



**Level 5 Award in Understanding Demand Management
And Leakage in the Water Industry**

Qualification Specification

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Introduction

The **Level 5 Award in Understanding Demand Management and Leakage in the Water Industry** is aimed at candidates who wish to demonstrate their knowledge and understanding of Demand Management and Leakage in the Water Industry.

The Regulated Qualifications Framework (RQF) is the single framework for regulated qualifications, the regulatory body for this qualification is the Office of Qualifications and Examinations Regulation (Ofqual). This qualification is accredited onto the RQF.

Qualification Profile

Qualification title	ProQual Level 5 Award in Understanding Demand Management and Leakage in the Water Industry
Ofqual qualification number	603/4171/3
Level	Level 5
Total qualification time	20 hours
Credits	2 credits
Guided learning hours	16
Assessment	Pass or fail Assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	25/2/2019
Qualification end date	

Entry Requirements

There are no formal entry requirements for this qualification. Centres should carry out an **initial assessment** of candidate skills and knowledge to identify any gaps and help plan the assessment.

Qualification Structure

To achieve the qualification candidates must complete ONE Mandatory unit.

Unit Reference Number	Unit Title	Credits	Unit Level	GLH
Y/617/4766	Understanding Demand Management and Leakage in the Water Industry	2	5	16

Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

Staff

Staff delivering this qualification must be appropriately qualified and occupationally competent.

Assessors/Internal Quality Assurance

For each competence-based unit centres must be able to provide at least one assessor and one internal quality assurance verifier who are suitably qualified for the specific occupational area. Assessors and internal quality assurance verifiers for competence-based units or qualifications will normally need to hold appropriate assessor or quality assurance verifier qualifications, such as:

- ProQual Level 3 Certificate in Teaching, Training and Assessing
- Award in Assessing Competence in the Work Environment
- Award in Assessing Vocationally Related Achievement
- Certificate in Assessing Vocational Achievement
- Award in the Internal Quality Assurance of Assessment Processes and Practices
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices

Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

Assessment

Candidates must demonstrate the level of knowledge and/or skills described in the units. Assessment is the process of measuring a candidate's knowledge and understanding against the standards set in the qualification.

Each candidate is required to produce evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence could include:

- observation report by assessor
- assignments/projects/reports
- professional discussion
- witness testimony
- record of oral and written questioning
- Recognition of Prior Learning

Learning outcomes set out what a candidate is expected to know, understand or be able to do. **Assessment criteria** specify the standard a candidate must meet to show the learning outcome has been achieved.

Learning outcomes and assessment criteria for this qualification can be found from page 7 onwards.

To achieve this qualification all candidates must produce evidence which demonstrates their achievement of all of the assessment criteria.

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Simulations are permitted where candidates, during the course of their qualification, are not able to provide evidence from naturally occurring events.

Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements. Centres should contact ProQual for further information or queries about the contents of the policy.

Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Certification

Candidates who achieve the requirements for qualifications will be awarded:

- A certificate listing the units achieved, and
- A certificate giving the full qualification title -

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Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the requirements for a qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all of the units required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.

Learning Outcomes and Assessment Criteria

Unit Y/617/4766

Understanding Demand Management and Leakage in the Water Industry

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Understand the role demand management plays in the water industry sustainability plan	1.1 Describe demand management as part of the water company's sustainability plan and the role leakage plays in the supply and demand balance management strategy
2 Understand the range of demand management tools available and their effectiveness	2.1 Identify the range of demand management methods available, including; pressure regulation, leakage management, metering and the promotion of water efficiency
3 Understand the application of leakage strategies, the economic value and the external influences	3.1 Apply leakage management strategies, with regard to short and long run economic levels of leakage and external influences on the strategy 3.2 Critically evaluate International and UK best practices in demand management practices in terms of IWA Water Balance, Non-Revenue Water (NRW) reduction, and Infrastructure Leakage Index (ILI)
4 Understand data handling, meaningful leakage calculations and the interpretation of leakage data	4.1 Analyse data and define data requirements to be able to carry out leakage calculations in accordance with current best practice
5 Understand various leakage control methods used and their respective effectiveness and economic cost benefit	5.1 Critically evaluate the principal methods of leakage control, their relative effectiveness as part of an overall leakage reduction strategy and their relative cost-benefit
6 Understand network repair and maintenance methods and the provision of these services	6.1 Critically evaluate the appropriate methods of network repair and maintenance. Review the options for managing this activity through contractors or direct labour

Assessment

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.



www.proqualab.com

enquiries@proqualab.com

Tel: +44 (0)1430 423822

ProQual AB Limited, ProQual House, Westbridge Court, Annie Med Lane, South Cave HU15 2HG
Company Registration Number: 07464445