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Llywodraeth Cymru  
Welsh Government

# 1101 Welsh Apprenticeship Pathway

## in

# Gas Operations

The content of this Pathway has been agreed by Energy & Utility Skills. This is the only Apprenticeship Pathway in the Energy & Utilities sector approved for use in Wales that is eligible for Welsh Government funding.

## Contents

More Information can be obtained from:

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[www.gov.wales](http://www.gov.wales)

## Learning Programme Content

### Entry Requirements

### Apprenticeship Pathway Learning Programme(s)

- Level 2 – Gas Network Construction Operations
- Level 3: Gas Engineering Operations – Appliance Installation & Maintenance Engineer
- Level 3: Gas Engineering Operations – Central Heating Installation & Maintenance Engineer
- Level 3: Gas Engineering Operations – First Call Operative

### Other Additional Requirements

### Job Roles

### Progression

### Equality & Diversity

### Employment Responsibilities and Rights

### Responsibilities

### Annex 1 - Level 2: Gas Network Construction Operations

#### Annex 2

Level 3: Gas Engineering Operations – Appliance Installation & Maintenance Engineer

Level 3: Gas Engineering Operations – Central Heating Installation & Maintenance Engineer

Level 3: Gas Engineering Operations – First Call Operative

## **LEARNING PROGRAMME CONTENT**

The Learning Programme provision shall comprise of three mandatory elements:

- Qualifications
- Essential Skills
- On/off the job training

The total minimum credit value required for the Level 2 Pathway Gas Network Construction Operations is 49 credits. The proposed minimum duration is 12 months with a typical duration of 18 months.

The total minimum credit value required for the Level 3 Pathway Gas Engineering Operations – Gas Appliance Installation & Maintenance is 111 credits. The proposed minimum duration is 36 months.

The total minimum credit value required for the Level 3 Pathway Gas Engineering Operations – Central Heating Installation and Maintenance is 129 credits. The proposed minimum duration is 36 months.

The total minimum credit value required for the Level 3 Pathway Gas Engineering Operations - First Call Operative is 262 credits. The proposed minimum duration is 36 months.

## **ENTRY REQUIREMENTS**

There are no set entry requirements for the Gas Operations apprenticeship pathways. Responsibility for the selection and recruitment of apprentices lies with the employer who will have clear requirements.

The qualifications included within the Level 3 pathways are demanding and many employers will expect applicants to have gained the Welsh Baccalaureate Intermediate Diploma. Applicants will normally have gained a minimum of 3-5 GCSEs grade A-C or equivalent, preferably English/Welsh, mathematics and a science or relevant / appropriate experience.

The Level 2 pathway qualifications are less complex and consequently employers may relax their recruitment criteria.

Employers must be confident that the prospective apprentice has the learning potential/capacity, motivation and aptitude to achieve all of the mandatory outcomes of the apprenticeship. However, employers are asked to be flexible when recruiting people onto the apprenticeship.

The Level 3 pathway may be attractive to learners who have completed the Level 2 in Construction and Building Services Engineering qualification and/or the Progression in Building Services Engineering (Level 2).

Individuals with the following characteristics and attributes are likely to be suitable for this Apprenticeship:

- Gas is dangerous if not handled correctly, so the safety of apprentices, their work colleagues and the public are of the utmost importance in this job. Apprentices must be very safety conscious and have a very responsible attitude to work, working in accordance with company health and safety procedures at all times.

