Assessor's Guidelines for the SVQ in Leakage Control (Water) at SCQF level 6 (GR70 23)

History of changes

Edition	Description of change	Date

Contents

About the assessor's guidelines

This document covers the SVQ in Leakage Control (Water) at SCQF level 6 (GR70 23) and is designed to provide assessment centres with information on the content, structure and delivery of the SVQ.

This document provides both general guidance, applicable across the SVQ, including general and specific evidence requirements. If you or your centre has any queries relating to the SVQ or its delivery, please contact either your allocated External Verifier (EV) or SQA contact.

This guidance (and updated versions issued during the lifetime of the SVQ) will be available on **www.sqa.org.uk**.

1 Introduction

Overview

The SVQ in Leakage Control (Water) covers the skills required by leakage control engineers, technicians or managers whose role it is to control and minimise leakage on the water distribution network. This SVQ is based on national occupational standards developed by Energy & Utility Skills.

The majority of candidates' evidence for this SVQ must be generated from real work activities. This means that any candidate undertaking the SVQ in Leakage Control (Water) must be working in the water industry and controlling leakage from the water distribution network on a regular basis. Assessors must ensure that sufficient evidence of workplace performance is provided before recommending certification.

National Occupational Standards (NOS) and qualification structure

The content and structure of the SVQ in Leakage Control (Water) derives from the national occupational standards (NOS) in Leakage Detection and Control, developed by Energy & Utility Skills, the Sector Skills Council for the electricity, gas, water and waste management industries. The SVQ requirements are produced in line with the NOS, award structures and assessment strategy, following consultation with representatives from water companies, industry training providers and other industry stakeholders.

Copies of the NOS are available on the SQA website (**www.sqa.org.uk**). The NOS may also be obtained from the UK Standards website (**www.ukstandards.org.uk**) or from Energy & Utility Skills (**www.euskills.co.uk**). Updates to the content of the NOS may be made incrementally to keep pace with industry practice, but all centres will be advised of revisions in advance of implementation, with updated SVQ guidance if required.

If, in delivering the Leakage Control (Water) SVQ, the team identifies any queries or issues with the content of the NOS or the SVQ structure, please contact your external verifier or SQA in the first instance. We can then advise you on the most suitable course of action and consult further with Energy & Utility Skills or the regulatory authorities, as necessary.

About SVQs and the SCQF

Scottish Vocational Qualifications (SVQs) are work-based qualifications which set the level of occupational competence for each sector of the economy and are usually delivered in the workplace or in partnership with a college or other training provider. The qualifications have been designed by standards-setting bodies made up of experienced practitioners who represent employers, professional bodies, trade unions, education and voluntary organisations.

Each standards-setting body is responsible for developing national standards which define *what* employees (or potential employees) must be able to do, *how well*, and *in what circumstances*, to show that they are competent in their work.

Each SVQ which a standards-setting body develops has to fit into a broad framework which allows qualifications in the UK and throughout Europe to be compared.

There are SVQs for nearly all occupations in Scotland, and they range from SCQF levels 4–11. SVQs are currently notionally placed in the SCQF as the individual SVQs may be at differing SCQF levels and have differing amount of credit points, depending on the structure and context of the SVQ. SVQs are a means of recognising the skills and knowledge people need in employment, ie job competence. Successful completion of an SVQ provides clear evidence that the learner works to nationally recognised occupational standards.

Each unit defines one aspect of a job or work-role, and says what it is to be competent in that aspect of the job. To be awarded a full SVQ, learners must achieve each of the SVQ units which make it up by demonstrating that they are competent in that aspect of the job. The units which make up the SVQ can also be taken as freestanding awards. Some SVQs or SVQ units are incorporated into other awards or programmes including HNCs and Modern Apprenticeships.

Explanation of Scottish Credit and Qualifications Framework (SCQF) levels

SVQs may be at differing SCQF levels and have differing amount of credit points, depending on the structure and context of the SVQ.

SCQF level 4   Competence involves the application of knowledge and skills in the performance of a range of varied work activities, most of which may be routine or predictable.

SCQF level 5   Competence involves the application of knowledge and skills in a significant range of varied work activities, performed in a variety of contexts. At this level, there will be activities, which are complex or non-routine and there is some individual responsibility and autonomy. Collaboration with others, perhaps through membership of a work group or team, may often be a requirement.

SCQF level 6/7   Competence involves the application of knowledge and skills in a broad range of varied work activities, most of which are complex and non-routine. There is considerable responsibility and autonomy, and control or guidance of others is often present.

SCQF level 8/9   Competence involves the application of knowledge and skills in a broad range of complex technical or professional work activities, performed in a wide variety of contexts and with a substantial degree of personal responsibility and autonomy. Responsibility for the work of others and the allocation of resources is often present.

SCQF level 11   Competence involves the application of skills and a significant range of fundamental principles across a wide and often unpredictable variety of contexts. Very substantial personal autonomy and often significant responsibility for the work of others and for the allocation of substantial resources feature strongly, as do personal accountability.

For further information on SCQF go to **www.scqf.org.uk**.

For further information on credit rating, go to the Accreditation section of the SQA website **www.sqa.org.uk**.

How are standards defined in SVQs?

All SVQs consist of standards which can be broken down into various parts.

Units define the broad functions carried out in the sector, and are made up of a number of elements. These **elements** describe the activities which employees have to perform, and will require candidates to demonstrate certain skills or knowledge and understanding.

The quality of performance in what people must be able to do — how well they have to perform — is described by **performance criteria**. These may also be called **statements of competence** or **what candidates should do**.

The section on **knowledge and understanding** says what candidates must know and understand, and how this knowledge applies to their jobs.

You may also come across statements on **scope**. These statements could, for example, list the equipment that candidates are expected to be familiar with and use in their occupational area.

Increasingly, you may see changes to this format as standards become more user-friendly and are written in plain English. For example, there may be some standards containing **range statements** or **evidence requirements**, but over time these should disappear. You may, however, find that information on the context, nature and amount of evidence which is required to prove competence (which used to be given in range statements and evidence requirements) is now defined in the **assessment guidance** for the qualification. Assessment guidance is drawn up by the awarding body and is packaged along with the standards to form the SVQ.

Who is involved in SVQs?

There are several roles:

- **Candidate:** The person who wants to achieve the SVQ (for example an employee).
- **Assessor*:** The person who assesses the candidates and decides if they are competent (for example this may be a supervisor working in the candidate's organisation, or may be from a training provider).
- **Internal verifier*:** An individual nominated by the assessment centre who ensures that assessors apply the standards uniformly and consistently (for example this may be the supervisor's line manager).
- **External verifier*:** An individual appointed by SQA who ensures that standards are being applied uniformly and consistently across all centres offering the SVQ.

*Assessors and verifiers in centres will be asked by SQA to prove they have the appropriate occupational competence to assess and verify the SVQ. Occupational competence has been defined by the standards-setting body in the assessment strategy for this SVQ(s) — see SQA's website: **www.sqa.org.uk**.

Assessors and verifiers are also expected to obtain an appropriate qualification in assessment and verification — this can be the assessor/verifier qualifications (based on the national occupational standards in assessment and verification), or an alternative qualification which SQA also recognises.

An assessment strategy for the SVQ

As part of their review of the SVQ, the standards-setting body (Energy & Utility Skills) has developed an assessment strategy which defines a range of requirements:

♦ the occupational expertise requirements for assessors and verifiers
♦ a definition of simulation
♦ definition of the workplace
♦ information on a model of independent assessment or external quality control

The relevant parts of the assessment strategy are published on SQA's website (**www.sqa.org.uk**), and both SQA and assessment centres must comply with these requirements.

Why would people be interested in the SVQ?

People will take SVQs for a variety of reasons — to gain promotion, to prove their job competence, or for personal development. There will be other reasons too. One of the first things to do is to find out why your candidates want to do the SVQ, and to advise them of the appropriateness of the qualification. If anyone is acting as a coach or mentor to your candidates, they might help you to do this.

How do candidates begin?

Choosing the SVQ

You should ensure that candidates are given guidance before starting out on an SVQ — they need advice to ensure that their existing job remit, skills, experience and plans for progression are matched to their chosen SVQ. As the assessor, you do not have to carry out the matching process, but whoever is responsible for this should ensure that the assessment opportunities that are available to the candidate are also considered against the SVQ requirements.

Assessor and candidate roles

The assessor's role

As the assessor, your role is to:

♦ ensure candidates understand what is to be assessed and how it is to be assessed
♦ ensure the conditions and resources required for assessment are available
♦ help candidates to identify and gather evidence
♦ observe and record candidates carrying out the activities described in the standards — records should say what has been observed, how it was carried out, and what it demonstrates
♦ assess products of the candidate's own work
♦ question candidates and record the results
♦ help candidates to present evidence
♦ authenticate the evidence that candidates provide
♦ judge evidence and make assessment decisions
♦ identify gaps or shortfalls in candidates' competence
♦ provide feedback to candidates throughout the assessment process
♦ record achievement

The candidate's role

It is up to the candidate to ensure that they:

♦ prepare for assessment — become familiar with the standards, what is to be assessed and how it is to be assessed
♦ help to identify sources of evidence and how these could be assessed
♦ carry out activities, and/or produce products of their own work, and/or answer questions
♦ gather and present evidence
♦ receive and act on feedback from the assessor

The following sections contain detailed guidance on the requirements for delivering the SVQ in Leakage Control (Water).

2 SVQ in Leakage Control (Water) at SCQF level 6

General SVQ requirements

This section provides guidance on the collection, assessment and recording of SVQ evidence that applies across the SVQ in Leakage Control (Water) at SCQF level 6. The general evidence requirements detailed below must be observed in addition to any SVQ — or unit-specific requirements outlined in Section 3, which covers the SVQ structure and specific units.

The following details are listed in this section to avoid repetition for each unit. If you have any queries arising relating to any of the evidence requirements, please do not hesitate to contact your external verifier or SQA.

2.1   General evidence requirements

Assessors should seek to identify five key qualities in candidates' evidence:

Term	Explanation
Valid	The evidence demonstrates competence against the SVQ requirements.
Authentic	The evidence is demonstrably the candidate's own work. (If it relates to a team activity, the candidate should be able to confirm what their role was within the team.)
Reliable	The total evidence must show genuine and sustained competence against the NOS (not a single occasion: you should be confident that they could demonstrate the same skill levels on a different occasion if required).
Sufficient	There must be enough evidence available against the SVQ requirements for you to make an assessment decision.
Current	The total evidence must show current competence (ie it must not be so old that its presence would lead you to query whether the candidate is still able to perform the task.)

The following general evidence requirements apply when assessing the SVQ in Leakage Control (Water) at SCQF level 6:

2.1.1 Coverage of full SVQ requirements

♦ The total evidence for each unit must cover all SVQ requirements for skills and competencies, knowledge and understanding (as defined in the NOS), and the scope of the evidence, and must meet any evidence requirements specified for that unit.
♦ You must be confident that all of the SVQ Unit requirements are covered before assessing the candidate as 'competent'.

2.1.2 Consistent competence over time

♦ The candidate's evidence for each unit must show that they meet the NOS **consistently** in their work, **over a period of time**.
♦ The dates of the evidence provided (whether an observation report, witness testimony or other evidence from the workplace) must allow you to confirm that the candidate has carried out the required tasks on several different occasions.
♦ It is helpful if the diverse pieces of evidence are taken from dates that are days, weeks or months apart, to show that the candidate's competent performance is not a singular or unusual occurrence.

(**Please note** — *Assessors may ask how many pieces of evidence are sufficient to show consistent competence against the SVQ requirements. SQA recommends that each candidate's competence is judged on its own merits.*

It is likely that different candidates will have different amounts of evidence available to satisfy particular SVQ Unit requirements, depending upon their job roles. It is your job as an assessor to decide when a candidate has provided sufficient evidence of competence, and this will vary between candidates.

As a guideline, candidates could consider providing evidence of at least three occasions of performance against the NOS. You must remember, though, that the candidate must cover all SVQ requirements to a sufficient standard, and this could require evidence taken from more than three occasions.)

2.1.3 Varied evidence gathered from different work activities and situations

♦ Candidates' performance and knowledge evidence must come primarily from their own work activities.
♦ Evidence should be **varied** and must arise from **different workplace situations** (ie different activities, undertaken at different times, which demonstrate their ability to meet the standard on a regular basis within their job role, rather than on a single assessment occasion).
♦ The mix of evidence must be provided from various sources and assessment methods, which, taken holistically, can be used to determine competence. This diversity will reflect the candidate's job role and act as a measure of authenticity.
♦ Assessors and candidates must not rely on a single type or source of evidence for any one unit: providing diverse evidence is a robust way of demonstrating consistent competence over time, and confirming authenticity.

2.1.4 Evidence that occurs naturally

- Assessors should make use of candidate's evidence as it occurs naturally. This applies to documentary or product evidence, but also to evidence from observations, line managers'/supervisors' reports, and witness testimonies.
- One work task undertaken by a candidate can generate evidence for a number of units. Assessors should be vigilant to this, and be able to identify where a candidate's evidence can be cross-referenced to other parts of the SVQ (eg where the candidate uses data-logging equipment on the network, this will generate evidence for unit J2TD 04, but it is very likely also to produce some evidence towards the unit covering health and safety (J2SR 04), and, potentially, other units from the qualification).
- The more an assessor can identify opportunities for candidates to use one piece of evidence towards a number of units, the less chance there is of unnecessary repetition of assessment activity or evidence gathering. Where possible, assessors should try to use of this kind of holistic approach, and should encourage candidates to think about how the different tasks they do during the day can relate to different parts of their SVQ.

