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| --- | --- |
| Name |  |
| Sterling Tracking ID |  |
| Date completed |  |
| Contact Telephone Number |  |
| Email Address |  |

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| **NOS Unit/Element****1** | **Unit/Element Title****Work in a safe effective and professional manner** | **Performance Criteria** |  | **Knowledge & Understanding** |
| **Evidence from application form and numbering** | **Evidence from application form and numbering** |
| **1.1** | **Contribute to the maintenance of health, safety and security at work** |  |  |  |  |  |  |  |  |  |
| 1.1.1 | Carry out working practices in accordance with legal requirements |  |  |  |  |  |  |  |  |  |
| 1.1.2 | Identify any health, safety and security risks and minimise/mitigate such risks |  |  |  |  |  |  |  |  |  |
| 1.1.3 | Ensure your own actions do not endanger yourself or others |  |  |  |  |  |  |  |  |  |
| 1.1.4 | Follow workplace policies and use safely equipment, materials and products |  |  |  |  |  |  |  |  |  |
| 1.1.5 | Follow emergency procedures effectively |  |  |  |  |  |  |  |  |  |
| 1.1.6 | Pass on suggestions for safety improvements  |  |  |  |  |  |  |  |  |  |
|  | **You must know and understand:** |  |  |  |  |  |  |  |  |  |
| 1.1.a | Legal duties for health, safety and security in the workplace |  |  |  |  |  |  |  |  |  |
| 1.1.b | What risks might exist in different actions and actions to minimise/mitigate |  |  |  |  |  |  |  |  |  |
| 1.1.c | The importance of remaining alert to risks that are present |  |  |  |  |  |  |  |  |  |
| 1.1.d | The importance of personal conduct in maintaining health and safety |  |  |  |  |  |  |  |  |  |
| 1.1.e | Supplier’s/manufacturer’s instructions for safe use of products/materials |  |  |  |  |  |  |  |  |  |
| 1.1.f | Who to inform in case of conflicting health, safety and security requirements |  |  |  |  |  |  |  |  |  |
| 1.1.g | Emergency procedures for different types of emergency |  |  |  |  |  |  |  |  |  |
| 1.1.h | Appropriate suggestions for improving health, safety and security |  |  |  |  |  |  |  |  |  |

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| **NOS Unit/Element****1** | **Unit/Element Title****Work in a safe effective and professional manner** | **Performance Criteria** |  | **Knowledge & Understanding** |
| **Evidence from application form and numbering** | **Evidence from application form and numbering** |
| **1.2** | **Develop and maintain effective working partnerships** |  |  |  |  |  |  |  |  |  |
| 1.2.1 | Develop and maintain productive working relationships with others |  |  |  |  |  |  |  |  |  |
| 1.2.2 | Request information in a polite, clear and professional manner |  |  |  |  |  |  |  |  |  |
| 1.2.3 | Respond promptly to enquiries from others and ask questions if required |  |  |  |  |  |  |  |  |  |
| 1.2.4 | Take appropriate action if not able to respond to requests |  |  |  |  |  |  |  |  |  |
| 1.2.5 | Handle and resolve issues and minimise offence and maintain reputation |  |  |  |  |  |  |  |  |  |
| 1.2.6 | Comply with formal complaints procedures |  |  |  |  |  |  |  |  |  |
|  | **You must know and understand:** |  |  |  |  |  |  |  |  |  |
| 1.2.a | Why it is important to promote goodwill and trust when working with others |  |  |  |  |  |  |  |  |  |
| 1.2.b | How to identify the information you require and the potential sources |  |  |  |  |  |  |  |  |  |
| 1.2.c | How to respond to enquiries and clarify needs |  |  |  |  |  |  |  |  |  |
| 1.2.d | How to respond to enquiries beyond your competence/authority |  |  |  |  |  |  |  |  |  |
| 1.2.e | Ways to resolve issues whilst minimising offence |  |  |  |  |  |  |  |  |  |
| 1.2.f | Details of the appropriate formal complaints procedure |  |  |  |  |  |  |  |  |  |

