

Gas Network Team Leader Service Layer Portfolio and Grading Guidance

Overview

It is a requirement of the gas network team leader apprenticeship that each apprentice compiles a portfolio of evidence during the on-programme period of his or her apprenticeship. The apprentice will submit a portfolio consisting of a work log typically developed during the apprenticeship, together with documentation from a trade test and competency based interview completed in the final three months. The portfolio provides the opportunity to demonstrate skills, knowledge and behaviours across the standard - core and specific requirements.

The portfolio will be marked by a technical expert, using standardised criteria and documentation recording coverage against the standard, highlighting any performance above or below and awarding a preliminary mark out of 100.

The portfolio, which may be in a paper and / or electronic format, will contain a work log of evidence covering the range of experience and work carried out by the apprentice in the workplace and typically compiled during the last two years of their apprenticeship.

End-point assessment will take place during the final three months of their apprenticeship.

This evidence is essential in confirming that an apprentice is eligible to enter end-point assessment.

In addition, to be eligible to enter end-point assessment, the apprentice must:

- a) Achieve as a minimum Functional Skills Level 1 English and mathematics or equivalent
- b) Produce a portfolio of work based evidence
- c) Not be subject to a company disciplinary procedure

Overall Grading

The grading is determined within the published assessment plan and can be viewed at: https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/574237/Gas_Team_leader.pdf

Grading should be standardised to ensure consistency across the sector. The apprenticeship will be graded Fail, Pass and Distinction. The final grade will be determined by collective performance in the end-point assessment's two assessment tools. The **weighting** of the apprenticeship is 70% on the portfolio which incorporates the work log, the competency based interview and final trade test and 30% to the independent knowledge assessment. A points system will determine if the apprentice has achieved a Pass or Distinction and is described below:

- **Pass** – 5 points (3.5 points portfolio + 1.5 points knowledge assessment)
- **Distinction** – 10 points (7.0 points portfolio + 3 points knowledge assessment)

Portfolio%	Points	Grade	Knowledge Assessment %	Points	Grade
<69	0	Fail	<69	0	Fail
70 - 84	3.5	Pass	70 - 89	1.5	Pass
85 - 100	7.0	Distinction	90 - 100	3.0	Distinction

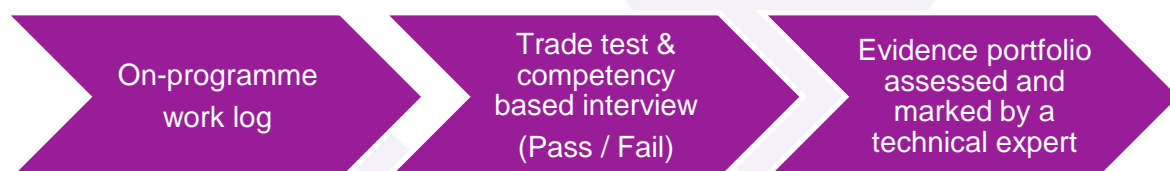
To achieve a 'Pass' the apprentice will be demonstrating competence across the standard. To achieve 'Distinction' the apprentice will be demonstrating performance over and above the standard. The table Annex 1 outlines the scoring criteria that must be applied; detailed guidance is provided in Annex 2

Portfolio Requirements

The evidence collectively must demonstrate competence against all aspects of the apprenticeship standard in terms of the required skills, knowledge and behaviours. Suitable and sufficient evidence must be gathered during the on-programme period to evidence the knowledge, skills and behaviours required to meet the published standard:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/411797/ENERGY_UTILITIES_-_Gas_Network_Team_Leader.pdf

Summary of Evidence Portfolio Process



The portfolio assessment must meet the following requirements:

