



ENERGY & UTILITIES
INDEPENDENT
ASSESSMENT SERVICE

Skills for a greener world

Qualification Specification

Street Works Certificates for Operatives and
Supervisors: England and Scotland

December 2024 V4.0

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Updates to this Specification

Since the first publication of the Street Works Certificates for Operatives and Supervisors qualification specification, the following updates have been made.

Page No.	Version change made in:	Amendment:
Front Cover	2	Amended to show available for delivery in England and Scotland
4	2	Regulatory Body / Status section updated to show EUIAS is now able to offer the qualifications in Scotland as well as England.
4	2	Nation section updated to show available for delivery in England and Scotland
16	2	Removed reference to (England Only) after “Excavation in the highway”
17 and 18	2	Reference added to “road” in the title of the Certificates O2 and S2 to reflect the requirement for Scotland.
6	3	Reference made to the 5 year period after the learner’s Certificate expires.
19	3	Added in reference to the SWQR website.
Throughout	4	Where appropriate, amended the references to the HAUC UK Assessment Strategy to refer to the “HAUC UK The Street Works Centre Compliance Document”
8	4	Change made to the invigilator requirements.
11	4	Change made to the reference about EUIAS maximum practical assessment times. Amended to refer Centres to Appendix C in the HAUC UK Centre Compliance Document.
17	4	Reference to additional assessment criteria not included in the assessment standard has been removed as the assessment standard has been updated.

1 Qualification Overview

At a Glance Qualification Summary

Qualification title	Street Works Certificates for Operatives and Supervisors
Ofqual qualification number	N/A
Guided Learning Hours (GLH)	N/A
Total Qualification Time (TQT)	N/A
RQF Level	N/A
Pathways	None
Qualification credit value	N/A
Minimum credits at/above level	N/A
Entry requirements	None
Assessment requirements	Initial assessment comprises of both Practical Observation and a 20 question multiple-choice question test. Re-assessment comprises of the 20 question multiple-choice question test only.
Progression opportunities	Learners must complete the key certificates LA and O1 before progressing to other Operative Certificates. Learners are also able to progress onto the Supervisor Certificates; first completing the Key Certificates LA and S1.
Regulatory Body / Status	EUIAS is approved by HAUC UK to offer these qualifications in England and by Scottish Ministers to offer these qualifications in Scotland, as cited in <i>The Road Works (Scottish Road Works Register Fees and Miscellaneous Amendment) Regulations 2024</i> . This qualification is not regulated by Ofqual.

Nation	This qualification is for delivery in England and Scotland.
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Energy & Utilities Independent Assessment Service (EUIAS)

EUIAS is an Ofqual recognised Awarding Organisation, offering End-point Assessments and Qualifications within the energy and utilities footprint.

Introduction

EUIAS has secured approval from the Highways Authorities and Utilities Committee (HAUC UK) to be able to offer the Certificates in Street Works for Operatives and Supervisors and complies fully with the underpinning Awarding Organisation Assessment Strategy, also issued by HAUC UK.

This qualification specification provides guidance for Centres on how to consistently and rigorously apply the **HAUC UK The Street Works Centre Compliance Document v1.1 December 2024** (herein referred to as the HAUC UK Centre Compliance Document), along with relevant additional information for each Certificate in Street Works for Operatives and Supervisors, the internal and external quality assurance expectations and other key policies and requirements. The learning outcomes and assessment criteria which form the basis of each Certificate are available to download on the EUIAS website at: www.euias.co.uk/qualifications. These are referred to as the “assessment standards”.

Aims and Objectives of the Qualification

The Certificates in Street Works for Operatives and Supervisors meet the requirement within The New Roads and Street Works Act 1991 (NRSWA) for a qualified Operative to be on site at all times when street works are in progress. The Act also requires that the site is supervised by a person having the relevant Supervisor Certificates.

Each Certificate aims to equip learners with the underpinning knowledge, understanding and skills required for each activity performed by Operatives and Supervisors working in street works. Each Certificate is assessed in its own right, in order to ensure that Operatives and Supervisors are only deemed to be competent when they have met the specific assessment criteria for the tasks outlined in each

Certificate. This Qualification Specification covers the requirements for both **initial assessment**, which is the first time that an Operative achieves the Certificate and **re-assessment**.

