

Water Distribution - Leakage Technician Portfolio and Grading Guidance

Overview

It is a requirement of the water process technician apprenticeship that each apprentice compiles a portfolio of evidence during the on-programme period of his or her apprenticeship. The portfolio, which may be in a paper and / or electronic format, will contain a work log of evidence of the range of water network and leakage 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:

- Achieve as a minimum Level 2 English Language and mathematics (Functional Skills or GCSE grade A* - C)
- Complete a satisfactory final progress review
- 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/463164/Water_Process_Technician.pdf

| Portfolio % | Points | Grade | Knowledge Assessment % | Points | Grade |
|-------------|--------|-------------|------------------------|--------|-------------|
| <69 | 0 | Fail | <69 | 0 | Fail |
| 70 | 1 | Pass | 70-79 | 1 | Pass |
| 71-74 | 2 | Pass | 80-89 | 2 | Pass |
| 75-79 | 3 | Pass | 90-100 | 3 | Distinction |
| 80 - 84 | 4 | Pass | | | |
| 85-89 | 5 | Distinction | | | |
| 90-94 | 6 | Distinction | | | |
| 95-100 | 7 | Distinction | | | |

A points system will determine if the apprentice has achieved a pass or distinction and is described below:

Pass Minimum 2 Points (1 Point Portfolio + 1 Point Knowledge Assessment)

Distinction Minimum 8 Points and Maximum 10 Points

Minimum Combinations:

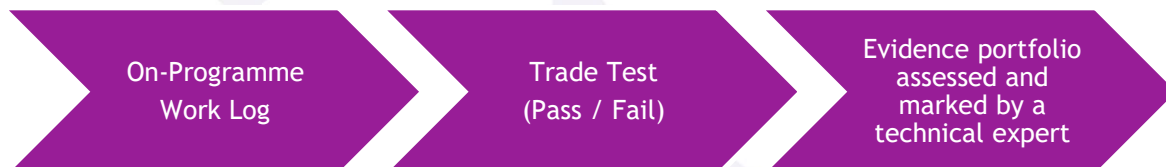
- Portfolio 5 Points + 3 Points Knowledge Assessment = 8 Points
- Portfolio 6 points + 2 Points Knowledge Assessment = 8 Points
- Portfolio 7 Points + 1 Point Knowledge Assessment = 8 Points

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/publications/apprenticeship-standard-water-process-technician>

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 (Annex 2)
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 trade test must not be allowed to proceed to the end-point assessment

- knowledge test, but 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

The employer must hold 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. In the event that there is no agreement on the score, the portfolio will be reviewed by an additional technical expert for a majority decision. A standardised decision form will record the score and the rationale for the judgement for submission to the final decision panel.

Following the assessment and preliminary grading of the apprentice's portfolio, the portfolio and grading grid (Annex 2) will be made available to the final decision panel along with the knowledge assessment outcome.

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 will be 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, progress reviews and progressive authorisation assessments across the standard</p> <p>Fail in the final trade test</p> <p>Poor application of knowledge in the work place</p> <p>Poor reasoning skills displayed on practical tasks</p> <p>Negative team working and interpersonal skills</p> <p>Subject to a company disciplinary procedure</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, progress reviews and progressive authorisation assessments</p> <p>Pass in the final trade test</p> <p>Good application of knowledge in the work place</p> <p>Good critical reasoning skills displayed on practical tasks</p> <p>Good team working and interpersonal skills and ability to respect the opinion of others</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, progress reviews and progressive authorisation assessments</p> <p>Pass in the final trade test</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 and interpersonal skills and the ability to respect the opinion of others</p> |

Annex 2

Water Distribution Leakage Technician End-point Assessment – Portfolio Grading Guidance

| Portfolio Evidence | | | |
|---|--|--|---|
| Core Requirements – Knowledge and Skills | | | |
| 1. Knowledge and application of relevant health and safety, environmental and industry standards and regulations, policies and procedures | | | |
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Training / certificates / attendance at training courses relating to H&S, environmental, regulatory and HR requirements (e.g. toolbox talks, induction) • 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. e.g. | <p>To achieve Distinction the apprentice must achieve the Pass criteria plus evidence of:</p> <ul style="list-style-type: none"> • 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 |



| Portfolio Evidence | | | |
|--------------------|--|---|--|
| | | <p>COSHH, lone worker, isolation of plant and equipment, working at height, HR policies and procedures e.g. absence, holiday request, grievance etc.</p> <ul style="list-style-type: none">• Compliance with environmental regulations and standards e.g. correct disposal of wastes• Ensuring safety equipment is maintained, checked and available to use and keeping records• Using, and storing safety equipment correctly at all times including PPE• Reporting any faults, loss or issues with equipment• Working to job description and following company terms and conditions• 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 | <ul style="list-style-type: none">• Understanding of wider ranging consequences of not working safely and carrying out risk assessments• Explaining the need to maintain and store PPE and other safety equipment• Explaining the wider ranging consequences of not working appropriately with chemicals (including storage and disposal)• Monitoring safety equipment use and compliance in others• Voluntarily taking an active role in completing safety compliance checks for others |

