



National Unit Specification: general information

Unit title: Water Industry Organisation (SCQF Level 5)

Unit code: FY9Y 11

Superclass: TL

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Summary

The purpose of this Unit is to provide candidates with an introduction to the structure of the water industry in the UK. Developing an understanding of the main differences between publicly owned and private water companies, how they are governed, their main means of funding and revenue and the legislative drivers. The Unit provides an opportunity to develop an understanding of how customer care is managed by water organisations, and the important role played by customer care policies.

This is a mandatory Unit within the National Progression Award in Water Operations: An Introduction at SCQF level 5.

This Unit is suitable for candidates who currently work in the water industry or aspire to work within the Water Industry or are keen to improve their knowledge of how the water industry operates throughout the UK.

Outcomes

- 1 Demonstrate knowledge and understanding of the legislative and regulatory requirements that govern the water industry.
- 2 Identify the types of organisations and related structures within the water industry in the UK.
- 3 Demonstrate an understanding of the financing of water undertakers in the UK.
- 4 Describe key aspects of consumer services in the water industry.

Recommended Entry

Entry is at the discretion of the centre. Candidates doing this Unit do not need any prior knowledge or experience of the Water Industry. Good skills in Communication and ICT will be an advantage.

General information (cont)

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Credit points and level

1 credit at SCQF level 5 (6 SCQF credit points at SCQF level 5*)

**SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

Core Skills

Opportunities to develop aspects of Core Skills are highlighted in the support notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill component in this Unit.

National Unit Specification: statement of standards

Unit title: Water Industry Organisations (SCQF Level 5)

Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit Specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

Outcome 1

Demonstrate knowledge and understanding of the legislative and regulatory requirements that govern the water industry.

Performance Criteria

- (a) Identify associated organisations that currently influence policy in the water industry.
- (b) Identify and describe current legislation that establishes the differing structures of the water industry in the UK.
- (c) Identify and describe current legislation that governs the conservation of water sources in the UK.
- (d) Identify and describe current legislation that underpins the regulatory framework of the water industry in the UK.

Outcome 2

Identify the types of organisations and related structures within the water industry in the UK.

Performance Criteria

- (a) State accurately the types of organisations that operate within the water industry in the UK.
- (b) Correctly identify the key elements of the structure of both publicly and privately owned water companies.
- (c) Correctly identify the main differences between a publicly owned water company and a privately owned water company.

Outcome 3

Demonstrate an understanding of the financing of water undertakers in the UK.

Performance Criteria

- (a) Accurately describe the main means of revenue generation by private water company and publicly owned companies within the water industry in the UK.
- (b) Accurately describe the main difference between operational expenditure and capital expenditure.
- (c) Accurately describe the practice of whole asset management in the water industry.

National Unit Specification: statement of standards (cont)

Unit title: Water Industry Organisations (SCQF Level 5)

Outcome 4

Describe key aspects of consumer services in the Water Industry.

Performance Criteria

- (a) Identify the current drivers that govern customer services in the water industry.
- (b) Describe the importance of customer services within the context of the water industry in general terms.
- (c) Explain correctly the key elements of the advice and complaints process within the water industry.

Evidence Requirements for this Unit

Evidence is required to demonstrate that the candidates have achieved all of the Outcomes and Performance Criteria.

Written, oral, diagrammatical or electronic form of evidence should be produced to demonstrate that the candidate has achieved all of the Outcomes and Performance Criteria. The evidence should be produced under supervised conditions to a given brief.

Outcome 1 — Written and/or Oral Evidence

The evidence for this Outcome must be obtained under controlled, supervised conditions. The assessment will be closed-book.

Candidates will need to provide evidence to demonstrate their knowledge and understanding of the legislative and regulatory requirements:

- ◆ associated organisations that influence policy. List at least four organisations and provide an example of each.
- ◆ identify one piece of legislation that establishes a water undertaker and describe briefly what the main duties are
- ◆ identify one piece of legislation that governs conservation of a water source and describe briefly how this is done
- ◆ identify one piece of legislation that underpins the regulatory framework and describe the principal features
- ◆ identify and describe an example of a governing body which regulates a privately owned or public water company

Evidence may be in written, oral, diagrammatical or electronic form.

National Unit Specification: statement of standards (cont)

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Outcome 2 — Written and/or Oral Evidence

The evidence for this Outcome must be obtained under controlled, supervised conditions. The assessment will be closed-book.