- Apprentices must be prepared to wear Personal Protective Equipment (PPE) when required.
- These are physically demanding jobs that involve bending and lifting so a basic level of fitness is important to be able to conduct the job efficiently.
- Some of these jobs (in particular within network construction operations) involve work outdoors, so apprentices should be prepared to work in any kind of weather.
- Apprentices will need to have good practical skills for handling tools and instruments and be prepared for some hard work. These are very skilled jobs and some aspects require significant amounts of concentration.
- Some of these jobs involve travelling as apprentices will work at different sites, may be responding to emergencies day and night and will travel between customers' properties. Apprentices therefore need to be adaptable and flexible. Some employers will insist that Apprentices will hold or be working towards a full UK driving license on commencement of their Apprenticeship and must be in possession of a full UK driving licence on completion.
- Apprentices will need an interest in the gas industry and in mechanical / electrical / physical equipment and networks.
- Most of these job roles involve dealing with the general public on a day-to-day basis so apprentices should be presentable and have a polite and courteous manner. Apprentices will need excellent verbal communication skills and be able to provide a good level of customer care.
- Clean and tidy by nature with good self-discipline and timekeeping.
- The ability to work within a team and independently.

## **APPRENTICESHIP PATHWAY LEARNING PROGRAMME(S)**

### **Level 2: Gas Network Construction Operations**

#### **Qualifications**

Participants must achieve one of the following combined qualifications below.

Level 2 - Diploma in Network Construction Operations (Gas) - Service Layer					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
City & Guilds	C00/0343/4	37	370	Combined	English Only

Please see [Annex 1](#) for the relationship between the competence and knowledge units within the combined qualification.

#### **Essential Skills Wales (ESW)**

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 2: Gas Network Construction Operations	Level	Minimum Credit Value
Communication	1	6
Application of Number	1	6
Digital Literacy	N/A	N/A

### On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 2: Gas Network Construction Operations	129	106

### On/Off the Job Qualification details (Minimum Credit & Hours)

The total amount of training hours - which includes both on and off-the-job learning for this Pathway is 235 training hours.

#### On the job training

The minimum on-the-job training time is 129 hours made up as follows:  
Minimum 114 hours – Competence element of the Combined qualification.

This is based on the qualification rules of combination but hours could vary from learner to learner, depending on the optional units chosen;

Minimum 15 hours - Dedicated time spent with employer/ mentor to enhance the apprentice's training; including induction.

#### Off the job training

The minimum amount of off-the-job training is 106 hours.  
Minimum 76 hours - Knowledge element of the Combined qualification. This is based on the qualification rules of combination but hours could vary from learner to learner, depending on the optional units chosen;

- 15 hours – Induction, including relevant coverage of employment rights;
- 15 hours - Mentoring, reviews, pastoral care.

### On/Off the Job Essential Skills details

- 6 credits / 45 GLH Level 1 Essential Skills Wales Communication
- 6 credits / 45 GLH Level 1 Essential Skills Wales Application of Number

### OTHER ADDITIONAL REQUIREMENTS

There are no additional requirements for this pathway.

### Level 3: Gas Engineering Operations – Appliance Installation & Maintenance Engineer

#### Qualifications

Participants must achieve one of the following *combined* qualifications below.

**Please see the Annex for the relevant units for this Pathway**

Level 3 - Diploma in Gas Engineering - Appliance Installation and Maintenance (AIM) option (B1)					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
EAL	C00/4670/0	99	994	Combined	English Only

Please see [Annex 2](#) for the relationship between the competence and knowledge units within the combined qualification.

#### Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 3: Gas Engineering Operations - Appliance Installation and Maintenance	Level	Minimum Credit Value
Communication	2	6
Application of Number	2	6
Digital Literacy	N/A	N/A

#### On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 3: Gas Engineering Operations – Appliance Installation and Maintenance	365	645

On/Off the Job Qualification details (Minimum Credit & Hours)

The total amount of training hours - which includes both on and off-the-job learning for this Pathway is 1010 training hours.

#### On the job training

The minimum on-the-job training time is 365 hours made up as follows:  
 Minimum 350 hours – Competence element of the Combined qualification (B1).  
 This is based on the qualification rules of combination but hours could vary from learner to learner, depending on the qualification pathway chosen;

Minimum 15 hours - Dedicated time spent with employer/mentor to enhance the apprentice's training; including induction.

**Off the job training**

The minimum amount of off-the-job training is 675 hours.

