



City & Guilds Level 3 Certificate in Domestic Energy Assessment (6371-01)

Version 1.0 (March 2023)

Qualification Handbook

Qualification at a glance

Subject area	Energy Assessment
City & Guilds number	6371
Age group approved	16-18 / 19+
Entry requirements	n/a
Assessment	Portfolio and Assignment
Grading	Pass / Fail
Approvals	Full approval required
Support materials	Qualification handbook Logbook Assessment pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds qualification number	Regulatory reference number	GLH	TQT
City & Guilds Level 3 Certificate in Domestic Energy Assessment	6371-01	610/2262/7	120	250

Version and date	Change detail	Section
1.0 March 2023	Initial version	All

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1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	This qualification is for those individuals who wish to work as a qualified, accredited Domestic Energy Assessor (DEA) within the property industry.
What does the qualification cover?	<p>This qualification covers the necessary knowledge and skills required of a Domestic Energy Assessor (DEA), including</p> <ul style="list-style-type: none">• How to undertake energy assessments in a safe, effective and professional manner• The preparation and undertaking of an energy assessment• How to produce and explain an Energy Performance Certificate (EPC) relating to a domestic property
What opportunities for progression are there?	Learners may wish to become a Domestic Energy Assessor (DEA) or progress onto higher level Non-Domestic Energy Assessment (NDEA) qualifications, such as the City & Guilds Level 4 Diploma in Non-Domestic Energy Assessment
Who did we develop the qualification with?	This qualification has been developed in line with National Occupational Standards and in collaboration with training providers and employers from within the industry.

Structure

To achieve the City & Guilds Level 3 Certificate in Domestic Energy Assessment, learners must achieve:

City & Guilds unit number	Unit title	GLH
Mandatory units:		
Learners must achieve all four mandatory units.		
371	Conduct energy assessments in a safe, effective and professional manner	30
372	Prepare for energy assessments of domestic property	20
373	Undertake energy assessments	45
374	Produce and explain Energy Performance Certificates relating to domestic property	25

Total Qualification Time (TQT)

Total Qualification Time (TQT) is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected for a learner to demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT is comprised of the following two elements:

- 1) The number of hours that an awarding organisation has assigned to a qualification for Guided Learning, and
- 2) An estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but, unlike Guided Learning, not under the immediate guidance or supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.

Title and level	GLH	TQT
City & Guilds Level 3 Certificate in Domestic Energy Assessment	120	250

2 Centre requirements

Approval

Full approval

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the document **Quality Assurance Standards: Centre Approval Process** for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Resource requirements

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area(s) for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have occupational expertise relevant to the inspection and reporting of residential property for energy assessment purposes
- have a sound knowledge and understanding of the most recent version of RdSAP
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and quality assurance, and that it takes account of any national or legislative developments.

Quality assurance

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance and City & Guilds is responsible for external quality assurance. For more detail on this visit the [Quality Assurance Standards](#) documents on the City & Guilds website.

Standards and rigorous quality assurance are maintained by the use of:

- Internal quality assurance
- City & Guilds external quality assurance.

In order to carry out the quality assurance role, Internal Quality Assurers must

- have appropriate teaching and vocational knowledge and expertise
- have experience in quality management/internal quality assurance
- hold or be working towards an appropriate teaching/training/assessing qualification
- be familiar with the occupation and technical content covered within the qualification.

External quality assurance for the qualification will be provided by City & Guilds EQA process. EQAs are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

The role of the EQA is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments within and between centres by the use of systematic sampling
- provide feedback to centres and to City & Guilds.

Learner entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that learners have the potential and opportunity to gain the qualification successfully.

Age restrictions

This qualification is approved for learners aged 16 or above.

Access to assessment and special consideration

For information on how to apply for access arrangements please refer to ***How and when to apply for access arrangements and special consideration (cityandguilds.com)***

3 Delivering the qualification

Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs
- support and guidance they may need when working towards their qualification
- any units they have already completed, or credits they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualification, their responsibilities as a learner, and the responsibilities of the centre. This information can be recorded on a learning contract.

Support materials

The following resources are available for this qualification:

Description	How to access
Learner logbook	www.cityandguilds.com
Assessment pack	www.cityandguilds.com

4 Assessment

Assessment of the qualification

Learners must:

- successfully complete the externally set, internally marked assignments for the qualification
- have a completed portfolio of evidence for each unit.