1. The portfolio carries a weighting of 70% of the total apprenticeship

2. The portfolio's summative assessment must be carried out by a technical expert (*see definition below*) who has not directly worked with the apprentice or participated in their learning and training
3. Technical experts must be approved by the EUIAS
4. The technical expert will use the standardised assessment criteria and documentation provided by the EUIAS to award a preliminary mark out of 100 and record the outcome of the portfolio assessment on the template provided in annex 2 of the GNTL service layer portfolio grading record document.
5. The portfolio will be attributed points as defined in the published assessment plan and outlined in the overview
6. An apprentice who achieves a portfolio assessment mark of 69 or below, or fails the competency-based interview or fails the trade test must not be allowed to proceed to the final decision panel, the apprentice must receive a remedial action plan clearly indicating the work to be undertaken before being considered for re-assessment
7. Only the final decision panel appointed by the EUIAS can confirm the final grade
8. Once a final grade has been confirmed by the final decision panel, the EUIAS will then apply for the final apprentice certificate

Technical Expert

The term technical expert is defined in the published assessment plan as:

“Nominated by the apprentice’s employer; they may come from within their own organisation or brought in if required from other employers or an assessment organisation. They will not have directly worked with the apprentice or participated in their learning and training. Technical experts must be able to demonstrate an appropriate level of competence i.e. training and experience to undertake the role and / or hold or be working towards an assessor qualification. They must be approved by the assessment organisation for the purposes of conducting the end-point assessment.”

Technical Expert Approval

The EUIAS will conduct a desktop evaluation of the proposed technical expert CV and assign a risk rating of low, medium and high. This risk rating will determine the EUIAS approach to audit during the end-point period, with 20% of technical experts subject to an EUIAS observation of end-point assessment in action by a particular expert. Experts will be notified by the EUIAS if they are selected for audit. Any assessment infringements will be subject to automatic audit in subsequent cohorts. (For more information, please view the EUIAS “Risk Rating of Technical Experts and Assessors”).

Internal Standardisation

It is good practice that the employer holds a standardisation meeting to internally review the portfolio score, with the decision verified by a technical expert who is not involved in the marking of the trade test or initial portfolio review.

Following the assessment and preliminary grading of the apprentice's portfolio, the portfolio and grading record will be made available to the final decision panel along with the outcome from the competency based interview, the trade test & knowledge assessment.

Annex 1

Portfolio Grading Criteria within the Published Assessment Plan

To achieve a 'Pass' the apprentice will demonstrate complete competence across the whole standard. To achieve 'Distinction' the apprentice will demonstrate exemplary performance that provides evidence of performance over and above the standard. The following table outlines the scoring criteria that must be applied; detailed guidance is as developed by the assessment organisations (Annex 2).

End-point Element	Fail Criteria	Pass Criteria	Distinction Criteria
Portfolio	<p>Fail ≤69%</p> <p>Portfolio lacks sufficient evidence and structure to demonstrate knowledge, skills and competency through the work log and progress reviews</p> <p>Portfolio records a Fail in the final trade test</p> <p>Portfolio records a Fail in the competency based interview</p> <p>Poor application of knowledge in the workplace</p> <p>Poor reasoning skills displayed on practical tasks</p> <p>Negative team working and interpersonal skills</p> <p>Subject to a company</p>	<p>Pass (70%-84%)</p> <p>Portfolio well-structured and contains sufficient and robust evidence to demonstrate knowledge, skills and competency across the standard through the work log and progress reviews</p> <p>Portfolio records a Pass in the final trade test</p> <p>Portfolio records a Pass in the competency based interview</p> <p>Good application of knowledge in the workplace</p> <p>Good critical reasoning skills displayed on practical tasks</p> <p>Good team working</p>	<p>Distinction (85%-100%)</p> <p>The portfolio demonstrates evidence which is over and above the requirements of the standard through the work log and progress review</p> <p>Portfolio records a Pass in the final trade test</p> <p>Portfolio records outstanding rationale for decisions within the competency based interview</p> <p>Outstanding application of knowledge in the work place</p> <p>High level of critical reasoning skills displayed on practical tasks</p> <p>Outstanding team</p>

	disciplinary procedure	and interpersonal skills and ability to respect the opinion of others	working and interpersonal skills and ability to respect the opinion of others
Knowledge Assessment	Score <69%	Score 70-89%	Score 90% and above

