**Wastewater Network Technician: Work Log Mapping**

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| **Apprentice Name/Employer:** |  |
| **Coverage checked by (provider)** |  |
| **Please ensure this mapping document signposts valid evidence in the Work Log that has been correctly cross-referenced and submit to EUIAS along with the Work Log.** | |

| Section | Grade | Portfolio Evidence Requirement from **Work Log**  **Circle evidence type(s) and enter location in next colum** | Evidence Location (eg. job number/page number) |
| --- | --- | --- | --- |
| 1. Knowledge and application of relevant health and safety, environmental and industry standards and regulations, policies and procedures  **K1, K3, S7, S8, S9** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Training / certificates / attendance at training courses relating to H&S, environmental, regulatory and HR requirements (e.g. Toolbox talks, induction) 2. Knowledge of where to access H&S, environmental and industry information 3. Reporting any faults, loss or issues with equipment 4. Suggesting and implementing appropriate control measures 5. Identifying changing situations in the workplace and taking the appropriate action   Other) |  |
| **Distinction** | 1. Voluntarily engaging with employer to make contributions to health and safety improvements and initiatives 2. Understanding of the wider ranging consequences of not following standards, regulations, policies and procedures 3. Continuously updating knowledge regarding health, safety, environmental and industry standards and procedures 4. Understanding of wider ranging consequences of not working safely and carrying out risk assessments 5. Explaining the need to maintain and store PPE and other safety equipment 6. Explaining the wider ranging consequences of not working appropriately with (including storage and disposal of) chemicals 7. Monitoring safety equipment use and compliance in others 8. Voluntarily taking an active role in completing safety compliance checks for others |  |
| 2. Knowledge and application of water industry operations and maintenance practices, processes and procedures in water network operations  **K2, K4, S10** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Knowledge of company operations and maintenance policies and procedures and where to find them e.g. sampling procedures, flow monitoring 2. Training / certificates / attendance at training courses relating to operations and maintenance practices, processes and procedures   Other) |  |
| 3.Use theory and principles to undertake fault finding, testing and analysis on specific equipment, instruments and IT systems and interpret the results to implement effective solutions  **K5, K6, S7, S12, S13** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Training / certificates / attendance at courses relating to specific equipment, instruments and IT systems 2. Testing and maintaining H&S equipment 3. Knowledge and use of the operation of flow monitoring equipment 4. Identifying faults and alarms 5. Understanding alarms, priorities, consequences and responses 6. Consulting and working with others to investigate, identify and resolve the root cause of problems 7. Verifying IT systems are working correctly 8. Testing, calibrating and maintaining monitoring instruments and equipment   Other) |  |
| **Distinction** | 1. Independently conducting fault or route cause analysis to successful conclusion without guidance 2. Presenting and sharing findings in a logical and consistent manner 3. Technical understanding of process equipment options and practical assessment and application of their suitability for use 4. Suggesting improvements in alarm management |  |
| 4. Drive vehicles equipped with tools and materials to other sites as required  **S15** | **Pass** | Minimum requirement to evidence at least 1 example, such as   1. Full driving licence 2. Additional driving category training as required 3. Complying with company driving policies and procedures on a regular basis e.g. vehicle checks completed 4. Safe loading of vehicles 5. Keeping company vehicles maintained and cleaned to a high standard   Other) |  |
| 5. Complete reports and ensure records are maintained for audit and reporting purposes  **S17** | **Pass** | Completion of 4 different types of company records, specific to pathway, as required |  |
| 6. Work with focus and clear purpose in all weather conditions, covering 24/7 operations, sometimes working alone and safely adapt working methods to reflect changes in working environments  **S14, S18, SB6** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Completing planned work activities accurately and on time in all weather conditions 2. Completion of tasks when on their own 3. Completion of tasks out of hours 4. Compliance with company working time directives   Other) |  |
| **Distinction** | 1. Consistent dynamic risk assessments on a variety of jobs 2. Willingly assisting in emergency situations outside of normal working hours |  |
| 7. Use hydraulic theories, data and calculations from flow surveys to assess sewer capacity and performance  **WWNT1** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Knowledge of hydraulic theories and principles used in the wastewater network 2. Work with others to identify the root cause of problems and resolve issues 3. Application of knowledge to assess network performance and capacity issues 4. Identifying trends and potential faults and network issues based on monitoring   Other) |  |
| **Dist.** | 1. Independently solving problems via root cause analysis and resolving issues 2. Identifying and communicating additional and relevant information pertaining to faults identified e.g. site specific information, accessibility issues, traffic sensitivity, out of hours issues 3. Independent optimisation of processes showing opex savings or process efficiencies |  |
| 8. Operate electronic location equipment to locate drains and sewers  **WWNT2** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Training / certificates / attendance at courses relating to electronic location equipment 2. Checking, maintaining and storing the locating equipment in line with company and manufacturer’s instructions 3. Understanding the abilities and limitations of available equipment 4. Using locating equipment in the different modes available 5. Identifying mains and services correctly 6. Recording mains and services in line with company procedures 7. Communicating the types and positions of mains and services to other personnel as required   Other) |  |
