



ProQual Level 5 Certificate in Management of Water Production

Qualification Specification

Contents

	Page
Introduction	3
Qualification profile	3
Qualification structure	4
Centre requirements	4
Support for candidates	5
Assessment	5
Internal quality assurance	6
Adjustments to assessment	6
Results enquiries and appeals	6
Certification	6
Learning Outcomes and Assessment Criteria	7

Introduction

The **Level 5 Certificate in Management of Water Production** is aimed at candidates engaged in the management of water treatment processes and who are responsible for ensuring compliance with water industry regulators.

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 Certificate in Management of Water Production
Ofqual qualification number	603/2864/2
Level	Level 5
Total qualification time	280 hours
Credits	28 credits
Guided learning hours	280
Assessment	Pass or fail Assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	15/1/2018
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 TWO Mandatory units.

Unit Reference Number	Unit Title	Credits	Unit Level	GLH
K/616/8356	Understanding water production	14	5	140
T/616/8358	Manage water production	14	5	140

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 -

ProQual Level 5 Certificate in Management of Water Production

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 K/616/8356

Understanding water production

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Understand the regulatory and legislative framework in which the water industry operates	1.1 List the main legislation which pertains to the water industry and demonstrate an understanding of the key aspects and how they impact the operation of water production
	1.2 Demonstrate an understanding of the role of the key regulators for the water industry
	1.3 Explain the licensing requirements for the provision for the provision of potable water to customers
	1.4 Explain the Water Quality Standards applicable to potable water production
2 Understand the regulatory compliance framework used by water industry regulators	2.1 Explain the regulatory and economic impact of over and under achieving regulatory performance outcomes and the impact on the prioritisation of business activities to maximise a company's regulatory position
	2.2 Demonstrate an understanding of the enforcement powers available to key regulators and their statutory reporting requirements
3 Understand the implication of climate change for the water industry and the remedial measures required to address this	3.1 Critically analyse the nature of climate change and its impact on the water and environmental industries and likely impacts
	3.2 Demonstrate an understanding of the content of relevant standard for adaption to climate change and their potential application within their organization
	3.3 Critically analyse their organisation's capability in carrying out adaption to climate change at a production level
4 Understand best practice for abstraction of raw water	4.1 Describe raw water types
	4.2 Explain catchment management best practice
	4.3 Describe the facilities and best practice involved with the abstraction of raw water
	4.4 Explain best practice for Raw Water abstraction
5 Understand the construction features and monitoring of Statutory reservoirs that support the regulatory requirements of reservoir safety	5.1 Demonstrate an understanding of the Reservoir Safety Act 1975 and subsequent amendments, including the Flood and Water Management Act 2010
	5.2 Explain the Statutory requirements of the Reservoir Safety Act
	5.3 Explain the role of the Reservoir Owner, Supervising Engineer and Inspecting Engineer

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	5.4 Explain the procedures available to request an inspection be carried out to ensure reservoir safety 5.5 Explain the types of reservoirs, their design and construction features 5.6 Identify the key features of reservoir design 5.7 Explain the appropriate monitoring requirements for each type of reservoir
6 Understand best practice for clarification of water	6.1 Explain the principles and mechanism of coagulation and flocculation and its function in the clarification process of water treatment 6.2 Describe the different types of plant and processes used in clarification and the factors which could influence the choice of process used 6.3 Describe the different types of clarification plants and why they are chosen, the common issues of plant performance and how these can be overcome and optimised
7 Understand best practice for filtration of water	7.1 Explain the principles and mechanisms of the filtration processes 7.2 Describe the different types of filtration plant, and why they are chosen the common issues of plant performance and how these can be overcome and optimised
8 Understand best practice for disinfection of water	8.1 Explain the reasons for disinfection and a range of processes available 8.2 Explain the mechanisms in disinfection for a range of processes 8.3 Describe the variables that influence disinfection performance 8.4 Describe the monitoring and testing of supplies to demonstrate disinfection success 8.5 Explain the causes of disinfection failures and the requirements for compliance reporting
9 Understand best practice for ancillary treatment and waste treatment	9.1 Explain the principles and mechanisms of ancillary and sludge treatment 9.2 Describe the different types of ancillary and sludge treatment plant and why they are chosen, the common issues of plant performance and how these can be overcome and optimised
10 Understand best practice for process control of water treatment	10.1 Explain the principles and mechanisms for process control of water treatment 10.2 Describe the different types of process control mechanisms and why they are chosen, the common issues of mechanism performance and how these can be overcome and optimised

