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INTERVIEW (PROFESSIONAL CONVERSATION) SPECIFICATION

JUNIOR ENERGY MANGER APPRENTICESHIP STANDARD – LEVEL 3 – ST0161

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INTRODUCTION - JUNIOR ENERGY MANAGER END POINT ASSESSMENT METHODS

There are three aspects to End-point Assessment in the Junior Energy Manager Apprenticeship End-point Assessment Programme.

1. Knowledge Test –The Apprentice’s will complete a structured series of multiple-choice questions to check their knowledge of the Standard. The knowledge test could be undertaken in class or online, is time restricted to 90 minutes and must be completed once the Apprentice has passed Gateway. A successful completion of the Knowledge Test will enable the apprentice to proceed onto the Practical Task.

2. Practical Assessment - Energy Audit and Report - represents and demonstrates the application of knowledge, skills and behaviours. It should be conducted in the Apprentice’s normal work set up and the Employer should make allowance, in terms of time and resource, for the practical task to be undertaken.

The completed collected information, data and completed report will be submitted to the EPA Assessor who will ensure that it demonstrates the required competence of the standard.

3. Professional Conversation / Interview - The Apprentice will discuss the outcomes of the Practical Assessment and demonstrates:

- What they set out to achieve?
- What they have produced in the report
- How they approached the practical task, identified opportunities and dealt with any issues

A set of competency-based questions will also enable the apprentice to draw on their experiences throughout their apprenticeship.

The purpose of this document is to specify the Interview.

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INTERVIEW (PROFESSIONAL CONVERSATION)

Purpose

The purpose of the Interview is twofold:

1. The interview serves as a **consultative exercise** to assess the apprentice against the Junior Energy Manager apprenticeship standard, and to establish what knowledge, skills and behaviours aspects have been achieved to demonstrate a balanced energy management knowledge.

In this instance the role of the Assessors will be to assess an interviewee's knowledge, skills and behaviours based on the information provided in their portfolio of evidence and performance in the other elements of the End Point Assessment. The questions asked during the interview must have relevance to the Junior Energy Manager standard, but also to the interviewee's sector/organisation background and future plans. The Assessors will also aim to identify any gaps in the interviewee's knowledge and recommend the relevant steps as means of upskilling.

2. The interview serves as a **confirmatory exercise** for professionals with **balanced energy management knowledge, skills and behaviours and apprentices** who confidently demonstrate and discuss their energy management experience and knowledge during the interview, and where no significant gaps are identified, will be awarded the Junior Energy Manager apprentice certificate.

In this instance the role of the Assessor will also be to assess the interviewee's knowledge and experience based on the information provided in their portfolio of evidence and performance in the other elements of the End Point Assessment, but most importantly through questions during the 60-90-minute conversation.

Throughout the interview the Assessor will aim to identify any gaps in the interviewee's knowledge, skills and behaviours. Upon the completion of the interview the Assessors will complete the relevant document and list the relevant feedback and recommendations.

Where the interview will not establish the interviewee's overall energy management competency as per the apprenticeship standard, the Assessor will offer feedback suggesting a re-sit of the interview.

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This discussion will be recorded by digital medium such as video. A prep sheet will be issued to apprentice to help prepare and make notes, but this needs to be a personal conversation about their own knowledge and understanding, and how it relates to their role.

Typically, such discussions would be no longer than 90 minutes. A sheet summarising the discussion should be provided with the evidence.

A discussion should cover:

- Organisation's approaches energy management
- What energy management means for the apprentice's role
- Apprentice's role and how this supports the overall business
- List the other parts of the organisation they need to work with
- Systems, tools and processes that apprentice uses as part of their role
- The standards that need to be met for each of the relevant processes
- How electricity, gas is consumed within different parts of buildings
- The role of energy efficiency in design side, refits etc.
- Improvement of control measures
- Compensation system that apprentice might find in controls
- Dealing with stakeholders to reduce energy consumption and modify their behaviours
- Legal and regulatory areas within your organisation with relevance to energy and carbon management, energy efficiency and any compliance measures necessary
- Energy procurement and how different contracts work, what drives prices, etc
- Waste management practices
- Fuel efficient transport practices, monitoring of fleet, drivers' behaviours
- Water management practices
- IT energy specific practices

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The End Point Assessment Organisation (EPAO) will ensure questions do not become widely known and anticipated and will continue to ensure the continued security and validity of the professional discussion.