2.1.5 Witness testimonies

- Assessors should consider the potential for witness testimony to provide a valuable contribution to the candidate's total evidence. This is particularly useful to confirm employer contribution to the SVQ process, which is recommended for all qualifications based on NOS developed by Energy & Utility Skills.
- More detailed notes on witness testimony are provided but assessors must ensure that witness testimonies are subjected to the same level of assessment as any other piece of evidence.
- There are risks associated with the use of witness testimony as SVQ evidence, and assessors must be aware of these. Please ensure that you read the notes on witness testimony in this document, to ensure that robust procedures are put in place for its use, before you ask your candidates to provide such evidence from managers or colleagues.

2.1.6 Employer involvement and contribution to assessment process

- Centres should ensure, where possible, that there is employer contribution to the assessment process.
- This can be demonstrated in different ways, although the most likely will be through the use of witness testimonies or other reports from candidates' managers and colleagues.
- Evidence from managers or colleagues can be useful to provide confirmation of candidates' work as part of a team and to show that their work meets the requirements of their organisation.

2.1.7 Evidence from leakage control activities

♦ To gain a full SVQ in Leakage Control (Water), candidates must undertake six units: five mandatory units and one optional unit. Candidates must provide evidence of carrying out the main activities identified in the SVQ consistently, over a period of time. This means that the evidence should be provided from a number of different jobs undertaken on different occasions (ie not during the same shift, for example, but days, weeks or months apart), to confirm consistent competence. The candidate's evidence must be sufficient to meet the full evidence requirements for the SVQ, as outlined in the national occupational standards.

♦ The individual observation requirements for each unit from the SVQ in Leakage Control (Water) are identified in the unit-specific guidance at Section 3.

♦ Candidate's evidence should be generated from their normal work activities, which should facilitate demonstration of consistent competence over time against the SVQ requirements. The total evidence for the SVQ should show that the candidate is controlling leakage on the distribution network consistently over a period of several months, and is likely to include both assessor observations and other workplace evidence arising naturally from the candidate's work. (**NB** The assessor has flexibility to decide when they will carry out any on site observations, as these may be subject to logistical or practical constraints.)

♦ In addition to observation reports from an assessor, evidence to show consistent competence over time can be gathered from other sources if preferable, including:
  — company records of leakage control activities undertaken (hard copy or electronic)
  — records (eg photographs) from operational activities
  — marked-up plans, sketches or photographs of the network and its configuration
  — amended plans to reflect updates from leakage control activities
  — records of leakage data and information, including analysis of trends and how information is otherwise used to identify, control and minimise leakage
  — e-mails, or other records of correspondence, either with the candidate's own department, other departments, or with customers
  — witness testimonies
  — work records
  — assessor questioning and discussion, etc

Assessors and candidates should decide together which sources of evidence are most appropriate to confirm competence against the SVQ requirements.

Please note: There is no requirement for assessors to observe specific NOS. This means that there is more flexibility in the way that observation is used, and it can be combined with other assessment methods to produce the total mix of evidence for the SVQ. The key is to ensure that observation takes place to cover candidates' regular work activities, as they occur.

2.2   Witness testimony

Witness testimony can contribute significantly to the candidate's mix of evidence and provide external confirmation of different aspects of their work activities. Each testimony, statement or report from a witness can, additionally, provide evidence for several units, and can be used to confirm current competence or consistency over time, or to provide supporting evidence for workplace documentation and records.

Witness testimonies are not observed assessments, and must be subjected to the same assessor scrutiny as any other type of performance evidence.

This specific guidance is designed to address the particular risks attached to witness testimony as a type of evidence. Assessors should be aware of these risks, and be able to take action to minimise them.

In discussing requirements for and potential sources of witness testimony with a candidate, you should ensure that they are briefed on good practice for witness testimonies, so that they know what characteristics you are seeking when assessing any witness testimonies that they provide.

Witness credibility

The credibility of the witness is vital to the value of witness testimony as robust evidence. Witnesses can be drawn from a variety of sources, including:

♦   the candidate's line manager/supervisor
♦   a senior manager with experience of the candidate's work
♦   a colleague or associate from their team or another part of the business, or a related business (eg a project manager on site)
♦   someone who reports to the candidate
♦   a client — either internal or external to the business

The choice of suitable witnesses varies between candidates, and some candidates will have access to more supporting evidence of this kind than others.

The key is to ensure that the witness:

♦   understands the context and operations of the candidate's job role
♦   can contribute detailed and credible information at the appropriate level about the candidate's activities described, in a context that is familiar to them

For example:

♦ A leakage manager or network manager could provide considerable information on the operational leakage control activities that the candidate undertakes during usual work activities.

or

♦ A colleague or team member could have useful information about how they interact with others and carry out their role as part of a team. It is up to assessors and candidates to identify witnesses who can provide sufficient detail against specific SVQ performance requirements. Assessors should also consider that one testimony can provide evidence for several units.

It is important to ensure that the witness is working at a level or in a context where they will be able to report meaningfully on the candidate's activities: in an operational context, this means that they are likely to be working at least at the same level as the candidate. Alternatively, where units relate to the development of productive working relationships, it would be appropriate to seek testimony from witnesses who interact with the candidate at different levels.

Witness testimony content

Assessors must be able to validate and authenticate the content of a report or statement. This means that the witness testimony should:

♦ include clear information on the witness's name, job title, relationship to the candidate, and date (and be signed by the witness).
♦ include the witness's contact details, to allow for follow-up or authentication of the evidence (the candidate's permission should be sought before contacting a witness).
♦ refer to the candidate by name.
♦ give a meaningful statement that can be used as evidence — ie it must include suitable detail about specific work activities (time, date, location, job instructions, etc) that are witnessed, and must be a statement of fact. A supervisor or line manager may be qualified to comment on the candidate's competent performance in terms of meeting operational and company requirements, for instance, but they should not be asked for an opinion on whether the candidate has met the SVQ requirements: that is the assessor's role.

There should be sufficient detail in a witness testimony to ensure that the report or statement refers to specific activities that the witness saw that particular candidate undertaking. This enhances witness credibility and provides a potential source of validation (for example through job records showing that the candidate was working in the stated location at the time the activities were witnessed).

Assessors should be alert to the potential for insufficient detail to be provided, or for situations where a witness provides testimony for several candidates, which is identical in each case. Even when working under supervision or as part of a team, the candidate will have a specific contribution to make, and a robust witness statement should be able to identify and confirm the candidate's own activities.

Recording witness testimony

Formats for recording witness testimony vary between witnesses and between centres — some centres have a preferred pro forma that they issue to witnesses, while others prefer to leave the content and expression entirely up to the witness. An example of a witness testimony pro forma is at Appendix 1.

As a guideline, in developing a more specific witness testimony form for this award, the centre should bear in mind that it is not recommended that a candidate's manager or other potential witness is given a list of statements with which they must agree or disagree. It is preferable to include open questions, which require them to think of specific examples of the candidate's work and provide more detailed responses about the candidate's own role and activities. The witness testimony must be subject to assessment, in the same way as any other type of evidence.

2.3 Knowledge assessment

You (or your centre) must have a strategy for assessing the knowledge and understanding requirements for the SVQ in Leakage Control (Water) at SCQF level 6. This is likely to involve a combination of evidence generated from performance, during discussions with the assessor, and from assessor questioning (either in written or oral format). It is recommended that the candidate's ability to meet the knowledge requirements is assessed through discussions and oral questioning, during the course of observed assessments or assessment meetings. SQA also recommends that, where a candidate demonstrates during assessment that they have knowledge that applies to more than one unit, the assessor should ensure that they record this coverage, to avoid unnecessary repetition of assessment activity. If candidates have undertaken written assessment that can be related to the knowledge requirements, these may also be used to confirm relevant NOS coverage.

For an assessor to confirm SVQ competence, the candidate must provide evidence against all of the knowledge and understanding requirements for a unit, so any areas that are not initially identified as correct must be revisited elsewhere in the candidate's total evidence. You should also remember that all question banks must be stored securely in the centre, and that candidates must not leave the assessment meeting or test situation with any materials that are used for knowledge assessment in controlled circumstances (question banks, test papers, etc).

2.4 Approaches to collecting evidence: assessor- or candidate-led

Some candidates will relate more easily than others to SVQ terminology, gathering evidence and matching the tasks they do in their daily work to the SVQ requirements. This depends upon candidates' individual aptitudes and preferences, and also on their job role, the amount of responsibility they have within their organisation, and the amount of evidence that they can typically generate from their work activities. Assessment approaches can vary according to each candidate or group of candidates.

Candidates working on the SVQ in Leakage Control (Water) qualification are likely to carry out their job role under their own initiative and have considerable autonomy to carry out diverse leakage control activities. They require the skills and knowledge to identify and handle numerous different circumstances and conditions that they, or those reporting to them, encounter on the distribution network.

It is possible that the candidate will be able to provide workplace evidence (documents or products) to supplement assessor observations, discussions and witness testimonies, and some candidates will be happy to adopt a more proactive approach to identifying their own potential sources of evidence against the NOS. Others will be more comfortable if the assessor is more proactive. Either approach is acceptable providing the SVQ requirements are met.

2.5 Types of evidence

Candidates for the SVQ in Leakage Control (Water) will provide evidence from various sources. Assessors should look for a variety of evidence, from different sources, to provide a total picture of candidates' skills.

A table showing the various different types of evidence, their advantages, risks and potential solutions for managing the risks can be found at Appendix 2. This could be useful to you in planning and carrying out your assessments, or as a general reference tool.

As the advantages and risks vary according to the assessment method or type of evidence, it is always appropriate to combine a variety of evidence types in assessing any unit or full SVQ. This approach:

♦ allows evidence to be produced from several different sources, and in different forms, against the SVQ requirements
♦ ensures that candidates have the opportunity to use one piece of evidence to meet the NOS for a number of units, and
♦ allows them to make use of the full range of evidence that is available to them in their workplace

In planning assessments with candidates, assessors should encourage them to consider as many possible sources of evidence that they have available to them, and to refer to their assessor if they are unsure about the validity of evidence, rather than assuming that it will have no value.

Graphical items and data in performance evidence

As part of their evidence, candidates may produce marked up plans, etc showing the network and metered areas on which they are working, or readings and performance data from equipment taken during leakage control operations. These are particularly useful for providing additional and detailed information relating to specific locations and jobs covered, and can be used to reinforce authenticity.

As stated at Appendix 2, the risk associated with these types of evidence is that they are not meaningful for the SVQ unless the candidate can explain their relevance (either in a note or through assessor questioning).

The candidate must be able to show how this kind of workplace material relates to their job role and specific work activities, and the assessor must ensure that they satisfy themselves of the authenticity and validity of the evidence against the NOS (eg be able to confirm that a plan or photograph relates to a specific job — and corroborate, if necessary, with reference to other records (eg records on company systems, etc).

Using generic workplace documentation

Candidates may have access to a variety of generic workplace documentation, produced either by their employer or at customer premises (eg company risk assessment formats, health and safety policies, HSE forms, health and safety induction details or policies produced at third party premises).

This documentation is valuable as evidence only if a candidate can show how it relates to their particular job role or specific activities, and the assessor must ensure that they review generic documents on this basis. It is not sufficient for candidates to include generic material amongst their evidence without any explanation of its relevance.

For example:

It is more credible if:

♦ a candidate provides a generic company risk assessment form that they completed while undertaking a job
♦ a candidate can show how they used any information received during a health and safety induction on-site during their leakage control work

Specific evidence requirements for each unit from the Leakage Control SVQ are found in Section 3. Most types of evidence are acceptable for any unit, and candidates should make use of as much evidence as possible that arises naturally from their work activities. The unit outlines confirm the skills that are covered within each unit, and identify any particular evidence that is required.

2.6   Recording SVQ evidence

Assessors must ensure that sufficient records are produced to provide an audit trail for the assessment process.

Assessors' records must show:

♦ how they confirmed the candidate's competence against the SVQ requirements (NOS and any SVQ evidence requirements)
♦ that the SVQ assessment process is applied consistently to all of their candidates (assessors are likely to work with other assessors and IVs at the centre to develop systems and processes that allow this to be done)
♦ a clear audit trail

It is vital that assessment records are robust, as they provide the starting point for internal and external verifiers to sample records and monitor the assessment process. Assessors need to ensure that their records allow the IV and EV to follow the audit trail through the SVQ delivery process as applied to your candidates and allow them to drill down into the detail of your assessment decisions during the verification sampling process.

The SVQ audit trail

You must ensure that your records show your involvement in the stages of SVQ delivery. These will include:

♦ **Candidate induction and registration —** candidates must be aware that they have been registered with SQA, and the induction or first assessment meeting is commonly used to conduct skills scans or otherwise identify how the candidate's job role relates to the SVQ and what units they will undertake. It is also important, if possible, to identify any particular assessment requirements (eg personal needs relating to language or literacy issues or physical disabilities that could limit access to premises) at this stage, so that you can plan to meet the candidate's needs.

♦ **Assessment planning —** the assessment team should have systems in place for assessment planning, relating both to the planning of the SVQ assessment process, and more detailed assessment planning with individual candidates (which is likely to be reviewed at the end of each assessment meeting, so that you and the candidates know what is expected at the next assessment).

