

**National Occupational Standards for Domestic Energy Assessors**

**Asset Skills – January 2007**

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## National Occupational Standards for Domestic Energy Assessors

These standards have been developed for individuals undertaking assessment of any dwelling being sold or rented out that requires an Energy Performance Certificate (EPC) to comply with the Energy Performance of Buildings Directive (EPBD). These standards require the competent application of the RDSAP methodology.

*Note that the phrase 'Energy Performance Certificate' is used throughout this document, and is taken to include both the Certificate and the recommendations that accompany it.*

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## UNIT 1

## Work in an effective and professional manner

Element 1.1	Develop and maintain effective working relationships
Element 1.2	Manage your own time and resources
Element 1.3	Develop yourself to improve your performance
Element 1.4	Conduct work in a professional and ethical manner

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### About this Unit

This Unit covers the essential, general competences expected of all professionals regardless of their working environment. You are expected to work effectively in the ways described throughout your work, whether you are in an office or at a property.

Element 1.1 covers the development and maintenance of effective working relationships with all those people with whom you come into contact during your work. You are expected to communicate with others in a polite, clear and respectful manner, respond to enquiries and work towards avoiding any disputes that may arise. You are also expected to handle formal complaints procedures if and when complaints are received. The main groups of people with whom you will need to develop good working relationships are the parties selling or letting property and their representatives, those present at property at the time of inspection (e.g. tenants), and other colleagues and professionals.

Element 1.2 describes the competences involved in managing your own time and resources. You must set your objectives, plan your time, take decisions and review and reschedule your activities as appropriate.

Element 1.3 describes the activities involved in developing and enhancing your own practice and performance. You must evaluate your performance and encourage feedback from others. You must also identify and meet your own development needs, through formal or informal means, to ensure that you keep up-to-date with the latest legislation, codes of practice, regulations and standards.

Element 1.4 covers the conduct of work in a professional and ethical manner. You are expected to present a positive and professional image at all times, work in accordance with prescribed codes of conduct and standards of good practice, and take steps to avoid any potential conflicts of interest during your work. It is also vital that you register with an appropriate accreditation organisation, and conduct your work in accordance with their specific requirements. Importantly, you must recognise and work within the limits of your own competence and expertise; this will entail, for example, refusing to take on unsuitable work such as the inspection of properties that fall outside your expertise and experience e.g. properties where RDSAP is not an appropriate methodology.

Element 1.1      Develop and maintain effective working relationships	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1    develop and maintain productive working relationships with <b>others</b> which promote <b>goodwill and trust</b></li> <li>2    <b>request</b> information from <b>others</b> in a polite, clear and professional manner</li> <li>3    <b>respond</b> promptly to enquiries from <b>others</b> and ask questions to clarify their information needs</li> <li>4    take <b>action</b> in cases where you are unable to respond to enquiries from <b>others</b></li> <li>5    handle disputes and differences of opinion in ways which minimise offence and maintain respect</li> <li>6    comply with the formal complaints procedure</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a)    why it is important to promote goodwill and trust when working with others, and ways in which this can be achieved</li> <li>(b)    how to identify the information you require and the potential sources of such information</li> <li>(c)    how to respond to enquiries from others and how to clarify their information needs</li> <li>(d)    how to respond to enquiries which are outside your authority, beyond your area of knowledge/expertise or where the information requested is confidential</li> <li>(e)    ways in which disputes or differences of opinion should be handled to minimise offence and maintain respect</li> <li>(f)    how to identify and handle formal complaints</li> <li>(g)    the details of the formal complaints procedure that covers your work, and any specific organisational requirements with regard to complaints</li> </ol>

**Element 1.1****Develop and maintain effective working relationships****Scope****A. others:**

- (i) the party selling or letting the property or their representatives (e.g. estate agent, letting agent or lawyer)
- (ii) those present at the property at the time of inspection (e.g. the party selling or letting the property, their friends/family or tenants)
- (iii) other colleagues and professionals such as solicitors, conveyancers, local authority maintenance teams, work colleagues and other Domestic Energy Assessors, and Home Inspectors

**B. goodwill and trust:**

- (i) demonstrating a duty of care
- (ii) honouring promises or undertakings
- (iii) developing honest relationships
- (iv) developing constructive relationships

**C. request:**

- (i) face to face
- (ii) in writing
- (iii) by telephone
- (iv) by email

**D. respond:**

- (i) face to face
- (ii) in writing
- (iii) by telephone
- (iv) by email

**E. action:**

- (i) inform the enquirer
- (ii) pass the enquiry onto the relevant person or organisation