Assessment Types			
Unit	Title	Assessment method	Where to obtain assessment materials
371	Conduct energy assessments in a safe, effective and professional manner	Portfolio of Evidence Centre devised, internally set and marked assessment. Supported by a City & Guilds produced logbook.	www.cityandguilds.com
372	Prepare for energy assessments of domestic property	Assignment – 6371-372 City & Guilds devised assignment, internally marked, externally verified. Portfolio of Evidence Centre devised, internally set and marked assessment. Supported by a City & Guilds produced logbook.	www.cityandguilds.com
373	Undertake energy assessments	Assignment – 6371-373 City & Guilds devised assignment, internally marked, externally verified. Portfolio of Evidence Centre devised, internally set and marked assessment. Supported by a City & Guilds produced logbook.	www.cityandguilds.com
374	Produce and explain Energy Performance Certificates relating to domestic property	Assignment – 6371-374 City & Guilds devised assignment, internally marked, externally verified. Portfolio of Evidence Centre devised, internally set and marked assessment. Supported by a City & Guilds produced logbook.	www.cityandguilds.com

Assessment strategy

City & Guilds has written the following assignments to use with this qualification:

- live assignments which can be downloaded from the City & Guilds website.

Units are also assessed through Portfolio of Evidence. All evidence in the portfolio for the skills learning outcomes must be generated in the workplace or a realistic working environment.

Assignments

The assignments are externally set, internally marked and externally verified. The assignments require learners to identify and use effectively skills, knowledge and understanding from across the unit content area. Learners will be marked against marking criteria provided. The assignments and marking criteria can be located within the 6371-01 Assessment Pack available to download from the City & Guilds website (password for the Assessment Pack can be located on the Walled Garden).

Portfolio of evidence

Learners and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems, including our own, **Learning Assistant**, an easy-to-use and secure online tool to support and evidence learners' progress towards achieving qualifications. Further details are available at www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate. *Recording forms* are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the External Quality Assurers, before they are used by learners and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

Evidence sources

A Portfolio of Evidence will typically include several pieces of evidence – it must contain sufficient evidence to demonstrate the knowledge and skills required for each appropriate unit.

Evidence sources may include:

- training logbooks
- centre produced worksheets and activities
- annotated photographs
- video clips (maximum duration in total 10-minutes)
- workplace documentation/records, for example job cards/job sheets, equipment check/maintenance/service records, parts order records.

This is not a definitive list; other evidence sources are permitted.

The evidence provided must be valid and attributable to the learner; the Portfolio of Evidence must contain a statement from the centre confirming this.

Evidence **must not** include:

- any methods of self-assessment
- any employer contributions should focus on direct observation of evidence (for example witness statements) of competence rather than opinions.

Time constraints

Qualification registration is valid for five years.

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience or qualifications which have already been achieved to contribute to a new qualification.

RPL is **not** allowed for this qualification.

5 Grading

Grading of the qualification

This qualification is graded Pass/Fail.

6 Units

Structure of the units

These units each have the following:

- City & Guilds reference number
- Title
- Level
- Guided learning hours (GLH)
- Assessment type
- Unit aim
- Learning outcomes, which are comprised of a number of assessment criteria
- Supportive information

Guidance for delivery of the units

This qualification is comprised of a number of **units**. A unit describes what is expected of a competent person in particular aspects of his/her job.

Each **unit** is divided into **learning outcomes** which describe in further detail the skills and knowledge that a learner should possess.

Each **learning outcome** has a set of **assessment criteria** (performance, and knowledge and understanding) which specify the desired criteria that must be satisfied before an individual can be said to have performed to the agreed standard.

Supporting information provides guidance of the evidence requirement for the unit and specific guidance on delivery. Centres are advised to review this information carefully before delivering the unit.

Unit 371

Conduct energy assessments in a safe, effective and professional manner

Level:	3
GLH:	30
Assessment type:	Portfolio of evidence
Aim:	This unit aims to develop the knowledge and skills needed to develop and maintain effective working relationships and conduct energy assessments in a professional and ethical manner. It also ensures that the learner has an introduction to current government energy efficiency initiatives/strategies.

