be based on the above topics • Set questions which maybe contextualised to the contents of your record of achievement • Follow-up questions in order to seek clarification
Provisional Grading	The independent assessor will award a provisional grade. You must pass **ALL** the pass criteria in order to achieve a pass.
Overall grading for this component	Fail or Pass, Merit or Distinction

Record of Achievement Evidence Requirements

The requirements are as follows:

Record of Achievement Mapping Document

You must map your record of achievement to the KSBs covered by the professional discussion. You must include a mapping document at the front of your record of achievement that clearly references the location of the evidence.

For further guidance on how to map refer to:

- Section below 'How do I organise my record of achievement and map it to the mapping document?'

- BSEC Specification Section 6: Guidance on record of achievement and apprentice mapping
- Apprentice Guide Supporting Documents Appendix B

How do I organise my record of achievement and map my evidence?

Step-by-Step Guide

You must include a record of achievement mapping document and place it at the front of your record of achievement, see table above for guidance and where to locate the record of achievement mapping document.

Your record of achievement is **not** assessed. It serves two purposes:

- The independent assessor reviews your record of achievement before the professional discussion to help focus and contextualise their questions
- You should carefully prepare, index and map your record of achievement as this will further support you during your professional discussion. Your organised record of achievement will allow you with ease to refer to examples and discuss the evidence with the independent assessor



What should I include in my record of achievement?

Quality vs quantity

You should be supported in selecting and mapping evidence for your record of achievement 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 professional discussion. To be confident of meeting the KSB, you should aim to have two/three pieces of evidence mapped to each KSB.

Your record of achievement should contain:

- witness testimony work activity descriptions and records (minimum of three)
- self-assessments (minimum three)
- employer reports (minimum of two)

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

What can I do to prepare for the professional discussion?

You should:

- be familiar with the structure of your record of achievement
- know the KSBs covered by the professional discussion
- know where you have mapped your KSBs by referring to your record of achievement mapping document
- ensure there is quality evidence to cover every KSB in the professional discussion
- 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 record of achievement, 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, your evidence provides coverage of all the required elements of the standard (KSBs) assessed in the professional discussion
- supporting the mapping of your evidence and production of your mapping document
- authenticating evidence you provide is valid
- signing off your record of achievement
- submitting your record of achievement to Energy & Environment Awards as part of Gateway

Practice Component 3: Interview based on an EPA record of Achievement

You should have an opportunity to have a practice professional discussion which mirrors the real assessment. The practice professional discussion would be set up using the structure in the table above by your employer or training provider.

Overall grading

All assessment components contribute equally to your overall EPA grade.

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

	Overall Grade		
Assessment Component	Pass	Merit	Distinction
Knowledge Test	3	6	9
Skills Test	5	10	15
Professional Discussion	2	4	6
Total	10-17	18-20	25-30

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 needs 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 fail notification, otherwise the entire EPA will need to be re-sat or re-taken in full, unless in the opinion of the Energy & Environment Awards exceptional circumstances apply outside the control of you or your employer.

The maximum grade awarded for any component which is re-sat or re-taken is a Pass.

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

The Energy & Environment Awards resit and re-take policy can be found at: Policies and Fees - Energy & Environment Awards

Section 5: Appendices

Appendix A: Glossary

Appendix B: Record of Achievement 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

Independent Assessor – Will holistically assess the knowledge, skills and behaviours (KSBs) that you have been taught throughout the apprenticeship. Their role as an Independent Assessor would involve assessing components 2 (skills test) and 3 (professional discussion based on your record of achievement)

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: Building Services Engineering Craftsperson / Skills England

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

Appendix B: Record of Achievement Mapping Document

Introduction

Throughout the on-programme part of the apprenticeship, you will need to compile a record of achievement to support the requirements of the professional discussion. The evidence within the record of achievement will need to be mapped by you to the KSB requirements using the mapping document below.

The independent assessor will use the mapping document to review the evidence in your record of achievement in preparation for the professional discussion. The independent assessor will **not** assess your record of achievement.

The record of achievement mapping document below consists of the requirements for the professional discussion.