<b>Element 1.2      Manage your own time and resources</b>	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1     set objectives that are specific, measurable and achievable</li> <li>2     plan your work activities so that they are consistent with your objectives and your personal resources</li> <li>3     undertake regular checks to your equipment to ensure that it is in full working order</li> <li>4     make estimates of the time you need for activities that are realistic and allow for unforeseen circumstances</li> <li>5     take decisions as soon as you have sufficient information</li> <li>6     take prompt and efficient action when you need to obtain further information to take decisions</li> <li>7     minimise unhelpful interruptions to, and digressions from, planned work</li> <li>8     regularly review progress and reschedule activities to help achieve your planned objectives</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a)     how to set objectives for yourself that are specific, measurable and achievable</li> <li>(b)     how to plan activities so that they are consistent with your objectives and personal resources</li> <li>(c)     how to estimate the amount of time required to carry out planned activities</li> <li>(d)     the kind of contingencies which might occur and how to assess and plan for these</li> <li>(e)     how to assess how much information is required before effective decisions can be taken</li> <li>(f)     how to collect and check the validity of the information required for decision making</li> <li>(g)     the importance of effective time management</li> <li>(h)     how to identify and minimise unhelpful interruptions</li> <li>(i)     the importance of regular reviews of activity and rescheduling of work to achieve planned objectives</li> </ol>

**Note: there is no Scope for this Element**

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Element 1.3      Develop yourself to improve your performance	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1 assess your performance and identify your <b>development needs</b> at appropriate intervals</li> <li>2 base your assessment on your current objectives and likely future requirements</li> <li>3 develop <b>plans</b> for personal development that are consistent with the needs you have identified and the resources available</li> <li>4 develop plans for personal development that contain specific, measurable, realistic and challenging objectives</li> <li>5 obtain support from relevant people to help you create leaning opportunities</li> <li>6 undertake development activities that are consistent with your plans for personal development</li> <li>7 obtain <b>feedback</b> from <b>others</b> and use it to enhance your performance in the future</li> <li>8 update your plans for personal development at regular intervals</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a) how to assess your own current level of competence</li> <li>(b) the current and likely future requirements and standards within your job role and how they correspond to your level of competence</li> <li>(c) the principal skills required for effective performance</li> <li>(d) the importance of continuing self-development</li> <li>(e) how to develop a personal action plan for learning and self-development with realistic but challenging objectives</li> <li>(f) the types of support that may be available from others</li> <li>(g) how to identify the need for support, select an appropriate source and obtain required help</li> <li>(h) the types of development activities and their relative advantages and disadvantages to your own situation</li> <li>(i) the importance of getting feedback from others on your performance and how to encourage, enable and use such feedback in a constructive manner</li> <li>(j) the appropriate people from whom to get feedback on your performance</li> <li>(k) how to assess your personal progress and update your plans accordingly</li> <li>(l) the specific auditing and monitoring requirements that relate to your registration with your accrediting organisation; your responsibilities in complying with these</li> </ol>

## Element 1.3

## Develop yourself to improve your performance

### Scope

#### A. **development needs:**

- (i) the latest legislation, codes of practice and regulations
- (ii) technical issues in regard to factors that affect the energy performance of dwellings

#### B. **plans:**

- (i) informal on the job learning
- (ii) formal training courses
- (iii) open learning

#### C. **feedback:**

- (i) positive
- (ii) confirmatory
- (iii) negative

#### D. **others:**

- (i) colleagues
- (ii) other professionals
- (iii) those selling or letting property and others concerned with the selling/letting process

Element 1.4 Conduct work in a professional and ethical manner	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1 present a positive personal and professional image at all times when dealing with <b>people</b></li> <li>2 carry out your work in accordance with prescribed codes of conduct, ethical standards and <b>recognised good practice</b></li> <li>3 deal with <b>people</b> in a tactful, courteous and equitable manner at all times</li> <li>4 work within the limits of your own competence and expertise</li> <li>5 recognise and respond appropriately to pressure from any person which might influence the objectivity of your judgement</li> <li>6 recognise and manage any potential conflicts of interest that may arise during your work</li> <li>7 comply with the auditing and monitoring requirements of the accreditation organisation</li> <li>9 comply with all legislation relevant to your work</li> <li>10 comply with all relevant guidance in undertaking Domestic Energy Assessments using the RDSAP methodology</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a) why it is important to present a positive personal and professional image when dealing with people, and how this can be achieved</li> <li>(b) your specific responsibilities under prescribed codes of conduct and ethical standards</li> <li>(c) the importance of complying with recognised good practice</li> <li>(d) the extent and limits for your own competence and expertise; the importance of not working beyond these limits</li> <li>(e) the range of potential conflicts of interest that you may encounter, and the action required to manage these</li> <li>(f) the specific auditing or monitoring requirements that relate to your registration with your accreditation organisation; your responsibilities in complying with these</li> <li>(g) the objectives, remit and constitution of the accreditation organisation, and the implications of membership</li> <li>(h) the main points of the legislation relevant to your work</li> <li>(i) all relevant guidance relating to the undertaking of Domestic Energy Assessments using the RDSAP methodology</li> <li>(j) the importance of obtaining and maintaining appropriate professional indemnity insurance (PII) cover; the extent and limitations of PII</li> </ol>

