210: Understand how to communicate with others within building services engineering  
**Handout 4: Information sources**

**Learning outcome**

The learner will:

1. know how to apply information sources in the building services industry.

**Assessment criteria**

The learner can:

2.1 identify the types of statutory legislation and guidance information that applies to working in the industry:

* legislation:
  + data protection
  + equal opportunities
  + health and safety
  + employment
* Regulations
* British Standards
* codes of practice
* manufacturer guidance:
  + installation instructions
  + service and maintenance instructions
  + user instructions.

**Information sources**

There are many forms of legislation that you and your employer must be aware of and follow. These have been produced to aid the running of a successful business and benefit the relationship between employer and employee.

**Legislation**

* **Data Protection Act**: This gives everyone the right to know what information is being held about them, and makes sure that the data is handled and used properly. The ‘Freedom of Information Act’ allows access to the information about you.
* **Equal Opportunities**: The main Act available is the Equality Act (2010). This Act has replaced former legislation, including Sex Discrimination Act, Equal Pay Act, Race Relations Act and Disability Discrimination Act.
* **Health and safety**: The main Act ensuring good standards of health and safety at work is the Health and Safety at Work Act. Under this Act are a range of Regulations covering specific issues, eg Electricity at Work Regulation, Manual Handling Operations Regulations.
* **Employment legislation**: Theseinvolve the legal relationship between workers, employers and trade unions. Employment legislation includes National Minimum Wage Act, Working Time Regulations and Employment Rights Act.

**Regulations**

The building services industry is one of the most regulated trades. Failure to comply with Regulations can result in prosecution with fines or prison sentences. These Regulations are mandatory and include the following:

* Building Regulations
* Electricity at Work Regulations
* Water Supply (water fittings) Regulations
* Gas (installation and use) Regulations.

**British Standards**

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| --- | --- | --- |
| These offer guidance on interpreting and following the various Regulations. They are not enforceable but set out the minimum standard to comply with the Regulations, so by complying it will be seen to satisfy the Regulations.  British Standards are **not** a primary source of information when installing appliances and can be overridden by manufacturers’ instructions.  BSI stands for British Standards Institute and the BSI kite mark shown on the right indicates compliance. | | 01 BSI Kite Mark.PNG |
| **Codes of practice**  Approved codes of practice are produced by BSI, as a guide to following the standards.  They specify what is considered to be good practice in the trade area but are not actually a legal document.  They cover both BS and BSEN standards. | 02 bsi-lone-worker-device.jpg | |

**Manufacturer guidance**

The manufacturers’ installation, servicing and maintenance, and user instructions are some of the most important documents you will access.

These instructions must be followed or:

* warranty could be void
* installation could be dangerous
* you could inadvertently be breaking a regulation.

The manufacturers’ instructions **must** be followed at all times, even if they contradict the Regulations and BS.