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| **NOS Unit/Element****1** | **Unit/Element Title****Work in a safe effective and professional manner** | **Performance Criteria** |  | **Knowledge & Understanding** |
| **Evidence from application form and numbering** | **Evidence from application form and numbering** |
| **1.3** | **Conduct Energy Assessments in a professional and Ethical Manner** |  |  |  |  |  |  |  |  |  |
| 1.3.1 | Present a positive personal and professional image at all times |  |  |  |  |  |  |  |  |  |
| 1.3.2 | Work in accordance with codes of conduct, ethical standards & good practice |  |  |  |  |  |  |  |  |  |
| 1.3.3 | Develop yourself within your role |  |  |  |  |  |  |  |  |  |
| 1.3.4 | Manage your own work activities |  |  |  |  |  |  |  |  |  |
| 1.3.5 | Deal with others in a tactful, courteous and equitable manner at all times |  |  |  |  |  |  |  |  |  |
| 1.3.6 | Work within the limits of your own competence and expertise |  |  |  |  |  |  |  |  |  |
| 1.3.7 | Recognise and respond appropriately to pressure from any person |  |  |  |  |  |  |  |  |  |
| 1.3.8 | Recognise and Manage any potential conflicts that may arise |  |  |  |  |  |  |  |  |  |
| 1.3.9 | Comply with the auditing and monitoring requirements |  |  |  |  |  |  |  |  |  |
| 1.3.10 | Comply with all legislation relevant to your work |  |  |  |  |  |  |  |  |  |
| 1.3.11 | Have regard to all relevant guidance relating to the assessment |  |  |  |  |  |  |  |  |  |
|  | **You must know and understand:** |  |  |  |  |  |  |  |  |  |
| 1.3.a | Why it is important to present a positive personal and professional image |  |  |  |  |  |  |  |  |  |
| 1.3.b | Specific responsibilities prescribed codes of conduct & ethical standards |  |  |  |  |  |  |  |  |  |
| 1.3.c | The importance of complying with **recognised good practice** |  |  |  |  |  |  |  |  |  |
| 1.3.d | The importance of not working beyond these limits |  |  |  |  |  |  |  |  |  |
| 1.3.e | Managing potential conflicts of interest that you may encounter |  |  |  |  |  |  |  |  |  |
| 1.3.f | Specific auditing or monitoring requirements that relate to your registration |  |  |  |  |  |  |  |  |  |
| 1.3.g | UK Government policy on Climate Change and the reduction of carbon |  |  |  |  |  |  |  |  |  |
| 1.3.h | Legislation relevant to your work – be it derived from the Housing Act 2004 and associated Regulations for Home Information Packs or the European Performance of Buildings Directive (EPBD) and its associated Regulations |  |  |  |  |  |  |  |  |  |
| 1.3.i | Official guidance relating to the assessment of energy performance |  |  |  |  |  |  |  |  |  |

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| **NOS Unit/Element****2** | **Unit/Element Title****Prepare for energy assessments of air conditioning systems** | **Performance Criteria** |  | **Knowledge & Understanding** |
| **Evidence from application form and numbering** | **Evidence from application form and numbering** |
| **2.1** | **Performance Criteria; You must be able to** |  |  |  |  |  |  |  |  |  |
| 2.1.1 | Confirm the date, time and location of the on-site inspection |  |  |  |  |  |  |  |  |  |
| 2.1.2 | Confirm any specific arrangements that apply to the energy assessment |  |  |  |  |  |  |  |  |  |
| 2.1.3 | Contribute to the preparation of a clear and comprehensive scope of works |  |  |  |  |  |  |  |  |  |
| 2.1.4 | Identify any circumstances that prevent you from undertaking an assessment |  |  |  |  |  |  |  |  |  |
|  | **You must know and understand:** |  |  |  |  |  |  |  |  |  |
| 2.1.a | Overall aim of the energy assessment of air conditioning systems and report |  |  |  |  |  |  |  |  |  |
| 2.1.b | Importance of confirming the date, time and location of the inspection |  |  |  |  |  |  |  |  |  |
| 2.1.c | The importance of confirming specific arrangements |  |  |  |  |  |  |  |  |  |
| 2.1.d | Importance of agreeing a clear and comprehensive scope of works |  |  |  |  |  |  |  |  |  |
| 2.1.e | How to identify and explain any circumstances preventing you from undertaking an energy assessment |  |  |  |  |  |  |  |  |  |