In all circumstances the identity of the apprentice must be verified.

The professional discussion has been chosen as an assessment method as verbal communication is a key component of the role. Apprentices will be able to demonstrate that they have met the requirements of the standard and will also be provided with the opportunity to work towards achieving a distinction.

The employer will not be present during the professional discussion.

Where skills, knowledge and/or behaviours are repeated they will be assessed holistically.

PROFESSIONAL DISCUSSION CRITERIA

Throughout the 60-90-minute professional discussion, the assessors will review the apprentice's competence in all of the criteria outlined below as a minimum.

Grading the Professional Discussion

To achieve a pass, the apprentice must demonstrate that they have achieved all the elements for this assessment method as outlined below. They have to be able to engage in, and actively take forward, their professional discussion. They are able to demonstrate an insight in applying the knowledge, skills and behaviours set out in the standard consistently and in a range of situations. Apprentices are able to reflect on many aspects of their practice.

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The following Technical Knowledge, Skills and Behaviours have to be considered as the core competencies that have to be achieved in order to pass the Professional Discussion assessment element: TK5, TK6, TK10,TK11, TK12, TK13, S1, S8, S12, B3, B8, B9, B10.

Distinction grade will be given to apprentices who are able to engage in a professional discussion that demonstrates an exceptional understanding and application of the knowledge, skills and behaviours of the standard. Responses demonstrate consistent knowledge of relevant concepts and theories when applied to their own practice. Apprentices are able to demonstrate skills of a reflective energy management practitioner.

The apprentice can only achieve a distinction by covering all of the distinction criteria, which are outlined in the distinction.

Organisation/Sector Knowledge Assessment Objectives & Description	Fail Criteria	Pass Criteria	Distinction Criteria
The culture of the energy management sector and apprentice's organisation approaches to energy management.	Lacks a clear understanding of what an energy management means to a variety of organisations.	Understands and is able to clearly articulate the industry/organisation energy management culture. Ability to recognise and appreciate what a good energy management means.	Acts as a role model and looks for opportunities to enhance the best energy management practice within the industry/organisation. Takes appropriate opportunities to recommend new procedures and practices
An energy manager's role within the sector and organisation.	Unable to define what energy managers' skills and expertise are important to achieve a good energy management practice and energy efficiency goals. Unable to recognise different practices across organisations.	Knows why the range of an energy manager's skills and experience are crucial to achieving and communicating sound organisational energy management and achieving energy efficiency goals Knows differences and similarities of energy management practices amongst the variety of organisations	Evaluates energy management practices to seek improvements to achieve energy management and energy efficiency goals Has a working knowledge of various energy management practices delivered in other organisations

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<p>How an energy manager's role supports the overall business</p>	<p>Lacks understanding of energy managers' roles within organisations and is unable to explain the impact of energy management on an organisational practices, values, objectives and KPIs.</p>	<p>Performs activities to reduce the organisation energy usage and therefore spend. Procures energy and implements energy efficiency measures in a way that supports organisation's values, meets budget and minimises the negative effect on the environment.</p>	<p>Considers factors that may affect performance and responds effectively in line with the job role.</p> <p>Evaluates own skills and performance, seeks feedback from others and proactively engages with performance reviews and budget planning.</p>
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<p>Technical Knowledge Assessment Objectives & Description</p>		<p>Fail Criteria</p>	<p>Pass Criteria</p>	<p>Distinction Criteria</p>
<p>TK1</p>	<p>Relevant level of theory and practices at Junior Energy Manager level that underpins how energy flows in an out of buildings, equipment and processes and how key energy systems operate</p>	<p>Fails to provide evidence to meet the knowledge requirement of how energy flows in and out of buildings, equipment and processes and how key energy systems operate</p>	<p>Describes helping to manage energy flow and energy systems within the workplace</p> <p>Demonstrates application or understanding of how energy flows in different environments and how the most common energy systems (at least 5) operate</p>	<p>Explains applying techniques to manage energy flow and energy systems within the workplace</p> <p>Demonstrates and explains more complex understanding of how energy flows and various energy systems operate. Offers appropriate solutions to optimise energy systems</p>
<p>TK2</p>	<p>Relevant level of theory and practices that underpin the energy efficient use of equipment,</p>	<p>Fails to provide evidence to meet the knowledge requirement of the energy efficient use of equipment, processes and systems</p>	<p>Describes helping to assure the energy efficient use of equipment, processes and systems within the workplace</p>	<p>Confidently explains applying techniques to manage the energy efficient use of equipment, processes and systems within the workplace</p>