Approved Centres will be able to register learners on QuartzWeb directly onto either the **initial assessment** or **re-assessment** versions of the Certificate(s). The initial assessment version of the Certificate is denoted by the full Certificate title, whereas the re-assessment version of the Certificate is clearly marked with “Re-assessment” in the qualification title on QuartzWeb. Certificates are valid for five years and learners are able to renew the Certificate, by completion of the Re-assessment version of the Certificate, up to five years after the expiry of the learner’s Street Works Qualifications Register (SWQR) Card. Further information about the SWQR Card can be found here: www.swqr.org.uk.

For any learners being registered onto the re-assessment Certificates, it is the Centre’s responsibility to check that the above requirements are met.

It is a requirement that Operatives and Supervisors acquire the Key Certificates prior to completing additional Certificates. EUIAS Centres are required to check and retain evidence that learners have valid Key Certificates before registering them with EUIAS on additional Certificates. This will be subject to verification by the EQA as part of their monitoring activities. Further information can be found in the [Qualification Structure](#) section of this Specification.

2 Assessment

Centre Compliance and Assessment Strategy

HAUC UK have issued, and own, both the HAUC UK Awarding Organisation Assessment Strategy and the HAUC UK Centre Compliance Document, both of which underpin the assessment and delivery of Street Works Certificates. The latest version of the HAUC UK Centre Compliance Document is available to download on the EUIAS website, alongside this Qualification Specification. EUIAS have broken down the key elements of the HAUC UK Centre Compliance Document in the sections which follow to make it easier for EUIAS Centres to understand and follow. However, Centres are also required to familiarise themselves with the full content of the HAUC UK Centre Compliance Document in order to comply with both EUIAS requirements and those of

HAUC UK, particularly in relation to the practical assessments and the role of the assessor and internal quality assurer (IQA).

The information which follows should therefore be read in conjunction with the HAUC UK Centre Compliance Document.

Assessors

Centres must comply with the qualification and sector experience requirements for assessors, as outlined in the HAUC UK Centre Compliance Document, as part of the qualification-specific Centre approval requirements. Assessors are responsible for delivering, making and recording assessment decisions on the centre-devised Practical Observation.

Further information, advice and guidance relating to the EUIAS expectations on assessors and how to design and deliver a valid and reliable Practical Observation can be found in the sections which follow.

Overview of Assessment Methods

Initial assessment for each certificate is through the following assessment methods:-

- 20 question Multiple-choice Question Test
- Centre-devised Practical Observation

Re-assessment for each certificate is through the 20 question multiple-choice test **only**.

Assessment Method 1: Multiple Choice Question Test

Assessment Structure

The Street Works Certificates for Operatives and Supervisors are assessed through a Multiple-choice Question test (MCQ test), whether it is for an initial assessment or a re-assessment.

The MCQ test comprises of 20 questions, which are to be completed within 45 minutes. Each test has a pass mark of 80%.

The questions have been written to assess the learner's knowledge and understanding as outlined in the assessment criteria within each Certificate. Each question will have four possible answers with one of those answers being the correct one.

Online assessment

The MCQ test is externally set by HAUC UK and is hosted by EUIAS' online assessment system for Qualifications, XAMS, and automatically marked on this system, enabling instant results for the Centre.

Should the need arise to apply for a reasonable adjustment to be made to the MCQ test for a learner, which may include, for example, a reader or writer for the MCQ then the Centre must make this application at the point of registering a new learner onto the relevant Certificate in QuartzWeb. Sufficient time needs to be given to allow for adjustments to be made, should the application be successful. Therefore, EUIAS require a minimum period of ten working days between registering a learner for the Certificate and the assessment taking place.

Centres are required to register learners for the respective Certificate on QuartzWeb, EUIAS' qualification administration system, which will automatically register them onto the EUIAS XAMS platform for each corresponding assessment. Centres will schedule when they would like the learner to complete the MCQ test in XAMS and at this point will be asked to confirm who is in place to invigilate the test. It is important to note that where invigilation is undertaken by the assessor, the examination must be recorded and retained for internal and external quality assurance. Further information on the EUIAS requirements for invigilation is provided in the EUIAS Invigilator Guidance document.