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
11 Understand best practice for chemical storage	11.1 Describe the hazards of chemicals used in the treatment process and the range of personal protection equipment (PPE) which may be used 11.2 Describe the safe working procedures in the organisation for delivery, storing and handling a range of chemicals
12 Understand engineering principles in relation to clean water treatment	12.1 Explain the basic electrical theory and principle and engineering practices to ensure the safe operation and isolation of electrical and mechanical plant 12.2 Explain the requirements and applicability of plant maintenance regimes within the water industry including the role and importance of first line maintenance
13 Understand hydraulic principles in relation to the water production	13.1 Explain the application and importance of hydraulics for water production 13.2 Apply and convert SI units and perform essential arithmetical operations for hydraulic calculations 13.3 Explain fundamental Hydraulic principles including the Continuity Equation, hydraulic forces, Bernoulli energy conservation and energy friction losses 13.4 Explain Pump Curves and System Curves 13.5 Demonstrate the appropriate application of hydraulic principles across a range of water production applications and uses, including a scenario exercise
14 Understand best practice for dealing with failures or problems arising with treatment processes	14.1 Explain how to identify and evaluate process operations outside normal parameters of operation 14.2 Explain necessary actions that may be required to safeguard the health of customers 14.3 Explain the water company's strategy on the evaluation of risk and its impact on operational management
15 Understand the role of effective data management in management of the water production	15.1 Explain what data is required for effective management of water production and how it is used 15.2 Describe and critically evaluate the Smart production technology and innovations which are available or are becoming available to proactively manage production assets, with emphasis on predict and prevention of asset failure
16 Understand the principles of whole life asset management and its application in investment decision making	16.1 Explain the principles of whole life asset management, investment appraisal, and the application of water safety plans and maintenance strategies in the management of production assets 16.2 Describe, evaluate and appraise options for water production investment projects to address risks and deficiencies in the water production asset base

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
17 Understand the requirements for an effective supply chain management within the water industry	17.1 Critically evaluate different supply chain models used in the water industry 17.2 Identify common types of contracts that are in use in the water industry and the structure of a water industry supply chain 17.3 Explain the principles of inventory management and its relationship to the supply chain in relation to risk and resilience management
18 Understand the importance and application of innovation within the Water Sector	18.1 Explain drivers for innovation within the water or environmental industry, to include regulatory, political, environmental, financial, etc 18.2 Describe an innovation model and explain the desired outcomes from the different stages of the process 18.3 Explain how organisational culture can support and promote the innovation process
19 Understand the importance and application of resilience within the Water Sector	19.1 Identify the principles, essential features and objectives of risk and resilience management 19.2 Explain the regulatory framework pertaining to risk and resilience and the needs and expectations of relevant regulators in respect of risk and resilience 19.3 Demonstrate an understanding of emergency planning and business continuity, by identifying risks to a business and steps that can be made to reduce such risks 19.4 Critically analyse the various techniques for gathering data in order to manage risk and resilience

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.

Unit T/616/8358

Manage water production

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Plan to comply with regulatory requirements for water production for their area of responsibility within their organisation	<p>For their area of responsibility:</p> <p>1.1 Assesses current and future regulatory requirements for water production</p> <p>1.2 Plan action to ensure ongoing and future compliance with regulatory requirements for water production</p> <p>1.3 Ensure compliance with legislation pertaining to competition in the water retail market</p>
2 Contribute to the production of an adaptation plan designed to address the challenges presented by a changing climate	<p>For their area of responsibility:</p> <p>2.1 Describe the key elements necessary for developing an adaptation plan</p> <p>2.2 Take action to transform an adaptation plan to a set of deliverables</p> <p>2.3 Critically analyse the current resilience of their area of responsibility to climate change</p> <p>2.4 Demonstrate appreciation of the benefits of embedding and mainstreaming adaptation measures</p>
3 Manage water production for their area of responsibility within their organisation	<p>For their area of responsibility:</p> <p>3.1 Take action to ensure ongoing compliance with regulatory requirements pertaining to the water production</p> <p>3.2 Take action to ensure ongoing safe and efficient operation of the water production ensuring a safe working environment for all involved in water production operations</p> <p>3.3 Take action to support the implementation of aspects of corporate governance relevant to water production</p> <p>3.4 Monitor activity within water production to ensure compliance with regulatory requirements with particular focus on water quality</p> <p>3.5 Provide feedback to colleagues on regulatory compliance and efficiency of water production</p>
4 Take action to deal with failures or problems arising within water production operations for their area of responsibility within their organisation	<p>For their area of responsibility:</p> <p>4.1 Describe their organisations' `Events` escalations levels</p> <p>4.2 Identify processes to consider when planning work that can minimise risks to customers, giving examples on when they should be used</p>

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	4.3 Identify when managing an event necessary actions to safeguard the safety and welfare of staff 4.4 Identify how event and near miss reviews can help the business in terms of continuous improvement and in any event review what are the questions the review should pose
5 Take action to ensure implementation of best practice within water production for their area of responsibility within their organisation	For their area of responsibility: 5.1 Take action to enhance water production resilience 5.2 Take action to enhance the customer experience 5.3 Maintain water quality standards in the water production to the required standard 5.4 Take action to ensure the deployment of data capture devices on the water production and the use of the data to more effectively carry out water production management
6 Contribute to the management of the relationship with the regulators of Water Production	For their area of responsibility: 6.1 Manage the collection, validation, collation, and analysis of compliance data for regulatory reporting 6.2 Manage the compilation of compliance reports intended for regulatory reporting 6.3 Implement regulatory requirements as and when required for example a DWI Advisory Note
7 Contribute to the management of asset renewal and maintenance within water production for their area of responsibility within their organisation	For their area of responsibility: 7.1 Monitor asset condition within the water production and demonstrate an understanding of the impact of any change 7.2 Manage asset maintenance within the water production demonstrating the use of a planned maintenance regime 7.3 Provide feedback to colleagues on regulatory activities

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.

All assessment criteria in this unit relate to the candidate's area of responsibility within their organisation.



www.proqualab.com

enquiries@proqualab.com

Tel: +44 (0)1430 423822

ProQual AB Limited, ProQual House, Unit 1, Innovation Drive, Newport, HU15 2GX
Company Registration Number: 07464445