

Water industry structure and organisation (D/506/1603)

Level	4	CABWI Unit Ref	WOM401
Credit Value	9	Guided learning hours	28

Unit purpose and aim

This unit is designed to provide learners with an understanding of the key factors involved in the structure and organisation of the water industry.

On completion of the unit the learner will be able to:

- explain the legislative and regulatory framework and structures of water undertakers in the UK.
- explain the business of the UK water industry.
- explain the principal features of financial methods used by private and public water undertakers.

Learning Outcome 1: Explain the legislative and regulatory framework and structures of water undertakers in the UK

Assessment criteria – *the learner can:*

- 1.1 explain the purpose of current acts and regulations that govern the water industry in the UK.
- 1.2 describe the key features of different organisational structures in the water industry.
- 1.3 **compare** the key features of different organisational structures in the water industry.
- 1.4 describe key European Union legislative provisions and regulatory frameworks that impact upon the development of UK monitoring bodies for the water industry.

Learning Outcome 2: Explain the business of the UK water industry

Assessment criteria – *the learner can:*

- 2.1 describe the structure and characteristics of a solely owned and operated water organisation, including its responsibilities to stakeholders.
- 2.2 describe the structure of a third party operated water organisation, including its responsibilities to stakeholders.

Water industry structure and organisation (D/506/1603)

Learning Outcome 2: Explain the business of the UK water industry

- 2.3 explain the main **factors** that drive water organisations to address environmental issues.
- 2.4 explain the importance of customer care in the water industry.
- 2.5 explain how a **customer care policy** is applied in the water industry.
- 2.6 describe how a water organisation uses its internal and external communication systems to control the flow of information to deal with operational issues.

Learning Outcome 3: Explain the principal features of financial methods used by private and public water undertakers

Assessment criteria – the learner can:

- 3.1 describe the key concepts of asset management, including:
 - (a) planning through to decommissioning
 - (b) replacement of physical assets
 - (c) the role of asset management in optimising the efficiency of a water undertaker.
- 3.2 describe **sources of finance** for at least one public and at least one private sector water undertaker.
- 3.3 explain the objectives of budget management
- 3.4 explain the requirements of preparing a financial budget for a given situation within the water industry.

Assessment requirements and guidance

In the assessment of this unit, the learner must ensure that the evidence that they produce covers the following:

- 1. The learner must **compare** the key features of two organisational structures chosen from UK water undertakers.
- 2. The **factors** that drive water organisations to address environmental issues may include:
 - (a) political
 - (b) economic
 - (c) social
 - (d) technological
 - (e) legal
 - (f) environmental.

Water industry structure and organisation (D/506/1603)

Assessment requirements and guidance

The learner must provide evidence of knowledge that covers at least three of the factors listed above.

3. The learner must explain the application of one example of a **customer care policy** in the water industry.
4. A description of at least two **sources of finance** must be provided for one public and one private water sector organisation.

The assessment of this unit will be via a combination of a centre-devised assignments and tests, and will be conducted in supervised conditions. The assessment strategy for the unit has been agreed with industry stakeholders.