♦ **Observations and assessment meetings —** each meeting with a candidate should generate some form of assessment record. The type of report can differ depending upon your assessment activity. If you observe a candidate, you may prefer to use a tailored observation report form that allows you to concentrate on the tasks you are watching, while a discussion-based meeting could use a more generic template (see sample generic report at Appendix 3).

As candidates for the Leakage Control SVQ need to show evidence of specific leakage control activities undertaken on site to meet the evidence requirements, it is also important that assessor reports (and particularly records of observations), line managers' reports, witness testimonies or other job records confirm details of the job location and work undertaken. This is useful not only to assessors in ensuring that the evidence is authentic and reflects the candidate's job role, but also to internal and EVs when validating assessment records during the sampling process.

A tailored observation report could be more suitable for this SVQ, to align the leakage control activities with the NOS requirements, but a more generic report is useful for general assessment discussions or meetings at all levels.

♦ **Coverage of the national occupational standards —** it is important as candidates go through the SVQ process that there is a record of how their evidence meets the NOS. This allows assessors to:

— ensure that any mandatory types of evidence are provided
— show how far the candidate has progressed for any unit
— identify gaps in the evidence and plan how further evidence can be provided

♦ **SVQ Unit sign off to confirm coverage —** assessors need to confirm when the unit requirements have been satisfied, so that they can recommend unit (and, eventually, full SVQ certification). It could be helpful to provide a cover sheet or overview of how the assessment decision was reached, that can also require the candidate to confirm that the evidence is their own work. This could also act as the starting point for an IV or EV during sampling.

The assessment and verification team must identify how each unit will be signed off and confirmed.

♦ **Feedback to candidates and action planning —** this should be covered in the assessment reports, or potentially through correspondence records between assessors and candidates, but it is an important part of the ongoing SVQ delivery process, as candidates need to be aware of their current progress, and to know what further action or evidence is needed for them to complete the unit or award. Candidates should also be given the opportunity to provide feedback to their assessors (see sample assessment report, Appendix 3).

2.7 Using the sample recording format

Sample evidence recording documents were produced for each unit, after consultation with existing assessment centres and EVs. Each unit document reproduces the NOS and includes a cover sheet that allows the assessor to confirm how the SVQ requirements have been met, and which is tailored to the specific evidence requirements for that unit.

The unit evidence tables list the skills and competencies, knowledge and understanding items and 'scope of the evidence' specific to each unit, so that assessors can use them without referring to a separate NOS document. (Please note that 'scope of the evidence' in this context links, principally, to the 'Terms used within the standards' that appear in the unit overviews in the final approved NOS units.)

If using this format, assessors could either:

♦ provide a brief description of or reference for the evidence (under 'evidence ref/description'), including a file reference if applicable (eg if the candidate is keeping an evidence file or portfolio), marking where the evidence meets the NOS requirement

or

♦ maintain a separate master list of SVQ evidence, giving each piece of evidence a reference number which is then inserted into the table against specific NOS requirements as necessary

The tables are designed to provide an at-a-glance indication for assessors and candidates of the progress made against the NOS for that unit. Assessors can initial against each NOS requirement when they feel that this has been covered.

The assessor can use the cover sheet to confirm that all evidence requirements are met, and both candidate and assessor sign on completion of the unit. The IV and EV can also sign to show where they have sampled.

Please note — The purpose of the tables is to provide a record of the candidate's progress through the SVQ, and it is up to the assessor to confirm completion of a unit. Some candidates could be comfortable in using the recording tables, but it is not mandatory for the candidates to complete any or all of this information on their own.

Centres may use the samples exactly as provided, adapt them for the use of their own assessment team, or use their own formats and templates, according to centre requirements.

If the centre wishes to use a different format, the EV will need to see sample documents that the team intends to use for this SVQ at the point of centre approval, to ensure that the proposed recording mechanism shows how the NOS are covered and the SVQ evidence requirements are met.

It is not mandatory for candidates to maintain an evidence file or portfolio, but there must be a clear record of where each piece of evidence is located, either in the evidence recording documents or in a separate master list of evidence. Some candidates and centres prefer to use a portfolio or evidence file system, as the supporting evidence is held in one place, but it may not be appropriate to all candidates or situations. If alternative evidence storage methods are used, the centre must maintain a robust record of where evidence is located, because the IV and EV may require access to the original evidence when sampling, in order to validate the evidence and confirm authenticity.

Please note — The sample recording formats are produced with a view to their use at SVQ centres, and on the basis of feedback provided during delivery of previous water industry SVQs. The joint awarding bodies would like to receive any suggestions from centres about the format of assessment records and reports and how they can be improved, and may update the sample materials during the lifetime of the SVQ, as a result of centre comments. Please advise the external verifier or contact SQA direct in order to feed back on the sample recording formats.

In using or adapting the sample format, the centre must not change the content of the national occupational standards. *The NOS are the benchmark that assessors use to ascertain candidates' competence. If they are altered, the candidate's competence may not be fully confirmed.*

3 Structure for the SVQ in Leakage Control (Water) at SCQF level 6

This section outlines the requirements for the SVQ in Leakage Control (Water), based on the assessment requirements and content of individual units. The generic evidence requirements covered in Section 2 apply across the full award, and most of this information is not repeated in the unit-specific notes that follow. Assessors should be aware of the general requirements covered in Section 2, and also of any specific requirements relating to the full SVQ or individual units.

Please note — *This qualification relates to activities undertaken on the water distribution network. It is therefore imperative that candidates follow the National Water Hygiene code and where appropriate Scottish Water's Distribution Operation and Maintenance Procedures (DOMS) at all times throughout their leakage control activities. Their evidence for the SVQ should reflect this.*

SVQ in Leakage Control (Water) at SCQF level 6 (GR70 23)

Candidates must complete five mandatory units and one optional unit.

Mandatory units

Unit code	SCQF level	SCQF credit points	SSC ref	Unit title
J2SR 04	5	8	PROHSS1	Make Sure Your Own Actions Reduce Risks to Health and Safety
J2TB 04	6	7	EUSLDC11	Analyse Data to Identify Potential Leakage
J2TC 04	6	9	EUSLDC4	Use Leakage Detection Techniques to Identify the Location of Water Loss
J2TD 04	6	9	EUSLDC5	Programme, Deploy and Collect Data from Data Logging Equipment
J2TE 04	6	9	EUSLDC6	Install, Monitor and Remove Meters and Gauges on the Distribution Network

Optional units — One unit required

Unit code	SCQF level	SCQF credit points	SSC ref	Unit title
HG3E 04	6	6	CFAM&LDD1	Develop and Sustain Productive Work Relationships with Colleagues
J2TF 04	6	6	EUSLDC7	Prove Metered Areas on the Distribution Network
J2TG 04	6	6	EUSWSD10	Communicate with Customers in the Utilities Sector

Unit code	SCQF level	SCQF credit points	SSC ref	Unit title
J2TH 04	6	7	EUSLDC1	Assess the Configuration of Metered Areas
J2TJ 04	5	6	EUSLDC2	Trace the Route of Water Pipes and Locate Surface Fittings and Street Furniture

The following pages outline the specific requirements for each unit from the SVQ in Leakage Control (Water). This includes an overview of the unit, and identifies any mandatory evidence requirements for that unit.

Please note that the full detail of the national occupational standards is not reproduced in this section, but are reproduced in full for each unit, in the sample evidence recording documents.

Assessors' unit notes: SVQ in Leakage Control (Water) at SCQF level 6

H8VP 04   Make Sure Your Own Actions Reduce Risks to Health and Safety

Unit content

This unit is for everyone at work (whether paid, unpaid, full or part-time). It is about having an appreciation of significant risks at work, knowing how to identify and deal with them.

This standard is about the health and safety responsibilities for everyone at work. It describes the competences required to make sure that:

♦ your own actions do not create any health and safety hazards
♦ you do not ignore significant risks at work
♦ you take sensible action to put things right, including: reporting situations which pose a danger to people at work and seeking advice

Fundamental to this unit is an understanding of the terms 'hazard', 'risk' and 'control'.

Assessor guidance on evidence

♦ The terms identified in the Leakage NOS unit as 'Terms used within the standards' have been designated as 'Scope of the evidence' for the purposes of the SVQ. Candidates' evidence in total must show that they can cover these items, through performance evidence. Where no direct performance evidence exists from observations or other work records, the assessor needs to use questioning and discussion to ascertain the candidate's competence.
♦ The majority of the evidence used for this unit must come from the candidate's own work activities, both in their own 'reporting base' and working on the water distribution network. As the candidate's job role revolves around detecting leaks on the distribution network, **the majority of the evidence provided for this unit must come from their on-site leakage detection activities**.
♦ The assessor **must** carry out **at least one direct assessor observation** of the candidate for unit J2SR 04. A realistic working environment may be used to generate part of the evidence for the SVQ, providing the requirements for the realistic working environment are met, and its use has been discussed and agreed in advance with the EV. (Please note that any centre wishing to use a realistic working environment for assessing any unit from the Leakage Control (Water) SVQ must show that there is a demonstrable need to use it.)
♦ The evidence for this unit is likely to be generated through a mixture of observation reports, assessor-guided discussions and questioning, and workplace records, reports, or documentation (including site risk assessments produced prior to leakage detection activities and how the candidate uses them in conjunction with the circumstances they encounter on site).

♦ The activities covered in unit J2SR 04 underpin the safe completion of operational activities that candidates undertake within their job role. Much of the evidence that candidates produce for this unit is likely to be generated from the operational leakage control activities covered in the other units from this SVQ. You should be aware when assessing candidates (both observed assessments and assessment of other types of evidence) of the opportunities that exist to cross-reference both performance and knowledge evidence to this unit, to minimise duplication of assessment.

♦ **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance and during observed assessments, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit J2SR 04 is a **mandatory unit** in the Leakage Control (Water) SVQ.

J2TB 04 Analyse Data to Identify Potential Leakage

Unit content

This standard is about analysing data to identify potential leakage. This includes obtaining relevant data, analysing it against expectations and identifying the need for further investigations. It also includes identifying areas of potential leakage and calculating potential water loss.

This standard is for anyone who evaluates data to identify potential leakage.

Assessor guidance on evidence

♦ The terms identified in the Leakage NOS unit as 'Terms used within the standards' have been designated as 'Scope of the evidence' for the purposes of the SVQ. Candidates' evidence in total must show that they can cover these items, through performance evidence. Where no direct performance evidence exists from observations or other work records, the assessor needs to use questioning and discussion to ascertain the candidate's competence.

♦ The majority of the evidence for this unit must come from real work activities. A realistic working environment may be used to generate part of the evidence for the SVQ, providing the requirements for the realistic working environment are met, and its use has been discussed and agreed in advance with the centre's external verifier. (Please note that any centre wishing to use a realistic working environment for assessing any unit from Leakage Control SVQ must show that there is a demonstrable need to use it.)

♦ The assessor may carry out a direct observation of the candidate in their workplace (which will generate an observation report), though this is not mandatory.

♦ If, in assessing a candidate undertaking this unit, the assessor identifies evidence that can also be used towards other units from the SVQ in Leakage Control (Water) (eg unit J2SR 04 — Make Sure Your Own Actions Reduce Risks to Health and Safety), they should ensure that they record where such evidence is produced in their assessor report, to minimise duplication of assessment.

♦ The evidence for this unit is likely to be generated through a mixture of observation reports, witness testimonies, assessor-guided discussions and questioning, and workplace records, reports, or documentation.

♦ **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit J2TB 04 is a **mandatory unit** in the Leakage Control (Water) SVQ, and must be taken to gain a full award.

J2TC 04   Use Leakage Detection Techniques to Identify the Location of Water Loss

Unit content

This standard is about using leakage detection techniques to identify the location of water loss on the distribution network. Leakage detection techniques can include, but are not restricted to, acoustic, flow and pressure, step testing and visual. It includes selecting suitable single or combinations of leakage detection methods, setting up and configuring leakage detection equipment and using the results to identify leakage location. You will need to be able to prioritise the urgency of leakage situations, record information and make sure the relevant people, including customers, are provided with updates. Health, safety and hygiene procedures should be followed at all times.

This standard is for anyone who uses appropriate leakage detection techniques to identify the location of water loss on the distribution network.

Assessor guidance on evidence

♦ The terms identified in the Leakage NOS unit as 'Terms used within the standards' have been designated as 'Scope of the evidence' for the purposes of the SVQ. Candidate's evidence in total must show that they can cover these items, through performance evidence. Where no direct performance evidence exists from observations or other work records, the assessor needs to use questioning and discussion to ascertain the candidate's competence.

♦ The majority of the evidence for this unit must come from real work activities. A realistic working environment may be used to generate part of the evidence for the SVQ, providing the requirements for the realistic working environment are met, and its use has been discussed and agreed in advance with the external verifier. (Please note that any centre wishing to use a realistic working environment for assessing any unit from the Leakage Control (Water) SVQ must show that there is a demonstrable need to use it.)

♦ The assessor may carry out a direct observation of the candidate in their workplace (which will generate an observation report), though this is not mandatory.

♦ If, in assessing a candidate undertaking this unit, the assessor identifies evidence that can also be used towards other units from the Leakage Control SVQ (eg unit J2SR 04 — Make Sure Your Own Actions Reduce Risks to Health and Safety), they should ensure that they record where such evidence is produced in their assessor report, to minimise duplication of assessment.