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| **NOS Unit/Element****3** | **Unit/Element Title****Inspect simple / packaged air conditioning systems** | **Performance Criteria** |  | **Knowledge & Understanding** |
| **Evidence from application form and numbering** | **Evidence from application form and numbering** |
| **3.1** | **Information relating to energy performance of air conditioning systems** |  |  |  |  |  |  |  |  |  |
| 3.1.1 | Ensure that the client understands what information is essential / optional |  |  |  |  |  |  |  |  |  |
| 3.1.2 | Take appropriate action where information in not forthcoming |  |  |  |  |  |  |  |  |  |
| 3.1.3 | Review available information and identify which is relevant |  |  |  |  |  |  |  |  |  |
| 3.1.4 | Review available information provided and identify any significant factors |  |  |  |  |  |  |  |  |  |
| 3.1.5 | Inform the client promptly in cases where your investigation reveal problems |  |  |  |  |  |  |  |  |  |
|  | **You must know and understand:** |  |  |  |  |  |  |  |  |  |
| 3.1.a | Range of information that may be available to the air conditioning system |  |  |  |  |  |  |  |  |  |
| 3.1.b | The potential sources of relevant information |  |  |  |  |  |  |  |  |  |
| 3.1.c | What information is ‘essential’, ‘desirable’ and ‘optional’ |  |  |  |  |  |  |  |  |  |
| 3.1.d | The action to take when information in not forthcoming |  |  |  |  |  |  |  |  |  |
| 3.1.e | How to review available information |  |  |  |  |  |  |  |  |  |
| 3.1.f | How to review information in order to identify significant factors |  |  |  |  |  |  |  |  |  |
| 3.1.g | Identify circumstances that prevent the completion of the assessment |  |  |  |  |  |  |  |  |  |

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| **NOS Unit/Element****3** | **Unit/Element Title****Inspect simple / packaged air conditioning systems** | **Performance Criteria** |  | **Knowledge & Understanding** |
| **Evidence from application form and numbering** | **Evidence from application form and numbering** |
| **3.2** | **Inspect simple / packaged air conditioning systems** |  |  |  |  |  |  |  |  |  |
| 3.2.1 | Ensure that you have the equipment and resources needed for inspection |  |  |  |  |  |  |  |  |  |
| 3.2.2 | Use equipment correctly and interpret data accurately |  |  |  |  |  |  |  |  |  |
| 3.2.3 | Indentify yourself those present at the property before inspection |  |  |  |  |  |  |  |  |  |
| 3.2.4 | Indentify any circumstances that prevent you continuing the inspection |  |  |  |  |  |  |  |  |  |
| 3.2.5 | Undertake methodical visual inspection of all relevant aspects of the system |  |  |  |  |  |  |  |  |  |
| 3.2.6 | Carry out any specific, non hazardous techniques that have been included |  |  |  |  |  |  |  |  |  |
| 3.2.7 | Make accurate observations and measurements necessary for assessment |  |  |  |  |  |  |  |  |  |
| 3.2.8 | Obtain all additional information that is needed about the system |  |  |  |  |  |  |  |  |  |
| 3.2.9 | Make further investigations where observations and inconsistent |  |  |  |  |  |  |  |  |  |
| 3.2.10 | Follow the correct procedures for collecting information |  |  |  |  |  |  |  |  |  |
| 3.2.11 | Draw the clients attention to obvious instances of inadequate maintenance |  |  |  |  |  |  |  |  |  |
|  | **You must know and understand:** |  |  |  |  |  |  |  |  |  |
| 3.2.a | The principles and theory of how air conditioning systems work |  |  |  |  |  |  |  |  |  |
| 3.2.b | The components and controls of air conditioning systems |  |  |  |  |  |  |  |  |  |
| 3.2.c | How to identify the type, features and location of systems |  |  |  |  |  |  |  |  |  |
| 3.2.d | The design intent of the installed systems and impact of any changes |  |  |  |  |  |  |  |  |  |
| 3.2.e | What equipment and resources are needed |  |  |  |  |  |  |  |  |  |
| 3.2.f | Detailed inspection requirements that apply (CIBSE methodology) |  |  |  |  |  |  |  |  |  |
| 3.2.g | The definitions and conventions embodied (CIBSE methodology) |  |  |  |  |  |  |  |  |  |
| 3.2.h | How to conduct the survey in a thorough, methodical and consistent method |  |  |  |  |  |  |  |  |  |
| 3.2.i | How to carry out any specific, non hazardous techniques within scope |  |  |  |  |  |  |  |  |  |
| 3.2.j | How to make accurate observations and take accurate measurements |  |  |  |  |  |  |  |  |  |
| 3.2.k | How to make further investigations where observations are inconsistent |  |  |  |  |  |  |  |  |  |
| 3.2.l | The requirements and application of relevant regulations / standards |  |  |  |  |  |  |  |  |  |
| 3.2.m | The factors which are relevant to determining the energy performance |  |  |  |  |  |  |  |  |  |
| 3.2.n | How to collate information to assess the energy performance of systems |  |  |  |  |  |  |  |  |  |
| 3.2.o | The types of advice that can be provided to clients during inspections |  |  |  |  |  |  |  |  |  |
| 3.2.p | The sources of information and advice about energy performance |  |  |  |  |  |  |  |  |  |