**Element 1.4****Conduct work in a professional and ethical manner****Scope****A. people:**

- (i) the party selling or letting the property or their representative(s)
- (ii) those present at the property at the time of inspection
- (iii) other colleagues and professionals
- (iv) others with whom you may be in contact during the course of your work as a Domestic Energy Assessor

**B. recognised good practice:**

- (i) duty of care
- (ii) statute law
- (iii) mandatory and advisory codes of practice (e.g. Inspection and Reporting Requirements)

## UNIT 2

## Contribute to the safety and security of people and property

Element 2.1	Contribute to the maintenance of health and safety at work
Element 2.2	Contribute to the security of self, colleagues and others
Element 2.3	Contribute to the security of property
Element 2.4	Contribute to the security of information

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### About this Unit

This Unit covers the important competences required to maintain the health, safety and security of self, other people and property. You are expected to adhere to the standards set out in this unit at all times during your work, whether you are in an office or at a property.

Element 2.1 describes the activities involved in contributing to the maintenance of health and safety at work. You must identify and manage the risks associated with your work, and ensure that your conduct does not endanger yourself or others. You are expected to know, and work in accordance with, the provisions of relevant legislation (e.g. Health and Safety at Work Act) and any relevant workplace policies.

Element 2.2 requires that you take steps to maintain the security of self and other people. You must identify and manage the potential security risks posed by work in various locations, and comply with any security procedures and guidelines aimed at protecting yourself and others. You are expected to react immediately to any unexpected circumstances, and take emergency action when required.

Element 2.3 covers the security of property, and applies both to your offices and to property inspected by you. You must identify and manage the risks to property, and comply with any relevant procedures and guidelines for protecting property.

Element 2.4 requires that you contribute to the security of information. This entails identifying and managing the potential risks to information, maintaining the confidentiality of information, and recording and disposing of information correctly. This always applies to information about the party selling or letting the property and also, where relevant, to any organisation for whom you may work, either directly as an employee or as a sub-contractor.

Element 2.1 <b>Contribute to the maintenance of health and safety at work</b>	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <p>1 carry out working practices in accordance with legal requirements</p> <p>2 identify any health and safety risks in different <b>locations</b> and take action to minimise or mitigate such risks</p> <p>3 ensure your own personal conduct in the <b>workplace</b> does not endanger the health and safety of self and other people</p> <p>4 follow the <b>workplace</b> policies and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products</p> <p>5 implement emergency procedures effectively to protect the health and safety of people</p> <p>6 pass on any suggestions for improving health and safety within the workplace to the responsible persons</p>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <p>(a) the legal duties for health and safety in the workplace as required by legislation</p> <p>(b) what health and safety risks could exist in different locations, and the action to take to minimise or mitigate risks</p> <p>(c) why it is important to remain alert to the presence of risks in the workplace</p> <p>(d) the importance of personal conduct in maintaining the health and safety of self and others</p> <p>(e) suppliers' and manufacturers' instructions for the safe use of equipment, materials and products</p> <p>(f) who should be informed of any conflicts between different health and safety requirements</p> <p>(g) the procedures for different types of emergency</p> <p>(h) what types of suggestions for improving health and safety at work could be made and who should be given them</p>

**Element 2.1**

**Contribute to the maintenance of health and safety at work**

**Scope**

**A. locations:**

- (i) office
- (ii) vacant property
- (iii) occupied property

**B. workplace:**

- (i) the office
- (ii) the property being inspected
- (iii) any other location you visit in the course of your work