Examination Conditions

Each MCQ test will be conducted in full examination conditions, with the exception that learners are allowed to have access to full, current and clean copies of the reference material listed in the HAUC UK Centre Compliance Document. No additional notes, handouts or personal electronic devices are permitted.

Centres have a responsibility to ensure learners are familiar with, and able to use, the online test platform prior to their MCQ test and have the relevant IT equipment and reliable internet access in order to complete the test. Should the learner lose connection or their assessment is disrupted for any reason then the invigilator will make a decision as to whether the assessment can continue or whether examination conditions were disrupted and require the assessment to be abandoned. Invigilators are required to report any incidents that occur during the MCQ test to the Centre directly and for the Centre to maintain records for quality assurance purposes where issues arise. Similarly, in these situations, Centres will need to decide whether it is appropriate to make an application to EUIAS for a special consideration, whether a new test can be scheduled or whether a further period of training is required.

As part of each Centre's approval with EUIAS to offer the Street Works Certificates for Operatives and Supervisors, Centres are required to provide evidence of their documented control systems for a range of processes. These are listed in full in the ***EUIAS Qualifications Approval form and associated requirements for the delivery of Street Works Certificates for Operatives and Supervisors***. The following, however, are required to specifically support the delivery of the MCQ test.

- Invigilation procedure
- Examination procedures, including preparation before the examination takes place, conducting the examination and post examination procedure
- Learner's proof of identity
- Location of examination centres
- Ensuring security and confidentiality of assessment materials
- Malpractice and maladministration procedure

Grading

Learners either pass or fail this assessment. In order to pass, learners must correctly answer at least 80% of the questions, which equates to 16 questions out of a possible 20.

Assessments are automatically marked on XAMS which enables Centres to have immediate access to results. Centres will also be able to download a Performance Feedback Report which shows which assessment criteria have or have not been achieved by the learner.

Resits

Where a learner fails the MCQ test, they are entitled to two resits with EUIAS, at the discretion of the training provider. Following these two resits a learner will be required to undertake a period of further training before being required to register again for the qualification with EUIAS.

Where time allows, and where there is no requirement for a reasonable adjustment, a learner may re-sit the MCQ test on the same day.

Assessment Method 2: Practical Observation

Assessment Design

The initial assessment for Street Works Certificates for Operatives and Supervisors requires that the learner is assessed through a Practical Observation, as well as the MCQ test outlined in the previous section.

The Practical Observation requires careful planning and preparation not only to meet the HAUC UK Centre Compliance Document requirements but also to ensure the assessment is a valid and reliable assessment of the learner's skills in relation to each of the skills-based assessment criteria within the individual Certificate content.

This assessment is centre-devised and assessed according to the **HAUC UK Practical Assessment Summary Form** and any other supporting documentation, which are available to download on QuartzWeb, for each Certificate and EUIAS has developed the following guidance to assist Centres in delivering fit-for-purpose, valid and reliable assessments. It is important to read the following guidance in conjunction with the requirements within the HAUC UK Centre Compliance Document.

Assessment Preparation

Assessors will need to prepare fully for delivering the Practical Observation assessment. It is our expectation that the Centre's IQA will check that assessors have adequately prepared for each assessment, considering how the requirements of the Certificate-specific Assessment Form will be met. In addition to this, Centres must ensure that:

1. **The Assessor acts independently from the training that has been delivered** – the assessor may be the same individual who has delivered the training but it is essential that no coaching or guidance is given during the practical assessment. EUIAS expects that the assessor remains silent during the observation, they do not ask any questions but may speak in order to stop the assessment in the case of a medical episode, an accident or emergency or unsafe practice.
2. **Candidate: assessor ratios are met** – the HAUC UK Centre Compliance Document provides specific candidate (learner) to assessor ratios for each Certificate and these must be adhered to at all times. The EUIAS External Quality Assurer (EQA) will monitor these ratios are being met and sanctions will be applied to any Centre who does not abide by these requirements.
3. **Resource and site requirements are met** – similarly, the HAUC UK Centre Compliance Document provides specific resource and site requirements for each Certificate. These requirements will be checked as part of Centre Approval and must be factored in when planning the assessment and will be monitored by both the Centre's IQA and the EUIAS EQA.
4. **Assessor is prepared** – has access to, and is familiar with, all recording form documentation before the assessment starts, including any learner-specific requirements such as any approved reasonable adjustments. Learners must be registered with EUIAS for the relevant Street Works Certificate prior to the assessment taking place.
5. **Additional Workplace Evidence** – in some situations additional workplace evidence may be acceptable, as indicated on page 11 of the HAUC UK Centre Compliance Document. It is important that the assessor is familiar with these requirements and uses this additional evidence in line with the requirements of the HAUC UK Centre Compliance Document.

Assessment requirements

HAUC UK has published minimum and maximum practical assessment times in Appendix C of the HAUC UK Centre Compliance Document, which are based on real life examples of actual time taken by learners to complete the assessments. EUIAS recommends that assessors use these as a guide and always ensures the minimum assessment time is met but that the maximum time may be exceeded if circumstances

require. EUIAS requires assessors to record the time taken for each assessment on the recording documentation and this will be checked and verified by the Centre's IQA and the EUIAS EQA.

Where learners are being assessed on both the Operative Certificate and the Supervisor Certificate then they should be allowed the time stipulated for the Operative Certificate and the same again in order to complete the requirements of the Supervisor Certificate.

Delivering the assessment

As stipulated in the assessment preparation section above there are strict resources and site requirements for the Practical Observation for each Certificate. This is a formal assessment of the learner's competence and, as such, learners should be advised that the observation needs to take place within controlled conditions, which are realistic to the tasks being performed. Learners are assessed independently and as such there must be no collusion between learners or with their trainer and/or assessor, which may be the same person.

Assessors will make their assessment decision based on the evidence seen during the observation relating to each of the standard areas outlined in the Certificate being assessed, on an individual basis. Assessors must not lead, coach or guide learners during the practical assessment.

HAUC UK Assessment Summary Form must be completed during the assessment, in full and identifying which criteria has been met, which has not yet been met and where there is insufficient evidence.

Grading

At the end of the assessment the assessor will aggregate the results for each criteria within the Certificate and grade the learner as either:-

- Competent
- Not yet competent
- Insufficient evidence for the assessor to make a fair decision

This information is entered into the individual learner's **HAUC UK Practical Assessment Summary Form** by the assessor, along with all other information required in the form. It is essential that the learner and assessor both sign and date the form when the assessment is complete, the learner is deemed competent and the grade has been confirmed by the Centre's IQA.. This form, along with any additional evidence will be uploaded to QuartzWeb by the Centre.

Where the learner is **not yet competent** the assessor may recommend a period of further training before a re-take of the assessment can take place. It is essential that this is recorded on the **HAUC UK Practical Assessment Summary Form** and communicated to the Centre by the assessor / IQA, in order that a further practical observation can be planned and completed.

Where the learner has produced **insufficient evidence for the assessor to make a fair decision**, it may be that the assessor reviews any additional workplace evidence, within the parameters of acceptable evidence from the workplace as stipulated in the HAUC UK Centre Compliance Document. Again, this outcome, along with the additional workplace evidence needs to be clearly documented in the assessment recording form and saved for quality assurance activity.

Where the learner is deemed to be **competent** the assessor records this on the assessment recording form and uploads to QuartzWeb. On QuartzWeb the Centre will record the assessment decision as "Achieved".

IQA

The Centre's IQA will sample learners' assessment documentation and observe live assessments according to the Centre's IQA Sampling approach, which will have been approved by EUIAS as meeting the QA requirements for the Street Works Operative and Supervisor Certificates.

IQAs will keep records of the assessments which are sampled in line with their IQA policy and process. These reports provide essential evidence for the EUIAS EQA for determining whether the Certificates are being assessed in line with the HAUC UK Centre Compliance Document, EUIAS requirements and the Centre's own Quality Assurance policies and procedures.

