
Overview

This standard is about providing and explaining information on energy efficiency and carbon reduction options to customers. It is about preparing proposed changes for customer to improve energy efficiency and achieve carbon reduction. It is about promoting the benefits of the changes, explaining costs and required changes to practice and reviewing alternative options with customers. It is about agreeing an overall energy and carbon reduction plan, and the next steps in its implementation.

This standard is for professionals in energy management and advice. You will be required to know and understand the relevant requirements of each devolved nation.

Performance criteria

You must be able to:

1. potential improvements to energy use and carbon emissions
2. prepare proposed changes to activities, products, processes, procedures and behaviours and check that the proposals meet compliance requirements
3. provide customers with indicative costs, a statement of potential benefits and an impact assessment statement
4. identify the relevant level and nature of communication required to convey information and recommendations to the customer
5. provide information to the customer on financial schemes available to support energy efficiency and carbon reduction and how to access them
6. present recommendations to the customer for energy saving and carbon reduction and the changes required to processes or technologies
7. verify the nature and level of the financial backing required to implement the recommendations
8. provide information on current energy initiatives and incentives and how they can be accessed
9. review the selected proposals with customers explaining initial capital investment, cost benefits, implications of proposed changes and implementation requirements
10. explain to the customer the paybacks, costs, internal rates of return and net
11. present the values of implementing proposed changes in terms of impact on carbon reduction
12. provide additional information to customers to assist in the decision- making process and review and modify the proposals in the light of feedback
13. re-present proposals and seek agreement on the required actions and timescales
14. agree an overall energy and carbon reduction programme with the customer and provide an outline of indicative costs or proposed changes
15. agree the next steps with the customer including the identification of specialist advice, support services, relevant suppliers and ways of gaining employee engagement and support
16. provide information, advice and suggestions within the context of the UK and devolved governments' legislative frameworks

Knowledge and understanding

You need to know and understand:

1. how to provide and present information on the current energy performance of the customer's building
2. how to explain the types of technologies, activities, products, processes and procedures that improve energy performance and lead to carbon reduction
3. the activities, products, systems and processes of the organisation and their impact on energy and carbon consumption
4. the relevant strategies and practices for improving energy and carbon reduction
5. how to undertake financial appraisal of energy efficiency and carbon reduction options for customers
6. the financial incentives and schemes available to support energy efficiency and carbon reduction and how to access them
7. how to estimate the nature and level of financial backing required to bring about changes
8. the current energy initiatives and incentive schemes including the carbon reduction commitment energy efficiency schemes
9. how to balance the customer's needs with the requirements of your own organisation
10. how to quantify and present the costs of proposed changes to enable customers to make decisions about energy performance
11. how to produce a cost/benefit analysis in relation to proposed changes
12. how to create and present a full impact analysis of proposed changes
13. the types of information and support required by customers to explore options and decide on a specific course of action
14. the components of an overall energy and carbon reduction plan and how to provide outline costs, internal rates of return, net present values and payback values for each of its components

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