SPECIFICATION - LEVEL 2 DUAL FUEL SMART METER INSTALLER v1.3 (ST0158)

SMART AWARDS
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Introduction

The Dual Fuel Smart Meter Installer Level 2 apprenticeship develops the competence required to safely install, exchange, commission, decommission, and maintain gas and electric smart meters, associated equipment, and communication systems. Apprentices will typically work in domestic properties, delivering installations that support the UK's Net Zero strategy by enabling energy efficiency and carbon reduction. The role involves carrying out safety-critical activities, providing clear energy efficiency advice to customers, and ensuring all work complies with industry regulations and health, safety, and environmental requirements. Work may involve lifting and moving equipment, working at heights, in confined spaces, and in all weather conditions, while interacting with customers, other trades, and utility service providers.

Key Information	
Name	Dual fuel smart meter installer ST0158
Level	2
Duration	8 months on-programme, 3 months EPA window
Funding Band	£12,000
Prerequisites and Entry Requirements	Before final assessment of the qualification, the Learner must be employed in a relevant role, meet Gateway requirements before taking the End-Point Assessment. have completed a portfolio of evidence and, if applicable, have passed the required Functional Skills. There are three mandatory qualifications that need to be achieved prior to gateway - IGEM IG/1 Supplement 3 Certification, Consolidated Metering Code of Practice (CoMCoP) and Matters of Gas Safety Competency Accreditation
Methods of Assessment	There are three assessment methods, practical assessment (with questions) in a simulated environment, multiple-choice test, interview (underpinned by a portfolio of evidence).
Simulated Assessment	The practical assessment and questioning will take place in a simulated environment selected by the EPAO. This may include the EPAO's premises, a training provider's premises, an employer's training facility, a test centre, or another suitable simulated environment.
Grading	Learners will be assessed across all assessment components and awarded a grade of Fail, Pass, or, where applicable, Distinction. The results from each assessment method will be combined to determine the overall grade of a Fail, Pass, Merit. or Distinction. Grading combinations and criteria are set out in the End-Point Assessment Plan and associated guidance documents.
Link to assessment plan	Dual fuel smart meter installer / Skills England

End-Point Assessment Objective

The End-Point Assessment (EPA) confirms that the apprentice has achieved the required competence to work independently as a Dual Fuel Smart Meter Installer. This includes the ability to install, exchange, commission, and maintain gas and electric metering systems safely and in line with industry standards, provide high levels of customer service, and deliver accurate energy efficiency advice. Apprentices must demonstrate they can work

effectively with minimal supervision, follow safety-critical procedures in customers' homes, and coordinate with other trades and utility providers to complete work to a high standard across a range of environments.

Programme Structure

Throughout the programme, apprentices will gain practical skills and underpinning knowledge in a variety of settings. They will be employed in a relevant role for a minimum of 8 months, during which they will compile a portfolio of evidence with support from their assessor. The assessor will monitor progress against the standard to ensure the apprentice is fully prepared for the EPA.

Available Support

Sample assessment materials for the practical assessment, multiple-choice test, and the interview are available to approved training providers to support learner preparation and ensure consistency in delivery.

KSB Mapping Table

Knowledge	Assessment Method
K1 Health, safety and environmental legislation and regulations applicable to work in the gas and power industries including fire safety and Safety at Work Act.	Multiple-choice test
K2 Regulatory compliance and the recognition of different customer needs including vulnerability as defined by Office of Gas and Electricity Markets (OFGEM) and Retail Energy Code Schedule 16.	Multiple-choice test
K3 Gas Industry Unsafe Situations Procedure (IGEM G11).	Practical assessment
K4 Dynamic risk assessments, associated procedures and documentation.	Practical assessment
K5 Characteristics of different smart meter categories, associated equipment and communication systems including single phase, multi-rate, single phase off multi-phase and multi-phase (electricity); and low pressure and medium pressure (gas).	Multiple-choice test
K6 Installation and commissioning practices and techniques applicable to smart meters, associated equipment and communication systems.	Practical assessment
K7 Fault-finding, diagnosis and rectification practices and techniques applicable to smart meters, associated equipment and communication systems.	Practical assessment
K8 Decommissioning practices and techniques applicable to smart meters.	Practical assessment
K9 Tools, test equipment, ladder and access systems, and personal protective equipment.	Practical assessment
K10 Gas and electrical testing and assessment procedures needed to establish the condition of the equipment and installation, and the actions needed as a result.	Practical assessment

