

REGULATED QUALIFICATION FRAMEWORK (RQF)

QUALIFICATION SPECIFICATION

- **LCL Awards Level 3 Award in Auditing of a Gas Business’s Work Management Procedures.**

1. Objective:

The qualification allows learners to continue to learn, develop and practise the skills required for employment within the gas sector. This qualification is designed for new and existing operatives wishing to undertake an auditing role within the gas industry. This allows them to gain a formal qualification to enable them to undertake this task. The qualification covers:-

- Being able to plan and conduct for an audit,
- Understand the requirements for maintaining audit records and information,
- Be able to apply audit interview techniques,
- Understand the purpose and function of an audit report,
- Be able to provide constructive feedback on the findings of an audit,
- Understand the technical and safety considerations in planning and conducting audits of gas work,
- Know the legislation and standards relevant conducting audits of gas work,
- Know how to work safely when conducting audits

Progression:

Learners gaining this qualification can progress on to LCL Level 3 Award in Auditing of a Gas Work.

The target groups for the qualification are those learners who are;

- 1 Preparing for further learning or training and/or developing knowledge and or skills in the subject area who are existing workers in the occupation seeking to extend their range of work.

2. Qualification Framework:

The qualification comprises of 2 mandatory Units;

Unit Title	Unit Reference Number	Type of Unit	Level	GLH	TQT
Gas Work Auditing Practices and Procedures	LCL-G3006	Knowledge	3	8	12
Auditing a Gas Business’s Work Management Procedures	LCL-G3007	Knowledge	3	2	10

Qualification Structure:

LCL Awards Level 3 Award in Auditing of a Gas Business's Work Management

Procedures

- QAN 603/1921/5
- QW C00/2510/2
- The Guided Learning Hours (GLH) are 10
- Total Qualification Time (TQT) is 22
- The total credit required to achieve the qualification is 2

3. Unit Grading Structure:

The learner is required to answer question papers 1, 2 & 3 and submit a portfolio of learner evidence to PASS both mandatory units. (*Assessors should consult the "Assessment Guidance" Documentation prior to undertaking these assessments*).

4. Unit specification:

LCL-G3006: Gas Work Auditing Practices and Procedures Assessment Method {SR}

Learning Outcome 01: The learner will know how to plan for an audit.

Assessment Criteria – The learner will demonstrate knowledge of:

- 1.1 The procedures for audit planning, conducting and feedback of audited work.
- 1.2 The objectives for conducting an audit.
- 1.3 Five key activities to be considered in the planning of an audit.
- 1.4 Types of audit.

Learning Outcome 02: The learner will know how to conduct an audit.

Assessment Criteria – The learner will demonstrate knowledge of:

- 2.1 The factors to consider in the opening of an audit.
- 2.2 The behavioural characteristics that should be adopted by the auditor during the audit.
- 2.3 The considerations to be made by the auditor to keep the audit to its intended purpose.
- 2.4 The factors to be considered in the closing of an audit.
- 2.5 The actions to be taken by the auditor on the completion of the audit.
- 2.6 The interview techniques to be used by the auditor during the audit.
- 2.7 The essential personal attributes of an auditor.

Learning Outcome 03: The learner will know the requirements for maintaining audit records and information.

Assessment Criteria – The learner will demonstrate knowledge of:

- 3.1 The company procedures for maintaining the confidentiality of audit information and records.
- 3.2 The company procedures for keeping audit records secure and the control measures in place for restricting access to audit records to unauthorised persons.
- 3.3 The company procedures for the retention and disposal of audit records.

Learning Outcome 04: The learner will know how to apply audit interview techniques.

Assessment Criteria – The learner will demonstrate knowledge of:

- 4.1 The benefits of effective communication with customers.
- 4.2 The benefits of non-verbal communication.
- 4.3 The effects of using open and closed questions.
- 4.4 The techniques used by an auditor when asking questions.
- 4.5 The criteria which make for effective questions.
- 4.6 The benefits of effective listening by the auditor.
- 4.7 Four considerations to be made when note taking.

Learning Outcome 05. The learner will know the purpose and function of an audit report.

Assessment Criteria – The learner will demonstrate knowledge of:

- 5.1 The principle objectives of an audit report.
- 5.2 Three functions of an audit report.
- 5.3 Two types of audit report and the uses of each type.

Learning Outcome 06. The learner will know how to provide feedback on the findings of the audit.

Assessment Criteria – The learner will demonstrate knowledge of:

- 6.1 The advantages and disadvantages of using written reports to feedback the results of the audit.
- 6.2 The advantages and disadvantages of using audio – visual presentations to feedback the results of the audit.
- 6.3 The purpose and benefits of writing action plans on the completion of an audit.
- 6.4 The techniques used by auditors to prevent confrontation during feedback of the audit findings.
- 6.5 The actions to take where confrontation cannot be resolved.

Learning Outcome 07. The learner will know the structure and format of a written audit report.

Assessment Criteria – The learner will demonstrate knowledge of:

- 7.1 The titles and contents of each section of a written audit report.

**LCL –G3007: Auditing a Gas Business’s Work Management Procedures
Assessment Method {LE}**

Learning Outcome 01. The learner will be able to audit a gas business’s procedures for the recruitment and selection of gas operatives and how the monitoring of their work performance is conducted.

Assessment Criteria – The learner can audit a gas business’s procedures for:

- 1.1 Identifying, selecting and appointing gas operatives into the business.
- 1.2 The content of a gas business’s induction programme of newly appointed gas operatives and how their gas work is monitored during their initial period of employment.
- 1.3 How gas operatives work performance is measured and recorded.
- 1.4 The actions taken by a gas business when gas operatives work performance is unsatisfactory.
- 1.5 The process of appraising the performance of gas operatives and setting development targets.