Candidates will need to provide evidence to demonstrate their knowledge of organisations and related structures within the water industry:

- ◆ types of organisation within the water industry: publicly owned water company and privately owned water company
- ◆ main differences between the types of companies

Evidence may in written, oral, diagrammatical or electronic form.

Outcome 3 — Written and/or Oral Evidence

The evidence for this Outcome must be obtained under controlled, supervised conditions. The assessment will be closed-book.

Candidates will need to provide evidence to demonstrate their knowledge and understanding of the financing of water undertakers in the UK:

- ◆ means of revenue generated by a private water company and one method used to generate this income from each
- ◆ main difference between operational expenditure and capital expenditure and give two advantages of having two separate budgets
- ◆ key components of an asset data structure to include:
 - above ground infrastructure
 - below ground infrastructure
 - one method to measure the effectiveness of the structure

Evidence may in written, oral, diagrammatical or electronic form.

National Unit Specification: statement of standards (cont)

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Outcome 4 — Written and/or Oral Evidence

The evidence for this Outcome must be obtained under controlled, supervised conditions. The assessment will be closed-book.

Candidates will need to provide evidence to demonstrate their knowledge and understanding of consumer services within the water industry in the UK:

- ◆ drivers for customer service
 - legislation: name one piece
 - governing bodies
- ◆ importance of customer service
 - list and describe two advantages to a water undertaker
 - list and describe two advantages to a consumer of a customer care policy
 - list and describe four main areas of concern for customers with regard to the performance of water and sewerage undertakers
- ◆ give two examples of a common complaint and the advice given for each in line with a customer care policy

Evidence may in written, oral, diagrammatical or electronic form.

Note — evidence can be holistic or Outcome by Outcome.

National Unit Specification: support notes

Unit title: Water Industry Organisations (SCQF Level 5)

This part of the Unit Specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

Guidance on the content and context for this Unit

This is a mandatory Unit within the National Progression Award in Water Operations: An Introduction at SCQF level 5. It can also be taken as a free-standing Unit.

This is a knowledge based Unit in which candidates are required to develop their knowledge and understanding of the structure and organisation of the various water undertakers as well as the legislative, regulatory and financial requirements that govern the industry. It will also enable candidates to develop their knowledge of consumer driven policies within the water industry.

It is suitable for those who are currently employed in, or who are seeking employment in the water industry or related occupational areas, or those wishing to progress to more advanced study.

Guidance on learning and teaching approaches for this Unit

It is recommended that the Unit is delivered through the adoption of theoretical and practical approaches, also investigative tasks, to embrace the content identified from the statement of standards section of the Unit. This will include candidates researching and developing fundamental knowledge and understanding of the key aspects of the water industry organisations.

Tutorial delivery methods include a variety of teaching methods which will enhance the learning experience, including face to face tutorials, field trips, group discussion, visiting industry specialists, and work related activities, etc.

It is intended that this Unit should be delivered as much as possible with reference to actual industry practices and procedures. With this in mind, it would be beneficial if candidates had access to water industry installations and systems.

National Unit Specification: support notes

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Guidance on approaches to assessment for this Unit

Outcomes could be assessed by candidates producing a report combined with a closed-book assessment. Questions used to elicit candidate response could take the form of an appropriate balance of multiple choice and/or restricted response or extended response questions. The evidence for the report should if possible be drawn from a water company that the candidate has personal experience of. However if for practical reasons the candidate has no experience, evidence could be provided by means of a desk top study and/or literature search and review of an appropriate location as long as the Evidence Requirements are met.

As part of the NPA in Water Operations at SCQF level 5, this Unit can also be assessed as part of an integrated examination in the form of an extended response paper and/or an assignment on a given topic.

Opportunities for the use of e-assessment

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

Opportunities for developing Core Skills

In this Unit candidates will develop aspects of Core Skills at SCQF level 5 through contextualised activities designed to support the candidate develop their understanding of the main differences between publicly owned and private water companies, how they are governed, their main means of financial funding and revenue and the legislative drivers.

Development of Core Skills elements will take place through learning and teaching activities as well as through practical activities which candidates will be involved in research and working within groups.

Disabled candidates and/or those with additional support needs

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website www.sqa.org.uk/assessmentarrangements

History of changes to Unit

Version	Description of change	Date

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