Annex 2

End-point Assessment – Portfolio Grading Guidance

Portfolio Evidence	Maximum points per section (Total 100)	Minimum points required to achieve a Pass	Minimum points required to achieve Distinction
Core Requirements – Knowledge and Skills			
1. Knowledge and application of relevant health and safety, environmental and industry standards and regulations, policies and procedures	Maximum of 17 points for this section	Minimum points to achieve a Pass = 12	Minimum points to achieve Distinction = 15
		To achieve a Pass the assessor must determine that the apprentice has evidence of the following:	To achieve Distinction the assessor must determine that the apprentice has achieved the Pass criteria and also has evidence of the following:
		<ul style="list-style-type: none"> • Training / certificates / attendance at training courses relating to health and safety relevant to their role • Knowledge of where to access H&S, environmental and industry information • Being responsible for their own H&S and that of others • Knowledge and compliance with company standards and procedures as applicable. • Compliance with environmental 	<ul style="list-style-type: none"> • Evidence of critical reflection and learning • Voluntarily engaging with employer to make contributions to health and safety improvements and initiatives • Understanding of the wider ranging consequences of not following standards, regulations, policies and procedures • Continuously updating knowledge regarding health, safety, environmental and industry standards and procedures • Understanding of wider ranging

Portfolio Evidence	Maximum points per section (Total 100)	Minimum points required to achieve a Pass	Minimum points required to achieve Distinction
Core Requirements – Knowledge and Skills			
		<p>regulations and standards e.g. correct disposal of wastes</p> <ul style="list-style-type: none"> • Ensuring safety equipment is maintained, checked and available to use and keeping records • Using, and storing safety equipment correctly at all times including PPE • Understanding how to report any faults, loss or issues with equipment • Identifying hazards and risks and completing risk assessments • Suggesting and implementing appropriate control measures • Identifying changing situations in the workplace and taking the appropriate action • Completion of performance criteria including IND01 - IND18 	<p>consequences of not working safely and carrying out risk assessments</p> <ul style="list-style-type: none"> • Ability to explain the need to maintain and store PPE and other safety equipment • Ability to explain the wider ranging consequences of not working appropriately

Portfolio Evidence	Maximum points per section (Total 100)	Minimum points required to achieve a Pass	Minimum points required to achieve Distinction
Core Requirements – Knowledge and Skills			
2. Knowledge and application of installing, replacing and decommissioning gas assets and components up to and including 63mm diameter	Maximum of 16 points for this section	Minimum points to achieve a Pass = 11	Minimum points to achieve Distinction= 14
		To achieve a Pass the assessor must determine that the apprentice has evidence of the following:	To achieve Distinction the assessor must determine that the apprentice has achieved the Pass criteria and also has evidence of the following:
		<ul style="list-style-type: none"> • Training / certificates / attendance at training courses relating to the installation, replacement and de-commissioning of gas services • Knowledge of company operations and maintenance policies and procedures • Knowledge of where to access company policies and procedures • Examples of satisfactorily completing the installation of gas services at diameters up to and including 63mm • Examples of installing and replacing 	<ul style="list-style-type: none"> • Exceptional knowledge of company operations and maintenance policies and procedures • Examples of performing outstanding working practices • Consistent high achiever at training courses • Completion of the competency test to a high standard • Critical reflection and learning regarding this activity

Portfolio Evidence	Maximum points per section (Total 100)	Minimum points required to achieve a Pass	Minimum points required to achieve Distinction
Core Requirements – Knowledge and Skills			
		emergency control valves <ul style="list-style-type: none"> • Examples of the safe operation of powered tools and equipment • Working safely with due consideration to others and the environment • Satisfactory completion of the competency trade test 	
3. Use theory and principles to undertake the testing, purging, commissioning and de-commissioning of gas services up to 63mm diameter	Maximum of 17 points for this section	Minimum points to achieve a Pass = 12	Minimum points to achieve Distinction = 15
		To achieve a Pass the assessor must determine that the apprentice has evidence of the following:	To achieve Distinction the assessor must determine that the apprentice has achieved the Pass criteria and also has evidence of the following:
		<ul style="list-style-type: none"> • Training / certificates / attendance at courses relating to testing, purging and commissioning activities for gas services • Examples of completing testing activities to services operating at low pressure • Examples of completing testing activities 	<ul style="list-style-type: none"> • Independently completing testing, purging and commissioning activities to a successful conclusion without guidance • Critical reflection and learning regarding these activities • Consistently presents and shares

