

Water Sector Specific Requirements to Final Generic Assessment Strategy

(Version 8.7 December 2015)

Appendix E

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Qualifications that this strategy applies to:

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These are the current requirements for accredited vocational qualifications. They will remain in place until the certification end dates. Any requirements for new vocational qualifications will be discussed by EU Skills and the industry and agreed with the awarding body (ies) when the new qualifications are developed.

This assessment strategy Appendix E applies to the qualifications listed below (and all pathways within them). It must be used in conjunction with the EU Skills Final Assessment Strategy for Vocational Qualifications v8.6 December 2014.

- Leakage Detection (level 2)
- Leakage Control (Water) (level 3)
- Controlling Process Operations (level 3)
- Sewerage Maintenance (level 2)
- Water Distribution Control (level 2)
- Water Industry Operations (level 3)
- Designing Water Networks level 3
- Managing and Controlling Process Operations (level 3)
- Operating Process Plant (level 2)
- Water fittings Regulations Enforcement (level 3)
- Utilities Control Centre Operations (level 2)
- Monitoring the Water Environment (Level 2)
- Utilities Network Planning and Management (level 4)

Assessors, Independent Assessors, Internal Verifier, External Verifier competence requirements

Assessors and verifiers must comply with the competence requirements as listed in the EU Skills Final Assessment Strategy for Vocational Qualifications v8.6 December 2014.

Please note, The NOS Unique Reference Number (URN) have been amended in line with the NOS Database URN requirements, no changes have been made to the title or content of the NOS the unit, e.g. NOS number NCO101 is now EUSNCO101.

Water Sector

Assessment of candidate evidence

The assessment requirements for each unit sets out the evidence requirements for candidates and specific guidance for assessors.

In demonstrating competence, candidates must use at least two types of evidence for each unit. The most appropriate types and mix of evidence should be decided by the candidate and his/her assessor in line with the assessment requirements listed on the unit.

Confined Spaces

Working in low risk confined spaces in the water industry. Working in medium risk confined spaces in the water industry Working in high risk confined spaces in the water industry. Emergency rescue and recovery of casualties confined spaces in the water industry



Each qualification must be re-assessed in full every 3 years in order to demonstrate continuing and current competence

Utilities Control Centre Operations

It is recognised that telephone conversations are often recorded (and may be videoed) in control centres, and where this is the case, audio and/or visual recorded information can be used in place of an observed assessment in units where this is specified within the 'assessment requirements' section.

<p>Independent Assessment</p> <p>Enhanced external quality assurance of assessment</p>	<p>The awarding body will operate a system which ensures assessors will not assess candidates for whom they have line management responsibility or any unit for which they have been involved either as an adviser or in training that candidate. Where a centre cannot meet this requirement, the awarding body can agree 100% external verification for specific units:</p> <p>Water fittings Regulations Enforcement & Water Byelaws Enforcement</p> <p><input checked="" type="checkbox"/> EUSWFRBE4a – Inspect premises (non – domestic) for compliance with <u>water fittings regulations</u> (NVQ); <u>Water byelaws</u> (SVQ)</p> <p><input checked="" type="checkbox"/> EUSWFRBE4b – Inspect premises (domestic) for compliance with <u>water fittings regulations</u>(NVQ); <u>water byelaws</u> (SVQ)</p> <p>Sewage Maintenance</p> <p><input checked="" type="checkbox"/> Unit 1 – Ensure your own actions reduce risks to health and safety</p> <p>Leakage Control and Leakage Detection</p> <p><input checked="" type="checkbox"/> EUSLDC4 – Determine leakage detection methods and techniques in response to water loss</p> <p><input checked="" type="checkbox"/> EUSLDC9 – Determine the location of water loss</p> <p>Treatment Process Operations</p> <p><input checked="" type="checkbox"/> An appropriate alternative method of independence</p> <p>Confined Spaces</p> <p>Working in low risk confined spaces in the water industry Working in medium risk confined spaces in the water industry Working in high risk confined spaces in the water industry Overseeing work in confined spaces in the water industry</p> <p>Emergency rescue and recovery of casualties confined spaces in the water industry</p> <p><input checked="" type="checkbox"/></p>
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A knowledge based 'test' must be part of the assessment



Realistic work environment permitted assessment

Water sector

The use of high quality, realistic simulations, which impose pressures which are consistent with workplace expectations, will only be described in any elements of competence in relation to the assessment of rare and dangerous occurrences.

The awarding organisation should reserve the right to refuse the use of RWE where it considers the rigour and integrity of assessment might be compromised, with a written explanation of this provided to the centre.