♦ The evidence for this unit is likely to be generated through a mixture of observation reports, witness testimonies, assessor-guided discussions and questioning, and workplace records, reports, or documentation.

♦ **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit J2TC 04 is a **mandatory unit** in the Leakage Control (Water) SVQ, and must be taken to gain a full award.

J2TD 04　　Programme, Deploy and Collect Data from Data-logging Equipment

Unit content

This standard is about programming, installing and collecting data from data-logging equipment. Data-logging equipment can be used to, but are not restricted to, monitoring data on pressure, flow, noise, turbidity and chlorine in the water network. This includes selecting appropriate data loggers, positioning them, programming them, collecting data, disseminating data and taking action to resolve any problems as well as removing equipment once monitoring has finished. Hygiene procedures should be followed at all times.

This standard is for anyone who programmes, deploys and collects data from data-logging equipment.

Assessor guidance on evidence

♦ The terms identified in the Leakage NOS unit as 'Terms used within the standards' have been designated as 'Scope of the evidence' for the purposes of the SVQ. Candidates' evidence in total must show that they can cover these items, through performance evidence. Where no direct performance evidence exists from observations or other work records, the assessor needs to use questioning and discussion to ascertain the candidate's competence.

♦ The majority of the evidence used for this unit must come from the candidate's own leakage control activities in the workplace.

♦ The assessor should carry out at least one direct assessor observation of the candidate for unit J2TD 04. A realistic working environment may be used to generate part of the evidence for the SVQ, providing the requirements for the realistic working environment are met, and its use has been discussed and agreed in advance with the external verifier. (Please note that any centre wishing to use a realistic working environment for assessing any unit from the Leakage Control (Water) SVQ must show that there is a demonstrable need to use it.)

♦ The evidence for this unit is likely to be generated through a mixture of observation reports, assessor-guided discussions and questioning, and workplace records, reports, or documentation.

♦ If, in assessing a candidate undertaking this unit, the assessor identifies evidence that can also be used towards other units from the Leakage Control (Water) SVQ (eg unit J2SR 04 — Make Sure Your Own Actions Reduce Risks to Health and Safety), they should ensure that they record where such evidence is produced in their assessor report, to minimise duplication of assessment.

♦ **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit J2TD 04 is a **mandatory unit** in the Leakage Control (Water) SVQ, and must be taken to gain a full award.

J2TE 04 Install, Monitor and Remove Meters and Gauges on the Distribution Network

Unit content

This standard is about installing, reading, and maintaining meters and gauges on the distribution network as well as removing them. It includes identifying appropriate meters and gauges, positioning and setting them up, carrying out operational checks, taking and recording readings, identifying and reporting problems and removing them when they are no longer needed. Hygiene procedures should be followed at all times.

This standard is for anyone who sets up, reads, maintains and removes meters and gauges on the distribution network.

Assessor guidance on evidence

♦ The terms identified in the Leakage NOS unit as 'Terms used within the standards' have been designated as 'Scope of the evidence' for the purposes of the SVQ. Candidates' evidence in total must show that they can cover these items, through performance evidence. Where no direct performance evidence exists from observations or other work records, the assessor needs to use questioning and discussion to ascertain the candidate's competence.

♦ The majority of the evidence used for this unit must come from the candidate's own leakage control activities in the workplace.

♦ The assessor should carry out at least one direct assessor observation of the candidate for unit J2TE 04. A realistic working environment may be used to generate part of the evidence for the SVQ, providing the requirements for the realistic working environment are met, and its use has been discussed and agreed in advance with the external verifier. (Please note that any centre wishing to use a realistic working environment for assessing any unit from the Leakage Control (Water) SVQ must show that there is a demonstrable need to use it.)

♦ The evidence for this unit is likely to be generated through a mixture of observation reports, assessor-guided discussions and questioning, and workplace records, reports, or documentation.

♦ If, in assessing a candidate undertaking this unit, the assessor identifies evidence that can also be used towards other units from the Leakage Control (Water) SVQ (eg unit J2SR 04 — Make Sure Your Own Actions Reduce Risks to Health and Safety), they should ensure that they record where such evidence is produced in their assessor report, to minimise duplication of assessment.

♦ **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit J2TE 04 is a **mandatory unit** in the Leakage Control (Water) SVQ, and must be taken to gain a full award.

HG3E 04   Develop and Sustain Productive Work Relationships with Colleagues

Unit content

This standard is about developing and sustaining productive working relationships with colleagues within your own organisation.

This standard is relevant to managers and leaders who work with colleagues in their own organisation but not with external stakeholders.

This standard links closely with all other standards in key area *DD Build and sustain relationships* and also with *CFAM&LAA3 Develop and maintain your professional networks*.

Assessor guidance on evidence

♦ Candidates' evidence in total must show that they can cover the performance criteria and behaviours consistently over time. The evidence will be derived from diverse sources, but it is likely that the assessor will also need to use questioning and discussion to ascertain the candidate's competence across all aspects of the NOS.

♦ All of the evidence for this unit must come from real work activities. **Simulated activities or realistic working environments may not be used to produce evidence for this unit.**

♦ The assessor may carry out a direct observation of the candidate in their workplace (which will generate an observation report), though this is not mandatory.

♦ If, in assessing a candidate undertaking this unit, the assessor identifies evidence that can also be used towards other units from the Leakage Control (Water) SVQ (eg unit J2SR 04 — Make Sure Your Own Actions Reduce Risks to Health and Safety, or one of the leakage control specific units), they should ensure that they record where such evidence is produced in their assessor report, to minimise duplication of assessment.

♦ Assessors should be aware that candidates may not realise that they carry out some of the activities in this unit on a regular basis (eg resolving conflicts of interest or disagreements within a team), so you may need to question them in some detail to identify less obvious sources of evidence. (eg conflicts of interest or disagreements may not revolve around major incidents or issues — they can relate to situations as regular as prioritising work activities, setting up or changing rotas, resolving issues or queries with external parties, such as engineers working on site, etc).The assessment of units in this format, and in particular, the assessment of behaviours, is new to water industry awards, including the Leakage Control (Water) SVQ. In general, evidence for this unit could be generated from:

— notes and other records of meetings with individuals and the team that the candidate has led (to discuss and agree objectives and work plans; showing how team problems have been resolved; during creative activities to generate ideas)

- — performance management data on the quality and quantity of individual team performance, and the achievement of objectives and plans
- — individual and team objectives and work plans or schedules agreed with the team
- — records of the candidate's appraisals and performance review meetings (to show their role in agreeing individual and team objectives and work plans; or their role in encouraging innovation and creativity in the team)
- — personal statement (commentary on how the candidate involved team members in agreeing demanding but realistic individual and team objectives and work plans; how they motivated individuals, encouraged them to take responsibility and dealt with individual and team problems; or on how the candidate led the team in developing ideas and innovative approaches to situations encountered during their daily activities)
- — witness statements by team members (about how the candidate encouraged them to set demanding but realistic objectives and accept responsibility for achieving them; about how the candidate helped them to overcome problems and motivated them to achieve objectives and take on responsibility for activities; or about how the candidate led them to develop creative ideas and innovation)
- — records of agreement by managers to introduce innovative ideas that the candidate's team has developed
- — data on performance improvements arising directly from innovations proposed by the team

♦ The evidence for this unit is likely to be generated through a mixture of observation reports, witness testimonies from colleagues working at the same level as and at different levels from the candidate (including team members for whom the candidate has line management responsibility), assessor-guided discussions and questioning, and workplace records, reports, or documentation.

♦ **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit HG3E 04 is an optional unit in the Leakage Control (Water) SVQ. This is one of five optional units that candidates can choose to take in order to gain a full award.

J2TF 04   Prove Metered Areas on the Distribution Network

Unit content

This standard is about proving metered areas on the distribution network. This includes operating network fittings to isolate specified sections of networks, making sure boundary and other required valves are watertight and working and establishing inflow and outflow meters. It also includes checking all required work has been carried out, recommissioning, flushing and checking that samples have been taken. You must follow safe working and hygiene practices at all times.

This standard is for anyone who is involved with proving metered areas on the distribution network.

Assessor guidance on evidence

♦   The terms identified in the Leakage NOS unit as 'Terms used within the standards' have been designated as 'Scope of the evidence' for the purposes of the SVQ. Candidates' evidence in total must show that they can cover these items, through performance evidence. Where no direct performance evidence exists from observations or other work records, the assessor needs to use questioning and discussion to ascertain the candidate's competence.

♦   The majority of the evidence used for this unit must come from the candidate's own leakage control activities in the workplace.

♦   The assessor should carry out at least one direct assessor observation of the candidate for unit J2TF 04. A realistic working environment may be used to generate part of the evidence for the SVQ, providing the requirements for the realistic working environment are met, and its use has been discussed and agreed in advance with the external verifier. (Please note that any centre wishing to use a realistic working environment for assessing any unit from the Leakage Control (Water) SVQ must show that there is a demonstrable need to use it.)

♦   The evidence for this unit is likely to be generated through a mixture of observation reports, assessor-guided discussions and questioning, and workplace records, reports, or documentation.

♦   If, in assessing a candidate undertaking this unit, the assessor identifies evidence that can also be used towards other units from the SVQ in Leakage Control (Water) (eg J2SR 04 — Make Sure Your Own Actions Reduce Risks to Health and Safety), they should ensure that they record where such evidence is produced in their assessor report, to minimise duplication of assessment.

♦   **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit J2TF 04 is an optional unit in the Leakage Control (Water) SVQ.

J2TG 04   Communicate with Customers in the Utilities Sector

Unit content

This standard is about giving information or advice to customers, including internal or external stakeholders, and responding to their queries or complaints in a positive way. It includes communicating effectively, dealing with both co-operative and uncooperative customers, agreeing action to resolve any issues and referring matters outside of your area of responsibility to appropriate people.

This standard is for anyone in the utilities sector who comes into contact with customers including internal or external stakeholders.

Assessor guidance on evidence

♦ The terms identified in the Leakage NOS unit as 'Terms used within the standards' have been designated as 'Scope of the evidence' for the purposes of the SVQ. Candidates' evidence in total must show that they can cover these items, through performance evidence. Where no direct performance evidence exists from observations or other work records, the assessor needs to use questioning and discussion to ascertain the candidate's competence.

♦ The majority of the evidence for this unit must come from real work activities. A realistic working environment may be used to generate part of the evidence for the SVQ, providing the requirements for the realistic working environment are met, and its use has been discussed and agreed in advance with the external verifier. (Please note that any centre wishing to use a realistic working environment for assessing any unit from the Leakage Control (Water) SVQ must show that there is a demonstrable need to use it.)

♦ The assessor may carry out a direct observation of the candidate in their workplace (which will generate an observation report), though this is not mandatory.

♦ If, in assessing a candidate undertaking this unit, the assessor identifies evidence that can also be used towards other units from the Leakage Control (Water) SVQ (eg J2SR 04 — Make Sure Your Own Actions Reduce Risks to Health and Safety), they should ensure that they record where such evidence is produced in their assessor report, to minimise duplication of assessment.

♦ The evidence for this unit is likely to be generated through a mixture of observation reports, witness testimonies, assessor-guided discussions and questioning, and workplace records, reports, or documentation.

♦ **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit J2TG 04 is an optional unit in the Leakage Control (Water) SVQ.

J2TH 04   Assess the Configuration of Metered Areas

Unit content

This standard is about assessing the configuration of metered areas. This includes checking that information and plans about metered areas are in agreement with what is actually found in the distribution network and that valves and meters are where they are expected to be. This includes ensuring that DMA boundary valves are accessible and are not passing water and identifying and reporting problems with valves and meters. It is also important to establish inflow and outflow meters and record any changes that have been made as well as making sure that DMA permanent boundary valves are marked correctly on site and network plans. Safety and hygiene procedures should be followed at all times.

This standard is for anyone who assesses the configuration of metered areas.

Assessor guidance on evidence

♦   The terms identified in the Leakage NOS unit as 'Terms used within the standards' have been designated as 'Scope of the evidence' for the purposes of the SVQ. Candidates' evidence in total must show that they can cover these items, through performance evidence. Where no direct performance evidence exists from observations or other work records, the assessor needs to use questioning and discussion to ascertain the candidate's competence.

♦   The majority of the evidence for this unit must come from real work activities. A realistic working environment may be used to generate part of the evidence for the SVQ, providing the requirements for the realistic working environment are met, and its use has been discussed and agreed in advance with the external verifier. (Please note that any centre wishing to use a realistic working environment for assessing any unit from the Leakage Control (Water) SVQ must show that there is a demonstrable need to use it.)

♦   The assessor may carry out a direct observation of the candidate in their workplace (which will generate an observation report), though this is not mandatory.

♦   If, in assessing a candidate undertaking this unit, the assessor identifies evidence that can also be used towards other units from the Leakage Control (Water) SVQ (eg J2SR 04 — Make Sure Your Own Actions Reduce Risks to Health and Safety), they should ensure that they record where such evidence is produced in their assessor report, to minimise duplication of assessment.

♦   The evidence for this unit is likely to be generated through a mixture of observation reports, witness testimonies, assessor-guided discussions and questioning, and workplace records, reports, or documentation.

♦   **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit J2TH 04 is an optional unit in the in Leakage Control (Water) SVQ.

