

# ASTACEA1

## Work in a safe, effective and professional manner



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### Overview

This standard covers the essential, general competences expected of all accredited professionals in Energy Assessment regardless of their working environment. It is common to the National Occupational Standards for Asset Ratings, Operational Ratings and Air Conditioning Systems. It covers contributing to the maintenance of health, safety and security at work both in your own workplace and any other location you visit in the course of your work. It is also about maintaining effective working relationships with customers, other professionals, colleagues and others whom you come into contact with in the course of your work. It also covers the carrying out of energy assessments in a professional and ethical manner.

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### Performance criteria

#### Contribute to the maintenance of health, safety and security at work

- You must be able to:*
- P1 Explain relevant legal requirements and responsibilities for health, safety and security in the **workplace** and carry out working practices in accordance with those requirements
  - P2 identify and record, via a risk assessment, any health, safety and security risks in different locations, to yourself, others and property, and take action to minimise or mitigate such risks
  - P3 ensure your own personal conduct in the **workplace** does not endanger the health, safety and security of yourself, other people and property
  - P4 follow the **workplace** policies and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
  - P5 follow emergency procedures effectively to protect the health, safety and security of people
  - P6 pass on any suggestions for improving health, safety and security within the workplace to the responsible persons

#### Develop and maintain effective working relationships

- You must be able to:*
- P7 develop and maintain productive working relationships with others which promote **goodwill and trust**
  - P8 **request** information from others in a polite, clear and professional manner
  - P9 identify and use further sources of information when necessary
  - P10 handle enquiries which are outside own authority, beyond own area of knowledge and expertise and involve confidential information
  - P11 **respond** promptly to enquiries from others and ask questions to clarify their information needs, taking **action** in cases where you are unable to respond to such enquiries
  - P12 handle and resolve disputes and differences of opinion in ways which minimise offence and maintain respect
  - P13 comply with formal complaints procedures, including own responsibility for handling complaints in the first instance and be able to explain the complaints procedure to others

#### Conduct energy assessments in a professional and ethical manner

- You must be able to:*
- P14 present a positive personal and professional image at all times when dealing with customers, other professionals, colleagues and others
  - P15 carry out your work in accordance with prescribed codes of conduct, ethical standards and **recognised good practice**
  - P16 develop yourself within your role, identifying and completing your **development needs** as relevant to your role
  - P17 manage your own work activities effectively

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- P18 deal with clients, other professionals, colleagues and others in a tactful, courteous and equitable manner at all times
- P19 work within the limits of your own competence and expertise
- P20 recognise and respond appropriately to pressure from any person which might influence the objectivity of your judgment
- P21 recognise and manage any potential conflicts of interest that may arise during your work
- P22 comply with the auditing and monitoring requirements of the accreditation or certification organisation(s), or the equivalents in the devolved Administrations, to which you belong
- P23 comply with all legislation relevant to your work
- P24 carry out work in accordance with relevant guidance relating to the assessment of energy performance including published conventions, ensuring that new and updated conventions are adopted promptly
- P25 conduct self and work in a manner conducive to providing a good standard of customer service consistent with the customer's expectations
- P26 be able to explain the context of energy assessments
- P27 take action to protect clients' property including their personal information, identifying and taking actions to mitigate **risks to property, risks to self** and **risks to information**
- P28 record all evidence necessary to support decisions made during the assessment, including any assumptions made, in accordance with current good practice and complying with the Scheme Operating Requirements, or their equivalent in the Devolved Administrations

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### Knowledge and understanding

*You need to know and understand:*

- K1 the relevant legal duties for health, safety and security in the workplace
- K2 what health, safety and security risks could exist in different locations and the action to take to minimise or mitigate risks
- K3 the **risks to self** associated with lone working
- K4 why it is important to remain alert to the presence of risks in the workplace
- K5 the importance of personal conduct in maintaining the health, safety and security of yourself or others
- K6 relevant suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
- K7 who should be informed of any conflicts between different health, safety and security requirements
- K8 the procedures for different types of emergency
- K9 what types of suggestions for improving health, safety and security at work could be made and who should be given them
- K10 why it is important to promote goodwill and trust when working with others and ways in which this can be achieved
- K11 how to identify the information you require and the potential sources of such information
- K12 how to respond to enquiries from others and how to clarify their information needs
- K13 how to respond to enquiries which are outside your authority, beyond your area of knowledge or expertise or where the information requested is confidential
- K14 the extent and limits for your own competence and expertise; the importance of not working beyond these limits
- K15 ways in which disputes or differences of opinion should be handled and resolved to minimise offence and maintain respect
- K16 the details of the formal complaints procedure that covers your work, any specific organisational requirements with regard to complaints, including your own responsibility to deal with complaints and attempt to resolve them before escalating to the Accreditation Body, or the equivalent in the devolved Administrations
- K17 why it is important to present a positive personal and professional image when dealing with people and how this can be achieved
- K18 your specific responsibilities under prescribed codes of conduct and ethical standards
- K19 the importance of complying with mandatory and advisory codes of practice
- K20 the range of potential conflicts of interest that you may encounter and the action required to manage these
- K21 the specific auditing or monitoring requirements that relate to your