RWE may be used for the units listed in the following qualifications:

Unit	Types of Activities
Operating Process Plant (Level 2) Monitoring the Water Environment (Level 2) Maintain a safe working environment	Dealing with hazards
Operating Process Plant (Level 2) Receive, store and handle processing chemicals, reagents and other consumables	Dealing with spillages
Monitoring the Water Environment (Level 2) Maintain a quality of treatment processes	Plant adjustments Dosing adjustments
Monitoring the Water Environment (Level 2) Give customers a positive impression of yourself and your organisation (ICS A4)	Any

<p>Monitoring the Water Environment (Level 2)</p> <p>Deliver customer service on your customers' premises (ICS B3)</p>	<p>Any</p>
<p>Controlling Process Operations (Level 3)</p> <p>HSS6- Conduct a health and safety risk assessment of a workplace</p>	<p>Shown within the unit</p>
<p>Working in (Low, medium, high risk) Confined Spaces; Overseeing work in Confined Spaces; Emergency rescue & recovery of casualties from Confined Spaces Added July 2008</p>	<p>Full qualifications may be assessed in an approved realistic work environment</p>
<p>Utilities Network Planning and Management (Level 4)</p> <p>Unit 4 - Assist with the management of unplanned situations</p>	<p>It is recognised that water organisations carry out simulated exercises/ scenarios under controlled conditions in the workplace from time to time to ensure that unplanned emergency or contingency situations can be seen to be adequately managed. Where these exercises are set by the organisation as an operational activity, they can be used to provide evidence for this unit. In this unit, simulation must cover all of the performance standards and the activity cannot take place at the culmination of a training course. (As with all other units, the candidate must present at least two types of evidence for this unit).</p>

<p>Utilities Control Centre Operations (Level 2)</p> <p>Unit 7 – Contribute to developing and maintaining positive caller relationships in the utilities sector</p> <p>Unit 8 – Solve problems for telephone callers in the utilities sector</p>	<p>In addition to the activity highlighted above, evidence from an activity in a realistic working environment for observed assessment can be used as part of the overall evidence for units 7 and 8 provided that the standards for RWE within the generic assessment strategy and the conditions listed below are met:</p> <p>The activity covers all of the performance standards</p> <p>The activity does not take place at the culmination of a training course</p> <p>The entire unit is not assessment by simulation alone.</p>
<p>Leakage Detection (level 2) Leakage Control (level 3) Sewerage Maintenance (level1) Sewerage Maintenance (level 2) Water Distribution Control (level 2)</p>	<p>Where RWE is carried out within the qualifications referenced, the standards for RWE within the generic assessment strategy must be met as well as the conditions listed below:</p> <ul style="list-style-type: none"> • Where the network is being simulated the pipework must be pressurised to a level consistent with the workplace and contain a suitable substance which replicates that which is contained in the workplace network
<p>Water Fittings Regulations/ Byelaws Enforcement (level 3)</p>	<p>Where RWE is carried out within water fittings regulations/ byelaws enforcement, the standards for RWE within the generic assessment strategy must be met as well as the conditions listed below:</p> <ul style="list-style-type: none"> • Premises which replicate the conditions of the premises which would normally be inspected. These must have a variety of installations and plumbing systems covered by the regulations, including different types of systems, pipework, fittings and appliances. A number of different contraventions will apply, which are set in different configurations with no discernible pattern between and amongst any group of candidates.

Simulated environment permitted assessment

Consideration should be given to simulation where units have real health, safety, environment and hygiene implications. Where simulated activities are acceptable, a centre must discuss and agree their use in advance with the external verifier.

Water sector

Simulation (other than in a RWE) maybe used within the units in the qualifications for the following types of activities:

Unit	Types of Activities
Operating Process Plant (Level 2) Monitoring the Water Environment (Level 2) Maintain a safe working environment	Dealing with and reporting accidents and emergencies
Controlling Process Operations (Level 3) EUSTPO01 Monitor and maintain a safe working environment	Dealing with and reporting accidents and emergencies Investigating complaints
Operating Process Plant (Level 2) Maintain the quality of treatment processes	Reporting defective equipment
Monitoring the Water Environment (Level 2) Follow the rules to deliver customer service (ICS F2)	Any
Monitoring the Water Environment (Level 2) Recognise and deal with customer queries, requests and problems (ICS C1)	Any

<p>Utilities Control Centre Operations (Level 2)</p> <p>Units 1 - 7</p>	<p>It is recognised that scenarios and exercises covering emergency and contingency situations will be run under controlled conditions from time to time. Where these are set by the organisation, as an operational requirement they can be used to provide some of the evidence required for these units</p>
<p>Water Fittings Regulations/Byelaws Enforcement (Level 3)</p> <p>EUSWFRBE5 Present Oral Evidence in Court</p>	<p>Evidence from simulated court proceedings provided by the learner's organisation (e.g. for training purposes) may be used as part of the evidence for this unit, providing that the proceeding is handled as a realistic event, and the learner has the opportunity to interact with those whom they would typically encounter in a court situation.</p>

Witness testimony

Where line managers and supervisors are also assessors, their witness testimony, if required may be used for evidence purposes where the observed assessments specified within the unit require more than one observation to be carried out. This will only be acceptable if the cost of assessment is seriously compromised and where the arrangements for independent assessment, as set out in the independent assessment section, cannot be met. Where this may be the case, the candidate and assessor guidance will outline the relevant detail and, in any instance, will still require at least one observed assessment in line with the independent assessment section.

Version Control

December 2015	Version 8.7 LP (replaces V8.6)	Updated to take out duplication with Generic Assessment strategy, taken out IV, EV requirements table and added the qualifications this strategy applies to.



ENERGY & UTILITY SKILLS

ATTRACT ▶ DEVELOP ▶ ASSURE