Learning outcome

The learner will:

LO1 Understand the health and safety requirements when undertaking energy assessments

Assessment criteria

The learner can:

- AC1.1 explain the relevant legal duties related to health, safety and security in the workplace
- AC1.2 identify the health, safety and security risks that could exist in different locations
- AC1.3 identify the hazards and risks to self which are associated with lone working
- AC1.4 explain why it is important to remain alert to the presence of risks in the workplace
- AC1.5 explain the importance of personal conduct in maintaining the health, safety and security of yourself or others
- AC1.6 explain how to make use of relevant suppliers and manufacturers' instructions for the safe use of equipment, materials and products
- AC1.7 explain who should be informed of any conflicts raised while undertaking energy assessments between different health, safety and security requirements
- AC1.8 describe the procedures for different types of emergencies
- AC1.9 identify the different ways for improving health, safety and security at work and how they can be implemented
- AC1.10 identify any pre-existing damage to customer's property and the actions required to protect customer's property during energy assessments

Learning outcome

The learner will:

- LO2 Understand the nature of professional conduct required when conducting energy assessments

Assessment criteria

The learner can:

- AC2.1 explain why it is important to promote goodwill and trust when working with others and ways in which this can be achieved
- AC2.2 explain how to identify the information you require and the potential sources of such information
- AC2.3 describe how to respond to enquiries from others and how to clarify their information needs
- AC2.4 explain how to respond to enquiries which are outside your authority, beyond your area of knowledge or expertise or where the information requested is confidential
- AC2.5 define the extent and limits for your own competence and expertise and the importance of not working beyond these limits
- AC2.6 describe the ways in which disputes or differences of opinion should be responded to and resolved to minimise offence and maintain respect
- AC2.7 describe the formal complaints procedure that covers your work in terms of:
- any specific organisational requirements
 - your own responsibility to deal with complaints and attempt to resolve them before escalating to the accreditation organisation, or the equivalent in the Devolved Administrations
- AC2.8 identify the potential conflicts of interest that you may encounter and the action required to manage these
- AC2.9 explain why it is important to present a positive personal and professional image when dealing with people and how this can be achieved
- AC2.10 describe the ways in which you may develop yourself within your role and how to track your development needs
- AC2.11 define the level of service expected by customers, their expectations as to the outcomes of the energy assessment or advice process and how to deliver effective and reliable customer service
- AC2.12 explain the need for prompt responses to enquiries

Learning outcome

The learner will:

- LO3 Understand the legislation, codes of conduct and compliance requirements in relation to energy assessment

Assessment criteria

The learner can:

- AC3.1 describe the relevant policies and legislation on combating climate change and the reduction of carbon emissions from buildings
- AC3.2 describe the relevant legislation covering:

- the energy performance of buildings
 - compliance with safe working practices
 - regulations in the Devolved Administrations
 - the use of refrigerants where appropriate
- AC3.3 describe the relevant official guidance and conventions relating to an assessment of energy performance
- AC3.4 describe your specific responsibilities under prescribed codes of conduct and ethical standards
- AC3.5 describe why it is important to comply with mandatory and advisory codes of practice
- AC3.6 describe the specific auditing or monitoring requirements that relate to your registration with your accreditation organisation(s), or the equivalent in the Devolved Administrations and your responsibilities in complying with these
- AC3.7 describe the framework under which accreditation organisation(s), or the equivalent in the Devolved Administrations, are required to operate, including their Scheme Operating Requirements or equivalent in the Devolved Administrations
- AC3.8 explain the importance of obtaining and maintaining appropriate professional indemnity insurance (PII) cover and the extent and limitations of this type of cover
-

Learning outcome

The learner will:

LO4 Be able to comply with organisational and legal requirements at all times

Assessment criteria

The learner can:

- AC4.1 carry out work in accordance with the relevant legal requirements, legislation and advisory and mandatory codes of practice
- AC4.2 carry out work in accordance with the auditing and monitoring requirements of the relevant accreditation or certification organisation(s)
- AC4.3 record customer contact information in accordance with organisational and legal requirements
- AC4.4 identify, record and maintain evidence to support your decisions and assumptions made when carrying out energy assessments
- AC4.5 identify the evidence requirements defined in Scheme Operating Requirements or their equivalent in the Devolved Administrations
-

Learning outcome

The learner will:

LO5 Be able to maintain health, safety and security at work

Assessment criteria

The learner can:

- AC5.1 take action to mitigate health, safety and security risks
- AC5.2 ensure personal conduct does not endanger the health, safety and security of self and other people
-

- AC5.3 take action to ensure the protection of client's property and buildings
- AC5.4 adhere to workplace policies and suppliers' or manufacturers' instructions for the safe use of equipment, personal protective equipment (PPE), materials and products
- AC5.5 identify procedures for dealing with different types of emergencies
- AC5.6 make recommendations for improving health, safety and security in the workplace to the relevant person(s)
-

Learning outcome

The learner will:

- LO6 Be able to develop and maintain effective working relationships with colleagues, professionals, clients and others