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	processes and IT systems		<p>Describes the energy efficient use of equipment, processes and systems within the workplace</p> <p>Explains modest impact and few identified improvements for efficient use of equipment, processes and systems</p>	<p>Describes and explains more complex understanding of the energy efficient use of equipment, processes and systems within the workplace</p> <p>Sets steps of actively reviewing performance of the equipment, processes and systems and of recommending corrective actions to deal with the energy efficient use of equipment, process and systems</p>
TK3	Energy performance, water measurement and verification of measured data	Fails to demonstrate understanding of energy performance, water measurement and fails to provide evidence of knowledge requirement related to the verification of data	<p>Has an understanding of energy performance and water measurement.</p> <p>Has an understanding how to measure and verify the collected data</p> <p>Explains completing the measurement and verification tasks without instructions</p>	<p>Explains an assessment of energy performance and water measurement with extensive and far reaching outcomes demonstrating very significant impact and well thought out identified improvements</p> <p>Takes a detailed approach to completing the measurement and verification tasks and actively reviews energy performance in the workplace to look for ways to maximise efficiency</p>
TK4	Understand the economics of energy consumption, supply and demand of energy, sustainability issues and role of the	Fails to demonstrate an understanding of the economics of energy consumption, supply and demand of energy, sustainability	Demonstrates appropriate understanding of the economic (and political) impact on energy consumption and the fluctuation of energy demand and supply	Demonstrates advanced understanding of the economic (and political) impact on energy consumption and the fluctuation of energy demand and supply

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	organisation in tackling them	issues and role of the organisation in tackling them.	Describes global sustainability issues and role of organisations in tackling them Understands how to relate global sustainability issues to the workplace and undertakes basic tasks to tackle them	Demonstrates ability to formulate complex global sustainability issues and role of organisations in tackling them Offers suggestions and demonstrates proactivity on how to tackle global sustainability issues in the workplace
TK5* (Must be achieved in order to pass the Professional Discussion assessment method.)	Understand the principles of energy loss assessment	Fails to demonstrate an understanding of the principles of energy loss assessment	Outlines and explains the principles of energy loss assessment	Outlines and explains more complex understanding of the principles of energy loss assessment Identifies and anticipates problems related to energy loss before they arise
TK6* (Must be achieved in order to pass the Professional Discussion assessment method.)	Understand the principles of industry regulations, and environmental and regulatory requirements, and EU directives relevant to energy and climate change within the context of the Junior	Fails to demonstrate an understanding of the principles of industry regulations, and environmental and regulatory requirements, and EU directives relevant to energy and climate change within the context of the Junior Energy Manager's workplace	Describes application and understanding of the principles of industry regulations, and environmental and regulatory requirements, and EU directives relevant to energy and climate change within the context of the Junior Energy Manager's workplace Works in accordance with the workplace relevant regulations	Explains recommended suggestions and evidence based improvements / corrective actions to deal with regulatory compliance within the workplace

