

Overview

This standard is for people who service and maintain domestic plumbing and heating systems.

The person performing this work must be able to comply with the correct procedures and practices for servicing and maintaining domestic plumbing and heating systems. This work must be in accordance with the current versions of the appropriate industry standards and regulations; the specification; industry recognised working practices; the working environment and the natural environment. They must know and understand:

- direct and indirect cold water systems
- direct and indirect hot water systems
- hot water heating systems
- unvented domestic hot water storage systems
- above ground sanitary pipework systems
- rainwater systems
- site services and system supplies
- methods and techniques for connecting appliances, components and accessories

Please note that industry specific terminology is identified by *italic* text and its explanation and/or definition can be found in the glossary of this standard.

Performance criteria

To carry out work in accordance with the current versions of *the appropriate industry standards and regulations, the specification, working practices, the working environment and the natural environment*

- You must be able to:
- P1 verify that the job information and documentation are current and relevant and that the **plant**, instruments, *access equipment* and tools are fit for purpose
 - P2 confirm before work starts that the work location and work area can be accessed safely and has been checked for the risk to other personnel on the **site**, and take appropriate action if a risk is present
 - P3 select **appliances, components and accessories** and confirm that they are:
 - P3.1 of the right type and size
 - P3.2 fit for purpose in accordance with the **domestic plumbing and**

heating system's design

- P3.3 suitable for the working environment in which they are to be installed
- P4 confirm that the **site services and system supply** are compatible with the **domestic plumbing and heating system's design**
- P5 produce a risk assessment and method statement for the work to be carried out, including the identification and use of *personal protective equipment*, in accordance with the **working environment**
- P6 determine at the outset, that the plans for servicing and maintaining the **appliances, components and accessories** are in accordance with:
- P6.1 the **domestic plumbing and heating system's design**
- P6.2 the **working environment**
- P6.3 manufacturer instructions
- P7 comply with industry practices and **organisational procedures** to ensure the co-ordination of **site services and system supply** and the activities of other trades
- P8 complete **soundness testing procedures** in line with industry practices
- P9 carry out service and maintenance activities and procedures in accordance with:
- P9.1 the **domestic plumbing and heating system's design**
- P9.2 the **working environment**
- P9.3 manufacturer instructions
- P10 complete repairs/replacements as necessary
- P11 confirm with the **relevant people**:
- P11.1 those necessary variations to the planned programme of work
- P11.2 the actions to be taken to ensure that any variations to the planned programme of work will minimise the potential for hazard and risk
- P12 implement **organisational procedures** for the safe transport and/or disposal of waste material, substances and liquids in accordance with suppliers' and manufacturers' instructions
- P13 complete relevant documentation in accordance with **organisational procedures**

Knowledge and understanding

To carry out work in accordance with the current versions of *the appropriate industry standards and regulations, the specification, working practices, the working environment and the natural environment*

You need to know and understand:

- K1 the applications, advantages and limitations of different **domestic plumbing and heating systems**
- K2 the applications, advantages and limitations of **appliances, components and accessories** in relation to the **working environment**
- K3 the **appropriate industry standards and regulations** relevant to the service and maintenance of **domestic plumbing and heating systems**
- K4 how to verify that job information and documentation is current and relevant and that the **plant**, instruments, *access equipment* and tools are fit for purpose
- K5 how to produce a risk assessment and method statement for the work to be carried out, including the identification and use of *personal protective equipment*, in accordance with:
 - K5.1 the **domestic plumbing and heating system's** design
 - K5.2 the conditions of the **working environment**
 - K5.3 **organisational procedures**
- K6 the methods for determining the type of size of replacement **appliances, components and accessories** in accordance with industry recognised **organisational procedures**
- K7 how to interpret diagrams and drawings for the **domestic plumbing and heating system** to locate **site services and system supply**
- K8 how to interpret diagrams and drawings for the **domestic plumbing and heating system** to identify the location of the **appliances, components and accessories**
- K9 the **organisational procedures** for confirming, before work starts, that the work location and work area can be accessed safely and has been checked for the risk to other personnel on the **site**, and for taking appropriate action if a risk is present
- K10 the **soundness testing procedures** for confirming the systems' integrity
- K11 the methods and techniques for servicing and maintaining **appliances, components and accessories** in accordance with:
 - K11.1 the **domestic plumbing and heating system's** design

-
- K11.2 the **working environment**
 - K11.3 manufacturers' instructions
 - K12 the methods and techniques for replacing/repairing the **appliances, components and accessories** in accordance with:
 - K12.1 the **domestic plumbing and heating system's** design
 - K12.2 the **working environment**
 - K12.3 manufacturers' instructions
 - K13 the **organisational procedures** for confirming with the **relevant people** the appropriate actions to be taken to ensure that any variations to the planned programme of work will not introduce a hazard and have minimum negative impact on the installation work to be undertaken
 - K14 the methods for the safe transport and/or disposal of waste materials, substances and liquids in accordance with suppliers' and manufacturers' instructions
 - K15 how to complete relevant documentation in accordance with **organisational procedures**

Additional information**Scope related to performance criteria**

The contexts and circumstances below identify where and when the NOS could apply.