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 6 of the Specification – 'What to include in the record of achievement?'. 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 record of achievement 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 professional discussion

4 Place the record of achievement mapping document at the front of the record of achievement

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

Record of Achievement Mapping Document

Mapping Sign off on record of achievement Completion:

Place this mapping document at the front of your record of achievement.

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

GROUP 1: Working Safely

Ref.	Apprenticeship Standard Criteria	RECORD OF ACHIEVEMENT REFERENCE (Apprentice Input)		
		1	2	3
S1	**Working safely** Apply relevant safety legislation, codes of practice and safe working practices to self and others in building services engineering working environments			
B4	**Taking responsibility** Accept responsibility for the work of self and others under their control			

GROUP 2: Planning, Preparing and Working Sustainably

Ref.	Apprenticeship Standard Criteria	RECORD OF ACHIEVEMENT EVIDENCE REFERENCE (Apprentice Input)		
		1	2	3
K4	**Planning** Understand how to utilise resources effectively within building services engineering including the roles and responsibilities of relevant people, how to oversee work; how to produce risk assessments and method statements and how to plan work programmes for self and small teams installing industrial and commercial systems			

S2	**Planning** Plan, organise and undertake the installation of industrial and commercial systems in ways which use resources effectively to complete work, with consideration for cost, quality, safety, security and environmental impact, within relevant legislative requirements, codes of practice and industry recognised practices			
K5	**Preparation** Understand the preparation requirements for work areas in new and existing building services engineering sites			
S3	**Preparation** Prepare work areas in new and existing sites to undertake building services engineering industrial and commercial systems installation			
B5	**Managing tasks** Accept, allocate and supervise technical and other tasks			

GROUP 3: Installing Pipework

Ref.	Apprenticeship Standard Criteria	RECORD OF ACHIEVEMENT EVIDENCE REFERENCE (Apprentice Input)		
K6	**Pipework** Understand pipework fabrication and jointing techniques for industrial and commercial systems, including prefabricated And or modularised components and distribution systems			
S4	**Pipework** Apply pipework fabrication and jointing techniques for industrial and commercial systems, including prefabricated and or modularised components and distribution systems and natural gas distribution pipework			

GROUP 4: Installing Systems

Ref.	Apprenticeship Standard Criteria	RECORD OF ACHIEVEMENT EVIDENCE REFERENCE (Apprentice Input)		
K8	**Water and heating systems** Understand the design principles, layout, and operating principles, installation, testing, pre-commissioning, commissioning and decommissioning techniques for new and existing industrial and commercial cold water systems, hot water systems, heating systems, chilled water systems, compressed air systems and steam systems			
S5	**Installing systems** Apply installation, testing, pre-commissioning, commissioning and decommissioning techniques for industrial and commercial; cold water systems; hot water systems, heating systems, chilled water systems			
K9	**Fuel systems** Understand the principles and requirements of industrial and commercial gas, oil and solid fuel systems and mechanical sustainable energy systems			
B3	**Problem solving** Solve problems within their own scope of responsibility, by applying technical and behavioural skills and knowledge to define the problem, identify, evaluate and select alternatives and implement solutions			

GROUP 5: Communicating and working with others

Ref.	Apprenticeship Standard Criteria	RECORD OF ACHIEVEMENT EVIDENCE REFERENCE (Apprentice Input)		
		1	2	3
B1	**Communicating effectively** Use oral, written and electronic methods to communicate technical and other information effectively with work colleagues, other tradespeople, clients representatives, supervisors, and other members of the building services engineering and wider construction team			
B2	**Work effectively** Work reliably and effectively without supervision, to the appropriate codes of practice and be aware of the needs and concerns of others, especially where related to diversity and equality			
B6	**Working with others** Work effectively with colleagues, the public, other tradespeople, clients representatives, supervisors, and other members of the building services engineering and wider construction team			
B7	**Learning and development** Support the learning and development of others through activities such as mentoring, and sharing professional expertise and knowledge			
B8	**CPD** Maintain and enhance competence in own area			
B9	**Working ethically** Exercise responsibilities in an ethical manner			

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