Portfolio Evidence	Maximum points per section (Total 100)	Minimum points required to achieve a Pass	Minimum points required to achieve Distinction
Core Requirements – Knowledge and Skills			
		to services operating at medium pressure <ul style="list-style-type: none"> • Examples of purging and commissioning gas services at both low and medium pressure • Examples of reporting and recording information accurately in line with company procedures • Examples of using gas detection instrumentation 	outcomes in a logical and consistent manner <ul style="list-style-type: none"> • Demonstrates a comprehensive technical understanding of the process, equipment used and where applicable, other options available
4. Location and avoidance of underground apparatus and signing, lighting and guarding of excavations and other street work activities	Maximum of 11 points for this section		
		To achieve a Pass the assessor must determine that the apprentice has evidence of the following:	To achieve Distinction the assessor must determine that the apprentice has achieved the Pass criteria and also has evidence of the following:
		<ul style="list-style-type: none"> • Training / certificates / attendance at courses relating to the location of underground apparatus • Training / certificates / attendance at 	As Pass criteria

Portfolio Evidence	Maximum points per section (Total 100)	Minimum points required to achieve a Pass	Minimum points required to achieve Distinction
Core Requirements – Knowledge and Skills			
		courses relating to signing, lighting and guarding <ul style="list-style-type: none"> • Completion of the performance criteria as required by the New Roads and Street-works Act 	
5. Carry out repairs to gas network infrastructure assets	Maximum of 19 points for this section	Minimum points to achieve a Pass = 14	Minimum points to achieve Distinction = 16
		<ul style="list-style-type: none"> • Training / certificates / attendance at courses relating to the repairs to gas services up to 63mm in diameter • Knowledge of company policies and procedures relating to dealing with gas escapes and repair techniques • Examples of repairing gas services • Examples of restoring gas services to operational condition following a repair • Examples of reporting and recording information accurately in line with company procedures 	<ul style="list-style-type: none"> • Exceptional knowledge of company policies and procedures relative to repair techniques • Examples of completing service repairs to a successful conclusion without guidance • Consistent high achiever at training courses and on knowledge tests • Critical reflection and learning regarding this activity

Behaviours

The levels of behaviour are as follows:

- Exceeds Standard - Distinction
- Meets Standard - Pass
- Further Development Required – Fail

Distinction should only be used in exceptional circumstances in line with the descriptors detailed below and the vast majority of behaviours listed need to be evidenced for this grade to be awarded. There must be no failing behaviours identified. There must be clear, documented evidence within the portfolio that demonstrates that the apprentice is consistently performing at this level. This level of performance must be clearly recorded by the person who assesses the portfolio.

‘Pass’ should be used for good performance i.e. the apprentice is achieving what is required of them. In order to receive this rating, the behaviours displayed will predominantly be at this level. There may be a small number in ‘Fail’ and / or ‘Distinction’.

‘Fail’ may have been observed at the beginning of the apprenticeship for some behavior; however, if the apprentice persistently displays these behaviours, it is expected that company performance measures will have commenced and the apprentice should not be put forward for end-point assessment.

The areas to be assessed are:

- Personal wellbeing and safety of customers including risk awareness
- Customer focus
- Undertakes continuous professional development and is self-motivated and self-disciplined
- Sustainability and ethical behavior