Minimum 645 hours - Knowledge element of the Combined qualification (B1). This is based on the qualification rules of combination but hours could vary from learner to learner, depending on the optional units chosen;

- 15 hours – Induction, including relevant coverage of employment rights;
- 15 hours - Mentoring, reviews, pastoral care.

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number

**OTHER ADDITIONAL REQUIREMENTS**

There are no additional requirements for this pathway.

**Level 3:** Gas Engineering Operations – Central Heating Installation & Maintenance Engineer

**Qualifications**

Participants must achieve one of the following *combined* qualifications below.

**Please see the Annex for the relevant units for this Pathway**

Level 3 - Diploma in Gas Engineering – Central Heating Installation and Maintenance (CH) option (B1)					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
EAL	C00/4670/0	117	1170	Combined	English Only

Please see [Annex 2](#) for the relationship between the competence and knowledge units within the combined qualification.

## Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 3: Gas Engineering Operations – Central Heating Installation & Maintenance	Level	Minimum Credit Value
Communication	2	6
Application of Number	2	6
Digital Literacy	N/A	N/A

## On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 3: Gas Engineering Operations – Central Heating Gas Installation & Maintenance	461	754

On/Off the Job Qualification details (Minimum Credit & Hours)

The total amount of training hours - which includes both on and off-the-job learning for this Pathway is 1215 training hours.

### On the job training

The minimum on-the-job training time is 461 hours made up as follows:  
 Minimum 446 hours – Competence element of the Combined qualification (B1). This is based on the qualification rules of combination but hours could vary from learner to learner, depending on the qualification pathway chosen;

Minimum 15 hours - Dedicated time spent with employer/mentor to enhance the apprentice's training; including induction.

### Off the job training

The minimum amount of off-the-job training is 754 hours.  
 Minimum 724 hours - Knowledge element of the Combined qualification (B1). This is based on the qualification rules of combination but hours could vary from learner to learner, depending on the optional units chosen;

- 15 hours – Induction, including relevant coverage of employment rights;
- 15 hours - Mentoring, reviews, pastoral care.

On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number

## OTHER ADDITIONAL REQUIREMENTS

There are no additional requirements for this pathway.

**Level 3:** Gas Engineering Operations – First Call Operative

### Qualifications

Participants must achieve the following combined qualification below.

**Please see the Annex for the relevant units for this Pathway**

Level 3 - Diploma in Gas Engineering - First Call Operative (FCO) option (B1)					
Awarding Body	Qualification No.	Credit Value	Total Qualification Time	Competence / Knowledge / Combined	Qualification Assessment Language(s)
EAL	C00/4670/0	250	2500	Combined	English Only

Please see [Annex 2](#) for the relationship between the competence and knowledge units within the combined qualification.

### Essential Skills Wales (ESW)

Essential Skills Wales qualifications assessment languages are English-Welsh

Level 3: Gas Engineering Operations – First Call Operative	Level	Minimum Credit Value
Communication	2	6
Application of Number	2	6
Digital Literacy	N/A	N/A

### On/Off the Job Training

Pathway	Minimum On the Job Training Hours	Minimum Off the Job Training Hours
Level 3: Gas Engineering Operations - First Call Operative	1240	1275

#### On/Off the Job Qualification details (Minimum Credit & Hours)

The total amount of training hours - which includes both on and off-the-job learning for this Pathway is 2545 training hours.

##### **On the job training**

The minimum on-the-job training time is 1240 hours made up as follows:  
Minimum 1225 hours – The Competence element of the Combined qualification (B1).

This is based on the qualification rules of combination but hours could vary from learner to learner, depending on the optional units chosen;

Minimum 15 hours - Dedicated time spent with employer/mentor to enhance the apprentice's training; including induction.

##### **Off the job training**

The minimum amount of off-the-job training is 1305 hours made up as follows:  
Minimum 1275 hours - The Knowledge element of the Combined qualification (B1).  
This is based on the qualification rules of combination, but hours could vary from learner to learner, depending on the optional units chosen and;

- 15 hours – Induction, including relevant coverage of employment rights;
- 15 hours - Mentoring, reviews, pastoral care.

