

## Overview

This standard is for people who service and maintain plumbing and heating systems.

The person performing this work must be able to comply with the correct procedures and practices for servicing and maintaining plumbing and heating systems. This work must be in accordance with the current versions of the appropriate industry standards and regulations; the specification; industry recognised working practices; the working environment and the natural environment. They must know and understand:

- direct and indirect cold water systems
- direct and indirect hot water systems
- hot water heating systems
- unvented hot water storage systems
- above ground sanitary pipework systems
- rainwater systems
- site services and system supplies
- methods and techniques for connecting appliances, components and accessories

## Performance criteria

### *You must be able to:*

1. verify that the job information and documentation are current and relevant and that the plant, instruments, access equipment and tools are fit for purpose
2. confirm before work starts that the work location and work area can be accessed safely and has been checked for the risk to other personnel on the site, and take appropriate action if a risk is present
3. select appliances, components and accessories and confirm that they are:
  - of the right type and size
  - fit for purpose in accordance with the plumbing and heating system's design
  - suitable for the working environment in which they are to be installed
4. confirm that the site services and system supply are compatible with the plumbing and heating system's design
5. produce a risk assessment and method statement for the work to be carried out, including the identification and use of personal protective equipment, in accordance with the working environment
6. determine at the outset, that the plans for servicing and maintaining the appliances, components and accessories are in accordance with:
  - the plumbing and heating system's design
  - the working environment
  - manufacturer instructions
7. comply with industry practices and organisational procedures to ensure the co-ordination of site services and system supply and the activities of other trades
8. complete appropriate testing procedures in line with industry practices
9. accurately identify the cause of faults and those parts/components that need to be repaired/replaced

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10. carry out service and maintenance activities and procedures in accordance with:
  - the plumbing and heating system's design
  - the working environment
  - manufacturer instructions
11. complete repairs/replacements as necessary
12. confirm with the relevant people:
  - those necessary variations to the planned programme of work
  - the actions to be taken to ensure that any variations to the planned programme of work will minimise the potential for hazard risk
13. implement organisational procedures for the safe transport and/or disposal of waste material, substances and liquids in accordance with suppliers' and manufacturers' instructions
14. complete relevant documentation in accordance with organisational procedures

## Knowledge and understanding

### *You need to know and understand:*

1. the applications, advantages and limitations of different plumbing and heating systems
2. the applications, advantages and limitations of appliances, components and accessories in relation to the working environment
3. the appropriate industry standards and regulations relevant to the service and maintenance of plumbing and heating systems
4. how to verify that job information and documentation is current and relevant and that the plant, instruments, access equipment and tools are fit for purpose
5. how to produce a risk assessment and method statement for the work to be carried out, including the identification and use of personal protective equipment, in accordance with:
  - the plumbing and heating system's design
  - the conditions of the working environment
  - organisational procedures
6. the methods for determining the type of size of replacement appliances, components and accessories in accordance with industry recognised organisational procedures
7. how to interpret diagrams and drawings for the plumbing and heating system to locate site services and system supply
8. how to interpret diagrams and drawings for the plumbing and heating system to identify the location of the appliances, components and accessories
9. the organisational procedures for confirming, before work starts, that the work location and work area can be accessed safely and has been checked for the risk to other personnel on the site, and for taking appropriate action if a risk is present
10. the appropriate testing procedures for confirming the systems' integrity

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11. basic fault-finding techniques

12. the methods and techniques for servicing and maintaining appliances, components and accessories in accordance with:

- the plumbing and heating system's design
- the working environment
- manufacturers' instructions

13. the methods and techniques for replacing/repairing the appliances, components and accessories in accordance with:

- the plumbing and heating system's design
- the working environment
- manufacturers' instructions

14. the organisational procedures for confirming with the relevant people the appropriate actions to be taken to ensure that any variations to the planned programme of work will not introduce a hazard and have minimum negative impact on the installation work to be undertaken

15. the methods for the safe transport and/or disposal of waste materials, substances and liquids in accordance with suppliers' and manufacturers' instructions

16. how to complete relevant documentation in accordance with organisational procedures

## Scope/range related to performance criteria

### Working environments (internal and/or external)

- domestic
- non-domestic
  - commercial
  - industrial
  - agricultural
  - horticultural
  - leisure and entertainment
  - residential medical and care facilities
  - public services establishments
  - pre-1919 traditional/historic buildings

### Plumbing and heating systems

- cold water – direct and indirect
- hot water – direct and indirect
- unvented hot water storage systems
- hot water heating systems
- above ground discharge
- below ground drainage

### Site

- new build construction – building or structure
- existing building or structure

### Site services and system supply

- electricity
- water

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- gas
- oil
- solid fuel
- solar thermal
- heat pumps
- water harvesting
- drainage

### **Organisational procedures**

- information management
- project management
- risk assessment and management
- implementing and monitoring health and safety requirements and issues
- implementing and monitoring issues relating to the natural environment
- customer service
- accident reporting
- emergencies
- communication with clients, customers and stakeholders

### **Plant**

- generators
- transformers for low voltage hand-tools
- lifting equipment
- access equipment

### **Appliances, components and accessories**

- pipework
- boilers

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- heat exchangers
- pumps
- accelerators
- valves
- storage vessels
- sanitary appliances
- cisterns
- backflow prevention devices
- control devices

### **Relevant people**

- customers/clients
- client representatives
- supervisors
- site/contract manager
- other contractors/trades
- members of the public
- work colleagues

### **Appropriate testing procedures**

- pressure tests for pipework systems
- static pressure tests
- air tests
- system hygiene and charging
- performance tests

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## Glossary

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