1 Working Environment (Internal and/or External)

- 1.1 light commercial
- 1.2 domestic
- 1.3 agricultural
- 1.4 horticultural
- 1.5 leisure and entertainment
- 1.6 residential medical and care facilities
- 1.7 *public services establishments*
- 1.8 pre 1919 traditional/historic buildings

2 Domestic plumbing and heating systems

- 2.1 cold water – direct and indirect
- 2.2 hot water – direct and indirect
- 2.3 unvented domestic hot water storage systems
- 2.4 hot water heating systems
- 2.5 above ground discharge
- 2.6 below ground drainage

3 Site

- 3.1 new build construction – building or structure
- 3.2 existing building or structure

4 Site services and system supply

- 4.1 electricity
- 4.2 water
- 4.3 gas
- 4.4 oil
- 4.5 *solid fuel*
- 4.6 solar thermal

4.7 heat pumps

4.8 water harvesting

4.9 drainage

5 Organisational procedures

5.1 information management

5.2 project management

5.3 risk assessment and management

5.4 implementing and monitoring health and safety requirements and issues

5.5 implementing and monitoring issues relating to the *natural environment*

5.6 customer service

5.7 accident reporting

5.8 emergencies

5.9 communication with clients, customers and stakeholders

6 Plant

6.1 generators

6.2 transformers for low voltage hand-tools

6.3 lifting equipment

6.4 *access equipment*

Range related to performance criteria

The contexts and circumstances below identify where and when the NOS must apply

1 Appliances, components and accessories

- 1.1 *pipework*
- 1.2 boilers
- 1.3 heat exchangers
- 1.4 pumps
- 1.5 accelerators
- 1.6 valves
- 1.7 storage vessels
- 1.8 sanitary appliances
- 1.9 cisterns
- 1.10 backflow prevention devices
- 1.11 control devices

2 Relevant people

- 2.1 *customers/clients*
- 2.2 client representatives
- 2.3 supervisors
- 2.4 site/contract manager
- 2.5 other contractors/trades
- 2.6 members of the public
- 2.7 work colleagues

3 Soundness testing procedures

- 3.1 pressure tests for pipework systems
- 3.2 static pressure tests
- 3.3 air tests
- 3.4 system hygiene and charging
- 3.5 performance tests

Scope related to knowledge and understanding

The contexts and circumstances below identify where and when the NOS could apply.

1 Working Environment (Internal and/or External)

- 1.1 light commercial
- 1.2 domestic
- 1.3 agricultural
- 1.4 horticultural
- 1.5 leisure and entertainment
- 1.6 residential medical and care facilities
- 1.7 *public services establishments*
- 1.8 pre 1919 traditional/historic buildings

2 Domestic plumbing and heating systems

- 2.1 cold water – direct and indirect
- 2.2 hot water – direct and indirect
- 2.3 unvented domestic hot water storage systems
- 2.4 hot water heating systems
- 2.5 above ground discharge
- 2.6 below ground drainage

3 Site

- 3.1 new build construction – building or structure
- 3.2 existing building or structure

4 Site services and system supply

- 4.1 electricity
- 4.2 water
- 4.3 gas
- 4.4 oil
- 4.5 *solid fuel*
- 4.6 solar thermal
- 4.7 heat pumps
- 4.8 water harvesting

4.9 drainage

5 Organisational procedures

5.1 information management

5.2 project management

5.3 risk assessment and management

5.4 implementing and monitoring health and safety requirements and issues

5.5 implementing and monitoring issues relating to the *natural environment*

5.6 customer service

5.7 accident reporting

5.8 emergencies

5.9 communication with clients, customers and stakeholders

6 Plant

6.1 generators

6.2 transformers for low voltage hand-tools

6.3 lifting equipment

6.4 *access equipment*

Range related to knowledge and understanding

The contexts and circumstances below identify where and when the NOS must apply

1 Appliances, components and accessories

- 1.1 *pipework*
- 1.2 boilers
- 1.3 heat exchangers
- 1.4 pumps
- 1.5 accelerators
- 1.6 valves
- 1.7 storage vessels
- 1.8 sanitary appliances
- 1.9 cisterns
- 1.10 backflow prevention devices
- 1.11 control devices