#### On/Off the Job Essential Skills details (Minimum Credit & Hours)

- 6 credits / 60 GLH Level 2 Essential Skills Wales Communication
- 6 credits / 60 GLH Level 2 Essential Skills Wales Application of Number

#### **OTHER ADDITIONAL REQUIREMENTS**

There are no additional requirements for this pathway.

#### **JOB ROLES**

##### **Typical job roles for these pathways are as follows:**

Level 2 pathway are as follows:

<b>Job Role</b>	<b>Job Description</b>
Gas Service layer - Self Lay	This role will involve working for a contracting organisation, using maps and plans to locate digging location, preparing excavations by hand or use of mechanical equipment, laying and repairing pipes and mains systems, repairing excavations and pavements on completion of work.
Gas Service layer – Distribution	This role involves using maps and plans to locate digging location, preparing excavations by hand or use of mechanical equipment, laying and repairing pipes and mains systems, connecting homes and business premises to the gas network, repairing excavations and pavements on completion of work.
Gas Service layer - Repair and Maintenance	This role involves following identification of an external gas leak an apprentice will use maps and plans to locate digging location, prepare excavations by hand or use of mechanical equipment, lay and repair pipes and mains systems and repair excavations and pavements on completion of work.

## **JOB ROLES**

Level 3 pathways are as follows:

<b>Job Role</b>	<b>Job Description</b>
Gas Installation & Maintenance Appliance Engineer	This role involves carrying out the installation, fault diagnosis, repair and maintenance of a range of domestic gas appliances and gas systems to required safety and quality standards.
Gas Installation & Maintenance Central Heating Engineer	This role involves carrying out the installation, fault diagnosis, repair and maintenance of a range of gas fired wet central heating, and gas systems to required safety and quality standards.
First Call Operative	This role involves dealing with public reported gas escapes to determine actions required and make safe, protecting people and property.

## **PROGRESSION**

### **Level 2 Gas Network Construction Operations**

#### **Progression routes into:**

#### **Relevant work or work experience**

- Training and/or experience which could include a portfolio showing what they have done
- Academic qualification(s) such as the Welsh Baccalaureate
- Achievement of Essential Skills Wales
- Individuals must meet the entry conditions (see entry conditions) of the Level 2 Apprenticeship and the recruiting employer.
- Existing members of the workforce may also progress into this Level 2 Apprenticeship.

#### **Progression from:**

- Throughout any career in the gas industry, individuals will be provided with the necessary

on-going on and off job training, including refresher training and new skills training, to enable them to carry out their job role competently.

- On completion of the Level 2 Apprenticeship under normal circumstances apprentices will continue to work in their current job role.
- Completion of the Level 2 Apprenticeship in Network Construction Operations (Gas) supports progression into the Apprenticeship in Network Construction Operations (Gas).
- The Apprenticeship in Gas Utilisation does not provide a sensible progression pathway for apprentices that have completed the Level 2 Apprenticeship in Network Construction Operations (Gas). This is because the skills required in these job roles are very different - there is no real relationship between the two qualifications involved.
- For the right individual, this Level 2 Apprenticeship can provide a springboard to an exciting career in the gas industry.

For further information on careers in the gas industry please visit [www.euskills.co.uk/careers](http://www.euskills.co.uk/careers)

### **Level 3 Gas Engineering Operations - Gas Appliance Installation & Maintenance Engineer, Gas Central Heating Installation & Maintenance Engineer and First Call Operative**

#### **Progression routes into:**

- Work or work experience
- Training and/or experience which could include a portfolio showing what they have done Academic qualification(s) such as the Welsh Baccalaureate
- Achievement of Essential Skills Wales
- Successful completion of a (14-19) Diploma in particular The Diploma in Construction and the Built Environment
- Successful completion of the Foundation in Construction and Building Services Engineering qualification (Level 2) and/or the Progression in Building Services Engineering (Level 2).
- Successful completion of 3-5 GCSEs grade 9-4 (A-C) or equivalent, preferably English/Welsh, mathematics and a science
- Existing members of the workforce may also progress into this apprenticeship

Individuals must meet the entry conditions (see entry conditions) of the apprenticeship and the recruiting employer.