Assessment criteria

The learner can:

- AC6.1 develop and maintain productive working relationships with others
- AC6.2 request information from colleagues, professionals, clients and others in a polite, clear and professional manner
- AC6.3 identify and make use of additional sources of information/help when colleagues, professionals, clients and others are unable to help
- AC6.4 deal with enquiries from colleagues, professionals, clients and others and seek clarification where necessary
- AC6.5 respond to enquiries which:
- are outside own authority
 - are beyond own area of knowledge or expertise
 - involve confidential information
- AC6.6 respond to and resolve disputes and/or differences of opinion
- AC6.7 adhere to the formal complaints procedure when dealing with a complaint
-

Learning outcome

The learner will:

- LO7 Be able to conduct energy assessments in a professional manner

Assessment criteria

The learner can:

- AC7.1 deal with colleagues, professionals, clients and others in a tactful, courteous and equitable manner
- AC7.2 carry out work in accordance with prescribed codes of conduct, ethical standards and recognised good practice
- AC7.3 accurately record all evidence supporting the assumptions and decisions made during an assessment
- AC7.4 demonstrate effective management of work activities and personal and professional development
- AC7.5 respond appropriately to pressure from any person(s) which may affect own judgment
- AC7.6 demonstrate delivery of effective and reliable customer service
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Unit 371

Conduct energy assessments in a safe, effective and professional manner

Supporting Information

Evidence requirements

To support assessment and evidence requirements please refer to 6371-01 Assessment Pack and Logbook available on the city & guilds website, www.cityandguilds.com.

Unit 372

Prepare for energy assessments of domestic property

Level:	3
GLH:	20
Assessment type:	Assignment 6371-372 Portfolio of evidence
Aim:	This unit aims to develop the knowledge and skills needed in order to prepare for carrying out an energy assessment eg taking instructions, clarifying requirements and making initial investigations relating to the property of properties.

Learning outcome

The learner will:

- LO1 Understand the legislation and regulations relating to energy assessments and Energy Performance Certificates

Assessment criteria

The learner can:

- AC1.1 explain the relevant legislation giving rise to energy assessments and Energy Performance Certificates, for England and Wales and for the Devolved Administrations
- AC1.2 explain the regulations and guidance under the legislation relating to the role of Domestic Energy Assessors or alternatives within the Devolved Administrations and the undertaking of energy assessments
- AC1.3 identify the types of property and situations that do not by law require an Energy Performance Certificate
- AC1.4 explain the basic principles of current energy efficiency initiatives/standards within the Devolved Administrations, and the role of Energy Performance Certificates within those schemes

Learning outcome

The learner will:

- LO2 Understand how to agree and confirm instructions to undertake energy assessments

Assessment criteria

The learner can:

- AC2.1 explain how to clarify and confirm the expectations of the customer's energy assessment
- AC2.2 state when a potential conflict of interest will require disclosure to the customer, or will require the need to decline the instructions altogether
- AC2.3 explain the limitations and constraints that apply to the conduct of energy assessments and to the prescribed methodology
- AC2.4 describe the limited circumstances where representative properties and/or data collected by others may be used in the preparation of Energy Performance Certificates for existing dwellings
- AC2.5 identify circumstances where the prescribed methodology for existing homes, Reduced Data SAP (RdSAP) may not be appropriate and when an alternative methodology should be considered
- AC2.6 describe the options that the client could consider regarding the use of an alternative assessment methodology
- AC2.7 explain the importance of confirming in writing the arrangements agreed between you and the customer
- AC2.8 describe the fee structures and payment arrangements for energy assessments
- AC2.9 explain how to confirm on-site assessment arrangements with the customer or other occupier
- AC2.10 explain the importance of confirming whether any specific arrangements apply to the energy assessment
- AC2.11 explain any circumstances that would prevent you from undertaking an energy assessment
- AC2.12 explain how ratings and recommendations may differ from past assessments due to changes in methodology or legislation and other differences

Learning outcome

The learner will:

- LO3 Understand how to investigate relevant matters relating to the property

Assessment criteria

The learner can:

- AC3.1 explain the different types of information that it is important to obtain to generate a complete and accurate Energy Performance Certificate
- AC3.2 identify the different sources of information relating to the energy performance of the property that can be investigated
- AC3.3 describe how to obtain information on relevant matters relating to the energy performance of the property
- AC3.4 identify the prevailing factors that may affect the energy performance of the property, including geographical and environmental features
- AC3.5 describe how to evaluate relevant information in order to identify any significant factors that may influence the energy assessment
- AC3.6 describe how to identify circumstances that prevent you from assessing the energy performance of the property