J2TJ 04 Trace the Route of Water Pipes and Locate Surface Fittings and Street Furniture

Unit content

This standard is about using techniques to find the location of water pipes, surface fittings and street furniture. Water pipes may be metallic or non-metallic. Surface fittings may be valve covers, meter chamber covers or hydrant covers. Street furniture may be lamp columns, telegraph poles or road signs.

This includes using visual, electronic and measurement techniques and referring to records, marking positions on work sites and reporting deviations to relevant people. Safety and hygiene procedures should be followed at all times.

This standard is for anyone who traces the routes of water pipes and locates surface fittings and street furniture.

Assessor guidance on evidence

♦ The terms identified in the Leakage NOS unit as 'Terms used within the standards' have been designated as 'Scope of the evidence' for the purposes of the SVQ. Candidates' evidence in total must show that they can cover these items, through performance evidence. Where no direct performance evidence exists from observations or other work records, the assessor needs to use questioning and discussion to ascertain the candidate's competence.

♦ The majority of the evidence for this unit must come from real work activities. A realistic working environment may be used to generate part of the evidence for the SVQ, providing the requirements for the realistic working environment are met, and its use has been discussed and agreed in advance with the external verifier. (Please note that any centre wishing to use a realistic working environment for assessing any unit from the Leakage Control (Water) SVQ must show that there is a demonstrable need to use it.)

♦ The assessor may carry out a direct observation of the candidate in their workplace (which will generate an observation report), though this is not mandatory.

♦ If, in assessing a candidate undertaking this unit, the assessor identifies evidence that can also be used towards other units from the Leakage Control (Water) SVQ (eg unit J2SR 04 — Make Sure Your Own Actions Reduce Risks to Health and Safety), they should ensure that they record where such evidence is produced in their assessor report, to minimise duplication of assessment.

♦ The evidence for this unit is likely to be generated through a mixture of observation reports, witness testimonies, assessor-guided discussions and questioning, and workplace records, reports, or documentation.

♦ **Knowledge and understanding.** The knowledge and understanding requirements for this unit must be covered in full for unit accreditation. The candidate may demonstrate considerable knowledge through their workplace performance, but it is likely that some assessor questioning will be needed to confirm that all knowledge requirements are met.

Unit J2TJ 04 is an optional unit in the Leakage Control (Water) SVQ.

4 Appendices

Appendix 1: Sample witness testimony pro forma (Generic)

Witness testimony

Name of the person for whom witness testimony is given:

What is your working relationship with this person?

Describe briefly what water network construction activities you have seen them undertaking, and how they undertook the work, giving examples of specific activities that you have witnessed where possible. (**NB** These activities may include operational water industry activities, or associated activities, such as minimising risks to health, safety and hygiene in the workplace, developing productive working relationships, etc.)

I can confirm the candidate's performance was satisfactory.

Name of witness _____   **Job title** _____

Contact details _____

_____

Witness's signature _____   **Date** _____

Note to the assessment team

This is only an example of a witness testimony form. It can be tailored to particular competence requirements. For example, a question on this form could be, '*Give an example of how the candidate has…*', and you could put in a competence, for example, '*identified resource requirements*'. Alternatively, the appropriate unit or qualification requirements could be photocopied and attached to this form (the competence or knowledge you would like the witness to comment on would need to be highlighted).

Appendix 2: Types of SVQ evidence and associated risks

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
1 **Direct assessor observation in the workplace**	♦ The most direct form of assessment. ♦ Assessor can observe the candidate carrying out daily work activities. ♦ Observation likely to result in evidence for several units at once.	♦ Logistical difficulties — labour and time intensive for assessors. ♦ Candidates may not work at a single site and may be called away to other sites at short notice (difficult to plan and carry out).	♦ Use of simulated activities in a realistic working environment (see below). ♦ Use of robust witness testimony from candidate's line manager. ♦ Limit mandatory observation and require diverse supporting evidence from workplace.
2 **Direct assessor observation (simulated activities/realistic working environment)**	♦ Allows direct assessor observation. ♦ The centre has more control over the location and tasks covered — can ensure coverage of qualification requirements. ♦ Can be used to assess activities encountered rarely, or where there are practical or safety considerations (eg health and safety issues; emergency procedures).	♦ Potential for simulated situation not to reflect the candidate's working practice accurately. ♦ Does not provide evidence from real work activities.	♦ Robust controls required for the realistic working environment and tasks to be assessed. ♦ Requires robust supporting performance evidence from the workplace. ♦ May need further questioning to establish underpinning knowledge, particularly if candidate has difficulty meeting specific performance criteria with other workplace evidence (eg responding to emergencies).

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
3 Witness testimony	♦ Useful record of candidate's work activity, provided by someone who has watched them working. ♦ Variety of potential sources can be identified, depending on the skills the candidate needs to cover (eg manager; colleague; associates from other departments; customers — internal or external to employer organisation) — allows for diversity of evidence. ♦ Allows candidate to focus on the work activity, in a familiar environment, without the presence of an assessor observing them. ♦ Can support direct assessor observation evidence by showing consistency over time.	♦ Is the witness credible? Do they understand what is required, and do they have the skills and knowledge to provide an accurate witness testimony? ♦ Risks to objectivity of witness — what is their relationship to the candidate? ♦ Need for witnesses to ensure they provide a statement of fact, not an opinion on competence against the qualification requirements. ♦ Insufficient detail provided in reports — risk of statements being too generic.	♦ Need to record details of witnesses, and how their relationship to candidates. ♦ Centres need to brief witnesses clearly on what they should provide in a witness testimony. ♦ Centres may use pro forma, to prompt witnesses to provide an appropriate level of detail about the specific candidate or work activity. ♦ The use of witness testimonies from more than one source is recommended, as above. ♦ All witness testimonies must be subject to assessment by an A1 assessor.

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
4 Documentary evidence or product from the workplace	♦ Useful to confirm detail of jobs undertaken for consistent competence, or varied work activities and to meet qualification requirements in full. ♦ Workplace documentation may provide confirmation of jobs completed, and also of coverage of qualification requirements on completion of appropriate records. ♦ Can be used to corroborate information provided in other sources of evidence (eg witness testimonies or reports, candidate's own accounts during discussions with assessors). ♦ Use of products to confirm technical skills (eg beads from completed PE fusion joints).	♦ Authenticity — is this a genuine record that can be verified against other types of evidence or workplace records? ♦ Storage — impracticality of storing large quantities of documentation or workplace products with evidence records. ♦ Available to assessors. ♦ Availability of records — some job records are held electronically in employer's IT system, and need to be.	♦ Assessors check the authenticity and validity of evidence, by questioning the candidate or corroborating against other records relating to the same job (eg observation reports, witness testimonies). ♦ Centres need to have robust evidence recording system where it is not appropriate to store items of evidence with assessment records, etc (must state location of evidence). ♦ Evidence (including IT records) must be capable of being produced for IV and EV review, until candidate certification is confirmed (otherwise it could be declared invalid).

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
5 Assessment meetings with candidates (general informal discussions)	♦ Direct evidence from assessor. ♦ Can be used to confirm or discuss candidate's evidence and identify gaps remaining for future action. ♦ Oral questions can be asked of candidates, to confirm performance or knowledge evidence.	♦ Sufficient detail must be recorded to confirm qualification/unit coverage — particularly if a variety of different units and requirements are being covered in one meeting. ♦ May confirm candidate's knowledge more readily than performance — how does the assessor ensure that the candidate can apply their knowledge in a workplace situation.	♦ Assessors can use a pro forma for assessment discussions as required. ♦ Use of audio and video records for assessors to confirm the detail of qualification/unit coverage — and they can be made available for IV/EV sampling (centre will need to have arrangements for storing audio or video evidence once assessed). ♦ Assessors can use a variety of different types of questions depending on the circumstances, to confirm candidate's performance as well as knowledge (eg questions revolving around a 'What if…?' scenario, or asking the candidate to describe particular mainlaying or servicelaying work they have previously undertaken).

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
6 Professional discussion interview	♦ More formal, structured interview — allows the assessor to guide the discussion and to tailor the subjects covered to gaps in the candidate's evidence. ♦ Candidates have the opportunity to discuss their work in depth. ♦ Can generate a significant amount of evidence against various units. ♦ Useful mechanism for generating evidence to meet the qualification requirements and fill in gaps towards the end of the assessment process, or complete a candidate's assessment.	♦ Requires assessor to conduct extensive preparation with close reference to the unit and qualification requirements and record detail of what is covered. ♦ Not suitable for all candidates, particularly if they become nervous in a more formal assessment environment, or do not respond well to pressure. ♦ Not suitable for all situations, eg at the start of the qualification/assessment process. Candidate may not be comfortable with a more formal, in depth discussions if they are not familiar with assessment processes.	♦ Robust and detailed recording mechanism is needed — audio or video records, combined with a written pro forma or report could be useful here. ♦ This is not a mandatory form of evidence, but can be very useful — assessors should make sure they use this method with candidates who will benefit from it. ♦ The PDI, if used, should take place at a suitable stage in the assessment process — it is recommended that, if used with candidates who are new to the process, this is not their first experience of assessment. It can, though, be very effective in the later stages.

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
7 Recognition of Prior Learning (RPL)	♦ Useful to confirm skills and knowledge that the candidate has already demonstrated (eg through gaining other qualifications). ♦ Useful to confirm experience of previous work undertaken. ♦ Has potential to reduce the assessment burden for both candidate and assessor. ♦ Can be used to request equivalence or exemptions for the qualification being undertaken.	♦ Requires assessor authentication. ♦ Evidence must be validated against the current qualification requirements. ♦ Age of the previous accreditation is important — it may not confirm the candidate's current competence.	♦ Centres wishing to use RPL must have a process for authenticating proposed RPL evidence and validating it against the current qualification requirements (including requesting the recognition of equivalence or exemption by the awarding organisation if appropriate). ♦ It is recommended that centres do not use RPL evidence that is too old to confirm current competence. ♦ Supporting evidence (eg witness testimony to confirm current competence) could be used in conjunction with RPL evidence to confirm current competence (depending on the age of the RPL). ♦ Any queries about validity of RPL should be raised with the IV and, if necessary, EV, before undertaking an extensive validation exercise, to agree a suitable solution.

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
8 **Written answers to knowledge questions**	♦ Allows centre to assess the knowledge of larger numbers of candidates simultaneously and then concentrate on gaps in knowledge during future observations and assessments. ♦ Robust record of candidate's responses to knowledge questions, capable of being readily stored.	♦ Not an integrated form of knowledge assessment — a 'test' situation could inhibit candidates unused to academic assessment, and it may not enable candidates to apply knowledge requirements readily to workplace performance. ♦ Rigid format — does not allow assessors to probe a candidate's knowledge further. ♦ Risks to security — candidates must not have sight of question papers prior to assessment. ♦ Where large numbers of candidates may be involved, multiple versions of question papers could be required.	♦ It is not recommended as the only form of knowledge assessment used by centres. ♦ Candidates' evidence must cover of all Knowledge and Understanding requirements for each unit taken. Marking schemes, etc are not suitable for this situation, because the knowledge associated with any 'incorrect' answers will need to be confirmed through other means. ♦ If using written questioning, the centre will need to ensure that it has verifiable arrangements for the security of papers, for controlling assessment conditions, for providing for candidates unable to complete written question papers, and for provision of multiple question papers over time.

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
9 Records of oral questioning and answers given	♦ Allows assessors to explore a candidate's knowledge freely depending upon responses to initial questions. ♦ The assessor is responsible for recording the responses and cross-referencing against unit and qualification requirements. ♦ Can be used during any assessment discussions or observation to support candidate's performance evidence.	♦ Logistical difficulties for assessors in recording questions and answers in written report form. ♦ Need to ensure consistency of approach to individual candidates in questioning (less obvious than using question papers). ♦ Need to ensure responses are cross-referenced to unit/qualification requirements.	♦ Assessors can use a combination of recording methods if required — audio, video and/or written reports. ♦ For written reports, a pro forma covering questions asked and candidates' responses may be advisable. This can also cover cross-referencing to unit/qualification requirements as necessary.
10 Audio or video evidence, and photographs	♦ Useful to confirm some aspects of authenticity (eg as a record of assessor discussions or interviews). ♦ Avoids need for quantities of physical evidence to be stored — digital storage mechanisms can be used on-site, and stored using IT systems, memory sticks, etc. ♦ Visual evidence in particular can be useful as a starting point for discussions with candidates, etc.	♦ Some authenticity issues may be compromised by excessive use of visual (video and particularly photographic evidence) in particular — issues of being able to relate evidence directly to the candidate's work activity. ♦ Secure storage arrangements may be needed to preserve integrity of audio or visual evidence. ♦ It is not sufficient for candidates to provide visual material without any elaboration.	♦ Assessors to ensure evidence (particularly photographic evidence) can be authenticated. ♦ Discuss individual photographic or video evidence with the candidate to confirm how it relates to their work activities and the unit or qualification requirements.

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
10 Audio or video evidence, and photographs (cont)	♦ Evidence can readily be made available for IV and EV sampling. ♦ Allows assessor to revisit the evidence after recording to confirm the detail of the unit/qualification coverage if necessary.	♦ Evidence provided in audio form only (eg recorded discussion with the assessor) may be insufficient to confirm the detail of the physical activities undertaken by the candidate. ♦ Need to be able to relate evidence to the qualification requirements.	♦ If the candidate intends to make use of video evidence or photographs, it is recommended that they take account of the need to establish a clear link with their own work activities (eg ensuring that the candidate is recorded undertaking their activities, so their involvement in the work situation is clear). ♦ If assessors use audio or visual evidence, a robust audit trail is needed to show where the unit/qualification requirements are met, and confirm the assessment decision. (This could require some form of report or audit trail document in addition to the audio/visual record.)