#### **Progression from:**

- On completion of the apprenticeship under normal circumstances apprentices will continue to work in their current job role
- Completion of one of the level 3 combined qualifications satisfies the Engineering Council requirements for Engineering Technician status and therefore enables the apprentice to become a professional engineer as defined by all the Engineering institutions (for example the Institute of Gas Engineers and Managers – IGEM)
- This supports career progression to Technician, Supervisor and Manager roles
- Apprentices can also progress horizontally within the industry to complete specialised competence qualifications at the same level

The Apprenticeship provides the best possible preparation to achieving skilled status within the industry. Historically apprentices have progressed significantly in the industry and many have gone on to become Supervisors, Managers and General Managers. Many have remained in the industry for their whole career.

Throughout any career in the gas industry, individuals will be provided with the necessary

on-going on and off job training, including refresher training and new skills training, to enable them to carry out their job role competently.

For further information on careers in the gas operations industry please visit <https://www.energyutilitiesjobs.co.uk/>

## **EQUALITY & DIVERSITY**

It is important that apprenticeship Pathways are inclusive and can demonstrate an active approach to identifying and removing barriers to entry and progression. Pathways should advance equality of opportunity between persons who share protected characteristics and those persons who do not as identified in the Equality Act 2010.

The protected characteristics identified in the Equality Act are age, disability, gender re-assignment, race, religion or belief, sex, sexual orientation, pregnancy and maternity. Marriage and civil partnership is also included although only in respect of the requirement to eliminate discrimination in employment.

Training providers and employers MUST also comply with the other duty under the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to the industry based upon those nine protected characteristics.

### **Under-representation**

No data is available from the Gas Safe Register in terms of the gender and ethnicity of the gas utilisation workforce; however, it is accepted that both females and those of black or minority ethnic background are under-represented. 3.1% of the gas utilisation industry workforce is from a minority ethnic background. 15.5% of the gas utilisation industry workforce has a disability, and 8.2% of the gas utilisation industry workforce is female.

For the gas networks industry responsible for manufacture, distribution and trade of gas through the mains, 28.3% of the gas networks industry workforce is female, 8.2% of the gas networks industry workforce is from a minority ethnic background and 16% of the gas networks industry workforce has a disability.

### **Solutions to entry and progression**

Energy & Utility Skills routinely analyses national data on the scale and nature of the workforces in the power, gas, water, and waste management industries. The Workforce Renewal and Sector Skills Strategy 2020 – 2025 includes planned action on the broad issues of sector attraction and inclusion and diversity. The Energy & Utility Skills Sector Inclusion Commitment is a public statement of action from the sector's major employers.

The energy and utilities sector has a long history of offering high quality technical apprenticeships that can lead to lifelong careers in critical national industries.

The ongoing reviews of apprenticeship frameworks bring to light potential issues that may be barriers to access. One of the key strengths of apprenticeships is that they are employed positions. This provides the opportunity for sector employers to bring their awareness and actions on entry and progression to their recruitment and development strategies. A number of sector employers have specific strategies to target under-represented groups, and also undertake work in their communities and in education settings to promote sector careers using examples of successful employees who backgrounds that have been historically under-represented.

### **Energy & Utilities Jobs**

The energy and utilities sector is committed to recruiting from the diverse communities they serve. The sector sponsor [Energy & Utilities Jobs](#) which advertises all vacancies including apprenticeships, across the UK. There is a focus on reaching underrepresented groups including females, people with disabilities, and people from a black, Asian or ethnic minority background, so that opportunities are more visible to everyone. Many employers work in partnership with organisations which support minority groups in their workplace. Apprenticeship opportunities are open to everyone.