IQAs are also required to ensure consistency across the Centre's assessors through monitoring assessment decisions, holding regular standardisation meetings and ensuring the HAUC UK Centre Compliance Document and EUIAS requirements are being implemented appropriately. IQAs are also involved in the escalation and/or investigation of any issues or queries or potential malpractice relating to the assessment, grading decisions and the assessor's occupational competence.

Further details about the role and responsibilities of the Centre's IQA are found in the HAUC UK Centre Compliance Document on page 8.

External Quality Assurance

EUIAS externally quality assures the Street Works Operative and Supervisor Certificates through appointing each Centre an EQA, who is responsible for checking and monitoring the assessment and quality assurance practices within the Centre to ensure assessments are conducted and quality assured in a robust, consistent manner, in line with the HAUC UK Centre Compliance Document, the HAUC UK Awarding Organisation Assessment Strategy and EUIAS requirements. The EQA does this through:-

- Approving Centres according to our qualification-specific Centre Approval Criteria and carrying out a visit as part of this approval, where required.
- Determining the sampling approach for each Centre, according to their risk, volume of learners and history as an approved Centre.
- Planning and conducting EQA visits to Centres, at least once a year. The frequency of these visits will again be determined on a risk-based approach and the volume of learners. An EQA may also visit a Centre more frequently where assessments are being conducted in a live work-based site situation rather than at a Centre in a simulated environment. EQA visits will enable the EQA to observe live assessments, sample learner's evidence and assessment decisions and to review internal quality assurance documentation and practices to ensure the Centre is delivering a robust internal quality assurance of the assessment decisions which assessors make.
- Writing a report on their findings for both the Centre and EUIAS which details the EQAs findings, including any areas where remedial action is required and an action plan to be agreed with the Centre.

- Providing advice and support to Centres in relation to meeting the requirements of the HAUC UK Centre Compliance Document or EUIAS requirements.

3 Qualification Structure

Each Certificate is stand-alone and certificated in its own right. Each Operative and Supervisor must hold the relevant key certificates before adding on the additional certificates. Additional certificates will not be valid without the key certificates.

Operative Certificates

Key Certificates

Unit ref	Unit title
LA	Location and avoidance of underground apparatus
O1	Signing, lighting and guarding

Additional Certificates

Unit ref	Unit title
O2	Excavation in the highway / road
O3	Re-instatement and compaction of backfill materials
O4	Reinstatement of sub-base and base in non-bituminous materials
O5	Reinstatement in cold-lay bituminous materials
O6	Reinstatement in hot-lay bituminous materials
O7	Reinstatement of concrete slabs
O8	Reinstatement of modular surfaces and concrete footways

Supervisor Certificates

Key Certificates

Unit ref	Unit title
LA	Location and avoidance of underground apparatus
S1	Monitoring signing, lighting and guarding

Additional Certificates

Unit ref	Unit title
S2	Monitoring excavation in the highway / road
S3	Monitoring reinstatement and compaction of backfill materials
S4	Monitoring reinstatement of sub-base in non-bituminous materials
S5	Monitoring reinstatement in bituminous materials
S6	Monitoring reinstatement of concrete slabs
S7	Monitoring reinstatement of modular surfaces and concrete footways

Certificate Content

The content for each Operative and Supervisor Certificate is available to download from the EUIAS website, alongside this Qualification Specification. It is important to note that these Certificates are owned by HAUC UK and EUIAS is approved to deliver and assess the Certificates as an Ofqual-regulated Awarding Organisation.

4 Awarding

Grading

The multiple-choice question paper for each certificate (which is taken for both initial assessment and re-assessment) has a pass mark of 80%.

The practical observation (which is only required for initial assessment) is graded as:

- Competent
- Not yet competent

- Insufficient evidence for the assessor to make a fair decision.

In order to achieve the Street Works Certificate the learner must pass the multiple-choice question paper and be graded as “competent” in the practical observation.

The re-assessment comprises only of the multiple-choice question paper which is graded Pass or Fail.

Certification

EUIAS issues a certificate of achievement for each Street Works Operative and Supervisor Certificate which has been achieved by the learner. EUIAS offers learners an electronic certificate, or a physical certificate by exception, which will be sent directly to the registered Centre.

