

# ASTNDEA1

## Work in a safe, effective, professional and ethical manner



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### Overview

This Unit covers the essential, general competences expected of all professionals regardless of their working environment.

Element 1.1 describes the activities involved in contributing to the maintenance of health, safety and security at work. You must identify and manage the risks associated with your work, and ensure that your conduct does not endanger yourself or others. You are expected to know, and work in accordance with, the provisions of relevant legislation (e.g. Health and Safety at Work Act) and any relevant workplace policies.

Element 1.2 covers the development and maintenance of effective working relationships with all those people with whom you come into contact during your work. You are expected to communicate with others in a polite, clear and respectful manner, respond to enquiries and work towards avoiding any disputes that may arise. You are also expected to comply with formal complaints procedures if and when complaints are received. The main groups of people with whom you will need to develop good working relationships are clients (e.g. owner-occupiers, tenants), others present at the property during a visit, other professionals and colleagues.

Element 1.3 covers the conduct of work in a professional and ethical manner. You are expected to present a positive and professional image at all times, work in accordance with prescribed codes of conduct and standards of good practice, and take steps to avoid any potential conflicts of interest during your work. It is also vital that you comply with the specific auditing and monitoring requirements of your accrediting organisation. Importantly, you must recognise and work within the limits of your own competence and expertise.

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### Performance criteria

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

*You must be able to:*

- P1 carry out working practices in accordance with legal requirements
- P2 identify any health, safety and security risks in different locations 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 and other people
- 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 respond promptly to enquiries from **others** and ask questions to clarify their information needs
- P10 take **action** in cases where you are unable to respond to enquiries from **others**
- P11 handle disputes and differences of opinion in ways which minimise offence and maintain respect
- P12 comply with the formal complaints procedure

#### Conduct work in a professional and ethical manner

*You must be able to:*

- P13 present a positive personal and professional image at all times when dealing with **people**
- P14 carry out your work in accordance with prescribed codes of conduct, ethical standards and **recognised good practice**
- P15 develop yourself within your role
- P16 manage your own work activities effectively
- P17 deal with **people** in a tactful, courteous and equitable manner at all times
- P18 work within the limits of your own competence and expertise
- P19 recognise and respond appropriately to pressure from any person which might influence the objectivity of your judgement
- P20 recognise and manage any potential conflicts of interest that may arise during your work
  
- P21 comply with the auditing and monitoring requirements of the

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accreditation or certification organisation to which you belong

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P22 comply with all legislation relevant to your work

P23 have regard to all relevant guidance relating to the provision of energy advice

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### Knowledge and understanding

*You need to know and understand:*

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

- K1 the legal duties for health, safety and security in the workplace as required by legislation
- K2 what health, safety and security risks could exist in different locations, and the action to take to minimise or mitigate risks
- K3 why it is important to remain alert to the presence of risks in the workplace
- K4 the importance of personal conduct in maintaining the health, safety and security of self and others
- K5 suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
- K6 who should be informed of any conflicts between different health, safety and security requirements
- K7 the procedures for different types of emergency
- K8 what types of suggestions for improving health, safety and security at work could be made and who should be given them

#### Develop and maintain effective working relationships

*You need to know and understand:*

- K9 why it is important to promote goodwill and trust when working with others, and ways in which this can be achieved
- K10 how to identify the information you require and the potential sources of such information
- K11 how to respond to enquiries from others and how to clarify their information needs
- K12 how to respond to enquiries which are outside your authority, beyond your area of knowledge/expertise or where the information requested is confidential
- K13 ways in which disputes or differences of opinion should be handled to minimise offence and maintain respect
- K14 the details of the formal complaints procedure that covers your work, and any specific organisational requirements with regard to complaints

#### Conduct work in a professional and ethical manner

*You need to know and understand:*

- K15 why it is important to present a positive personal and professional image when dealing with people, and how this can be achieved
- K16 your specific responsibilities under prescribed codes of conduct and ethical standards
- K17 the importance of complying with recognised good practice
- K18 the extent and limits for your own competence and expertise; the importance of not working beyond these limits
- K19 the range of potential conflicts of interest that you may encounter, and

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the action required to manage these

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- K20 the specific auditing or monitoring requirements that relate to your registration with your accreditation organisation; your responsibilities in complying with these
- K21 relevant aspects of UK Government policy on combating climate change
- K22 the main points of the legislation relevant to your work
- K23 all relevant guidance relating to the provision of energy advice

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### Additional Information

#### Scope/range

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

- 1 **workplace:**
  - 1.1 office
  - 1.2 property
  - 1.3 any other location you visit in the course of your work

#### Develop and maintain effective working relationships

- 2 **others:**
  - 2.1 clients
  - 2.2 other professionals
  - 2.3 colleagues
  - 2.4 anyone else with whom you come into contact in the course of your work
- 3 **action:**
  - 3.1 inform the enquirer
  - 3.2 pass the enquiry onto the relevant person or organisation

#### Conduct work in a professional and ethical manner

- 4 **people:**
  - 4.1 clients
  - 4.2 other professionals
  - 4.3 colleagues
  - 4.4 others with whom you may be in contact during the course of your work as an Energy Adviser
- 5 **recognised good practice:**
  - 5.1 mandatory codes of practice
  - 5.2 advisory codes of practice

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**Relevant occupations** Professional Occupations; Construction, planning and the built env; Building and construction

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**Suite** Non Domestic Energy Advisors

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