

# Level 3 End-Point Assessment for Gas Engineering Operative

## EPA Specification Section 5.2 – Portfolio Assessment

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### Contacts

This specification has been designed to provide all the advice and guidance you need to prepare yourself and your apprentices for end-point assessment. However, if you have any further questions please contact the EUIAS Help Desk using one of the following:

Help Desk email: [enquiries@euias.co.uk](mailto:enquiries@euias.co.uk)

Help Desk telephone: 0121 0779922 option 2

## Gas Safe® Registration

Gas Safe® Registration is a separate process from the apprenticeship. Through the Gas Safe® process, all gas engineering operatives must complete a defined set of industry standard assessments designed to enable the operative to demonstrate competence across a range of appliance types relevant to their business operations. Providers will prepare apprentices to undertake this process prior to end point assessment. Successful completion of the Gas Safe® Registration process is a requirement for the gateway to end point assessment and as such, the submitted portfolio must contain evidence of Gas Safe® Registration.

## Competency Test

Apprentices will complete a competency test comprising of practical observation across a number of set tasks. During the competency test, apprentices will also be asked questions by the assessor to confirm their understanding of the rationale for actions taken and choices made during the test. The content of this competency test will relate to the four appliances for which the apprentice has received Gas Safe® certification.

The duration of the competency test will **be no longer than one day**, and the actual time allowed will be based on the comparable time that an industry competent worker would take to achieve successful completion of the set task(s). EUIAS has devised practical observation tasks that are sufficiently complex to allow the apprentice to demonstrate the required knowledge, skills and behaviours required of the gas engineering apprenticeship operative standard.

**For competency tests that will take place within a 'Real (or Realistic,) World Environment' (RWE,) EUIAS will agree the local application of the assessment, and also agree the assessment set-up / assessment routes with the employer/training provider prior to any competency tests taking place.**

Working across the range of the four appliances for which gas safe certification has been achieved, the competency test will cover:

- Safe installation and commissioning an appliance
- Service and maintain an appliance or system
- Repair a fault on an appliance and system
- Decommission an appliance or system

**Note that the apprentice is only required to demonstrate the specific skill or knowledge requirements once. The tasks for the competency test must be chosen carefully to ensure that the apprentice has an opportunity to cover all aspects of the competency test criteria.**

The competency test will be managed and marked by assessors who are technical experts authorised and appointed by EUIAS. This may or may not be one of the assessors who will conduct the Work Log review and interview – see below. Assessors for the competency test may or may not be one of the assessors who conduct the worklog review / technical interview. Assessors may be nominated from within the apprentice's own organisation or from an external organisation if required. Appointed Assessors will not have directly worked with the apprentice nor participated in their learning and training at any stage. Assessors must be able to demonstrate an appropriate level of competence i.e. training and experience, to undertake the role and must also hold an assessor qualification in order enable initial approval from EUIAS.

As part of the competency test the apprentice will be asked standardised questions, with follow up questions as appropriate, to confirm their understanding of the rationale for actions taken and the choices made to complete the tasks.

This competency test provides the opportunity for the apprentice to synoptically demonstrate core and specific knowledge, skills and behaviours as detailed in Section 4, on actual appliances and equipment in a realistic work situation. This provides the opportunity to bring together and apply their learning.

Apprentices are assessed to confirm that they can apply their knowledge, skills and behaviours - required to safely and accurately perform operational activities on gas systems, gas appliances and equipment with minimum supervision.

The apprentice can achieve a Pass or Distinction. If they do not achieve a pass, they will be deferred.

### **Preparing for the Competency Test**

Apprentices should be prepared for the Competency Test with the opportunity to carry out complex practical tasks under assessment conditions prior to commencement of the end point assessment. (See Section 6.) Apprentices should be made aware and should confirm their understanding of the grading criteria for pass and distinction to provide knowledge of what's required to achieve to their full potential.

The EUIAS Service Delivery team will get in touch with the agreed point of contact at the employer or training provider to schedule the competency tests as required. This task requires sufficient notice to take account of availability of the availability of the apprentice, the assessor(s) and the venue staff for the duration of the Observation stage of the competency test. A maximum of three apprentices per day can be assessed on the competency test, per assessor.