EUIAS will notify the Street Works Qualification Register (SWQR) of the learners who have achieved their Street Works Certificate(s) with EUIAS on a weekly basis. EUIAS approved Centres will need to apply to the SWQR directly for these learners’ registration cards. Full details of where to make this application can be found on the SWQR website at: www.swqr.org.uk.

5 EUIAS Policies

EUIAS has published comprehensive policies, which are made available to approved Centres and learners on the EUIAS Qualifications website. In particular, Centres may find the following policies useful when delivering this qualification.

Appeals / Enquiries

The EUIAS Appeals and Enquiries Policy sets out the steps that Centres need to follow in order to escalate with EUIAS and the EUIAS responsibility and service level agreement in actioning these requests from Centres. EUIAS understands that when Centres receive an enquiry regarding a result or a formal appeal from a learner that it is essential that this is responded to, and investigated, in a timely and responsive manner.

Complaints

The Complaints Policy outlines the process for approved Centres or learners to make a complaint, the EUIAS process for handling the complaint, including any escalation and associated timescales. All related Centre policies and processes must have been followed prior to a complaint being accepted by EUIAS.

Equality, Diversity and Inclusion

EUIAS is committed to designing, developing, delivering, assessing and quality assuring qualifications which fully comply with the requirements of Equalities Law. Measures have been taken during the development phase to ensure that no features of this qualification and its associated assessment instruments directly or indirectly disadvantage any learners. EUIAS will continue to monitor this qualification through a process of annual review and formal assessment review processes to ensure that this qualification continues to meet the requirements of Equalities law.

If you have any concerns regarding how accessible this qualification is and indeed any other concern relating to equality, diversity and inclusion please [contact us](#).

Examination/Assessment Policies

This Qualification Specification contains specific information relevant to the delivery of this qualification and its associated assessment(s). However, it is also essential that you familiarise yourself with the requirements of all examination / assessment policies, which are appropriate to this qualification, for example the Invigilation Policy.

Malpractice and Maladministration

Identifying and acting swiftly in response to potential incidents of malpractice and maladministration is an essential part of maintaining the reliability, rigour and validity of the EUIAS qualifications' assessments. It is therefore essential that Centres apply their Malpractice and Maladministration Policy which is signed off at Centre approval, and familiarise themselves the EUIAS Malpractice and Maladministration Policy prior to delivering this qualification and are well-positioned to report any potential issues in a timely and efficient manner.

Reasonable Adjustments and Special Considerations

Some learners may request that a reasonable adjustment is made to their assessment, often as a result of a disability or a medically diagnosed physical or mental health condition. In some circumstances, Centres will need to apply to EUIAS for any reasonable adjustment requests to be considered at the point of registering the learner on QuartzWeb. Reasonable adjustment requests will be made at the point of registering a learner onto the Certificate and in line with the requirements within the EUIAS Reasonable Adjustment and Special Considerations Policy. It is important to allow at least 10 working days before the scheduled assessment to enable any reasonable adjustments to be made.

Similarly, a learner may require a special consideration application being made to EUIAS as a result of unforeseen circumstances during or immediately prior to an assessment taking place. In these instances the approved Centre is required to follow the EUIAS Qualifications Reasonable Adjustments and Special Considerations Policy.

Recognition of Prior Learning

EUIAS has a comprehensive Recognition of Prior Learning (RPL) and Recognition of Prior Achievement Policy, which all approved Centres have access to and is available on the EUIAS - Qualifications website. This policy outlines the type of evidence required by EUIAS when submitting a claim for recognition of prior learning or prior achievement, the criteria EUIAS use when making a decision about RPL/RPA and the process for both the approved Centre and EUIAS.

Recognition of Prior Learning or Achievement applies to the acceptance of evidence that the learner has completed learning which may exempt them from certain elements of a qualification but it will not exempt them from the assessment(s).

Contact Us

Please do not hesitate to contact the EUIAS Qualifications team for any query relating to the delivery, assessment, quality assurance or certification of this qualification. Our team will be happy to help you with any queries you may have.

Telephone: 0121 713 8310

Email: qualifications@euias.co.uk

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