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	Energy Manager's workplace		and regulatory requirements and EU directives	
TK7	Test and maintain procedures of equipment and processes used to determine energy performance and how inefficiencies arise and how to improve energy performance	Fails to provide evidence to meet knowledge requirement to test and maintain procedures of equipment and processes used to determine energy performance and how inefficiencies arise and how to improve energy performance	Describes how to use a set of approaches to test and maintain procedures of equipment and processes used to determine energy performance and how inefficiencies arise and how to improve energy performance Able to suggest and apply at least 10 different energy performance improvements in the workplace	Explains applying approaches to test and maintain procedures of equipment and process used to determine energy performance and identify inefficiencies when they arise Offers appropriate solutions to identified inefficiencies when necessary Recommends, leads on and manages applications of energy performance improvements in the workplace
TK8	Know how to read meters and sub-meters, collect, record and analyse metered data and interpret manufacturer's installation and maintenance requirements	Fails to provide evidence to meet knowledge of how to read meters and sub-meters, collect, record and analyse metered data and interpret manufacturer's installation and maintenance requirements	Demonstrates ability to read meters and sub-meters and identifies faults or explains possible faults of meters and sub-meters Demonstrates ability to analyse metered data Works to collect, record and analyse metered data and can spot possible anomalies without any instructions or support	Makes positive suggestions for improvements of meter and submeter installations Actively reviews performance of metering technology and uses collected data for ways to maximise energy/water efficiency and performance Demonstrates a proactive approach to installation and maintenance requirements.

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			Can interpret installation and maintenance requirements accurately and plan action to manage technology/system replacement if required	Identifies and anticipates problems related to the workplace energy performance as a result of installation and maintenance action.
TK9	Understand how to estimate energy used from solid or liquid fuels that are not metered	Fails to provide evidence to meet knowledge of how to estimate energy used from solid or liquid fuels that are not metered	Describes and explains the principles of energy used from solid or liquid fuels that are not metered	Describes and explains more complex understanding of the principles of energy used from solid or liquid fuels that are not metered Explains how to identify and anticipate problems related to energy used from fuels that are not metered
TK10* (Must be achieved in order to pass the Professional Discussion assessment method.)	Know how to understand a bill, set an energy baseline and identify variables that affect energy consumption in organisations, and how to query and challenge bills with suppliers	Fails to demonstrate understanding of how to read a bill, set an energy baseline and identify variables that affect energy consumption in organisations, and how to query and challenge bills with suppliers	Describes elements of energy/water bills, understand the pricing and what makes up delivered energy tariffs Explains how to deal with issues related to bills Ability to challenge bills with suppliers and brokers Demonstrates understanding of procurement processes within the workplace and works collaboratively to improve them	Ensures energy/water bills are correct and actively challenges bills with suppliers and brokers Describes procurement processes within the workplace and demonstrates a significant impact and well thought out improvements regarding the procurement of energy and water in the workplace Conducts development of energy baseline and benchmarking from collected data with guidance or support

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			Conducts development of energy baseline and benchmarking from collected data	
<p>TK11*</p> <p>(Must be achieved in order to pass the Professional Discussion assessment method.)</p>	<p>Understand energy tariffs</p>	<p>Fails to demonstrate an understanding of energy tariffs</p>	<p>Can describe and explain what makes up energy tariffs</p>	<p>Describes practicing a detailed approach to planning organisation's procurement process with respect to anticipated energy tariffs</p> <p>Demonstrates continued interest in keeping up to date with future energy pricing scenarios and energy tariffs</p>
<p>TK12*</p> <p>(Must be achieved in order to pass the Professional Discussion assessment method.)</p>	<p>Know relevant initiatives/policies associated with transport, travel planning and logistics operational system within the context of the Junior Energy Manager's workplace</p>	<p>Fails to demonstrate an awareness and understanding of relevant initiatives/policies associated with transport, travel planning and logistics operational system with the context of the workplace</p>	<p>Can describe and explain relevant initiatives/policies associated with transport, travel planning and logistics operational system with the context of the workplace</p> <p>Demonstrates an understanding of how to streamline travel planning and logistics within the workplace and can list alternative solutions</p>	<p>Explains managing and reviewing the workplace initiatives/policies associated with transport, travel planning and logistics operational system</p> <p>Explains improving travel planning and logistics within the workplace</p>