### **Grading the Competency Test**

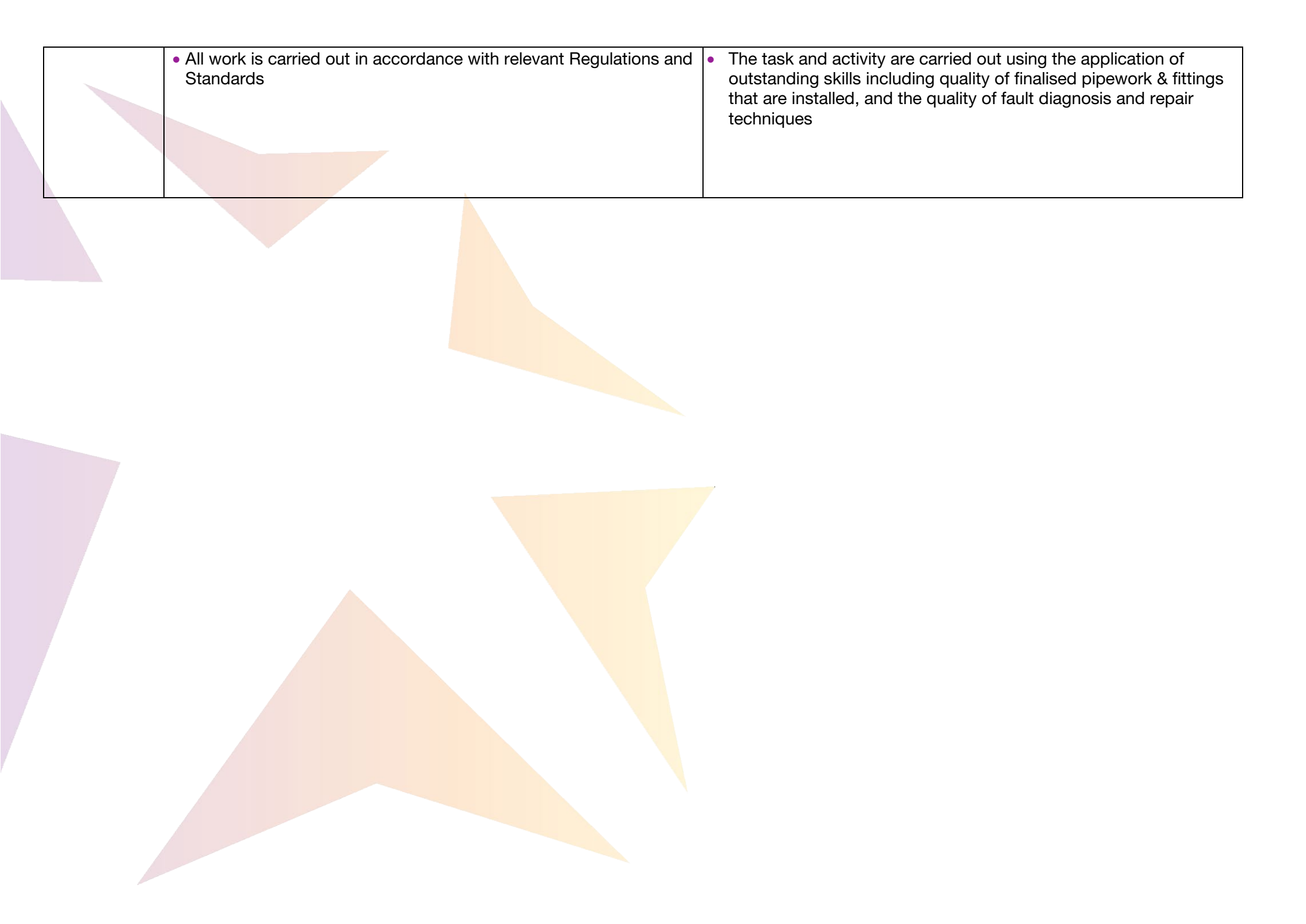
The Competency Test is marked across 10 areas which have been selected to provide coverage of all the knowledge, skills and behaviours required:

1. Application of company policy and procedures
2. Operates in a manner to ensure the safety of all
3. Maintains technical and safety standards at all times (behaviours)
4. Communication skills and customer interaction
5. Has focus and clear purpose in all conditions and locations, covering business requirements
6. Work on customer premises / property shows proper care and respect
7. Quality of work – skills
8. Safe gas and electrical working practices
9. Pipework skills
10. Relays energy efficiency advice and product knowledge

**The Distinction Grade for the Competency Test is determined by the total number of marks achieved and the following table provides commentary and examples of how Technical Experts conducting the Competency Test will apply scoring**

## COMPETENCY TEST SCORING GUIDE

ELEMENT	PASS	DISTINCTION
<p><b>Competency Test</b></p>	<p>To achieve a Pass grade, the tasks must be completed in full, meeting the criteria set out in <b>Section 4</b> of this document. All work must be conducted with safety as the priority.</p> <p>Pass will be achieved by apprentices demonstrating a good application of their knowledge and skills, as well as displaying the appropriate level of behaviours throughout the job. The following list is non-exhaustive:</p> <ul style="list-style-type: none"> <li>• Completes installation and commissioning activities in full accordance with manufacturer’s instructions and technical operating procedures</li> <li>• Demonstrates good application of knowledge and skills to undertake diagnostic, fault finding, repair and maintenance skills</li> <li>• All required tests and testing are carried out in accordance with the appropriate standard and following the correct procedure. Test results are correctly interpreted, and relevant actions taken dependant on the results of tests and testing</li> <li>• Good verbal and written communication and reporting</li> <li>• Good customer service including relevant energy advice for each of the four appliance types</li> <li>• Demonstrates full compliance with all safety requirements and responsibilities</li> </ul>	<p>The range of activities related to job-deliverables within the role are of a fixed outcome, and therefore work <b>must always</b> be carried out in accordance with the relevant instructions, and to the relevant regulations, standards and procedures.</p> <p>Distinction level performance can be discerned through the quality of the full job. Apprentices can demonstrate distinction-level performance through items and areas such as:</p> <ul style="list-style-type: none"> <li>• Manages the workflow of tasks impeccably in terms of a logical progress through the job, selection, preparation and use of tools and equipment at appropriate times, tidiness of work area, efficiency of actions</li> <li>• Demonstrates an outstanding ability to adapt to - and deal with changing circumstances throughout the job</li> <li>• Provides outstanding customer communication throughout the job from pre-arrival to leaving, and the applied style of communication is tailored so that it is relevant for the customer</li> <li>• Advice given to the customer is well researched, correct for the circumstances, and stretches beyond the required basics for energy efficiency and appliance or system advice</li> <li>• Methods of delivering ‘bad news’ - such as the condition of an unsafe appliance – are considered and take account of the customer and the circumstances beyond what can be seen</li> </ul>



	<ul style="list-style-type: none"><li>• All work is carried out in accordance with relevant Regulations and Standards</li></ul>	<ul style="list-style-type: none"><li>• The task and activity are carried out using the application of outstanding skills including quality of finalised pipework &amp; fittings that are installed, and the quality of fault diagnosis and repair techniques</li></ul>
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