



# **Level 2 Award: Fuel Debt Advice in the Community**

*Self-study outline*

*Two webinar hybrid  
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](mailto: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](mailto: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 two webinar hybrid programme (with 4 hours suggested self-study):**

<b>Topic</b>	<b>Page number in Candidate Reference Material</b>
Energy UK Vulnerability Commitment (disconnection)	8
Priority Services Register for Distribution Network Operators (DNOs), Gas Distribution Networks (GDNs) and water companies	79
Advantages and disadvantages of various payment methods	53
Energy UK Vulnerability Commitment (prepayment meter guidance)	18
Schemes to improve domestic energy efficiency (ECO, Warm Homes: Local Grant and NEST)	100
Information to gather before contacting the supplier	62
Backbilling	42, 64
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/](http://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](mailto:trainingadmin@nea.org.uk) for more information.