<b>Element 2.2      Contribute to the security of self, colleagues and others</b>	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <p>1 identify security risks to self, occupiers and other people in different <b>locations</b>, and take action to minimise or mitigate such risks</p> <p>2 obtain information on national legislation, guidelines, and organisation procedures for the security of self and others</p> <p>3 apply correctly and consistently the relevant security procedures and guidelines for protecting self and others</p> <p>4 ensure self and colleagues provide clear schedules of movements</p> <p>5 check and respond immediately to any unexpected circumstances, absences, or departures from colleagues' agreed schedules</p> <p>6 take appropriate and effective emergency action when required</p> <p>7 pass on any suggestions for improving security to the responsible persons</p>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <p>(a) potential security risks to self, colleagues, occupiers and others; how to identify potential security risks; the action to take to minimise or mitigate risks</p> <p>(b) relevant legislation and national guidelines relating to the security of people</p> <p>(c) the procedures of the organisation for whom you work relating to the security of people</p> <p>(d) which procedures and guidelines apply in different circumstances</p> <p>(e) the systems for recording people's movements and checking their security</p> <p>(f) what constitutes unexpected circumstances, absences or departures from agreed schedules and who should be informed of them</p> <p>(g) what types of emergency could occur</p> <p>(h) what the emergency procedures are</p> <p>(i) what types of suggestions for improving the security could be made and who should be given them</p>

**Element 2.2****Contribute to the security of self, colleagues and others****Scope**

- A. **locations:**
- (i) office
  - (ii) vacant property
  - (iii) occupied property

<b>Element 2.3      Contribute to the security of property</b>	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1 identify the <b>risks to property</b> that could occur in different <b>locations</b>, and take action to minimise or mitigate such risks</li> <li>2 obtain information on national legislation, guidelines and organisation procedures for the security of property</li> <li>3 apply correctly and consistently the relevant security procedures and guidelines for protecting property</li> <li>4 ensure security equipment is functioning properly</li> <li>5 ensure keys and access codes for properties are secured in appropriate locations</li> <li>6 take appropriate and effective emergency action when required</li> <li>7 pass on any suggestions for improving security to the responsible persons</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a) the risks to offices, personal property, and properties for sale; action to take to minimise or mitigate risks</li> <li>(b) relevant legislation and national guidelines relating to the security of property</li> <li>(c) the organisation's procedures relating to the security of property</li> <li>(d) which procedures and guidelines apply in different circumstances</li> <li>(e) what type of equipment could be used</li> <li>(f) how should it be operated</li> <li>(g) the systems for securing and logging keys and access codes</li> <li>(h) what types of emergency could occur</li> <li>(i) what the emergency procedures are</li> <li>(j) what types of suggestions for improving to the security could be made and who should be given them</li> </ol>

**Element 2.3****Contribute to the security of property****Scope****A. risks to property:**

- (i) theft
- (ii) damage
- (iii) vandalism
- (iv) arson
- (v) unwanted occupancy

**B. locations:**

- (i) office
- (ii) vacant property
- (iii) occupied property

<b>Element 2.4      Contribute to the security of information</b>	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1 identify the <b>risks to information</b> that could occur, and take action to minimise or mitigate such risks</li> <li>2 obtain information on national legislation, guidelines and organisation procedures for the security of information</li> <li>3 apply correctly and consistently the relevant security procedures and guidelines for protecting information</li> <li>4 maintain the confidentiality of the person selling or letting the property and their representatives, and organisational information, at all times</li> <li>5 ensure information is disclosed only to people who are entitled to receive it</li> <li>6 ensure information is recorded correctly and stored in a suitable manner</li> <li>7 dispose of information in a way that maintains its security</li> <li>8 pass on any suggestions for improving security to the responsible persons</li> <li>9 demonstrate full compliance with relevant legislation</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a) the risks to different types of information; action to take to minimise or mitigate risks</li> <li>(b) current legislation and national guidelines relating to the security of information</li> <li>(c) the procedures of the organisation for whom you work relating to the security of information</li> <li>(d) which procedures and guidelines apply in different circumstances</li> <li>(e) what type of information could be sensitive</li> <li>(f) how the disclosure of information could be damaging to others</li> <li>(g) who is entitled to different types of information</li> <li>(h) the systems for recording and storing information</li> <li>(i) how to dispose of paper-based or electronic information</li> <li>(j) what types of suggestions for improving security could be made and who should be given them</li> </ol>

**Element 2.4**

**Contribute to the security of information**

**Scope**

**A. risks to information:**

- (i) loss
- (ii) misplacement
- (iii) unauthorised access

## UNIT 3

## Prepare for energy assessments

Element 3.1	Agree and confirm instructions to undertake energy assessments
Element 3.2	Investigate relevant matters relating to the property
Element 3.3	Identify representative properties for inspection in appropriate circumstances

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### About this Unit

This Unit covers those activities that are carried out *prior* to the energy assessment of a property e.g. taking instructions, clarifying requirements and making initial enquiries on matters relating to the property in question.