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- registration with your accreditation organisation(s), or the equivalent in the devolved Administrations; your responsibilities in complying with these
- K22 relevant policies and legislation on combating climate change and the reduction of carbon emissions from buildings
  - K23 relevant legislation covering the energy performance of buildings, compliance with safe working practices, the relevant regulations in the Devolved Administrations and where appropriate relevant legislation on the use of refrigerants
  - K24 all relevant official guidance and conventions relating to the assessment of energy performance
  - K25 the framework under which Accreditation Bodies, or the equivalent in the Devolved Administrations, are required to operate, including their Scheme Operating Requirements or equivalent in the Devolved Administrations
  - K26 ways in which you may develop yourself within your role to cover your development needs, such as updating yourself on new and revised conventions, Scheme Operating Requirements or the equivalent in the Devolved Administrations and updating your technical knowledge of factors affecting building energy performance that are relevant to your role
  - K27 the level of service expected by customers, their expectations as to the outcomes of the energy assessment or advice process and how to deliver an appropriate level of customer service
  - K28 actions that may be taken to protect customers' property
  - K29 appropriate evidence to record to support your decisions and assumptions made when carrying out energy assessments and the evidence requirements defined in Scheme Operating Requirements, or their equivalent in the Devolved Administrations
  - K30 the importance of obtaining and maintaining appropriate professional indemnity insurance (PII) cover, either through your own business or your employer and the extent and limitations of this type of cover

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### Additional Information

#### Scope/range

- 1 **workplace**
  - 1.1 the office
  - 1.2 the property being inspected, both vacant and occupied
  - 1.3 any other location you visit in the course of your work
  - 1.4 travel between places of work or other locations including parking areas
- 2 **risks to property**
  - 2.1 theft
  - 2.2 damage
  - 2.3 vandalism
  - 2.4 arson
  - 2.5 unwanted occupancy
- 3 **risks to information**
  - 3.1 loss
  - 3.2 misplacement
  - 3.3 unauthorised access
- 4 **risks to self**
  - 4.1 lone working
  - 4.2 physical and or mental harm
  - 4.3 professional and legal risks
- 5 **goodwill and trust**
  - 5.1 demonstrating a duty of care
  - 5.2 honouring promises or undertakings
  - 5.3 developing honest relationships
  - 5.4 developing constructive relationships
- 6 **request**
  - 6.1 face to face
  - 6.2 in writing
  - 6.3 by telephone
  - 6.4 by email
- 7 **respond**
  - 7.1 face to face
  - 7.2 in writing
  - 7.3 by telephone
  - 7.4 by email
- 8 **action**
  - 8.1 inform the enquirer
  - 8.2 pass the n enquiry onto another relevant person or organisation

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- 9 **recognised good practice**
  - 9.1 duty of care
  - 9.2 statute law
  - 9.3 mandatory and advisory codes of practice (e.g. Conventions, Inspection and Reporting Requirements)
  
- 10 **development needs**
  - 10.1 the relevant Legislation, Codes of Practice, Regulations and Conventions
  - 10.2 technical issues in regard to factors that affect the energy performance of dwellings, such as developments in building practice, building services and options for energy efficiency retrofit, including new processes and materials for retrofit and their means of application
  - 10.3 other matters identified as part of your plan for Continuing Professional Development (CPD)

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<b>Developed by</b>	Asset Skills
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<b>Status</b>	Original
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<b>Originating organisation</b>	Asset Skills
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<b>Original URN</b>	ACEA1
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<b>Relevant occupations</b>	Professional Occupations; Engineering Professionals; Engineering; Construction, planning and the built env; Building and construction; Architects, Town Planners and Surveyors
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<b>Suite</b>	Domestic Energy Assessors; Non Domestic Energy Assessors; NOS for the production of ORSs, DEC's and ARs; Air Conditioning Energy Assessors; On Construction Domestic Energy Assessors
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<b>Key words</b>	Maintenance; health; safety; security; air conditioning systems; relationships; customers; professionals
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