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
10 **Audio or video evidence, and photographs (cont)**			♦ For qualifications at levels 1 and 2, where candidates may have access to limited amounts of documentary evidence and records, and work in an environment that requires them to undertake 'hands-on' operational work, some visual record of performance — rather than audio only — is likely to be needed to meet the specific qualifications requirements (for example direct assessor observation and report, witness testimony, video recording, etc).
11 **Use of electronic storage media for candidates' evidence**	♦ Avoids need for quantities of physical evidence to be stored — digital storage mechanisms can be used on-site and stored using IT systems, CDs, memory sticks, etc. ♦ Potentially allows quick communication of evidence between assessor and candidate (via e-mail).	♦ Authenticity issues — if this is a scanned document, can it be authenticated? Where is the original held? Is it evidence of the candidate's own work? ♦ Storage questions — need for candidates, assessors, IVs and EVs to be able to navigate through the stored evidence at different stages of qualifications delivery.	♦ Assessors to ensure that they validate and authenticate evidence during assessment activity. This could include requesting the original documents or records provided, and questioning the candidate in detail about the particular activities associated with the evidence, so that a decision is made regarding its relevance to the qualification requirements.

Type of evidence	Advantages	Risks/disadvantages	Suggested solutions
11 Use of electronic storage media for candidates' evidence (cont)	♦ Allows the candidate to retain scanned or saved soft copies of job-related information easily where the originals may be required to be stored in a central function or elsewhere according to company or regulatory requirements.		♦ Assessors must make the final decision about candidates' competence against the unit and qualifications requirements: storage mechanisms such as e-portfolios could be very useful, but it is for the assessor to determine when the candidate is competent, and they must also have an audit trail to prove this. ♦ IVs and EVs to ensure that where electronic storage mechanisms are used for assessment, they incorporate authentication of the evidence records into sampling activities (for example by asking for copies of original documents produced by particular candidates to be made available for verification; by discussing some of these aspects in some detail with assessors and with candidates during verification).

Appendix 3: Sample assessor report form (generic)

Assessor report form

Assessment report number		
Candidate's name	SQA candidate number	Date of assessment
Assessor's name	SQA assessment centre	Assessment venue

Time of assessment |

Description of what is to be assessed (together with unit and element references)

Summary of evidence seen (cross-referenced against units and element)

Feedback given to the candidate

Detail the outcome of the assessment

51

Candidate feedback/comments

Action points

Date, time and location of next assessment

What will be assessed

| **Has a copy of this form been given to the candidate for their evidence? Yes/No** |
| **Internal verifier informed of assessment decision?**   **Yes/No** |

Assessor's signature _____ **Date** _____

Candidate's signature _____ **Date** _____

If the internal verifier has sampled this report, please complete the details below:

Internal verifier's name _____

Internal verifier's signature _____ **Date** _____

SQA unit ref	NOS ref	
		Question
		Candidate's response
		Question
		Candidate's response
		Question
		Candidate's response
		Question
		Candidate's response
		Question
		Candidate's response

SQA unit ref	NOS ref	
		Question
		Candidate's response
		Question
		Candidate's response
		Question
		Candidate's response
		Question
		Candidate's response
		Question
		Candidate's response

SQA unit ref	NOS ref	

5 Recording documents

Assessment summary and confirmation

Assessment Summary and Confirmation

HG3E 04   Develop and Sustain Productive Working Relationships with Colleagues

SCQF level	6	SCQF credit	6

Candidate's name		Assessor's name	

	Assessor observation report	☐	Witness testimony	☐
Types of evidence provided for this unit (please tick as appropriate)	Workplace records/products (includes designs)	☐	Record of assessor/candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit HG3E 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit HG3E 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria, and knowledge and understanding requirements for HG3E 04	☐	☐
Current — recent enough to show current competence	☐	☐			

Unit HG3E 04　　Develop and Sustain Productive Working Relationships with Colleagues

Candidate declaration

I confirm that the evidence listed for **unit HG3E 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit HG3E 04.**

Assessor's signature _____ **Date** _____

Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____

Internal verifier's signature _____ **Date** _____

External verifier's name _____

External verifier's signature _____ **Date** _____

Unit HG3E 04   Develop and Sustain Productive Working Relationships with Colleagues

Candidate's name _____

Performance Criteria — the candidate must be able to:	**Evidence or File X-Ref/Coverage**
1.1 Establish working relationships with relevant colleagues within your organisation.	
1.2 Recognise and respect the roles, responsibilities, interests and concerns of colleagues.	
1.3 Seek to create a climate of trust and mutual respect, particularly where you have no authority, or shared authority, over those you are working with.	
1.4 Seek to understand difficult situations and issues from colleagues' perspectives and provide support, where necessary, to move things forward.	
1.5 Provide colleagues with appropriate information to enable them to perform effectively.	
1.6 Consult colleagues in relation to key decisions and activities and take account of their views.	
1.7 Fulfil agreements made with colleagues and let them know.	
1.8 Advise colleagues promptly of any difficulties or where it will be impossible to fulfil agreements.	
1.9 Identify and resolve conflicts of interest and disagreements with colleagues in ways that minimise damage to work activities and to the individuals involved.	

Unit HG3E 04   Develop and Sustain Productive Working Relationships with Colleagues

Candidate's name _____

Performance Criteria — the candidate must be able to:	**Evidence or File X-Ref/Coverage**
1.10	Monitor and review the effectiveness of working relationships with colleagues in order to identify areas for improvement.	
1.11	Seek and provide feedback in order to improve your own and your colleagues' performance.	

Knowledge and Understanding — the candidate knows and understands:	**Evidence or File X-Ref/Coverage**
1	The benefits of developing productive working relationships with colleagues.	
2	Principles of effective communication and how to apply them in order to communicate effectively with colleagues.	
3	Why it is important to recognise and respect the roles, responsibilities, interests and concerns of colleagues.	
4	The importance of creating a climate of trust and mutual respect where you have no authority, or shared authority, over those you are working with.	
5	The importance of understanding difficult situations and issues from other perspectives and providing support, where necessary, to move things forward.	
6	How to identify and meet the information needs of colleagues.	
7	What information it is appropriate to provide to colleagues and the factors that need to be taken into consideration.	

Unit HG3E 04   Develop and Sustain Productive Working Relationships with Colleagues

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands:		Evidence or File X-Ref/Coverage
8	How to consult with colleagues in relation to key decisions and activities.	
9	The importance of taking account, and being seen to take account, of the views of colleagues.	
10	Why communication with colleagues on fulfilment of agreements or any problems affecting or preventing fulfilment is important.	
11	How to identify conflicts of interest with colleagues and the techniques that can be used to manage or remove them.	
12	How to identify disagreements with colleagues and the techniques for sorting them out.	
13	The damage that conflicts of interest and disagreements with colleagues can cause to individuals and organisations.	
14	How to monitor and review the effectiveness of working relationships with colleagues.	
15	How to get and make effective use of feedback from colleagues.	
16	How to provide colleagues with feedback designed to improve their performance.	
17	Sector-specific legislation, regulations, guidelines and codes of practice.	
18	Standards of behaviour and performance in your industry or sector.	

Unit HG3E 04 Develop and Sustain Productive Working Relationships with Colleagues

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands:		Evidence or File X-Ref/Coverage
19	The culture of your industry or sector.	
20	The vision, values, objectives, plans, structure and culture of your organisation.	
21	Relevant colleagues, their work roles and responsibilities.	
22	Agreements with colleagues.	
23	The identified information needs of colleagues.	
24	Mechanisms for consulting with colleagues on key decisions and activities.	
25	Your organisation's planning and decision-making processes.	
26	Mechanisms for communicating with colleagues.	
27	Power, influence and politics within your organisation.	
28	Standards of behaviour and performance that are expected in your organisation.	
29	Mechanisms in place for monitoring and reviewing the effectiveness of working relationships with colleagues.	

Unit HG3E 04   Develop and Sustain Productive Working Relationships with Colleagues

Candidate's name _____

The candidate is likely to demonstrate the following **behaviours**:		**Evidence or File X-Ref/Coverage**
B1	Identify people's preferred ways of communicating	
B2	Use communication media and styles appropriate to different people and situations	
B3	Present information clearly, concisely, accurately and in ways that promote understanding	
B4	Keep people informed of plans and developments in a timely way	
B5	Show respect for the views and actions of others	
B6	Comply with and ensure others comply with legal requirements, industry regulations, organisational policies and professional codes	
B7	Seek to understand people's needs and motivations	
B8	Clarify your own and others' expectations of relationships	
B9	Model behaviour that shows, and inspires others to show, respect, helpfulness and cooperation	
B10	Honour your commitments to others	
B11	Recognise when there are conflicts, acknowledge the feelings and views of all parties, and redirect people's energy towards a common goal	
B12	Take account of the impact of your own actions on others	

Unit HG3E 04   Develop and Sustain Productive Working Relationships with Colleagues

Candidate's name _____

Skills

♦ Communicating
♦ Empathising
♦ Information management
♦ Involving others
♦ Leading by example
♦ Managing conflict
♦ Networking
♦ Obtaining feedback
♦ Prioritising
♦ Providing feedback
♦ Stress management
♦ Valuing and supporting others

Unit J2TH 04   Assess the Configuration of Metered Areas

SCQF level	6	SCQF credit	7

Candidate's name		Assessor's name	

Types of evidence provided for this unit (please tick as appropriate)	Assessor observation report	☐	Witness testimony	☐
	Workplace records/products (includes designs)	☐	Record of assessor candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit J2TH 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit J2TH 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria and knowledge and understanding requirements for J2TH 04	☐	☐
Current — recent enough to show current competence	☐	☐			

Unit J2TH 04　　　Assess the Configuration of Metered Areas

Candidate declaration

I confirm that the evidence listed for **unit J2TH 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit J2TH 04.**

Assessor's signature _____ **Date** _____

Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____

Internal verifier's signature _____ **Date** _____

External verifier's name _____

External verifier's signature _____ **Date** _____

Unit J2TH 04   Assess the Configuration of Metered Areas

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.1	follow safe working and hygiene processes in accordance with approved procedures and practices at all times	
1.2	use relevant information from reliable sources about metered areas	
1.3	confirm location of specified fittings complies with information provided	
1.4	check that boundary valves and zonal valves are as specified, accessible and not passing water	
1.5	correlate on-site data at District Metering Areas and expected nightlines, taking into account seasonal variations and events	
1.6	operate valves in accordance with safe valving procedures when required to assist in network validation	
1.7	report to relevant people any network fittings or equipment that requires repair or maintenance in accordance with organisational procedures	
1.8	identify possible reasons and follow an appropriate course of action in line with organisational procedures when valves are not in the expected state	
1.9	record accurate, relevant and complete information about actual configuration in accordance with approved procedures and practices	

Unit J2TH 04   Assess the Configuration of Metered Areas

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	Evidence or File X-Ref/Coverage
1 regulations, company procedures and processes relating to health, safety, environment, emergencies and hygiene	
2 sources of information about metered areas including about existing and new valves, meters, hydrants and other fittings	
3 how to interpret network plans	
4 the purpose and uses of boundary valves and the consequences of inappropriate operation	
5 the importance of checking accessibility and working conditions of boundary valves and zonal valves	
6 how the operation of valves can assist in network assessment and validation	
7 procedures to follow to ensure safe valving operation	
8 how to correlate on-site data at District Metering Areas and expected nightlines	
9 the implications of seasonal variations and events	
10 who to report repair and maintenance details to	
11 procedures for water tightness of boundary valves	
12 reasons why valves may not be in the expected status, and the implications of changing them	

Unit J2TH 04   Assess the Configuration of Metered Areas

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	**Evidence or File X-Ref/Coverage**
13	the consequences of making any changes or variations to water quality and supply, with regard to organisational limits	
14	the importance of not affecting system pressures	
15	organisational recording requirements	
16	the importance of checking site and network plans	

Unit J2TJ 04   Trace the Route of Water Pipes and Locate Surface Fittings and Street Furniture

SCQF level	5	SCQF credit	6

Candidate's name		Assessor's name	

Types of evidence provided for this unit (please tick as appropriate)	Assessor observation report	☐	Witness testimony	☐
	Workplace records/products (includes designs)	☐	Record of assessor candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit J2TJ 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit J2TJ 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria and knowledge and understanding requirements for J2TJ 04	☐	☐
Current — recent enough to show current competence	☐	☐			

Unit J2TJ 04   Trace the Route of Water Pipes and Locate Surface Fittings and Street Furniture

Candidate declaration

I confirm that the evidence listed for **unit J2TJ 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit J2TJ 04.**

Assessor's signature _____ **Date** _____

Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____

Internal verifier's signature _____ **Date** _____

External verifier's name _____

External verifier's signature _____ **Date** _____

Unit J2TJ 04   Trace the Route of Water Pipes and Locate Surface Fittings and Street Furniture