| Portfolio Evidence | | | |
|---|--|---|------------------|
| 2. Knowledge and application of water industry operations and maintenance practices, processes and procedures in water network operations | | | |
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Knowledge of company operations and maintenance policies and procedures e.g. sampling procedures, flow monitoring • Knowledge of where to access company policies and procedures • Completing work in accordance with job description • Working safely with due consideration to others and the environment • Training / certificates /attendance at training courses relating to operations and maintenance practices, processes and procedures | As Pass criteria |



| Portfolio Evidence | | | |
|--|--|--|---|
| 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 | | | |
| | | To achieve a Pass the apprentice must have evidence of: <ul style="list-style-type: none">• Training / certificates / attendance at courses relating to specific equipment, instruments and IT systems• Knowledge and use of the operation of flow monitoring equipment• Testing and maintaining H&S equipment• Testing, calibrating and maintaining monitoring instruments and equipment• Verifying IT systems are working correctly• Identifying faults and alarms• Understanding alarms, priorities, consequences and responses | To achieve Distinction the apprentice must achieve the Pass criteria plus evidence of: <ul style="list-style-type: none">• Independently conducting fault or route cause analysis to successful conclusion without guidance• Presenting and sharing findings in a logical and consistent manner• Technical understanding of process equipment options and practical assessment and application of their suitability for use• Suggesting improvements in alarm management |

| Portfolio Evidence | | | |
|--|--|---|------------------|
| | | <ul style="list-style-type: none"> • Consulting and working with others to investigate, identify and resolve the root cause of problems • Implementing and monitoring solutions for effectiveness • Making adjustments where necessary • Company recording and reporting procedures being followed | |
| 4. Drive vehicles equipped with tools and materials to other sites as required | | | |
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Full driving licence • Additional driving category training as required • Complying with company driving policies and procedures on a regular basis e.g. vehicle checks completed on a regular basis • Safe loading of vehicles • Keeping company vehicles maintained and cleaned to a high standard | As Pass criteria |

| Portfolio Evidence | | | |
|---|--|---|------------------|
| 5. Complete reports and ensure records are maintained for audit and reporting purposes | | | |
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Reporting and recording information accurately following company procedures • Records and reports site audit information e.g. regulatory data in accordance with company procedures e.g. customer contacts • Completion of company records relating to overtime, vehicles etc. as required | As Pass criteria |
| 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 | | | |

| Portfolio Evidence | | | |
|--|--|--|---|
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Completing planned work activities accurately and on time in all weather conditions • Completion of tasks when on their own • Completion of tasks out of hours • Dynamic risk assessments being completed • Compliance with company working time directives | <p>To achieve Distinction the apprentice must achieve the Pass criteria plus evidence of:</p> <ul style="list-style-type: none"> • Consistent dynamic risk assessments on a variety of jobs • Willingly assisting in emergency situations outside of normal working hours |
| Pathway Specific Skills and Knowledge | | | |
| <p>7. 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</p> | | | |
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Training / certificates / attendance and successful completion of training courses relating to Street Works or Street Works | <p>As Pass criteria</p> |

| Portfolio Evidence | | | |
|---|--|--|---|
| | | <p>Supervision where required</p> <ul style="list-style-type: none"> • Arranging permits as per company requirements • Planning, setting out and removing signing lighting and guarding correctly in various situations and scenarios • Use of lone worker systems & compliance with out of hours procedures • Company recording and reporting procedures being followed | |
| <p>8. Using technical knowledge identify areas that require further investigation due to leakage deciding on the most appropriate methods to identify and locate sources of leakage</p> | | | |
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Knowledge and application of hydraulic theories and principles in the water distribution network | <p>To achieve Distinction the apprentice must achieve the Pass criteria plus evidence of:</p> <ul style="list-style-type: none"> • Independently solving problems via root cause analysis and resolving issues |

| Portfolio Evidence | | | |
|--|--|--|--|
| | | <ul style="list-style-type: none"> • Application of knowledge to optimise network performance or leakage issues • Knowledge of regulatory and company leakage targets and KPIs / ODIs • Identifying trends and potential faults and network leakage issues based on monitoring • Work with others to identify the root cause of problems and resolve issues • Taking actions appropriate to their level of authority • Company recording and reporting procedures being followed | <ul style="list-style-type: none"> • Independent optimisation of processes showing opex savings or process efficiencies • Identifying and communicating additional and relevant information pertaining to faults identified e.g. GIS, part numbers, accessibility issues • Identifying network improvements to reduce the risk of future leakage issues • Developing techniques further to provide useful solutions to supply problems |
| 9. Use technical knowledge to operate electronic location equipment to identify and locate underground cables and services | | | |
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Training / certificates / attendance at courses | As Pass criteria |

