
Overview

This unit covers the promotion of low and zero carbon energy technologies such as solar photovoltaics, wind, and combined heat and power systems (CHP). As such technologies are likely to be feasible and most effective at a community level, it is intended that information, advice and support will be targeted at community groups (i.e. any community of interest - co-located or not - with the potential to act collectively to reduce energy consumption and promote sustainability e.g. a resident's committees, tenant's group, housing association, church group, the local WI, or the residents of a street working together).

This unit is relevant to Home Energy Advisers (HEAs) wishing to train as Community Energy Advisers (CEAs).

Element 7.1 requires that you determine the needs of your clients, explore the feasibility of adopting different technologies, and investigate any opportunities or constraints (e.g. grid connection, planning, financial support). You must assess relevant technologies to determine which is likely to provide the best outcome for the client, and provide objective and impartial advice referring clients on to other sources of advice and expertise where necessary.

The recommendations provided to clients must be objective and impartial. However, it is possible that you will be 'tied' to a particular organisation/employer and that you will receive referral fees or other benefits from them should the client use their services. Although you may make suggestions to clients that they use particular products, services or suppliers, it is vital that any interest is fully disclosed to the client.

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Performance criteria

- You must be able to:*
- P1 determine the needs, circumstances and motivations of the client regarding the use of **low and zero carbon energy technologies**
 - P2 inspect the property (or properties) and grounds to gather information about the scope for, and feasibility of, using **low and zero carbon energy technologies**
 - P3 research and identify the range of **low and zero carbon energy technologies** of potential benefit to clients
 - P4 identify potential **opportunities and constraints** regarding the use of **low and zero carbon energy technologies**
 - P5 assess relevant **low and zero carbon energy technologies** to determine which is likely to provide the best outcome for the client
 - P6 make objective and impartial recommendations regarding appropriate **low and zero carbon energy technologies**
 - P7 refer clients to other sources of information, advice and expertise where necessary
 - P8 fully disclose, to clients, any referral fees or other benefits that you may receive should they follow your suggestions for particular products, services or suppliers
 - P9 discuss your recommendations with clients and encourage them to ask questions and seek clarification where necessary

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Knowledge and understanding

You need to know and understand:

- K1 the importance of determining the needs, circumstances and motivations of the client regarding the use of low and zero carbon energy technologies
- K2 how to determine the needs, circumstances and motivations of the client regarding the use of low and zero carbon energy technologies
- K3 the legislation, policies and Government targets that relate to the use of low and zero carbon energy technologies
- K4 the range of low and zero carbon energy technologies of potential benefit to clients, their locational and site requirements, their main advantages and disadvantages, and efficiencies; how to research and identify them
- K5 potential opportunities and constraints regarding the use of low and zero carbon technologies; how to identify them
- K6 how to assess low and zero carbon energy technologies to determine which is likely to provide the best outcome for clients
- K7 the importance of making objective and impartial recommendations regarding appropriate low and zero carbon energy technologies
- K8 the other sources of information, advice and expertise to whom clients can be referred
- K9 the importance of fully disclosing any referral recommendations fees or other benefits you may receive as a result of clients following your suggestions for particular products, services or suppliers
- K10 the importance of encouraging clients to ask questions and seek clarification on any issues about which they are unsure

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Additional Information

Scope/range

1. **low and zero carbon energy technologies** include (but are not necessarily limited to):
 - 1.1. biomass
 - 1.2. solar photovoltaics
 - 1.3. solar thermal
 - 1.4. hydro
 - 1.5. wind
 - 1.6. ground source heat pumps
 - 1.7. air source heat pumps
 - 1.8. combined heat and power systems
2. **opportunities and constraints** include:
 - 2.1. buildings regulations
 - 2.2. planning policy
 - 2.3. grants and incentives
 - 2.4. grid connection

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Suite Energy Advisers

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