2 Relevant people

- 2.1 *customers/clients*
- 2.2 client representatives
- 2.3 supervisors
- 2.4 site/contract manager
- 2.5 other contractors/trades
- 2.6 members of the public
- 2.7 work colleagues

3 Soundness testing procedures

- 3.1 pressure tests for pipework systems
- 3.2 static pressure tests
- 3.3 air tests
- 3.4 system hygiene and charging
- 3.5 performance tests

Glossary**Appropriate industry standards and regulations for:**

- construction design and management
- controlling noise at work
- controlling asbestos in the work place
- controlling substances hazardous to health
- electricity at work
- gas supply and installations
- managing health and safety at work
- manual handling operations
- personal protection at work
- provision and use of work equipment
- recycling and disposal of waste electrical and electronic equipment
- requirements for electrical installations
- the quality of buildings and building work in England, Northern Ireland, Scotland and Wales
- water supply
- water fittings
- working at heights
- workplace health and safety and welfare

Specification

A verbal and/or documented instruction that is an explicit set of requirements for installing identified systems, equipment or products, to be satisfied by materials, components, design, processes, procedures, data management and/or service (s).

Clients and customers

- purchaser of installation services
- other trades and services at the work site
- colleagues within the same organisation
- architect
- contract manager
- main/sub-contractor
- consultant
- local authority representatives
- work colleagues

A **public services establishment** can be a:

- hospital/medical centre
- school/college/university
- museum/library
- prison
- military base
- car park
- place of worship

Natural environment

The climate, weather and natural resources that effect and are affected by human life and economic activity

Working practices

Methods, techniques and procedures that are adopted for carrying out specific tasks that ensures workers' exposure to hazardous situations is controlled in a safe manner when:

- working with equipment, tools and plant
- working with materials and substances (hazardous and non-hazardous)
- manual handling lifting
- using lifting equipment
- using personal protective equipment (PPE)

- excavating

Access equipment

- scaffold
- ladders
- steps
- staging
- trestles
- mobile elevated work platform (MEWP)

Personal protective equipment (PPE)

- safety helmets/hats
- hairnets
- gloves
- safety steel toe capped boots/shoes
- safety spectacles/goggles
- face shields/visors
- ear plugs/muffs
- conventional or disposable overalls, boiler suits, aprons, chemical suits
- respiratory protective equipment (RPE)

Pipework

- copper pipes
- low carbon steel pipes
- plastic pipes (hot and cold water; sanitation; rainwater)
- flanges
- joints
- fitting and fixing accessories

Solid fuel

- mineral
- biomass
- wood

Links to other NOS

EUSDSG3.10 Install gas warm air central heating systems and appliances
EUSDSG3.11 Maintain gas warm air central heating systems and appliances
EUSDSG3.3 Install gas water heating and wet central heating appliances
EUSDSG3.5 Install gas pipework up to 35mm BS6891
EUSDSG3.60 Gas tightness testing and direct purging – IGE/UP/1B
SUMETS1 Plan, prepare and install environmental technology systems
SUMETS7 Service and maintain environmental technology systems
SUMETS10 Inspect and commission environmental technology systems
SUMETS11 Diagnose and rectify faults in environmental technology systems

External Links

Links correct at time of NOS approval:

- Health & Safety Executive Documents <http://www.hse.gov.uk/pubns>
- The quality of buildings and building work in England
<https://www.gov.uk/government/policies/providing-effective-building-regulations-so-that-new-and-altered-buildings-are-safe-accessible-and-efficient>
- The quality of buildings and building work in Wales
<http://wales.gov.uk/topics/planning/buildingregs/?lang=en>
- The quality of buildings and building work in Northern Ireland
<http://www.dfpni.gov.uk/building-regulations>
- The quality of buildings and building work in Scotland
<http://www.scotland.gov.uk/Topics/Built-Environment/Building/Building-standards>
- British Standard 7671 – Requirements for Electrical Installations
<http://www.theiet.org/resources/wiring-regulations/>
- International industry standards and regulations
http://www.iso.org/iso/catalogue_ics_browse?ICS1=27&ICS2=060&ICS3=30&

SUMPH05

Service and maintain domestic plumbing and heating systems



Developed by	SummitSkills
Version number	1
Date approved	March 2014
Indicative review date	April 2018
Validity	Current
Status	Original
Originating organisation	SummitSkills
Original URN	M12; M14; M15
Relevant occupations	Plumbing; Plumbers; Advanced Plumber
Suite	Plumbing and Domestic Heating
Key words	Plumbing & Heating; Service; maintenance; Servicing; Maintaining