Behaviours		
Maximum of 7 points for this section	Personal wellbeing and safety of customers including 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 and hazards. Displays risk awareness showing the desire to reduce risks through systematic monitoring and checking information and the strict compliance with appropriate rules. Develop situational awareness by assessing the impact of changing circumstances on an activity.	
Fail = 0 points	Minimum points to achieve a Pass = 4	Minimum points to achieve a Distinction = 5
<ul style="list-style-type: none"> Does not consistently follow policies and procedures as directed Does not consistently apply health and safety knowledge in work activities Ignores impact of changing circumstances; carries on with plan without review Views health and safety as someone else's problem Has difficulty adjusting to changes in workload or assignment; loses composure if there is a change 	<ul style="list-style-type: none"> Consistently follows policies, procedures and standard operating practices as directed Consistently applies health and safety knowledge to work activities and has an awareness of the impact of changing circumstances Takes personal responsibility for own and others' health, safety and security, and assesses risks Seeks guidance on health and safety issues when not confident 	<p>To achieve Distinction the Pass criteria must be fully satisfied and the apprentice must meet the criteria below:</p> <ul style="list-style-type: none"> Identifies health and safety deficiency and provides a solution that was implemented Serves as safety resource for peers Excels in acquiring additional safety knowledge

Behaviours		
Maximum of 7 points for this section	Customer focus. Confidently delivers a polite, courteous, professional service to all customers, colleagues and members of the public. Systematically checks information and monitors to ensure compliance with appropriate regulations and normative documents. Is aware of how the work impacts on others. Demonstrates knowledge of internal and external customers; is sensitive to customer needs and requirements; anticipates needs and responds promptly and willingly to provide information, services and / or products as needed.	
Fail = 0 points	Minimum points to achieve a Pass = 3	Minimum points to achieve a Distinction = 5
<ul style="list-style-type: none"> • Lacks knowledge of internal customer concept • Views customers negatively, as an irritation and / or a problem • Resists changes to services and practices • Waits to be prompted before responding to customers' needs • Is slow to respond to requests • Responds inadequately to customers • Often communicates incorrect information to the public • Needs constant assistance when dealing with requests for information 	<ul style="list-style-type: none"> • Treats all customers fairly • Responds to all customer requests promptly and politely • Checks information and makes sure is compliant with regulations relating to their work • Maintains personal accountability and ownership to resolve issues • Interacts with the public in a courteous manner • Handles complaints and angry customers calmly and sensitively 	<p>To achieve Distinction the Pass criteria must be fully satisfied and the apprentice must meet the criteria below:</p> <ul style="list-style-type: none"> • Provides excellent service to all customers, frequently going beyond what is required, taking into consideration vulnerability, and equality and diversity • Anticipates customers' needs • Responds to customer requests with sensitivity, equality and diversity • Builds collaborative relationships with customers • Motivates others to provide excellent customer service and leads by example • Identifies and recommends changes to processes to improve customer service • Independently handles sensitive situations

Behaviours		
Maximum of 6 points for this section	Sustainability and ethical behaviour. Thinks and behaves ethically and undertakes work in a way that contributes to positive corporate social responsibility. Appreciates the impact the work can have on the environment.	
Fail = 0 points	Minimum points to achieve a Pass = 3	Minimum points to achieve a Distinction = 5
<ul style="list-style-type: none"> • Does not consistently follow policies and procedures • Does not understand the environmental impact that work activities may have • Has no awareness of social responsibility of a gas company • Works to their own agenda with little or no consideration for others or legal / regulatory requirements • Makes assumptions about people based on stereotypes which leads to inequality • Treats people unfairly • Imposes own views on others 	<ul style="list-style-type: none"> • Understands why policies and procedures are required and consistently applies them • Acts in a fair and honest manner when interacting with others • Appreciates the social responsibility that working for a gas company brings to individual employees • Recognises regulatory standards and legal requirements and applies them • Is polite, treating everyone fairly and equally 	<p>To achieve Distinction the Pass criteria must be fully satisfied and the apprentice must meet the criteria below:</p> <ul style="list-style-type: none"> • Can describe the company's and personal responsibilities regarding environmental policies and procedures • Understands the typical impact that the role can have on the environment and how to reduce this • Identifies areas for improvement • Acts in a fair and honest manner when interacting with others and understands the impact of ethical behaviours • Understands the social responsibility that working for a gas company brings to individual employees • Carries out commitments to others and accepts responsibility for their own behaviour • Consistently considers others' views and feelings • Respects diversity and values difference, treating everyone fairly and equally

TOTAL POINTS (maximum 100)	Minimum of 70 points required to achieve a Pass	Minimum of 85 points required to achieve Distinction
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