

# Common Core

## Unit - WPTCC13 – Wholesale and Retail Operations

This training specification is knowledge only and has been developed from the water process trailblazer standard. The specification details the **minimum** training specification, as agreed by industry employers, to deliver the required knowledge to establish understanding of the core factors affecting the wholesale and retail operations of the water and waste undertakers.

The specification details the critical requirements of the activity to establish competence and does not preclude employers from adding to the skills and knowledge detailed by the specification in their own training programmes.

All work must be carried out to approved procedures and practices and in accordance with statutory health, safety and environmental requirements.

### **What does this specification look like?**

Learners need to be able to:

WRO1 Understand the water industry wholesale and retail market and the regulations, legislation and responsibilities that relate to it

WRO2 Understand Service Incentive Mechanism (SIM) and Outcome Delivery Incentives (ODI's) applicable to the water industry

### **What do I need to take this module?**

There are no specific module pre-requisites necessary for candidates before taking this module.

## Knowledge and Understanding

To achieve this unit, you will need to know and understand:

### Task Specific - Wholesale and Retail Operations

- K1. The business objectives of the water and wastewater company, and how they are achieved, monitored and measured
- K2. The principles of how the water retail market functions
- K3. The key stakeholders involved
- K4. The key roles, responsibilities and statutory powers of the stakeholders
- K5. The “level playing field” requirements of the market and what this means for technicians in the water and wastewater industry
- K6. The key business objectives and challenges faced by the wholesale operations sector of the water industry
- K7. The key business objectives and challenges faced by the retail operations sector of the water industry
- K8. The purpose of the regulatory framework and the Service Incentive Mechanism (SIM) and Outcome Delivery Incentives (ODIs)
- K9. The interrelationship between wholesale and retail operations
- K10. Which customers are eligible for the water retail market
- K11. Which business processes impact on the retail market and the potential implications of any operational or emergency events
- K12. The company data which may be used in the retail market
- K13. Any company procedures that relate to the retail market

### How will it be assessed?

To achieve this unit, you will need to be able to provide evidence of the performance criteria and the knowledge and understanding requirements listed above.

Assessment types:

1. External assessment – an external accrediting body will assess against a national minimum standard
2. Internal assessment process – a company led on-going assessment against requirements
3. End-point assessment – see assessment plan for further details here (will be Energy & Utility Skills defined)

### What type of evidence will be expected?

To achieve this unit, you will need to be able to provide evidence of the performance criteria and the knowledge and understanding requirements listed above.

Evidence types:

1. On-going local assessments
  - a) Assessment plan, review, feedback, standard assessment sheets
2. Knowledge based learning
  - a) Classroom, exams, assignments, Q&A sessions, e-learning modules
3. Evidence portfolios
  - a) Learning logs, photos, observation sheets

### Assessment types and process