AC3.7 explain why it is important to ensure that you have access to the most up-to-date version of the RdSAP software and associated reference materials

Learning outcome

The learner will:

LO4 Be able to agree and confirm instructions to undertake energy assessments

Assessment criteria

The learner can:

- AC4.1 clarify and confirm the expectations and requirements of the client's energy assessment
 - AC4.2 respond to requests to undertake energy assessments
 - AC4.3 explain to the client that an Energy Performance Certificate is a legally required document, that its form and content is prescribed and that it must be accompanied by cost effective recommendations
 - AC4.4 explain to the client the terms and conditions under which the energy assessment will be undertaken including any circumstances or constraints that may prevent it
 - AC4.5 explain to the client when a potential conflict of interest requires disclosure to the client or requires the energy assessor to decline the instructions altogether
 - AC4.6 explain to the client the limited circumstances where representative properties and/or data collected by others may be used in the preparation of Energy Performance Certificates for existing dwellings
 - AC4.7 direct the customer towards the appropriate approved assessment methodology when use of the Reduced Data SAP (RdSAP) methodology is not appropriate
 - AC4.8 confirm agreed arrangements in writing, including date, time, access and specific circumstances, protocols and the prescribed form and content
 - AC4.9 confirm with the client on-site assessment arrangements, including any specific arrangements, the fee structures and payment arrangements
 - AC4.10 explain to the client (if necessary) that ratings and recommendations may differ from past assessments due to changes in methodology or legislation, and other differences
-

Learning outcome

The learner will:

LO5 Be able to investigate relevant matters relating to the property and energy usage

Assessment criteria

The learner can:

- AC5.1 explain to client of alternative assessment methodology options that could be considered such as referring on to an assessor accredited for that methodology
 - AC5.2 investigate and record the information necessary to generate a complete and accurate Energy Performance Certificate
 - AC5.3 evaluate significant factors that may influence or affect the conduct of the energy assessment including geographical and environmental features
 - AC5.4 identify circumstances that prevent an assessment of the energy performance of a property
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- AC5.5 ensure that the client is informed of circumstances that prevent an assessment of the energy performance of a property
- AC5.6 ensure that the most up-to-date version of the prescribed software and associated reference materials can be accessed

Unit 372

Prepare for energy assessments of domestic property

Supporting Information

Evidence requirements

To support assessment and evidence requirements please refer to 6371-01 Assessment Pack and Logbook available on the city & guilds website, www.cityandguilds.com.

Unit 373

Undertake energy assessments

Level:	3
GLH:	45
Assessment type:	Assignment 6371-373 Portfolio of evidence
Aim:	The unit aims to develop the knowledge and skills required to carry out an assessment in order to determine the energy performance of a property by gathering data and information in accordance with the prescribed methodology (RDSAP) to generate an Energy Performance Certificate.

Learning outcome

The learner will:

- LO1 Understand the information that is needed to produce the data required to generate an Energy Performance Certificate (EPC) of a domestic property

Assessment criteria

The learner can:

- AC1.1 explain the principles of building structure, services, elements and fabric as relevant to energy performance of property
- AC1.2 explain how to use the equipment and resources required for an assessment
- AC1.3 explain the detailed assessment requirements that apply to a property as defined by the current prescribed methodology, including the definitions and conventions that apply
- AC1.4 identify the various characteristics of buildings
- AC1.5 identify the space and water heating system(s) and lighting systems present at the property
- AC1.6 explain the consequences, for both the rating result and energy efficiency measures, of recording an item as 'unknown' or 'as built'

Learning outcome

The learner will:

- LO2 Understand the range of factors that affect the energy performance of a property

Assessment criteria

The learner can:

- AC2.1 explain the factors and assumptions that are made in determining energy performance
 - AC2.2 explain the definitions and conventions of RdSAP methodology and the effect of changes to them over time
 - AC2.3 identify the factors that are not deemed to affect the energy performance of a property
 - AC2.4 explain the relative sensitivity of the different factors that affect energy performance and critical property features where incorrect choice of values will be significantly detrimental to accuracy
 - AC2.5 identify and outline the differences between the RdSAP and Standard Assessment Procedure (SAP) energy assessment methodologies
 - AC2.6 explain the factors that could affect the choice of energy efficiency measures for the property, including:
 - issues that make them unsuitable for the property
 - interactions between building fabric and building services
 - listed building status/conservation areas
 - AC2.7 explain how the requirements of relevant building regulations and other technical standards can affect energy performance of property
 - AC2.8 explain the purpose behind government procedures for assessing the energy performance of property
 - AC2.9 identify the sources of information and advice about energy performance to which occupants can be referred
-