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.1	select tracing techniques and equipment that are appropriate to the type of water pipe being traced	
1.2	confirm the condition of tracing equipment in accordance with organisational requirements	
1.3	use reliable information to identify the location of cables, petroleum lines and gas pipelines to prevent safety problems during pipe tracing activities	
1.4	collate information from records, surface evidence and tracing techniques to form an accurate prediction of the position of water pipes, surface fittings and any street furniture	
1.5	trace water pipes over the required distance to within specified limits in accordance with organisational requirements	
1.6	mark positions of water pipes, surface fittings and street furniture on work sites in accordance with organisational requirements	
1.7	record and report deviations in positions of waters pipes, surface fittings and street furniture to relevant people in accordance with organisational requirements	
1.8	follow safe working and hygiene processes in accordance with approved procedures and practices at all times	

Unit J2TJ 04   Trace the Route of Water Pipes and Locate Surface Fittings and Street Furniture

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	Evidence or File X-Ref/Coverage
1	regulations, company procedures, specifications and processes relating to health, safety, environment, emergencies and hygiene	
2	tracing techniques and when it is appropriate to use them including visual, electronic (induction, connection and radio) and measurement	
3	implications of tracing activities on water quality	
4	tracing equipment used for different techniques and their limitations	
5	how to select appropriate functions on tracing equipment	
6	how to check and use tracing equipment	
7	the importance of locating cables, petroleum lines and gas pipelines	
8	how to interpret non-conventional markings including marker posts	
9	how to access current plans and records	
10	how to interpret records, plans and surface evidence of route of mains	
11	procedures to be used when tracing pipes and locating surface fittings and street furniture	
12	procedures for marking the route of mains	
13	specified limits for tracing water pipes	
14	organisational reporting requirements	

Unit J2TD 04   Programme, Deploy and Collect Data from Data-logging Equipment

SCQF level	6	SCQF credit	9

Candidate's name		Assessor's name	

Types of evidence provided for this unit (please tick as appropriate)	Assessor observation report	☐	Witness testimony	☐
	Workplace records/products (includes designs)	☐	Record of assessor candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit J2TD 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit J2TD 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria and knowledge and understanding requirements for J2TD 04	☐	☐
Current — recent enough to show current competence	☐	☐			

Unit J2TD 04   Programme, Deploy and Collect Data from Data-logging Equipment

Candidate declaration

I confirm that the evidence listed for **unit J2TD 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit J2TD 04.**

Assessor's signature _____ **Date** _____
Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____
Internal verifier's signature _____ **Date** _____

External verifier's name _____
External verifier's signature _____ **Date** _____

Unit J2TD 04   Programme, Deploy and Collect Data from Data-logging Equipment

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.1 select the data-logging equipment according to instructions received and the monitoring activity to be carried out	
1.2 confirm data-logging equipment is in working order and is safe before using it	
1.3 prepare data-logging equipment as required for specified monitoring activities	
1.4 install data-logging equipment in specified locations	
1.5 confirm data-logging equipment is working as expected once in specified location	
1.6 follow the programming sequence for the equipment type in line with manufacturers' specifications	
1.7 set and enter relevant parameters for monitoring activities and confirm programming as required	
1.8 record programming and deployment details and maintain these as required throughout the monitoring period	
1.9 provide deployment details to relevant people in line with organisational processes	
1.10 use information from reliable sources to identify data collection requirements	
1.11 collect data recorded by specified data-logging equipment at appropriate times	

Unit J2TD 04   Programme, Deploy and Collect Data from Data-logging Equipment

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.12	provide recorded data to relevant people, according to organisational requirements	
1.13	remove specified data-logging equipment on completion of monitoring periods in line with approved procedures and practices	
1.14	follow safe working and hygiene practices in accordance with approved procedures and practices at all times	
1.15	deal with equipment, programming or deployment problems or issues with data collection in line with organisational processes	
Knowledge and Understanding — the candidate knows and understands	**Evidence or File X-Ref/Coverage**
1	regulations, company procedures and processes relating to health, safety, environment and emergencies	
2	different types of data-logging equipment and what they can monitor including pressure, flow, noise, turbidity and chlorine	
3	the purpose of monitoring	
4	types of data provided by each type of logging equipment	
5	how to programme and use data-logging equipment including pressure loggers, noise loggers, flow loggers, correlating loggers, water quality monitors	
6	recording requirements	

Unit J2TD 04　　Programme, Deploy and Collect Data from Data-logging Equipment

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	Evidence or File X-Ref/Coverage
7	types of monitoring activity and when to use them including permanent DMA monitoring, surveying, ad hoc monitoring, PMA management	
8	causes of typical and unusual problems that can occur when using data-logging equipment including operation of equipment, incompleteness of data, location of equipment	
9	how to resolve problems with data-logging equipment and the limits of responsibility	
10	who to report problems outside your own responsibility to	
11	how to prepare equipment for use	
12	how to install and check equipment	
13	data collection methods	
14	who to provide recorded data to	
15	procedures to follow to remove data-logging equipment	
16	safety and hygiene practices and related regulatory and statutory requirements	

Unit J2TC 04   Use Leakage Detection Techniques to Identify the Location of Water Loss

SCQF level	6	SCQF credit	9

Candidate's name		Assessor's name	

Types of evidence provided for this unit (please tick as appropriate)	Assessor observation report	☐	Witness testimony	☐
	Workplace records/products (includes designs)	☐	Record of assessor/candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit J2TC 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit J2TC 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria and knowledge and understanding requirements for J2TC 04	☐	☐
Current — recent enough to show current competence	☐	☐			

Unit J2TC 04   Use Leakage Detection Techniques to Identify the Location of Water Loss

Candidate declaration

I confirm that the evidence listed for **unit J2TC 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit J2TC 04.**

Assessor's signature _____ **Date** _____

Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____

Internal verifier's signature _____ **Date** _____

External verifier's name _____

External verifier's signature _____ **Date** _____

Unit J2TC 04   Use Leakage Detection Techniques to Identify the Location of Water Loss

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.1	obtain and analyse current information from existing records and data	
1.2	select leakage detection methods that are appropriate for the condition and type of distribution infrastructure and its current characteristics	
1.3	select methods and techniques that comply with health, safety and environmental considerations while minimising effects on water supply, water quality and customers	
1.4	specify, and sequence, the extent and combination of leakage detection methods and techniques which will produce the most effective leakage detection activity	
1.5	use information from reliable sources to determine equipment and resource requirements, availability and cost effectiveness	
1.6	establish contingency plans in line with organisational procedures for situations where potential problems might occur	
1.7	confirm notification procedures are put in place in accordance with organisational requirements	
1.8	make sure those affected by testing are informed of the time and duration of tests and their effect on water supply before they start	
1.9	check equipment for leak detection is in working order and safe to use	

Unit J2TC 04   Use Leakage Detection Techniques to Identify the Location of Water Loss

Candidate's name _____

Performance Criteria — the candidate must be able to:		Evidence or File X-Ref/Coverage
1.10	use relevant equipment for final pinpointing before marking up leak position	
1.11	connect, set up and configure equipment in line with manufacturers' instructions	
1.12	use results to identify and verify accurate location of leakage	
1.13	dismantle, clean and return equipment to storage in accordance with organisational requirements	
1.14	mark the position of leakage in accordance with organisational requirements	
1.15	record and report the position of leakage, including any local environmental or traffic conditions, in accordance with organisational requirements	
1.16	determine and advise on urgency and acceptable timescales for dealing with identified water loss in compliance with quantity, rate of water loss and organisational service standards	
1.17	determine the options for disruption to supply and potential extent of disruption that is necessary to deal with identified water loss	
1.18	report relevant details to appropriate people about detection methods and the need for any further investigation	

Unit J2TC 04   Use Leakage Detection Techniques to Identify the Location of Water Loss

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.19	follow safe working and hygiene processes in accordance with approved procedures and practices	

Knowledge and Understanding — the candidate knows and understands	Evidence or File X-Ref/Coverage
1	regulations, company procedures and processes relating to health, safety, environment and emergencies	
2	leakage detection methods and techniques, their limitations and capabilities for different types of pipe in linear and non-linear configurations	
3	how leakage detection methods can be sequenced and combined	
4	how to determine the suitability of leakage detection methods for different circumstances	
5	the benefits of using noise suppression and when it is appropriate	
6	the purpose of using a velocity check in the event of material variations	
7	the relevance of condition and type of distribution infrastructure to leakage detection methods and techniques	
8	how to access and interpret existing records and data relating to network infrastructure and assets, customers, effect on water quality, environmental details relating to traffic and noise levels, trends from historic data	

Unit J2TC 04   Use Leakage Detection Techniques to Identify the Location of Water Loss

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	Evidence or File X-Ref/Coverage
9	how to analyse trend information to determine potential impact of leakage detection techniques	
10	how to assess information about customers, traffic, resources and the environment	
11	how to determine the urgency of a water loss situation and who to advise	
12	how to determine supply disruption details	
13	how to determine equipment and resource requirements, availability and cost effectiveness	
14	how to determine potential effects on water supply, water quality and customers	
15	how to set up and calibrate equipment including that for final pinpointing of leaks	
16	the implications of pipework configuration on test results	
17	relevant health, safety and environmental regulations	
18	organisational record keeping requirements with relation to leakage detection	
19	organisational service standards for leakage activities	

Unit J2TC 04   Use Leakage Detection Techniques to Identify the Location of Water Loss

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	**Evidence or File X-Ref/Coverage**
20	who to inform about problems and organisational procedures for doing so	
21	how to identify those who may be affected by testing activities	
22	organisational notification procedures	
23	organisational contact policies for those affected by testing activities	

Unit J2TE 04   Install, Monitor and Remove Meters and Gauges on the Distribution Network

SCQF level	6	SCQF credit	9

Candidate's name		Assessor's name	

Types of evidence provided for this unit (please tick as appropriate)	Assessor observation report	☐	Witness testimony	☐
	Workplace records/products (includes designs)	☐	Record of assessor candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit J2TE 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit J2TE 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria and knowledge and understanding requirements for J2TE 04	☐	☐
Current — recent enough to show current competence	☐	☐			

Unit J2TE 04   Install, Monitor and Remove Meters and Gauges on the Distribution Network

Candidate declaration

I confirm that the evidence listed for **unit J2TE 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit J2TE 04.**

Assessor's signature _____ **Date** _____

Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____

Internal verifier's signature _____ **Date** _____

External verifier's name _____

External verifier's signature _____ **Date** _____

Unit J2TE 04   Install, Monitor and Remove Meters and Gauges on the Distribution Network

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.1 determine an appropriate sequence of activities from work instructions to make effective use of time	
1.2 select appropriate meters and gauges in accordance with instructions received	
1.3 position meters and gauges in required positions in accordance with work instructions	
1.4 attach meters and gauges in in line with manufacturers' safety instructions	
1.5 carry out operational checks on meters, gauges, connections and ancillary items according to organisational procedures	
1.6 take relevant action where problems arise with meters, gauges, connections or ancillary items, reporting details to relevant people	
1.7 take accurate readings according to equipment type and reading systems	
1.8 record accurate readings and information about equipment in line with organisational requirements	
1.9 check and confirm meters and gauges work as expected for the duration required	
1.10 remove meters, gauges, connections and ancillary items in line with manufacturers' instructions on completion of each job	
1.11 follow safe working and hygiene processes in line with approved procedures and practices at all times	

Unit J2TE 04   Install, Monitor and Remove Meters and Gauges on the Distribution Network

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	Evidence or File X-Ref/Coverage
1 regulations, company procedures and processes relating to health, safety, environment and emergencies	
2 how to prioritise work activities	
3 different types of meters and gauges and their use	
4 usual or normal operating parameters for different types of meters and gauges	
5 how to carry out operational checks	
6 how to identify problems with meters, gauges, connections and ancillary items	
7 typical and unusual problems caused by damage, faulty operation, leaks or maintenance needs and how to deal with them	
8 problems within your own responsibility and those outside your responsibility that need to be reported	
9 how to take readings from different types of meters and gauges	
10 recording procedures	
11 organisational reporting requirements	
12 attachment and removal methods for meters, gauges, connections and ancillary items	
13 safety and hygiene processes and related regulatory and statutory requirements	

Unit J2TF 04   Prove metered areas on the distribution network

SCQF level	6	SCQF credit	6

Candidate's name		Assessor's name	

Types of evidence provided for this unit (please tick as appropriate)	Assessor observation report	☐	Witness testimony	☐
	Workplace records/products (includes designs)	☐	Record of assessor/candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit J2TF 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit J2TF 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria and knowledge and understanding requirements for J2TF 04	☐	☐
Current — recent enough to show current competence	☐	☐			

Unit J2TF 04   Prove Metered Areas on the Distribution Network

Candidate declaration

I confirm that the evidence listed for **unit J2TF 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit J2TF 04.**

Assessor's signature _____ **Date** _____

Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____

Internal verifier's signature _____ **Date** _____

External verifier's name _____

External verifier's signature _____ **Date** _____

Unit J2TF 04   Prove Metered Areas on the Distribution Network

Candidate's name _____

Performance Criteria — the candidate must be able to:		Evidence or File X-Ref/Coverage
1.1	obtain information from reliable sources about metered areas being proved	
1.2	identify sections of distribution networks which need to be isolated to establish integrity of metered areas	
1.3	confirm that customers who will be affected have been informed, and that service levels will be maintained, in accordance with organisational requirements	
1.4	confirm that specified network fittings are in expected locations, are accessible and are in working condition	
1.5	confirm that there are no obvious sources of potential contamination on network fittings within the area you are working	
1.6	access and operate relevant network fittings in the required sequence to isolate and recommission identified sections of distribution networks	
1.7	deal with network fittings and equipment requiring repair and maintenance in line with organisational processes	
1.8	confirm that known leaks on network fittings have been repaired prior to proving	
1.9	check the water tightness of boundary valves according to organisational procedures	
1.10	confirm that valve operations do not affect system pressures	