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<p>TK13*</p> <p>(Must be achieved in order to pass the Professional Discussion assessment method.)</p>	<p>Understand the impact of transport and logistics on climate change if relevant to the Junior Energy Manager's workplace</p>	<p>Fails to demonstrate an understanding of links between transport/logistical exercise and climate change</p>	<p>Considers links between transport/logistical exercise and climate change and communicates them in the workplace</p>	<p>Explains ensuring policies, procedures and management controls are in place within the workplace to diminish negative impact of transport/logistical exercise on climate change</p>
<p>TK14</p>	<p>Understand the importance of water management to the business' utility costs and carbon emissions</p>	<p>Fails to demonstrate an understanding of the importance of water management within the workplace</p>	<p>Demonstrates an understanding of the importance of water management within the workplace and communicates it internally</p>	<p>Ensures policies, procedures and water management controls are in place within the workplace</p> <p>Makes positive suggestions for improvements of water management procedures in the workplace</p>
<p>TK15</p>	<p>Understand and continually improve an energy management contribution to strategic planning based on energy, carbon and water and key performance indicators for measuring and verifying success</p>	<p>Fails to demonstrate an understanding of the need for strategic planning with respect to energy, carbon and water. Unable to explain the organisation's key performance indicators.</p>	<p>Explains the function of strategic planning with respect to energy, carbon and water, and can relate it to the organisation's key performance indicators</p> <p>Identifies specific steps required to draft an energy and water management strategy</p>	<p>Can explain in detail the function of strategic planning with respect to energy, carbon and water, and can explain its relevance to the organisation's key performance indicators.</p> <p>Able to provide examples of contribution to drafting an energy and water strategy</p>

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Skills Assessment Objectives & Description		Fail Criteria	Pass Criteria	Distinction Criteria
S1* (Must be achieved in order to pass the Professional Discussion assessment method.)	Complete template reports and ensure records are maintained for audit and reporting purposes	Provides evidence of energy reports but is unable to evidence personal input into these reports. Fails to explain the reason for maintaining the reported records	Explains understanding of the reporting elements, purpose and target audience Describes evidence of preparing energy reports and highlights areas of personal contribution	Explains and provides examples of completing a range of energy reports that are different in tone to reflect their intended purpose and audience and how they resolved any challenging areas with respect to completing reports and maintaining the records
S2	Relate the workings of plant, processes and equipment to energy consumption	Able to relate the workings of plant, processes and equipment to energy consumption but unable to list examples and explain the specific links and details	Offers specific examples of plant, processes and equipment workings related to energy consumption	Outlines and explains specific examples of plant, processes and equipment workings related to energy consumption and evidences where she/he driven results to improve the plant, process and equipment workings to reduce energy consumption
S3	Identify and explain variables that vary the energy consumption of a building and process (Building	Able to identify but unable to explain variables that vary the energy consumption of a building and process (Building operation: summer/winter; day/night, etc.)	Identifies specific variables that vary the energy consumption of the workplace building and process	Explains specific variables that vary the energy consumption of the workplace building and process, and shows an understanding of influencing the variables to reduce

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	operation: summer/winter; day/night, etc.)			energy consumption and optimise the building use and processes.
S4	Identify and explain suitable and measurable energy performance indicators (energy use, consumption, efficiency)	Identifies but fails to explain suitable and measurable energy performance indicators (energy use, consumption, efficiency)	Outlines an understanding of a range of measurable energy performance indicators and applies these effectively in the workplace	Can offer examples of demonstrating positive outcomes of effectively impacting energy performance indicators in the workplace
S5	Implement and/or maintain metering and measurement plans and undertake basic analysis of the outputs	Fails to explain and evidence the implementation and/or maintenance of metering and measurement plans. Unable to undertake basic analysis of the outputs	Demonstrates an understanding of the metering and measurement plans requirement. Able to evidence basic analysis of the outputs	Explains how to implement and maintain metering and measurement plans, and shows basic analysis of the outputs Proactively identifies opportunities arising from maintaining metering and measurement plans
S6	Carry out basic checks on bills and other recorded data to verify accuracy and repeatability	Unable to explain how to carry out basic checks on bills and other recorded data to verify accuracy and repeatability	Demonstrates an understanding and can explain how to carry out basic checks on bills and other recorded data to verify accuracy and repeatability	Can explain in detail and provide examples of personal contribution to carrying out basic bills' and other recorded data checks