K11 Gas and electrical engineering theories and procedures involved in the practical application of installation, exchange, commission, decommission and maintenance of smart meter and associated equipment and communication systems.	Multiple-choice test
K12 Electrical and mechanical principles and how they are applied in work processes and procedures to ensure safety of self and others.	Multiple-choice test
K13 Fuel poverty, signs and available support. Energy efficiency measures.	Multiple-choice test
K14 Unsafe metering equipment, supplies and installations in accordance with both MOCoP and IGEM/G/11 procedures.	Multiple-choice test
K15 Signs of tamper, 3rd party interference, illegal extraction and energy theft across all aspects of meters and associated equipment.	Multiple-choice test
K16 Low carbon technologies used within domestic dwellings used to provide energy, heating and hot water.	Multiple-choice test
K17 The roles of other trades, disciplines and utility service providers associated with metering installation.	Multiple-choice test
K18 Sustainability and energy efficiency: green technologies, alternative fuels, energy consumption, energy ratings and how they are calculated.	Interview
K19 General Data Protection Regulations (GDPR).	Practical assessment
K20 Principles of equity, diversity and inclusion in the workplace and the impact on their work.	Interview
K21 Principles of completing work records, maintaining asset details and customer data in accordance with General Data Protection Regulations (GDPR).	Practical assessment
K22 Verbal communication techniques. Giving and receiving information. Matching style to audience. Barriers in communication and how to overcome them. Sector specific terminology.	Interview
K23 Common issues, symptoms and warning signs of stress, anxiety and depression, including where to go for help and the resources available.	Interview
K24 Principles and policies for identifying and responding to customers with fuel poverty issues.	Interview
K25 Techniques and procedures for carrying out on-going maintenance of smart meters, associated equipment and communication systems.	Practical assessment
Skill	Assessment Method
S1 Install and exchange smart meters, associated equipment and communication systems.	Practical assessment
S2 Commission smart meters, associated equipment and communication systems.	Practical assessment

S3 Carry out ongoing maintenance of smart meters, associated equipment and communication systems.	Practical assessment
S4 Identify, diagnose and rectify faults in smart meters, associated equipment and communication systems.	Practical assessment
S5 Decommission smart meters, associated equipment and communication systems.	Practical assessment
S6 Carry out dynamic risk assessment.	Practical assessment
S7 Select, use and maintain tools, test equipment, ladder and access systems, and personal protective equipment (PPE).	Practical assessment
S8 Apply health and safety practices. Identify and report non-compliant conditions or situations.	Practical assessment
S9 Use digital technology to access job, appliance and customer information.	Practical assessment
S10 Complete work records, maintain asset details and customer data in accordance with General Data Protection Regulations (GDPR).	Practical assessment
S11 Advise customers on energy efficiency and how to operate smart meters.	Interview
S12 Communicate verbally with utility companies and other trades in order to complete tasks.	Interview
S13 Identify where customers are experiencing issues around fuel poverty, and provide support and assistance through the energy provider or support services.	Interview
S14 Dispose of defective smart meters or assets, and all waste.	Practical assessment
Behaviours	Assessment Method
B1 Prioritise health and safety.	Practical assessment
B2 Take responsibility for work.	Practical assessment
B3 Committed to continued professional development (CPD) to maintain and enhance competence in own area of practice.	Interview
B4 Support an equitable, diverse and inclusive culture.	Interview