Note that the term ‘assessment’ is used throughout the standards when referring to the overall process of determining the energy performance of a property, whereas ‘inspection’ is used only when referring to on-site inspection of the property and its features.

Element 3.1 requires that you respond to requests for energy assessments from the party selling or letting the property or their representatives, clarify their needs and expectations, and check that the property is appropriate for energy assessment. You must clearly explain the terms and conditions, any limitations/constraints that apply to energy assessments and confirm your fee and payment arrangements. You are expected to confirm that the party selling or letting the property or their representatives (henceforth called ‘the client’) fully understand the procedures for assessment, and to acknowledge any special circumstances that apply to your site visit e.g. access to the property (or parts of the property) or who will be present at the time of the inspection.

Element 3.2 covers the investigation of matters which are important to ensure that you provide a complete and accurate Energy Performance Certificate within the terms of your engagement. You should identify and research information that can reasonably be obtained, for example, that on the property type and construction, tenure, services to the property, modifications/extensions, and any constraints that may affect the potential for improving the energy performance of the property. You must also identify any significant factors that may influence the conduct of the assessment e.g. health and safety issues, or additional information that should be gathered during the on-site inspection. In some cases, your investigations may reveal problems that prevent you from undertaking an assessment of the energy performance the property; you are expected to inform the clients and explain the reasons to them.

Element 3.3 covers the identification of representative properties for inspection. This may be appropriate in certain circumstances e.g. within the social rented and/or private rented sector where a number of similar units require Energy Performance Certificates. You are required to obtain relevant information relating to the properties in question from the owner or manager of the properties, evaluate its completeness and accuracy (if necessary via site inspection – see Unit 4), taking the appropriate action in cases where the required information is not forthcoming, is incomplete, has not been recently updated, or is found to be inaccurate. You must evaluate the information in order to determine which property or properties, if any, constitute representative properties for the purposes of assessing energy performance (where ‘representative’ is defined as that reflecting the characteristics or nature of the larger population, and which would be expected to generate ratings and recommendations that are sufficiently similar). *Note that each Certificate is specific to an individual property, and that the property may be a representative of another property, but there is no such thing as a representative Certificate that is applicable to a number of similar properties.*

Element 3.1 Agree and confirm instructions to undertake energy assessments	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1 <b>respond</b> promptly to requests to undertake energy assessments from prospective clients</li> <li>2 clarify and confirm the requirements and expectations of the client</li> <li>3 explain to the client that an Energy Performance Certificate is a legally required document in certain circumstances, that its form and content is prescribed, and that it has to be accompanied by cost-effective recommendations</li> <li>4 explain to the client the terms and conditions under which you will undertake an energy assessment</li> <li>5 explain to the client the limitations and constraints of the planned energy assessment</li> <li>6 write to the client to confirm the instruction and the terms, conditions and arrangements that have been agreed</li> <li>7 confirm with the client or other occupiers the date and time of the on-site inspection</li> <li>8 confirm with the client or other occupiers any <b>specific arrangements</b> that apply to the energy assessment</li> <li>9 identify any <b>circumstances</b> that prevent you from undertaking an energy assessment and explain the reasons to the client politely and clearly</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a) the legislation giving rise to energy assessments and Energy Performance Certificates</li> <li>(b) regulations under that legislation relating to the role of Domestic Energy Assessors and the undertaking of energy assessments</li> <li>(c) the types of property and situations that do not by law require an Energy Performance Certificate</li> <li>(d) how to clarify and confirm the requirements and expectations of the client</li> <li>(e) when a potential conflict of interest will require disclosure to the client, or will require the need to decline the instructions altogether</li> <li>(f) the limitations and constraints that apply to the conduct of energy assessments</li> <li>(g) the importance of confirming in writing the arrangements agreed between you and the client</li> <li>(h) fee structures and payment arrangements for energy assessments</li> <li>(i) how to confirm on-site inspection arrangements with the client or other occupier</li> <li>(j) the importance of confirming whether any specific arrangements apply to the energy assessment</li> <li>(k) how to identify and explain any circumstances that prevent you from undertaking an energy assessment</li> </ol>

**Element 3.1      Agree and confirm instructions to undertake energy assessments**

**Scope**

**A. respond:**

- (i) face to face
- (ii) in writing
- (iii) by telephone
- (iv) by email

**B.      specific arrangements:**

- (i) access to the property
- (ii) those present at the property at the time of on-site inspection
- (iii) health and safety issues