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S7	Contribute to all aspects of the energy and water use audits: conduct energy and water assessments and/or audits, and identify products', systems' and processes' solutions that reduce energy and water consumption	<p>Fails to understand aspects of the energy and water use audits: conduct energy and water assessments and/or audits, and identify products', systems' and processes' solutions that reduce energy and water consumption</p> <p>Fails to explain his/her contributing to all aspects of the energy and water use audits: conduct energy and water assessments and/or audits, and identify products', systems' and processes' solutions that reduce energy and water consumption</p>	<p>Outlines all aspects of the energy and water use audits: conduct energy and water assessments and/or audits, and identify products', systems' and processes' solutions that reduce energy and water consumption</p> <p>Able to offer examples of instances of his/her contribution to all aspects of the energy and water use audits: conduct energy and water assessments and/or audits, and identify products', systems' and processes' solutions that reduce energy and water consumption</p>	Evidences detailed comprehensive energy and water use audits undertaken without supervision.
S8* (Must be achieved in order to pass the Professional Discussion assessment method.)	Contribute to the organisation's procurement process/products/services	Fails to explain and evidence his/her contribution to the organisation's procurement process/products/services	Able to evidence and describe his/her contribution to the organisation's procurement processes	Able to outline and evaluate a proactive contribution and identification of opportunities for improvement of the organisation's procurement processes and proposing operational models to take advantage of these opportunities.
S9	Assist with the gathering of energy performance data and administration	Assist with the gathering of energy performance data and administration and implementation of energy awareness and motivation	Demonstrates knowledge of data gathering and administering.	Able to explain methods and describe measurement technologies for gathering energy performance data and utilising them to

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	and implementation of energy awareness and motivation programmes and their associated communication strategies for reduced energy use	programmes and their associated communication strategies for reduced energy use	Can explain developing a detailed action plan and timeline for implementing and communicating energy awareness and motivation programmes with the aim to reduce energy use	communicate better energy awareness Sets methods of raising energy awareness amongst a variety of audiences Explains successfully developing and implementing motivation programmes to reduce energy sue.
S10	Identify, organise and use resources effectively to complete tasks as instructed, with consideration for efficiency, cost, quality, safety, security and environmental impact	Fails to describe and evidence specific examples of effectively completing tasks as instructed, with consideration for efficiency, cost, quality, safety, security and environmental impact	Describes and displays evidence of specific examples of organising and using resources to complete given task with the focus on efficiency, cost, quality, safety, security and environmental impact	Can successfully identify risks and contingency plans to mitigate risks from an ineffective use of resources to complete tasks.
S11	Carry out basic financial calculations relating to energy costs and savings	Fails to demonstrate an ability to carry out basic financial calculations related to energy costs and savings	Demonstrates an ability to undertake financial calculations related to energy costs and savings and complete work without instructions	Demonstrates an understanding of financial calculations related to energy costs and savings and can manipulate the figures to calculate payback period, potential return on investment and similar
S12*	Work effectively and safely when	Fails to demonstrate and evidence working effectively and	Shows awareness and evidence of working effectively and safely	Effectively details a combination of approaches to work effectively

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(Must be achieved in order to pass the Professional Discussion assessment method.)	undertaking tasks to approved standards and safe working practices as part of a team, working alone or with appropriate supervision	safely when undertaking tasks to approved standards and safe working practices as part of a team, working alone or with appropriate supervision	when undertaking tasks to approved standards and safe working practices	and safely when undertaking tasks to deliver them to approved standards and safe working practices. Communicates effective and safe approaches to approved standards to others within the team and/or organisation
S13	Use a variety of appropriate communication methods to interact with others to give/receive information accurately, in a timely, positive and professional manner	Unable to details and evidence instances of appropriate communication and interaction with others to give/receive information accurately, in a timely, positive and professional manner	Evidenced instances of effectively delivering presentations as part of the EPA and presenting evidence of communicating and interacting with others to give/receive information accurately, in a timely, positive and professional manner	Can evidence positive outcomes of engagement events delivered using variety of appropriate communication methods Can evidence interaction with others through quantitative outcomes and/or positive feedback
S14	Demonstrate analytical and problem-solving skills	Fails to demonstrate and evidence analytical and problem-solving skills	Demonstrates ability to effectively analyse and solve problems related to the role within the workplace and offers examples	Able to evidence positive outcomes of analytical and problem-solving exercise undertaken without guidance within the workplace and sets out examples
S15	Communicate effectively using evidence-based reporting,	Fails to communicate effectively using evidence-based reporting,	Evidences an effective delivery of presentations as part of the EPA.	Can evidence positive outcomes of engagement events delivered using