Learning Outcome 02. The learner will be able to audit a gas business's procedures for supervising and quality controlling the work of direct employed, sub contract and agency gas operatives.

Assessment Criteria – The learner can audit a gas business's procedures for:

- 2.1 The written quality control system for monitoring and supervising the work of gas operatives.
- 2.2 How the business determines the ratio of supervisor to gas operatives to ensure effective quality control of work and operative supervision.
- 2.3 The process of assessing the risks associated with the work of gas operatives and the process for monitoring higher risk work activities.
- 2.4 The process when corrective actions have been identified due to gas work not being of an acceptable standard or customer complaint.
- 2.5 The process of recording the qualifications and work experiences of persons appointed to supervise the work of gas operatives.

Learning Outcome 03. The learner will be able to audit a gas business's procedures for maintaining gas operative work records and documentation.

Assessment Criteria – The learner can audit a gas business's procedures for:

- 3.1 The monitoring of the accuracy of completeness of gas operative work records and documentation.
- 3.2 How the business informs gas operatives on how to complete work records and documentation.
- 3.3 The process taken by the business where documentation is not completed accurately by gas operatives.
- 3.4 Designing, reviewing, keeping, storing and retrieving work records and documentation.
- 3.5 The accuracy of completion of gas safety record forms that have been completed by a gas operative.
- 3.6 The Identity and recording of any errors on gas safety record forms and outline the actions taken by the business to correct the errors.

Learning Outcome 04. The learner will be able to audit a gas business's procedures for managing the issue and maintenance of tools, equipment and materials.

Assessment Criteria – The learner can audit a gas business's procedures for:

- 4.1 The issue and maintenance of standard tools, equipment and consumable materials to gas operatives.
- 4.2 The issue and maintenance of specialist tools and test equipment that requires regular specialist maintenance and or calibration.
- 4.3 The carrying out of regular quality audit checks on tools, equipment and materials issued to gas operatives.
- 4.4 Gas operative's process for the replacement of defective or damaged tools and equipment and for ensuring tools and equipment that requires regular specialist maintenance and or calibration are returned within the specified time period.

Learning Outcome 05. The learner will be able to audit a gas business's procedures for managing effective customer care.

Assessment Criteria – The learner can audit a gas business's procedures for:

- 5.1 Audit 6 of the following aspects of a gas business's customer care policy;
 - Roles and responsibilities
 - Health and safety
 - Complaints management

- Complaint analysis
- Complaints and appeals
- Responding to gas escapes, reports of fumes and other gas emergencies
- Advice to customers on regular appliance maintenance
- Advise to customers on safe use of gas and gas appliances
- Advice to customers on carbon monoxide awareness
- Inspection of gas work by Gas Safe Register

Learning Outcome 06. The learner will be able to audit a gas business's procedures for managing key support functions.

Assessment Criteria – The learner can audit a gas business's procedures for:

- 6.1 Receiving reports of gas escapes or fumes and the reporting of unsafe gas work to Gas Safe Register and or the Health and Safety Executive.
- 6.2 Reporting of unsafe and illegal gas work.
- 6.3 Ensuring that non-technical members of staff are able to respond to technical enquiries from customers.
- 6.4 Monitoring the competence of contractor employed gas operatives.
- 6.5 The provision of technical support to operatives and technical personnel.
- 6.6 Recording and maintaining risk assessments relating to the auditing of gas work and or installations.

Learning Outcome 07. The learner will be able to provide completed written audit reports.

Assessment Criteria – The learner can:

- 7.1 Present a completed written report of a gas business's work management procedures audit.

5. National Occupational Standard:

The qualification is based on NOS CFAMLF15 Carry out quality audits

6. RQF Descriptor Level {3}.

Knowledge descriptor: *(the holder can)*

- *Has factual, procedural and theoretical knowledge and understanding of a subject or field of work to complete tasks and address problems that while well-defined, may be complex and non-routine.*
- *Can interpret and evaluate relevant information and ideas.*
- *Is aware of the nature of the area of study or work.*
- *Is aware of different perspectives or approaches within the area of study or work.*

7. Prior qualifications, knowledge, skill or understanding which the learner is required to have before taking this qualification. (Pre-requisites)

Learners must hold a current and valid certificate of gas safety competence for the range and type of gas appliances and installations to be audited.

8. Units which a learner must have completed before the qualification will be awarded and any optional routes.

None

9. Other requirements which a learner must have satisfied before the learner will be assessed or before the qualification will be awarded.

None

10. The design and delivery of the examination associated with these units are based on the following documents;

The qualification is based on NOS CFAMLF15 Carry out quality audits

The design and delivery of the examinations associated with this qualification are based on the following normative and informative documents;

- Company procedures and working methods
- Gas industry normative and legislative standards
- Learning input manual

11. The criteria against which learners' level of attainment will be measured.

The Learning Outcomes and Assessment Criteria against which learners' level of attainment will be measured are detailed in Section 4 of this specification.

12. Planned exemptions

None

13. Specimen assessment materials.

None

14. Specified levels of attainment

Learners must pass all the mandatory units for the qualification to be awarded.

15. Other information

Where the qualification is awarded in the various devolved regions of the UK i.e. England, Scotland, Northern Ireland and Wales, the examination questions and learner responses to those questions are set and responded to in the context of the legislation, normative standards and guidance applicable in that region. Assessors will mark examinations in accordance with the generic model answers and rationales provided by LCL taking into account any variations applicable to that region.

SSAs: 4.1 Engineering

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