| Portfolio Evidence | | | |
|---|--|---|--|
| | | <p>relating to electronic location equipment</p> <ul style="list-style-type: none"> • Checking, maintaining and storing the locating equipment in line with company and manufacturer's instructions • Understanding the abilities and limitations of available equipment • Using locating equipment in the different modes available • Identifying mains and services correctly • Recording mains and services in line with company procedures • Communicating the types and positions of mains and services to other personnel as required | |
| <p>10. Using hydraulic theories and principles carry out valve operations to set up, test, maintain or alter district meter areas</p> | | | |

| Portfolio Evidence | | | |
|--|--|--|---|
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Knowledge and application of hydraulic theories and principles in the water distribution network • Monitoring, testing, maintaining and altering systems to maintain optimum performance of distribution networks including analysing data to identify trends • Understanding of network schematics and the interdependencies of the system • Completion of risk assessments and method statements relating to networks tasks • Communicates actions to colleagues as required • Company recording and reporting procedures being followed | <p>To achieve Distinction the apprentice must achieve the Pass criteria plus evidence of:</p> <ul style="list-style-type: none"> • Submitting proposals to improve the structure and / or operation of a DMA |
| <p>11. Use industry principles and measurement to estimate volumes of water lost through leakage</p> | | | |

| Portfolio Evidence | | | |
|---|--|--|--|
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Knowledge and application of hydraulic theories and principles in the water distribution network • Knowledge of regulatory and company leakage targets and KPIs / ODIs • Calculations of flow and estimated volumes of water lost through leakage • Leakage campaigns completed and the results obtained | <p>To achieve Distinction the apprentice must achieve the Pass criteria plus evidence of:</p> <ul style="list-style-type: none"> • Over exceeding company targets relating to leakage on a regular and consistent basis |
| <p>12. Programme, deploy, retrieve and interpret data from data logging equipment</p> | | | |
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Training / certificates / attendance at courses relating to data logging equipment • Logging data relating to: <ul style="list-style-type: none"> ○ Flow ○ Pressure • Using company data to detect different logging points including | <p>As Pass criteria</p> |

| Portfolio Evidence | | | |
|---|--|--|--|
| | | <p>permanent and temporary points</p> <ul style="list-style-type: none"> • Using different types of logging devices • Programming the devices to record all required data • Installing and deploying logging devices in the network without causing impact to customers • Retrieving logging devices from the network • Retrieving and correctly interpreting data from loggers • Producing data trends from information gathered • Maintaining and storing logging equipment correctly | |
| <p>13. Apply procedures and their control measures to the network to minimise the risk of interruption of supplies to customers</p> | | | |
| | | <p>To achieve a Pass the apprentice must have evidence of:</p> <ul style="list-style-type: none"> • Knowledge of company operations and maintenance policies | <p>To achieve Distinction the apprentice must achieve the Pass criteria plus evidence of:</p> <ul style="list-style-type: none"> • Sharing techniques and imparting |

| Portfolio Evidence | | | |
|--------------------|--|---|--|
| | | <p>and procedures relating to the water distribution network</p> <ul style="list-style-type: none"> • Knowledge of where to access company policies and procedures • Applying company policies and procedures in the water distribution network to minimise the risk of interruption of supplies • Identification of different types of valves and equipment in the network • Completion of risk assessments and method statements relating to networks tasks • Use of all available techniques to manage and mitigate interruption to supply • Compliance with company customer services procedures and policies | <p>knowledge to others outside of direct team e.g. presentations</p> <ul style="list-style-type: none"> • The use of innovative techniques to provide useful solutions to supply problems |

| Behaviours | | | |
|--|---|---|--|
| <p>14. The 11 behaviours can be found in the WPT standard. The apprentice who achieves “meets requirements” in all the behaviours will achieve a Pass in the portfolio and “outstanding performance” will achieve a Distinction.</p> | | <p>The most recent copy of the company performance management process paperwork should be included in the portfolio</p> | |
| | <p>Behaviour Topic Areas:</p> <ul style="list-style-type: none"> • Accept ownership and responsibility for your work whilst maintaining self-discipline, motivation and working in a professional manner at all times • Work well with other people to accomplish activities safely and on time and meet customer requirements • Be polite, courteous and professional • Be risk aware showing the desire to reduce risks through monitoring and checking information and strict compliance with appropriate rules, demonstrating: <ul style="list-style-type: none"> ○ Situational awareness ○ Concentration on task • Continuous personal development • Out of hours / emergency working • Effective and efficient use of resources • Accepting supervision and supervising others • Diversity and Equality • Undertake work in a way that contributes to sustainable development • Exercise responsibilities in an ethical manner <p>The full description of the behaviours for the WPT apprenticeship standard can be found at: Water Process Technician apprenticeship standard</p> | | |
| | | | |