

## Promote low and zero carbon energy technologies

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### Overview

This standard is about promoting 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. residents' committees, tenants' groups, housing associations, church groups, or the residents of a street working together).

The standard includes determining customers' requirements, exploring the feasibility of adopting different technologies, and investigating 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 customer and provide objective and impartial advice referring customers on to other sources of advice and expertise where necessary.

The recommendations provided to customers 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 customer use their services. Although you may make suggestions to customers that they use particular products, services or suppliers, it is vital that any interest is fully disclosed to the customer.

You must understand and work to the requirements of each devolved nation.

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### Performance criteria

#### You must be able to:

1. determine the customer requirements regarding the use of low and zero carbon energy technologies
2. inspect the property and grounds to gather information about the scope for, and feasibility of, using low and zero carbon energy technologies
3. research and identify the range of low and zero carbon energy technologies of potential benefit to customers
4. identify potential opportunities and constraints regarding the use of low and zero carbon energy technologies
5. assess relevant low and zero carbon energy technologies to determine those which meet the customer's requirements
6. promote low and zero carbon energy technologies and making objective and impartial recommendations to the customer
7. refer customers to relevant sources of information, advice and expertise where required
8. disclose to customers, the referral fees or other benefits that you may receive should they follow your suggestions for particular products, services or suppliers
9. discuss your recommendations with customers and support them to ask questions and seek clarification where required

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### Knowledge and understanding

#### You need to know and understand:

1. the importance of determining the customer's requirements regarding the use of low and zero carbon energy technologies
2. the relevant legislation, policies and the relevant devolved nation's targets that relate to the use of low and zero carbon energy technologies
3. the range of low and zero carbon energy technologies of potential benefit to customers
4. the potential opportunities and constraints regarding the use of low and zero carbon technologies
5. how to assess relevant low and zero carbon energy technologies to determine those which meet the customer's requirements
6. the importance of promoting low and zero carbon energy technologies and making recommendations to the customer
7. the alternative sources of information, advice and expertise to which customers can be referred
8. the importance of disclosing the referral fees or other benefits you may receive as a result of customers following your suggestions for particular products, services or suppliers
9. the importance of supporting customers to ask questions and seek clarification where required

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### Scope/range

Low and zero carbon energy technologies include (but are not necessarily limited to):

- biomass
- solar photovoltaics
- solar thermal
- hydro
- wind
- ground source heat pumps
- air source heat pumps
- combined heat and power systems

Opportunities and constraints include:

- buildings regulations
- planning policy
- grants and incentives
- grid connection

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