



Level 2 Award: Fuel Debt Advice in the Community

Self-study outline

*One webinar spotlight
programme*

Thank you for enrolling on our Level 2 Award in Fuel Debt Advice in the Community course.

To complement our new condensed webinars, we have produced this outline to help you with your self-study. **It is not intended to replace the Candidate Assessment Reference Material that all learners will receive and should use to complete the assessment.** This document is merely a guide to the topics that we normally cover in more detail in our longer webinar series. We have also cross-referenced page numbers to help you find the relevant section in the Candidate Assessment Reference Material.

Should you have any questions or need more support understanding the content covered in the webinar(s)/ Candidate Assessment Reference Material, please email laura.pierce@nea.org.uk to book in a short tutorial slot through Zoom. The slots will be available on 19 March and 26 March.

For questions related to the administration of the assessment itself/booking queries, please email trainingadmin@nea.org.uk.

We hope you enjoy the webinar(s) and wish you luck with completing your assessment.

NEA Training and Assessment

Further reading if you are attending the one webinar spotlight programme (with 8 hours suggested self-study):

Topic	Page number in Candidate Reference Material
How to avoid fuel debt	5
Energy UK Vulnerability Commitment (disconnection)	8
Ofgem Standard Licence Condition 0: Treating Customers Fairly	29
Priority Services Register for Distribution Network Operators (DNOs), Gas Distribution Networks (GDNs) and water companies	79
Consumer responsibilities and moving house	22
Identifying gas and electricity suppliers	23
Tools for switching	56
Advantages and disadvantages of various payment methods	53
Further information on smart meters and IHDs (in-home displays)	16
Energy UK Vulnerability Commitment (prepayment meter guidance)	18
Emergency assistance (including fuel vouchers)	97
Ofgem Ability to Pay principles (SLC 27.8A)	26
Schemes to improve domestic energy efficiency (ECO, Warm Homes: Local Grant and NEST)	100
Disconnection/billing and collection process	72
Information to gather before contacting the supplier	62

Backbilling	42, 64
Points to consider when dealing with fuel debt	65
Help with complex cases	68-70
Hardship fund applications	84
Warm Home Discount	89
Winter Fuel Payment	92

Training with NEA

National Energy Action has expanded its range of face-to-face and online learning courses to ensure that organisations can continue to access our training in a way convenient to them.

Our full list of training courses covering topics including fuel poverty, vulnerability, energy efficiency, health, decarbonisation and more can be found at www.nea.org.uk/training/

The courses are designed for frontline advice workers and anyone with an interest in fuel poverty and the issues surrounding it.

Qualifications:

- Level 2 City & Guilds Fuel Debt Advice in the Community
- Level 2 NCFE Introduction to Domestic Renewable Low Carbon Technologies
- Level 3 City & Guilds Energy Awareness
- Level 4 NCFE Decarbonising Homes: Technologies, Impacts and Solutions

Webinars/face to face/e-learning training includes: *Changing Energy Related Behaviour, Living with the Energy Crisis, Fuel Poverty and Health, Introduction to Domestic Energy Efficiency, Paying for Fuel, Tackling the Cold and Vulnerability in the Domestic Energy Market.*

Bespoke training is also available.

Please contact trainingadmin@nea.org.uk for more information.