

# Water Networks Technician

## Unit WNTC01 Regulatory Performance Measures

This training specification is knowledge only and has been developed from the water process technician standard. The specification details the **minimum** training specification, as agreed by industry employers, to understand the regulatory performance measures relating to clean water networks.

The specification details the critical requirement of the activity to carry out the work outlined and does not preclude employers from adding to the 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?**

Water network technicians need to be able to:

RPM1 Understand the regulatory performance measures used to determine compliance with standards and legislation

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

Candidates to be **assessed** should have successfully completed the modules shown below or have evidence demonstrating an equivalent level of competence.

1. National Water Hygiene Scheme

## Knowledge and Understanding

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

### Task Specific – Regulatory Performance Measures

- K1. Regulatory performance frameworks including, but not limited to:
  - a) Guaranteed Standards Scheme (GSS)
  - b) Service Incentive Mechanism (SIM)
  - c) Outcome Delivery Incentives (ODIs)
- K2. Performance measures specifically applicable to clean water networks including:
  - a) Key chemical parameter limits
  - b) Microbiological parameter limits
  - c) Turbidity and discolouration limits
  - d) Taste and odour limits
- K3. Water network measures of success including, but not limited to:
  - a) Customer minutes lost
  - b) Customer acceptability
  - c) Mean zonal compliance
  - d) Customer service (customer complaints)

### 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

