

Dual Fuel Smart Meter Installer

8 months



About the apprenticeship

This 8-month Level 2 apprenticeship is designed to teach you the knowledge, skills and behaviours needed to qualify as and become a dual fuel smart meter installer.

The apprenticeship comprises of 20% “off the job” training hours, which includes a combination of in-centre training, self-study, and could include other types of activities such as toolbox talks, employer induction training, mentoring, completing jobs for portfolio and portfolio write-ups.

You will also be required to hold a MOCOPA certificate and have Gas Safe Registration before entry to the End Point Assessment Gateway.

To achieve Gas Safe Registration, you will complete the Level 2 Diploma in Smart Metering (Dual Fuel) and CMA3/MET1 as part of the apprenticeship programme.

Key information

- Duration: 8 months, with 20% off the job training as part of the course.
- 9 weeks in-centre training (split into block weeks) with on-site mentoring in between.
- Final week in centre for Level 2 Diploma in Smart Metering (Dual Fuel) final assessments, MOCOPA and ACS CMA3/MET1 assessments.
- End point assessment after month 8 – consisting of portfolio review, workplace observation and end point interview.
- Opportunity to upskill to Single off Multiphase & REGT1 (Medium Pressure).



How is this delivered?

Months 0-4

- Induction, followed by 9 weeks of in-centre training (delivered in block weeks)
- Final week in centre for Level 2 Diploma in Smart Metering (Dual Fuel) final assessments, MOCOPA and ACS CMA3/MET1 assessments.

Months 4-6

- **Field Productive Period** - Learner is now qualified and able to work independently at the discretion of the employer.
- **Stage 1** - Strict monitoring and performance/compliance measures in place - monitoring by employer to ensure targets are met. Signed off for solo working.
- **Stage 2** - Agreed performance measures in place, enhanced monitoring to ensure compliance.
- **Stage 3** - Performance measurement continues across the following areas: Compliance, Productivity, Completion rate, Customer Satisfaction, Behaviours, Progression and others as agreed.
- Completion of assignments and work as set by ECTA.
- Regular progress reviews.

Months 6-8

- Ongoing solo working and completion of assignments to meet apprenticeship standard.
- Regular progress reviews.
- Opportunity to upskill to Single off Multiphase & REGT1 (Medium Pressure).

End Point Assessment

- End Point Assessment consisting of portfolio review, workplace observation and End Point Interview.

Knowledge

- Current Health, Safety and Environmental legislation and regulations applicable to work in the gas and power industries.
- Gas and electrical testing and assessment procedures needed to establish the condition of the equipment and installation and the actions needed as a result.
- Gas and electrical theories and procedures involved in the practical application of installation, exchange, commission, decommission and maintenance of Smart metering systems and associated equipment and communication systems.
- Relevant electrical/mechanical principles and how they are applied in work processes and procedures.
- Up to date knowledge of energy efficiency principles to be able to provide advice and guidance to the customer.
- Knowledge of Smart metering systems to be able to discuss and advise the customer.
- Current regulatory compliance, the recognition of different customer needs including vulnerability as defined by Office of Gas and Electricity Markets (OFGEM) and Smart Installation Codes of Practice (SMICoP) company rules, policies and procedures as defined by the employer.

Skills

- Carry out a thorough and rigorous risk assessment to ensure safety of customer, self and property on arrival, during install and upon exit.
- Take personal responsibility for maintaining safety standards and achieving job objectives.
- Use tools, equipment and personal protective equipment in a safe and appropriate manner.
- Install, exchange, commission, decommission and ongoing maintenance of Smart metering systems, associated equipment and communication systems in accordance with industry standards.
- Work with focus and clear purpose in all conditions and locations, covering business requirements, usually working alone and safely adapt working methods to reflect changes in working environments.
- Work on customer premises/property showing appropriate care, respect whilst focusing on safety.
- Use a variety of appropriate communication methods to interact with customers and others to give/receive information accurately, in a timely and positive manner in order to deliver the best possible experience to customers. This will include practical advice and the benefits of using the equipment.
- Identify where situations or conditions are to unsafe standards and take appropriate actions within your range of competency.
- Achieve individual and team tasks which align to overall work objectives, be self- motivated and disciplined in the approach to work tasks.
- Prepare and sequence equipment and tasks in the order prescribed in relevant operational standards or according to a specific regulations or set of rules.

Behaviours

- Have personal wellbeing and the safety of customers and others as a priority.
- Be risk aware showing the desire to reduce risks through systematic monitoring and checking information and the strict compliance with appropriate rules and regulations.
- Be energy aware and deliver appropriate advice to customers on energy efficiency.
- Work effectively with people from different trades/disciplines, backgrounds and expertise to accomplish an activity safely, on time, providing confident challenge whilst meeting customer requirements.
- Deliver a polite, courteous professional service to all customers and members of the public whilst safeguarding customer welfare and recognising vulnerability.
- To maintain and develop personal learning plans to continually develop knowledge and competence.

Learners will complete various assignments and practical and written assessments throughout the programme to provide evidence for the standard, and to ensure progression.

We use an online portfolio system, so learner progress can be monitored on an ongoing basis. Progress reviews with the learner and employer will be held approximately every 8 weeks. Additional attendance may be required to suit learner needs.

Employers will have the option of upskilling learners as the learner reaches the end period of the programme. This could be for Single off Multiphase, or medium pressure gas.



Your responsibilities

The apprenticeship standards require input from the employer as well as ECTA as the training provider.

This is particularly around the company operating procedures, as learners will be trained to work to the individual requirements of the company (e.g. Testing procedures).

As the employer, you must commit to the learner spending 20% of their time in “off the job training”.

The majority of this is covered by the centre-based learning time, but learners will be required to document and record any other “off the job” learning hours they do. This could be toolbox talks, company inductions etc.

You must provide a mentor for the learner to work with to build their portfolio of work on site. This provides vital evidence for the apprenticeship standard as well as the evidence for the Level 2 Diploma in Smart Metering (Dual Fuel).

You will also be required to attend progress meetings with your apprentice, which are usually held every 8 weeks.

You will also be asked to provide reporting on a monthly basis once the apprentice enters the “Field Productive” period.

You will gain a qualified Dual Fuel Smart Meter Installer after 4 months.

Consideration should be given to pay structures to ensure that learners remain on programme.

ecta

 B2W group

Scan to apply and for more info:



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