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## Overview

This standard is about supporting customers to implement energy management and carbon reduction plans. It is about reviewing the plans to reduce energy use and carbon emissions against agreed targets and overcoming barriers to its implementation. It also covers promoting the benefits of energy and carbon reduction and identifying training and support needed for effective introduction of energy management systems.

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.

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## Performance criteria

*You must be able to:*

1. review the energy management and carbon reduction implementation plan against the agreed targets for each component with customers
2. identify barriers to the introduction of changes to the energy management and carbon reduction plans
3. demonstrate to customers how the plans will deliver carbon and energy reduction targets
4. review energy audit systems and carbon reduction savings for customers
5. support customers to communicate the benefits of the energy management and carbon reduction implementation plan to their customers and organisations they work with
6. identify the training and skills development and support needed for the implementing energy management and carbon reduction implementation plans
7. provide advice to customers on further energy and carbon reduction measures compatible with the implementation plan and ways of introducing them
8. agree the revised energy management and carbon reduction review and evaluation cycle with customers and identify the next steps in the process

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## Knowledge and understanding

*You need to know and understand:*

1. the activities, products, services, systems and processes of the customers organisation and their impact on energy management and carbon consumption
2. the components of a monitoring and evaluation system for energy management and carbon reduction
3. how to identify deviations from set targets and the corrective action to take
4. the relevant eligibility criteria for grants and enhanced capital allowances and how to access them
5. the barriers to the introduction of changes to the energy management and carbon reduction plans
6. the components of a communication strategy for members of the customer organisation
7. the different methods for identifying the training and skills development and support needed for the implementing energy management and carbon reduction implementation plans
8. how to support customers to contribute to energy management and carbon reduction in their organisations
9. how to review energy and carbon reduction plans for continuing use

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## Scope/range

### Potential barriers:

- costs
- changes to activities
- inertia
- scepticism
- lack of knowledge/understanding of alternatives
- lack of financial awareness

### Alternative ways:

- technical information
- financial forecasting
- challenges to inertia
- compelling cost/benefit analysis
- demonstrations of processes and equipment
- case studies
- learning from other early adopters
- creating a support framework
- contribution to corporate social responsibility

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**Relevant Occupations** Professionals in energy management and advice; Construction, planning and the built environment; Associate Professionals and Technical Occupations; Managers; Managers and Senior Officials; Operations Manager; Property Manager; Environmental Management Officer; Service Development Manager; Quality and Customer Care Managers; Corporate Managers and Senior Officials; Building Maintenance

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**Suite** Energy Assessment & Advice

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