**C.      circumstances:**

- (i) properties beyond your current level of competence
- (ii) your own diary pressures
- (iii) difficulties in gaining access
- (iv) conflicts of interest

**Element 3.2 Investigate relevant matters relating to the property**

**Performance Criteria**

**You must be able to:**

- 1 investigate and record such **information** as is necessary to generate a complete and comprehensive Energy Performance Certificate
- 2 evaluate **information** in order to identify any **significant factors** that may influence the conduct of the energy assessment
- 3 assess, in cases of doubt, that the property falls within the scope of energy assessment legislation
- 4 inform the client promptly in cases where your investigations reveal problems that prevent you from assessing the energy performance of the property

**Knowledge and Understanding**

**You must know and understand:**

- (a) the types of property to which energy assessment legislation does not apply
- (b) the types of property where the use of RDSAP methodology is not appropriate
- (c) the different types of information that it is important to obtain to generate a complete and accurate Energy Performance Certificate
- (d) the different sources of information relating to the energy performance of the property that can be investigated
- (e) how to obtain information on relevant matters relating to the energy performance of the property
- (f) prevailing geographical/environmental features that may affect the energy performance of the property
- (g) how to evaluate relevant information in order to identify any significant factors that may influence the energy assessment
- (h) how to identify circumstances that prevent you from assessing the energy performance of the property
- (i) the importance of ensuring that you have access to the most up-to-date version of the RDSAP software and associated reference materials

## Element 3.2

## Investigate relevant matters relating to the property

### Scope

#### A. **information:**

- (i) relating to the block or estate of which the property forms part, which may lead to the identification of representative properties for EPC purposes
- (ii) concerning the age or construction of the property which may assist the energy assessment process
- (iii) concerning the installed building services (e.g. gas safety certificates)
- (iv) concerning any energy efficiency measures (original or retrofitted)

#### B. **significant factors:**

- (i) concerns about information (e.g. missing, incomplete, out of date, inaccurate)
- (ii) health and safety considerations relevant to the energy performance of property (e.g. potentially unsafe access to roof space or presence of asbestos cladding)

**Element 3.3 Identify representative properties for inspection in appropriate circumstances**

**Performance Criteria**

**You must be able to:**

- 1 request relevant **information** relating to the properties in question from the owner or manager of those properties
- 2 take appropriate **action** where the required property information is not forthcoming, is incomplete or is inaccurate
- 3 evaluate **information** relating to properties in order to determine their similarities and differences with regard to factors likely to affect energy performance
- 4 identify, from your evaluation of the **information**, a property or number of properties that are representative for the purposes of assessing energy performance
- 5 where it is not possible to identify any representative property/properties, record your rationale and explain the situation to the owner or manager of the properties
- 6 justify your reasons for selecting specific representative properties in a clear and concise manner

**Knowledge and Understanding**

**You must know and understand:**

- (a) relevant guidance relating to the identification of representative properties
- (b) the range of information required relating to the properties in question, and the potential sources of such information
- (c) the criteria for determining representative properties, and how they can be applied in different circumstances
- (d) the action to take in cases where the required property information is not forthcoming, is incomplete or is inaccurate
- (e) the factors that affect the energy performance of buildings
- (f) how to evaluate information relating to properties in order to their determine similarities and differences with regard to the factors likely to affect their energy performance
- (g) the definition of a representative property
- (h) how to identify a property or number of properties that are representative for the purposes of assessing energy performance
- (i) the potential consequences of choosing inappropriate property/properties
- (j) the importance of recording and communicating your reasons where it has not been possible to identify representative property/properties
- (k) the importance of being able to justify your reasons for selecting specific representative properties
- (l) the importance of testing the accuracy of the information on site in order to confirm that it is appropriate to use the data

**Element 3.3 Identify representative properties for inspection in appropriate circumstances**

**Scope**

**A. information:**

- (i) plans and specifications
- (ii) logbooks
- (iii) other relevant information relating to the characteristics of the properties

**B. action:**

- (i) explain consequences of failure to supply information (e.g. need to inspect all properties)
- (ii) request information from other sources
- (iii) sampling to test the accuracy of centrally-held data

## **UNIT 4**

## **Undertake energy inspections**

Element 4.1	Inspect property to determine energy performance
Element 4.2	Maintain records of inspection findings

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### **About this Unit**

This Unit covers the competences required to inspect property in order to determine the energy performance of property. The aim of the inspection is to gather data and information, in accordance with the RDSAP methodology, to enable the generation of an Energy Performance Certificate.