### **Inclusion Commitment**

CEOs from the sector's leading businesses have committed to proactively changing diversity statistics and promoting their businesses to under-represented talent through the [Sector's Inclusion Commitment](#). They are committed to working across all sectors to recruit and attract a workforce that mirrors and speaks to the communities they serve. They will highlight the great work already being done by the sector as well as continuing to drive change through a commitment to inclusive attraction, recruitment, and development of its workforce.

In 2020 the sector introduced an inclusion measurement framework to which 24 organisations submitted data. From the inaugural results, the sector has focused on the attraction and recruitment of diverse new entrants. The 2021 results demonstrate increases in female and Black, Asian and ethnic minority entrants to the sector and now incorporates wider measures across the employment lifecycle and protected characteristics.

Key recent actions:

- Changes to apprenticeship entrance requirements, recruiting based on attributes rather than qualifications
- Black Asian and minority ethnic candidates make up over 20% of the Energy & Utility Jobs talent pool (as a result of targeted campaigns)
- Sector partnership with Tomorrow's Engineers Code (part of Engineering UK) to ensure the sector's school outreach includes students from a wide range of backgrounds
- Increasing numbers of Disability Confident employers across the sector, working with a wide range of partners including Remploy, Shaw Trust and ENEL
- Sector participation in the refresh of the Masculinity in Engineering research (Equal Engineers) exploring the links between mental health, health and safety and inclusion.

## **EMPLOYMENT RESPONSIBILITIES AND RIGHTS (ERR)**

Employment Responsibilities and Rights (ERR) is no longer compulsory. But it is recommended that all apprentices (especially the 16 -18 year group) receive a company induction programme.

## **RESPONSIBILITIES**

It is the responsibility of the Training Provider and Employer to ensure that the requirements of this pathway are delivered in accordance with the Welsh Government Apprenticeships Guidance.

**Further information may be obtained from:**

Welsh Government

**[DfES-ApprenticeshipUnit@gov.wales](mailto:DfES-ApprenticeshipUnit@gov.wales)**

## **Annex 1**

### **Level 2: Gas Network Construction Operations**

#### **Relationship between competence and knowledge qualifications**

The combined qualification includes both competence and knowledge units.

The split between knowledge and competence credits achieved will vary from learner to learner, depending on the optional units chosen.

A minimum of 14 credits of knowledge and a minimum of 23 credits of competence will be achieved from undertaking the mandatory units.

Knowledge and Competence will be assessed separately within the qualification.

Examples of knowledge assessment could be in the form of classroom technical activity, specific technical workshop sessions and on-line platform study.

Competence assessment could be in the form of a portfolio of products under development, 1-1 on-site delivery and planned assessment visits in the workplace.

#### **City & Guilds Level 2 - Diploma in Network Construction Operations (Gas) - Service Layer**

<https://www.cityandguilds.com/qualifications-and-apprenticeships/utilities/utilities/6028-network-construction-operations#tab=information>

## **Annex 2**

**Level 3: Gas Engineering Operations - Appliance Installation & Maintenance (AIM) option**

**Level 3: Gas Engineering Operations - Central Heating Installation & Maintenance (CH) option**

**Level 3: Gas Engineering Operations - First Call Response (FCO) option**

### **Relationship between competence and knowledge qualifications**

Seven mandatory units and one pathway from the optional units.

The combined qualification (B1) includes both competence and knowledge units. The split between knowledge and competence credits achieved will vary from learner to learner, depending on the optional units chosen within each qualification pathway option.

Knowledge and Competence will be assessed separately within the qualification.

Examples of knowledge assessment could be in the form of classroom technical activity, specific technical workshop sessions and on-line platform study.

Competence assessment could be in the form of a portfolio of products under development, 1-1 on-site delivery and planned assessment visits in the workplace.

### **EAL Level 3 Diploma in Gas Engineering**

[https://eal.org.uk/files/EALLevel3Gas\\_Engineering-QM\\_Issue\\_1.pdf](https://eal.org.uk/files/EALLevel3Gas_Engineering-QM_Issue_1.pdf)