| 9. Work safely in a variety of locations that may include urban and rural areas, on and off the public highway and may include remote locations and where required act as supervisor of Street Works ensuring the safety of pedestrians, vehicles and site staff  **WWNT3, WWNT6** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Training / certificates / attendance and successful completion of training courses relating to Street Works or Street works supervision where required 2. Arranging permits as required 3. Planning, setting out and removing signing lighting and guarding correctly in various situations and scenarios 4. Use of lone worker systems & compliance with out of hours procedures 5. Company recording and reporting procedures being followed   Other) |  |
| 10. Carry out sewer network inspections, including new sewer connections  **WWNT4** | **Pass** | Minimum requirement to evidence at least 3 ‘Pass’ examples, such as   1. Communicating actions to colleagues as required 2. Knowledge of company procedures and standards relating to sewer connections 3. Knowledge of regulatory and company wastewater network targets and KPIs / ODIs 4. Knowledge of hydraulic theories and principles used in the wastewater network 5. Application of knowledge to assess wastewater network performance and capacity issues 6. Understanding of the responsibilities of each party involved with the sewer connection process 7. Identifying trends and potential faults and network issues based on monitoring   Other) |  |
| **Dist** | 1. Independently solving problems via root cause analysis and resolving issues 2. Identifying and communicating additional and relevant information pertaining to site details and method of connection |  |
| 11. Respond to customer reported incidents, clear blockages  **WWNT5** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Training / certificates / attendance at courses relating to customer services 2. Knowledge of company operations and maintenance policies and procedures relating to the wastewater network 3. Knowledge of where to access company policies and procedures 4. Identifying the root cause of problems and resolving issues   Other) |  |
| **Dist.** | 1. Positive customer feedback and exceeding customer expectations 2. Identifying trends and potential faults and network problems based on monitoring and investigations 3. Suggesting improvements to reduce the risk of customer reported incidents |  |
| 12. Conduct confined spaces operations and ensure equipment is maintained to the required standard  **WWNT7** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Training / certificates / attendance at courses relating to confined spaces operations 2. Considering alternative methods of job completion to avoid confined space entry 3. Planning and completion of investigations and operations in confined spaces on the wastewater network 4. Testing, calibrating, maintaining and storing instruments and equipment according to company and manufacturer’s instructions 5. Company recording and reporting procedures being followed   Other) |  |
| **Dist.** | 1. Showing willingness to upskill and take additional responsibility for the safety of others 2. Suggestion of long term solutions to prevent the need for confined space entry |  |
| 13. Where required, supervise and inspect excavations and backfilling including trench support systems  **WWNT8** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Training / certificates / attendance at courses relating to excavations and support systems 2. Knowledge of company operations policies, standards and procedures relating to excavations and materials used 3. Inspecting excavations, backfilling and support systems 4. Company recording and reporting procedures being followed 5. Liaison with all involved parties regarding inspection findings   Other) |  |
| 14. Plan, organise and carry out work and maintenance operations to take account of risks to the environment including high pressure water jetting, flushing and de-silting.  **WWNT9, WWNT11** | **Pass** | Minimum requirement to evidence at least 3 ‘Pass’ examples, such as  a) Training / certificates / attendance at courses relating to high pressure water jetting  b) Communicates actions to colleagues as required  c) Knowledge of environmental regulations associated with wastewater networks  d) Raising and prioritising work requests correctly based on known information  e) Application of knowledge of company operations policies and procedures relating to high pressure water jetting  f) Planning, organising and carrying out work and maintenance on the wastewater network including  i. High pressure water jetting  ii. Flushing  iii. De-silting  g) Identifying maintenance tasks  h) Consideration of isolation and preparation of assets for maintenance activities  Other) |  |
| **Distinction** | i) Showing willingness to upskill and take additional responsibility for managing jobs  j) Identifying and communicating additional and relevant information pertaining to faults identified e.g. site specific information, accessibility issues, traffic sensitivity, out of hours issues  k) Identifying trends and suggesting proactive ways of working i.e. proactive cleansing visits |  |
| 15. Organise and carry out investigations utilising CCTV equipment and report using industry standard coding system  **WWNT10** | **Pass** | Minimum requirement to evidence at least 2 ‘Pass’ examples, such as   1. Training / certificates / attendance at courses relating to CCTV investigations 2. Application of knowledge of company operations policies and procedures relating to CCTV investigations 3. Planning, organising and carrying out investigations on the wastewater network using CCTV equipment 4. Selection, inspection and use of the correct tools and ancillary equipment for the task 5. Recognising root causes of problems on the network and implementing solutions 6. Raising and prioritising work requests correctly based on known information   g) Records, stores and communicates results of CCTV in accordance with company procedures |  |
| **Dist.** | 1. Showing willingness to upskill and take additional responsibility for managing jobs 2. Identifying and communicating additional and relevant information pertaining to faults identified e.g. site specific information, accessibility issues, traffic sensitivity, out of hours issues   j) Identifying trends and suggesting proactive ways of working |  |