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	communication and presentation skills	communication and presentation skills	Presents evidence of presenting in the workplace, subsequent discussion and demonstrates specific examples of delivering stakeholders events.	<p>variety of appropriate communication methods</p> <p>Shows an understanding of the reason for engagement with stakeholders</p> <p>Can evidence interaction with others through quantitative outcomes and/or positive feedback</p>
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Behaviour Assessment Objectives & Description		Fail Criteria	Pass Criteria	Distinction Criteria
B1	Target and goal oriented	<p>Unable to detail actions within the workplace that led to meeting targets</p> <p>Unable to list and explain at least 3 future goals</p>	<p>Describes evidence of actions within the workplace that led to hitting performance or other targets</p> <p>Outlined 3 professional goals planning to achieve within the next 12 months</p>	<p>Describes planning, process and outcome of an action that led to hitting a target within the workplace. Takes responsibilities for identifying possible targets and goals.</p> <p>Outlines and describes 5 professional goals planning to achieve within the next 12 months</p>
B2	Forward thinking and proactive	Unable to details any forward thinking and proactive opportunities that contributed to a positive outcome within the workplace	Explains occasions of proactively seeking opportunities for up to date information relevant to the	Evidences detailed personal commitment to energy management principles and workplace values

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			<p>workplace's energy management task</p> <p>Provides examples of positive contributions to an energy management task by anticipating certain regulatory, industry, sector, event developments</p>	<p>Actively seeks opportunities to make positive contributions to energy management practices and energy efficiency</p>
<p>B3*</p> <p>(Must be achieved in order to pass the Professional Discussion assessment method.)</p>	<p>Display a self-disciplined, self-motivated approach whilst recognising personal limitations and seeking advice from fact holders and specialists when required</p>	<p>Fails to display a self-disciplined, self-motivated approach or unable to recognise personal limitations and seek advice from fact holders and specialists when required</p>	<p>Completes work without instruction, plans work to ensure task are completed within set timescale, demonstrates flexibility to changing working environment and demands</p> <p>Co-ordinates with stakeholders to ensure the correct resources and processes are in place</p> <p>Able to identify and seek advice from relevant stakeholders when required</p>	<p>Takes a detailed approach to planning work</p> <p>Actively reviews performance with a critical eye and looks for ways to maximise efficiency</p> <p>Demonstrates the ability and confidence to deputise for the line manager/senior energy managers when necessary.</p>
<p>B4</p>	<p>Deliver a supportive professional service to external and internal customers</p>	<p>Fails to evidence a delivery of a supportive professional service to external and internal customers</p>	<p>Evidences effective professional relationship thought employment and effectively engages external and internal stakeholders and clients</p>	<p>Demonstrates strong interpersonal skills in relationships with a broad range of stakeholders, including senior management and other internal and external stakeholders and clients</p>

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				<p>Encourages and facilitates good working relationships</p> <p>Demonstrates a high level of consideration for people's opinions</p>
<p>B5*</p> <p>(Must be achieved in order to pass the Professional Discussion assessment method.)</p>	<p>Environmentally and economically focused</p>	<p>Unable to detail any engagement focussed on environmental and economic issues</p>	<p>Describes personal commitment to environmental and sustainability issues, and their impact on the economy</p>	<p>Evaluates in detail own personal commitment to environmental principles and compares to those of the general population.</p> <p>Evidences personal action to foster awareness of environmental issues</p> <p>Acts a role model and encourages others to adopt environmental principles</p> <p>Challenges environmental and economic issues</p>
<p>B6</p>	<p>Focus on undertaking and completing work in a way that contributes to sustainable development</p>	<p>Fails to provide evidence of undertaking and completing work in a way that contributes to sustainable development</p>	<p>Explains undertaking and completing work in a way that contributes to sustainable development</p>	<p>Demonstrates learning from challenges experienced in practice, and details how these were altered to achieve sustainable development</p> <p>Details combination of approaches that work together to deliver sustainable development</p>