Learning outcome

The learner will:

- LO3 Understand how to collate and maintain records of assessment findings

Assessment criteria

The learner can:

- AC3.1 explain the importance of keeping your records legible, complete and accurate
 - AC3.2 identify the range of methods, formats and conventions for recording information and evidence on the property and its energy performance
 - AC3.3 identify the required range of information and evidence relating to the property and its energy performance as defined by the current RdSAP methodology and its associated guidance and conventions
 - AC3.4 identify the level of detail within your records required to produce complete and comprehensive Energy Performance Certificates and justify your decisions on values recorded and energy efficiency measures selected
 - AC3.5 state the reasons why it is necessary to record where and why accurate assessment has not been possible
 - AC3.6 describe the circumstances in which records can include the fact that information is 'unknown' and the evidence required to support this choice
 - AC3.7 describe why it is important to store records securely allowing for future access
 - AC3.8 state the purposes for which your records may be used
-

Learning outcome

The learner will:

LO4 Be able to assess property to determine energy performance

Assessment criteria

The learner can:

- AC4.1 introduce self and provide evidence of identity to those present at the property before commencing an assessment
- AC4.2 ensure you correctly use the equipment and resource needed for an assessment, interpreting data accurately
- AC4.3 identify and record all the relevant information required by the current version of RdSAP
- AC4.4 explain to the client any circumstances which prevent an assessment of the property
- AC4.5 undertake a methodical visual assessment of all relevant aspects of the property in accordance with the requirements of the Reduced Data SAP (RdSAP) methodology and its conventions, to provide an outcome which is consistent with other energy assessors
- AC4.6 provide direction to possible sources of further information and advice regarding energy efficiency

Learning outcome

The learner will:

LO5 Be able to collate relevant information to assess the energy efficiency of the property

Assessment criteria

The learner can:

- AC5.1 make accurate observations and measurements to provide data for calculation of energy performance ratings
- AC5.2 obtain all additional information that is needed about the property especially where this is needed to avoid recording an item as 'unknown'
- AC5.3 make further investigations where observations are inconsistent with existing evidence and expected findings, identifying the causes of these inconsistencies
- AC5.4 assess the property taking appropriate steps to correctly represent property features, where incorrect choice of values will be significantly detrimental to accuracy
- AC5.5 follow the correct procedures for collecting information to enable the energy efficiency of the property to be determined
- AC5.6 identify and record any factors that could affect the choice of energy efficiency measures for the property, including:
 - issues that make them unsuitable for the property
 - listed building status/conservation areas
 - interactions between building fabric and building services

Learning outcome

The learner will:

LO6 Be able to maintain records of assessment findings

Assessment criteria

The learner can:

AC6.1 produce and maintain complete, accurate and legible records of your findings, including:

- investigations carried out
- values recorded
- options considered

AC6.2 record information at a sufficient level of detail to produce complete and comprehensive Energy Performance Certificates

AC6.3 justify decisions on values recorded and energy efficiency measures selected

AC6.4 identify the range of information and evidence relating to the property and its energy performance as defined by the current RdSAP methodology and its associated guidance and conventions

AC6.5 create, maintain and supply records of which energy efficiency measures were considered and rejected with reasons

AC6.6 explain and record any circumstances where accurate assessment has not been possible or where the information is 'unknown'

AC6.7 ensure that records are catalogued and stored securely and can be readily accessed for appropriate purposes

AC6.8 co-operate promptly with requests for assessment records in relation to monitoring or investigation by your accrediting organisation, or equivalent in the Devolved Administrations

Unit 373

Undertake energy assessments

Supporting Information

Evidence requirements

To support assessment and evidence requirements please refer to 6371-01 Assessment Pack and Logbook available on the city & guilds website, www.cityandguilds.com.

Unit 374

Produce and explain Energy Performance Certificates relating to domestic property

Level:	3
GLH:	25
Assessment type:	Assignment 6371-374 Portfolio of evidence
Aim:	This unit aims to cover knowledge and skills of the activities required to be carried out once an assessment is completed ie how the Energy Performance Certificate is produced and filed and how recommended measures to improve the energy performance of the property may need to be communicated to the relevant individuals.