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| --- | --- | --- | --- |
| **16.** Ownership,responsibility and customer focus. Accepts ownership and responsibility for own work to accomplish, an activity safely and on time, whilst   * maintaining self-discipline * working well with others * delivering a polite, courteous, professional service   **B1, B2, B3** | **Pass** | a) Accomplishes an activity safely, correctly and on time  b) Interacts well with customers, colleagues and members of the public  c) Maintains self-discipline, motivation and always works in a professional manner |  |
| **Dist.** | d) Consistently takes responsibility for own performance and strives to go beyond expectations |  |

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| **17.** Health and safety/risk awareness. Takes responsibility for own and others health and safety, following procedures and policy to think things through whilst being aware of potential consequences, hazards, distractions and changing circumstances for an activity.  **B4** | **Pass** | a) Demonstrates strict compliance with operational procedures and processes  b) Shows an awareness of the impact of changing circumstances on an activity  c) Able to identify and deal appropriately with distractions to enable tasks to be achieved |  |
| **Dist.** | d) Consistently monitors and checks information to see if changes to plans are required for an activity |  |

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| **18.** Task management. Possesses and enhances appropriate knowledge, skills and experience to perform the duties of the job. Accomplishes goals by   * accepting and following instructions given by supervisor * responding to training * allocating and supervising technical and other required tasks   **B5, B8** | **Pass** | a) Enhances competency through seeking guidance to help accomplish a task.  e.g. Guidance may be provided via operational handbook, digital resources or asking someone.  b) Allocates and supervises technical and other required tasks to efficiently accomplish goals |  |

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| **19.** Results driven.  Identifies, organises and effectively uses resources to complete tasks in a timely fashion, considering cost, quality, safety, security and environmental impact.  **B7** | **Pass** | a) Identifies, organises and uses resources effectively to complete tasks,  b) Considers cost, quality, safety, security  c) Considers environmental impact |  |

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| **20.** Sustainability and ethical behaviour.  Thinks and behaves ethically and undertakes work in a way that contributes to a positive corporate social responsibility.  **B9, B10, B11** | **Pass** | a) Attitude is respectful and positive, concerning the needs or concerns of others.  b) Awareness of the needs and concerns of others especially where related to diversity and equality  c) Maintains a positive approach to ethical requirements and undertakes work in a way that contributes to sustainable development. |  |