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				Considers anticipates factors that may affect undertaking and completing work
B7	Comply responsibly with current and relevant industry standards and regulations	<p>Unable to list any current and relevant industry standards and regulations related to the organisation</p> <p>Fails to demonstrate an understanding how to comply responsibly with current and relevant industry standards and regulations</p>	Demonstrates understanding of all current and relevant industry standards and regulations related and to be adhered by the organisation	Demonstrates knowledge of new industry standard and regulation and can anticipate likely forthcoming changes through an understanding of current economic and political focus
B8* (Must be achieved in order to pass the Professional Discussion assessment method.)	Be quality and efficiency focussed, and professional in work and in personal standards	<p>Fails to evidence focus on quality and efficiency of service</p> <p>Fails to work effectively with others to develop objectives or complete an action.</p>	<p>Evidences focus on delivering quality service with focus on efficiency and building relationships</p> <p>Throughout employment effectively engages external and internal stakeholders and clients, develops objectives and completes an action</p> <p>Assists in the monitoring of standards and practices to help energy quality is maintained</p>	Demonstrates high personal commitment to delivering quality service and can provide examples of how they resolved/would resolve challenging situations related to quality and efficiency of their or organisation's service

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<p>B9*</p> <p>(Must be achieved in order to pass the Professional Discussion assessment method.)</p>	<p>Be aware of the needs and concerns of others, especially where related to diversity and equality</p>	<p>Fails to recognise the needs and concerns of others, especially where related to diversity and equality</p>	<p>Evidences strong team working and empathy through employment within the team</p> <p>Contributes to meetings and planning, supports team briefings</p> <p>Shows respect for others, adapts communication style for audience</p> <p>Understands different needs and requirements</p>	<p>Demonstrates the development of significant team building activities, proactively engages with other departments and/or wide range of stakeholders</p> <p>Demonstrates a high level of consideration for people's needs and concerns</p>
<p>B10*</p> <p>(Must be achieved in order to pass the Professional Discussion assessment method.)</p>	<p>Carry out and record Continuing Professional Development and professional training, necessary for maintaining and enhancing competence</p>	<p>Fails to carry out and record Continuing Professional Development (CPD) and professional training, necessary for maintaining and enhancing competence</p>	<p>Describes processes of carrying out and recording CPD and training</p> <p>Outlines activities outside of the apprenticeship programme that contributed to enhancing energy management skills and competencies</p>	<p>Actively seeks a variety of CPD activities and professional training to upskill and maintain and enhance competence</p> <p>Plans the Continuing Professional Development 12 months in advance</p> <p>Can detail planned CPD activities</p> <p>Takes responsibility for identifying possible development opportunities for other team members</p>

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B11	Exercise responsibilities in an ethical manner	Lack of understanding how to exercise responsibilities in an ethical manner	Completes work responsibly and works in accordance with ethical procedures	Evidences strong work ethic and responsibility
B12	Be able to adjust and respond effectively to unexpected change, and deal with contingency risks	Unable to adjust and respond effectively to unexpected change, and deal with contingency risks	Describes instances of accurately assessing a risk and planning an action to manage unexpected change and risk	Explains instances of pro-actively and independently implementing effective change and risk management controls and communicating these controls to other stakeholders

MOCK ASSESSMENT MATERIALS (MOCKS)

Mock Interview can be arranged by the EPAO. The mock interview can run through the range of possible question types that may appear in the actual interview and give a good indication of how the interview will be structured.

DELIVERY AND CONDUCT

Interviews are available in person or virtually. The EPAO will discuss the set up and delivery of the interview with the employer/training provider, as part of their planning discussions.

The employer/training provider should ensure that apprentices are adequately prepared before each interview attempt.