Element 4.1 covers the competences required to inspect property in accordance with the RDSAP methodology. It covers the inspection of all aspects of the property that fall within the remit of RDSAP. You are expected to conduct a thorough visual inspection of the property, taking measurements and notes as appropriate, and identify factors that affect the energy performance of property. You must draw on your knowledge and experience of property structure and construction, materials performance, and space/water heating systems etc, and understand the detailed requirements of the Energy Performance Certificate.

Element 4.2 requires that you maintain complete and accurate records of your findings. You must record information using appropriate methods and ensure that records are legible and complete.

<b>Element 4.1      Inspect property to determine energy performance</b>	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1 ensure that you have the equipment and resources needed for the inspection</li> <li>2 use equipment correctly and interpret data accurately</li> <li>3 identify yourself to those present at the property before commencing the inspection</li> <li>4 identify and record the method of construction of the property, the main materials used, and the space and water heating systems present</li> <li>5 identify any <b>circumstances</b> when at the property that prevent you continuing with the inspection and explain the reasons to the client</li> <li>6 undertake a methodical visual inspection of all relevant aspects of the property in accordance with the requirements of the RDSAP methodology</li> <li>7 make accurate observations and measurements which are necessary to provide data for the calculation of an energy performance ratings</li> <li>8 obtain all additional information that is needed about the property</li> <li>9 make further investigations where observations are inconsistent with existing evidence and expected findings</li> <li>10 follow the correct procedures for collecting information to enable the energy efficiency of the property to be determined</li> <li>11 provide basic behavioural advice regarding energy efficiency to occupants where this is possible and appropriate during the inspection</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a) the principles of building structure, elements and fabric</li> <li>(b) what equipment and resources are needed for the inspection</li> <li>(c) the detailed inspection requirements that apply to the property as defined by the current RDSAP methodology</li> <li>(d) the definitions and conventions embodied within current RDSAP methodology</li> <li>(e) how to recognise the various types of building construction and materials</li> <li>(f) how to identify the space and water heating system(s) present at the property</li> <li>(g) how to conduct the inspection in a thorough, methodical and consistent manner</li> <li>(h) how to make accurate observations and take accurate measurements</li> <li>(i) how to make further investigations where observations are inconsistent with existing evidence and expected findings, and how to identify the causes of these inconsistencies</li> <li>(j) the requirements and application of building regulations and other technical standards</li> <li>(k) the factors which are relevant to determining the energy performance of a property</li> <li>(l) the assumptions that are made in determining energy performance</li> <li>(m) the factors that are not deemed to affect the energy performance of the property</li> <li>(n) the relative sensitivity of the different factors that affect the energy performance of property</li> <li>(o) how to collate information required to assess the energy performance of property</li> <li>(p) the importance of keeping your records legible, complete and accurate</li> <li>(q) the purpose behind government procedures for assessing the energy performance of property</li> <li>(r) the types of behavioural advice regarding energy efficiency that can be provided to occupants during inspection</li> </ol> <p>the sources of information and advice about energy performance to which occupants can</p>

be referred

**Element 4.1****Inspect property to determine energy performance****Scope****A. circumstances:**

- (i) situations/occupants upon which it would be inappropriate to intrude
- (ii) the discovery of unexpected or hazardous conditions or materials
- (iii) other potential threats to health and safety

<b>Element 4.2      Maintain records of inspection findings</b>	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1 maintain complete, accurate and legible records of your findings</li> <li>2 record clearly, if necessary, where and why accurate inspection has not been possible</li> <li>3 store your records securely</li> <li>4 catalogue your records methodically</li> <li>5 ensure that records can be accessed readily for future use when called upon</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a) the range of methods, formats and conventions for recording information and evidence on the property and its energy performance</li> <li>(b) the required range of information and evidence relating to the property and its energy performance as defined by the current RDSAP methodology</li> <li>(c) the level of detail within your records required to produce a complete and comprehensive Energy Performance Certificate</li> <li>(d) the importance of making and maintaining records that are complete, accurate and legible</li> <li>(e) the reasons why it is necessary and important to record where and why accurate inspection has not been possible</li> <li>(f) the circumstances in which records can include the fact that information is 'not known'</li> <li>(g) the importance for storing records securely allowing for future access</li> <li>(h) the purposes for which your records may be used</li> </ol>

**Note: there is no Scope for this Element**

## UNIT 5

## Produce and explain Energy Performance Certificates

Element 5.1

Produce Energy Performance Certificates

Element 5.2

Issue Energy Performance Certificates and explain their contents

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### About this Unit

This Unit covers the activities undertaken once the inspection is completed i.e. the production and communication of a complete and comprehensive Energy Performance Certificate (EPC) in accordance with the prescribed format. The EPC will detail the property's overall performance ratings, the current performance of each element of the property (e.g. walls, heating, lighting), and recommended measures to improve the energy performance of the property.