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| **NOS Unit/Element****3.3** | **Unit/Element Title****Inspect simple / packaged air conditioning systems** | **Performance Criteria** |  | **Knowledge & Understanding** |
| **Evidence from application form and numbering** | **Evidence from application form and numbering** |
| **3.3** | **Record inspection findings** |  |  |  |  |  |  |  |  |  |
| 3.3.1 | Produce complete, accurate and legible records of your findings |  |  |  |  |  |  |  |  |  |
| 3.3.2 | Record clearly, if necessary, where and why accurate inspection has not been possible |  |  |  |  |  |  |  |  |  |
| 3.3.3 | Sign and date your records in order to validate when and by whom they were produced |  |  |  |  |  |  |  |  |  |
|  | **You must know and understand:** |  |  |  |  |  |  |  |  |  |
| 3.3.a | The methods, formats and conventions for recording data and information |  |  |  |  |  |  |  |  |  |
| 3.3.b | The required data and information relating to the system and performance |  |  |  |  |  |  |  |  |  |
| 3.3.c | The level of detail within your records to produce a comprehensive report |  |  |  |  |  |  |  |  |  |
| 3.3.d | The importance of producing records that are complete and accurate |  |  |  |  |  |  |  |  |  |
| 3.3.e | Why it is necessary and important to record why accurate inspection has not been possible |  |  |  |  |  |  |  |  |  |
| 3.3.f | The importance of validating your records |  |  |  |  |  |  |  |  |  |
| 3.3.g | The purposes for which your records may be used |  |  |  |  |  |  |  |  |  |

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| **NOS Unit/Element****5** | **Unit/Element Title****Report on the energy performance of air conditioning systems** | **Performance Criteria** |  | **Knowledge & Understanding** |
| **Evidence from application form and numbering** | **Evidence from application form and numbering** |
| **5.1** | **Report on the energy performance of air conditioning systems** |  |  |  |  |  |  |  |  |  |
| 5.1.1 | Assemble / collate information from on-site inspection and relevant sources |  |  |  |  |  |  |  |  |  |
| 5.1.2 | Recommendations for measures to improve the system performance |  |  |  |  |  |  |  |  |  |
| 5.1.3 | Prepare and issue a report that meets relevant codes of practice/standards |  |  |  |  |  |  |  |  |  |
| 5.1.4 | Explain the recommendations included within the report and implications |  |  |  |  |  |  |  |  |  |
|  | **You must know and understand:** |  |  |  |  |  |  |  |  |  |
| 5.1.a | The prescribed format and content of a report ( CIBSE methodology) |  |  |  |  |  |  |  |  |  |
| 5.1.b | The range and measures that may improve the energy performance |  |  |  |  |  |  |  |  |  |
| 5.1.c | The importance of checking the report to ensure its clear and complete |  |  |  |  |  |  |  |  |  |
| 5.1.d | Explain the recommendations included within the report and implications |  |  |  |  |  |  |  |  |  |
| 5.1.e | The limitations on answers to queries about the report |  |  |  |  |  |  |  |  |  |
| 5.1.f | The sources of further information and advice which you could refer |  |  |  |  |  |  |  |  |  |