Unit J2TF 04   Prove Metered Areas on the Distribution Network

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.11	confirm that those meters which provide total inflow and outflow to metered areas are accessible and in working condition	
1.12	check that permanent boundary valves are marked in the correct positions on site and network plans	
1.13	carry out any hygiene procedures required in line with organisational and work requirements	
1.14	carry out flushing operations and discharge water in accordance with organisational procedures	
1.15	confirm that any required mains water sampling is carried out by designated people, according to organisational procedures	
1.16	re-commission sections of networks once all relevant proving activity has been carried out in line with work requirements	
1.17	inform relevant people about progress, problems and actions taken during isolation, proving and recommissioning activities	
1.18	record complete and accurate details of progress, problems and actions taken in line with organisational processes	
1.19	follow safe working and hygiene practices according to relevant regulatory and statutory procedures	

Unit J2TF 04 Prove Metered Areas on the Distribution Network

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	**Evidence or File X-Ref/Coverage**
1	work requirements for isolating, proving and re-commissioning network sections	
2	sources of information about metered areas	
3	how to interpret network and site plans and network flow information	
4	the effect that isolating a section of the network may have on the wider distribution system, the immediate zone, water quality and customers	
5	service levels and organisational requirements and processes for informing customers	
6	potential sources of contamination of network fittings	
7	how to operate network fittings including Isolation valves, air valves and hydrants and the importance of doing it in the required sequence	
8	how to check that isolation has been successful, the importance of doing this, and who to inform when it has been completed	
9	the importance of checking accessibility and working conditions of boundary valves	
10	who to report repair and maintenance details to	
11	the importance of checking repair of network fittings	

Unit J2TF 04   Prove Metered Areas on the Distribution Network

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands		Evidence or File X-Ref/Coverage
12	procedures for water tightness of boundary valves	
13	reasons why valves may not be in the expected status, and the implications of changing them	
14	the consequences of making any changes or variations to water quality and supply, with regard to organisational limits	
15	the importance of not affecting system pressures	
16	air venting methods to avoid bursts or water quality issues	
17	when and how to carry out hygiene procedures	
18	flushing procedures	
19	water disposal procedures and the potential damage which can be caused by incorrect disposal	
20	the need for sampling and who should do it	
21	recording requirements in relation to progress including date and time of isolation, problems and actions taken	
22	who needs to be informed about progress, problems and actions taken and when	
23	safety and hygiene practices and related regulatory statutory requirements relating to health and safety and street works	

Unit J2TG 04 Communicate with Customers in the Utilities Sector

SCQF level	6	SCQF credit	6

Candidate's name		Assessor's name	

Types of evidence provided for this unit (please tick as appropriate)	Assessor observation report	☐	Witness testimony	☐
	Workplace records/products (includes designs)	☐	Record of assessor/candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit J2TG 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit J2TG 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria and knowledge and understanding requirements for J2TG 04	☐	☐
Current — recent enough to show current competence	☐	☐			

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Unit J2TG 04   Communicate with Customers in the Utilities Sector

Candidate declaration

I confirm that the evidence listed for **unit J2TG 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit J2TG 04.**

Assessor's signature _____ **Date** _____
Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____
Internal verifier's signature _____ **Date** _____

External verifier's name _____
External verifier's signature _____ **Date** _____

Unit J2TG 04   Communicate with Customers in the Utilities Sector

Candidate's name _____

Performance Criteria — the candidate must be able to:	**Evidence or File X-Ref/Coverage**
1.1 treat customers in line with organisational procedures at all times	
1.2 provide information or advice to customers that is accurate, within your area of responsibility and in line with organisational procedures	
1.3 respond to customer enquiries or complaints in line with organisational requirements for customer contact	
1.4 determine the details of customer enquiries or complaints in line with organisational procedures	
1.5 ensure dealings with customers are timed to take account of the needs of other customers, work pressures and organisational requirements	
1.6 make sure any actions agreed with customers are in line with both legal and organisational responsibilities and requirements	
1.7 explain organisational constraints in a clear manner to customers at appropriate times in line with organisational procedures	
1.8 confirm that customers understand any actions that you or they are required to carry out	
1.9 use appropriate approaches to deal with co-operative and uncooperative customers in line with organisational procedures	
1.10 pass the details to relevant people without delay where limits of responsibility are exceeded	

Unit J2TG 04   Communicate with Customers in the Utilities Sector

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.11	carry out agreed activities according to organisational customer service guidelines	
1.12	record interaction with customers in an appropriate level of detail in organisational systems	
Knowledge and Understanding — the candidate knows and understands	**Evidence or File X-Ref/Coverage**
1	organisational customer service standards and customer contact procedures	
2	communication techniques including how to maintain a courteous, helpful and tactful manner in situations of conflict or non-cooperation	
3	the legal obligations and requirements of the utilities you are working with within the remit of your role	
4	types of advice you may be able to provide and the enquiries you would normally be expected to deal with	
5	organisational processes for media contact	
6	how to manage customer expectations and balance customer and organisational needs	
7	personal and organisational limits of authority for dealing with customers, internal and external stakeholders	
8	how to communicate with customers including speaking, listening and questioning	

Unit J2TG 04   Communicate with Customers in the Utilities Sector

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	Evidence or File X-Ref/Coverage
9	techniques to confirm other's understanding of information	
10	the importance of understanding customers' points of view	
11	how customers are involved with, or affected by, your work	
12	how to handle disagreement and conflict	
13	how to access essential information and how to summarise it for customers	
14	the boundaries of your own authority and who to refer to when enquiries and complaints are outside of it	
15	organisational requirements for recording interactions with customers	

Unit J2SR 04 Make Sure Your Own Actions Reduce Risks to Health and Safety

SCQF level	5	SCQF credit	8

Candidate's name		Assessor's name	

Types of evidence provided for this unit (please tick as appropriate)	Assessor observation report	☐	Witness testimony	☐
	Workplace records/products (includes designs)	☐	Record of assessor candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit J2SR 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit J2SR 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria and knowledge and understanding requirements for J2SR 04	☐	☐
Current — recent enough to show current competence	☐	☐			

Unit J2SR 04　　Make Sure Your Own Actions Reduce Risks to Health and Safety

Candidate declaration

I confirm that the evidence listed for **unit J2SR 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit J2SR 04.**

Assessor's signature _____ **Date** _____

Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____

Internal verifier's signature _____ **Date** _____

External verifier's name _____

External verifier's signature _____ **Date** _____

Unit J2SR 04   Make Sure Your Own Actions Reduce Risks to Health and Safety

Candidate's name _____

Performance Criteria — the candidate must be able to:	**Evidence or File X-Ref/Coverage**
1.1 identify workplace instructions relevant to your job	
1.2 identify working practices in your job which may harm you or others	
1.3 identify aspects of your work which could harm you or others	
1.4 check which potentially harmful working practices and aspects of your work present the highest risks to you or to others	
1.5 deal with hazards in accordance with workplace instructions and legal requirements	
1.6 name and locate people responsible for health and safety at work	
1.7 control those health and safety risks within your capability and job responsibilities	
1.8 carry out your work in accordance with your level of competence, workplace instructions, suppliers or manufacturer's instructions and legal requirements	
1.9 pass on suggestions for reducing risks to health and safety to the responsible people	
1.10 check your behaviour does not endanger the health and safety of you or others at work	

Unit J2SR 04 Make Sure Your Own Actions Reduce Risks to Health and Safety

Candidate's name _____

Performance Criteria — the candidate must be able to:	**Evidence or File X-Ref/Coverage**
1.11	use equipment, materials and products safely following workplace instructions and suppliers' or manufacturers' instructions	
1.12	report any differences between workplace instructions and suppliers' or manufacturers' instructions following standard operating procedures	
1.13	check your personal presentation and behaviour at work: ♦ protects the health and safety of you and others, ♦ meets any legal responsibilities, and ♦ is in accordance with workplace instructions	
Knowledge and Understanding — the candidate knows and understands:	**Evidence or File X-Ref/Coverage**
1	what "hazards" and "risks" are	
2	your responsibilities and legal duties for health and safety in the workplace	
3	your responsibilities for health and safety as required by the law covering your job role	
4	hazards which exist at work and the safe working practices which you must follow	
5	particular health and safety hazards which may be present in your own job and precautions you must take	

Unit J2SR 04   Make Sure Your Own Actions Reduce Risks to Health and Safety

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands:		Evidence or File X-Ref/Coverage
6	importance of remaining alert to presence of hazards in the whole workplace	
7	importance of dealing with, or promptly reporting, risks	
8	responsibilities for health and safety in your job description	
9	safe working practices for your job	
10	responsible people you should report health and safety matters to	
11	where and when to get additional health and safety assistance	
12	your scope and responsibility for controlling risks	
13	workplace instructions for managing risks which you are unable to deal with	
14	suppliers' and manufacturers' instructions for the safe use of equipment, materials and products you must follow	
15	importance of personal presentation in maintaining health and safety at work	
16	importance of personal behaviour in maintaining health and safety	

Unit J2TB 04   Analyse Data to Identify Potential Leakage

SCQF level	6	SCQF credit	7

Candidate's name		Assessor's name	

Types of evidence provided for this unit (please tick as appropriate)	Assessor observation report	☐	Witness testimony	☐
	Workplace records/products (includes designs)	☐	Record of assessor candidate discussions	☐
	Professional discussion interview	☐	Written knowledge questions	☐
	Records of oral questions and candidate's answers	☐	RPL	☐

Evidence requirements for unit J2TB 04 (please tick as appropriate)

	Yes	No		Yes	No
Has any evidence been produced from assessor observation of the candidate in a realistic working environment?	☐	☐	If a realistic working environment was used for observation, did it meet the qualification requirements?	☐	☐

The evidence is:

	Yes	No		Yes	No
Valid — meets the qualification requirements and demonstrates competence for unit J2TB 04	☐	☐	**Authentic** — is the candidate's own work and can be verified as genuine	☐	☐
Reliable — shows genuine sustained competence over a period of time	☐	☐	**Sufficient** — total evidence covers all performance criteria and knowledge and understanding requirements for J2TB 04	☐	☐
Current — recent enough to show current competence	☐	☐			

Unit J2TB 04   Analyse Data to Identify Potential Leakage

Candidate declaration

I confirm that the evidence listed for **unit J2TB 04** is my own work, and I have collected my evidence in line with the qualification requirements.

Candidate's signature _____ **Date** _____

Assessor confirmation

I confirm that I have assessed the evidence produced and am satisfied that the candidate has demonstrated competence against the qualification requirements for **unit J2TB 04.**

Assessor's signature _____ **Date** _____

Assessor's counter-signature (if appropriate) _____ **Date** _____

If sampled

Internal verifier's name _____

Internal verifier's signature _____ **Date** _____

External verifier's name _____

External verifier's signature _____ **Date** _____

Unit J2TB 04   Analyse Data to Identify Potential Leakage

Candidate's name _____

Performance Criteria — the candidate must be able to:	Evidence or File X-Ref/Coverage
1.1	obtain complete sets of data from specified control and monitoring activities	
1.2	establish flow and pressure in specified areas using control and monitoring data from different points on the distribution system to obtain a comprehensive picture of flow and pressure in specified areas	
1.3	analyse the data against expected data patterns taking into account any relevant additional information about network condition, network operations or consumption variations	
1.4	establish the type and nature of any differences which appear in data analysis in accordance with approved procedures and practices	
1.5	identify the need for further investigations when a viable explanation of identified differences cannot be found	
1.6	report details of the need for further investigations to relevant people	
1.7	analyse data from control and monitoring activities to form conclusions about the way the distribution system is operating highlight and inform relevant people about any areas which appear to be exhibiting leakage problems	
1.8	estimate water loss from specified areas according to data analysis and conclusions reached	
1.9	record detail of area characteristics and water loss calculations in appropriate formats in accordance with approved procedures and practices	

Unit J2TB 04   Analyse Data to Identify Potential Leakage

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	Evidence or File X-Ref/Coverage
1	regulations, company procedures and processes relating to health, safety, environment and emergencies	
2	the purpose of control and monitoring activities	
3	the consequences of incorrectly performing control and monitoring activities	
4	how to interpret data from different control and monitoring activities including flow and pressure, fast frequency, data from fixed installations or temporary installations	
5	how to interpret other data including historic data, results from previous investigations, water quality tests and customer contacts factors which affect network performance including abnormal events	
6	how to read and interpret information about flow, pressure, water quality and customer contacts	
7	how to accurately analyse and interpret data	
8	why you may be unable to analyse data	
9	reporting procedures including the use of feedback from previous investigations	
10	typical areas of further investigation including equipment performance, area characteristics	

Unit J2TB 04   Analyse Data to Identify Potential Leakage

Candidate's name _____

Knowledge and Understanding — the candidate knows and understands	**Evidence or File X-Ref/Coverage**
11	types of leakage problems and ways they manifest themselves on the network	
12	sources of information on network condition, network operations, consumption variations, previous investigations and area characteristics	
13	how to relate analysed data to network plans	
14	how to calculate water loss	
15	recording and reporting requirements	
16	the factors to be taken into account when making a judgement about leakage problems	
17	health, safety and hygiene requirements	