Element 5.1 requires that you collate all the information you have obtained on the property, and use prescribed technology to determine energy performance ratings and to generate recommendations for measures to improve the energy performance of the property. You must ensure that data has been inputted correctly, and check that the recommendations generated are appropriate.

Element 5.2 requires that you use the prescribed technology to produce and file the completed Energy Performance Certificate, inform the client that the EPC is available, and respond appropriately to any requests for clarification on aspects of the report. You must also maintain your own internal records in accordance with good practice and statutory requirements.

<b>Element 5.1 Produce Energy Performance Certificates</b>	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1 assemble and collate information from your on-site inspection and from other relevant and reliable sources</li> <li>2 use prescribed technology correctly to determine energy performance ratings</li> <li>3 use prescribed technology to generate recommendations for <b>measures</b> to improve the energy performance of the property</li> <li>4 check the recommendations generated and delete any that are inappropriate providing your reasons</li> <li>5 prepare an Energy Performance Certificate that meets relevant codes of practice and standards, including the accurate recording of the date prepared and relevant property address</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a) the prescribed format and content of an Energy Performance Certificate</li> <li>(b) the range of measures to improve the energy performance of property that may be included within an Energy Performance Certificate</li> <li>(c) the technology used to produce Energy Performance Certificates and how to use it correctly</li> <li>(d) the principles underpinning the prescribed technology used to calculate energy ratings</li> <li>(e) how to input data using the prescribed technology in order to determine energy performance ratings</li> <li>(f) how to use prescribed technology to generate recommendations for measures to improve the energy performance of property</li> <li>(g) the circumstances in which items can be recorded as 'not known'</li> <li>(h) the importance of checking that data has been inputted correctly and how to review data if the calculation will not process</li> <li>(i) the importance of checking the recommendations generated, deleting any that are inappropriate, and providing your reasons</li> <li>(j) the way in which recommendations are generated and circumstances when it is appropriate to delete them</li> <li>(k) the importance of using plain language, and appropriate terms where free text is allowed</li> <li>(l) the importance of checking the Energy Performance Certificate to ensure it is clear and complete</li> </ol>

**Element 5.1****Produce Energy Performance Certificates****Scope****A. measures:**

- (i) specific lower cost measures
- (ii) specific higher cost measures
- (iii) specific further measures to achieve an even higher standard
- (iv) simple behavioural measures (e.g. using energy saving appliances, turning off lights)

<b>Element 5.2 Issue Energy Performance Certificates and explain their contents</b>	
<p><b>Performance Criteria</b></p> <p><b>You must be able to:</b></p> <ol style="list-style-type: none"> <li>1 file Energy Performance Certificates on the prescribed national databank on completion</li> <li>2 inform the client that the Energy Performance Certificate has been completed and is available to them</li> <li>3 explain the ratings and recommendations included within the Energy Performance Certificate, and their implications, clearly to the client</li> <li>4 respond to queries about the Energy Performance Certificate and provide clarification of the contents when required</li> <li>5 refer individuals to relevant sources of information and advice where you are unable to respond to their queries</li> <li>6 maintain internal records which are clear, complete and conform to accepted professional and statutory requirements</li> </ol>	<p><b>Knowledge and Understanding</b></p> <p><b>You must know and understand:</b></p> <ol style="list-style-type: none"> <li>(a) the prescribed technology for the production and filing of completed Energy Performance Certificates</li> <li>(b) the importance of informing the client when the Energy Performance Certificate is available</li> <li>(c) how to interpret the ratings and recommendations provided in the Energy Performance Certificate</li> <li>(d) how to explain the ratings, recommendations and their implications clearly to the client</li> <li>(e) how to respond to queries regarding the Energy Performance Certificate and provide clarification of the contents</li> <li>(f) the limitations on answers to queries which it is appropriate to provide to clients</li> <li>(g) the sources of further information and advice to which people could be referred</li> <li>(h) the reasons for, and methods for, maintaining your own internal records in a clear, complete and acceptable manner</li> <li>(i) the minimum period of time for which you must retain records</li> </ol>

**Note: there is no Scope for this Element**