Learning outcome

The learner will:

LO1 Understand the principles underpinning the Energy Performance Certification process

Assessment criteria

The learner can:

- AC1.1 describe the implications for energy efficiency of building pathology and morphology and their implications for energy assessment and recommended action
- AC1.2 describe the relationship between the building fabric, building location and building services and their impact on energy assessment process and energy efficiency measures
- AC1.3 identify ways of ensuring that the information gathered leads to realistic and practical energy efficiency measures
- AC1.4 describe the necessary quality assurance checks to conduct on own information gathering to ensure values are correct and energy efficiency measures are realistic
- AC1.5 describe how to identify problematic or 'unknown' factors which could affect value attribution
- AC1.6 describe how to gather more information to avoid use of default values
- AC1.7 identify the critical property features where incorrect choice of values will be significantly detrimental to accuracy
- AC1.8 describe the prescribed format and generic content of an Energy Performance Certificate
- AC1.9 describe the differences in the Energy Performance Certificate format used in England/Wales and in the Devolved Administrations
- AC1.10 describe the conventions used in Reduced Data SAP (RdSAP) energy assessment and the implications for results when these change

- AC1.11 describe the role of Government's Scheme Operational Requirements on accreditation organisations, or equivalents in the Devolved Administrations and how they must be followed to ensure the accuracy of entries and quality of energy efficiency measures
- AC1.12 describe the range of energy efficiency measures to improve the energy performance of property that may be included within an Energy Performance Certificate
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Learning outcome

The learner will:

- LO2 Understand the principles and operation of the approved software used to generate recommendations for improved energy performance of a property

Assessment criteria

The learner can:

- AC2.1 describe the software used to produce Energy Performance Certificates and how to use it correctly
- AC2.2 describe the principles underpinning the approved software used to calculate energy ratings
- AC2.3 identify the circumstances in which items can be recorded as 'unknown'
- AC2.4 describe why it is important to check that data has been inputted correctly
- AC2.5 describe how to review data if the calculation will not process or appears incorrect
- AC2.6 describe why it is important to check the energy efficiency measures generated
- AC2.7 describe why it is important to check the Energy Performance Certificate to ensure it is clear and complete
- AC2.8 explain the special considerations that apply to buildings of traditional construction in relation to their energy efficiency
- AC2.9 describe how to check to avoid common misattributions when inputting data, identifying areas of potential uncertainty or insufficient information which could affect value attribution
- AC2.10 identify critical property features where incorrect choice of values will be significantly detrimental to accuracy
- AC2.11 explain the circumstances in which items can be recorded as 'unknown'
- AC2.12 explain the way in which recommendations are generated and the circumstances when it is appropriate to delete them
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Learning outcome

The learner will:

- LO3 Understand the process for issuing Energy Performance Certificates and explaining their contents

Assessment criteria

The learner can:

- AC3.1 describe how to establish the customer's understanding of the Energy Performance Certification process and their expectations as to outcomes

- AC3.2 identify the components and outcomes of the energy assessment process and likely customer queries about them
 - AC3.3 describe how to provide necessary audit evidence
 - AC3.4 explain why it is important to inform the customer when the Energy Performance Certificate is available
 - AC3.5 describe how to interpret the ratings and energy efficiency measures provided in the Energy Performance Certificate
 - AC3.6 describe how to explain all the component parts of the Energy Performance Certificate and their implications clearly to the customer
 - AC3.7 identify the limitations of the approved software and their implications for both ratings and energy efficiency measures
 - AC3.8 describe the circumstances in which the data recorded on the prescribed database may be accessed by others
 - AC3.9 describe how to respond to queries regarding the Energy Performance Certificate and provide clarification of the contents
 - AC3.10 describe the limitations on answers to queries which it is appropriate to provide to customers
 - AC3.11 identify the sources of further information and advice to which people could be referred
 - AC3.12 describe the role of the Energy Performance Certificate within current energy efficiency initiatives/standards
 - AC3.13 describe how customers can express an interest in current energy efficiency initiatives/standards
 - AC3.14 describe the characteristics of effective and reliable customer service
 - AC3.15 describe the necessary features of a complaints procedure
 - AC3.16 describe the reasons for maintaining clear and complete internal records
 - AC3.17 identify the minimum period of time for which you must retain records
 - AC3.18 describe how to draw the customer's attention to any energy efficiency measures specifically excluded by the assessor if requested to by the customer
 - AC3.19 explain the terminology used on the Energy Performance Certificate, paying attention to differences between the precise meaning of the terms and their commonly used meaning
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Learning outcome

The learner will:

- LO4 Be able to generate Energy Performance Certificates using approved software

Assessment criteria

The learner can:

- AC4.1 assemble and collate information from the on-site assessment and from other relevant and reliable sources
 - AC4.2 use approved software to determine energy performance ratings ensuring that data is entered accurately
 - AC4.3 take appropriate steps to correctly represent the property's critical features to arrive at an accurate assessment of the property
 - AC4.4 obtain sufficient information to ensure values entered for all components are accurate
 - AC4.5 before inputting an item as 'unknown', carry out sufficient investigations to minimise the use of default values
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- AC4.6 use approved software to generate energy efficiency measures for the property
- AC4.7 take account of the interaction between the building fabric and the services in the building when considering energy efficiency measures

Learning outcome

The learner will:

- LO5 Be able to produce an Energy Performance Certificate

Assessment criteria

The learner can:

- AC5.1 produce an Energy Performance Certificate that meets relevant codes of practice and standards, including the accurate recording of the date prepared and relevant property address
- AC5.2 check the recommendations generated and delete any inappropriate ones, in accordance with conventions and providing reasons for doing so
- AC5.3 check that data has been inputted correctly and review data if the calculation will not process or appears incorrect
- AC5.4 recognise a result that is clearly incorrect for the property in question
- AC5.5 take the necessary corrective action where any of your checks indicate a possible misattribution of data or error in the resulting rating or energy efficiency measures
- AC5.6 check the data is complete and clear before finalising the Energy Performance Certificate

Learning outcome

The learner will:

- LO6 Be able to issue and explain the Energy Performance Certificate

Assessment criteria

The learner can:

- AC6.1 lodge Energy Performance Certificates on the prescribed national databank on completion
- AC6.2 inform the customer that the Energy Performance Certificate has been completed and is available to them and how it can be retrieved
- AC6.3 establish the customer's understanding of the Energy Performance Certification process
- AC6.4 explain all the component parts of the Energy Performance Certificate and their implications
- AC6.5 explain variations between ratings and energy efficiency measures produced by different versions of the calculation methodology and between assessment undertaken using the different methodologies for new and existing homes
- AC6.6 explain to customers the limitations of the approved software for both ratings and energy efficiency measures
- AC6.7 respond to queries about the Energy Performance Certificate and clarify their contents when necessary

- AC6.8 provide a high standard of customer service in all dealings with your customer including issuing and explaining their Energy Performance Certificate
 - AC6.9 inform your customer that you have a complaints procedure and advise them how to access it
 - AC6.10 collate relevant information as evidence to support the specific decisions made on values and energy efficiency measures considered
 - AC6.11 maintain records of which energy efficiency measures were considered and rejected with reasons
 - AC6.12 keep accurate and traceable records of investigations carried out, values attributed and options considered
 - AC6.13 maintain internal records which are clear, complete and conform to professional and statutory requirements
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Learning outcome

The learner will:

- LO7 Be able to explain to customers how the Energy Performance Certificate may be used to improve the energy efficiency of domestic property

Assessment criteria

The learner can:

- AC7.1 identify the circumstances where data collected during an assessment and recorded on the prescribed database may be accessed by others
- AC7.2 identify relevant sources of additional information, advice and support
- AC7.3 explain the precise meaning of any terms used on the Energy Performance Certificate where this differs from their commonly used meaning
- AC7.4 explain why predicted savings from energy efficiency measures, based on standard occupancy, may not be achieved in practice
- AC7.5 explain the role of the Energy Performance Certificate within current energy efficiency initiatives/standards
- AC7.6 explain how customers can express an interest in current energy efficiency initiatives/standards

Unit 374

Produce and explain Energy Performance Certificates relating to domestic property

Supporting Information

Evidence requirements

To support assessment and evidence requirements please refer to 6371-01 Assessment Pack and Logbook available on the City & Guilds website, www.cityandguilds.com.

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centre Document Library** on **www.cityandguilds.com** or click on the links below:

Quality Assurance Standards: Centre Handbook

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on

- Centre quality assurance criteria and monitoring activities
- Administration and assessment systems
- Centre-facing support teams at City & Guilds / ILM
- Centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the Centre Contract.

Quality Assurance Standards: Centre Assessment

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements, or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre-assessments.

Access arrangements - When and how applications need to be made to City & Guilds provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for learners who are eligible for adjustments in assessment.

The **Centre Document Library** also contains useful information on such things as:

- Conducting examinations
- Registering learners
- Appeals and malpractice

Useful contacts

Please visit the Contact Us section of the City & Guilds website, [**Contact us**](#)

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We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability, because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

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