



ENERGY &
UTILITY SKILLS

Skills for a greener world

EUIAS Level 2 End-point Assessment for Drainage Network Operative

Supporting Documents

QAN 610/4856/2
ST1348 V1.0

Supporting Documents for

EUIAS Level 2 End-point Assessment for Drainage Network Operative

QAN 610/4856/2

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Updates to the Supporting Documents

Since the first publication of the EUIAS Drainage Network Operative Supporting Documents, the following updates have been made.

Version	Date first published	Section updated	Page(s)
V1.0	October 2024	First published	All

Appendix A: Glossary

Amplification – provides more detail on how individual knowledge, skills or behaviours statements should be interpreted. Where the KSB statements, themselves are deemed self-explanatory, no amplification is provided. Assessment may include questions on anything identified in the amplification

Behaviours (as part of KSBs) – specific mindsets, attitudes or approaches identified as part of the apprenticeship standard that must be evidenced during end-point assessment

Elements – are the knowledge, skills and behaviours and what is needed to competently undertake the duties required for an occupational standard

Gateway - the stage of the apprenticeship where the apprentice, employer and training provider determine whether the apprentice is ready to undertake end-point assessment

Guidance – is only provided where it is required to support interpretation of the KSB statements

Knowledge (as part of KSBs) – specific information, technical detail, and ‘know-how’ identified as part of the apprenticeship standard that must be evidenced during end-point assessment

Pathways – a specialist route within an apprenticeship standard that builds on the occupational competence for a new entrant to the occupation

Skills (as part of KSBs) – the practical application of knowledge identified as part of the apprenticeship standard that must be evidenced during end-point assessment

Standard – An occupational standard is a description of an occupation. It contains occupational profile, and describes KSBs needed for someone to be competent in the occupation’s duties. Occupational standards are developed by employers for occupations that meet the Institute for Apprenticeships and Technical Education current occupation criteria

Topic - is a collection of elements grouped into a theme e.g. Health and Safety



Appendix B: Gateway Eligibility Form

(Standard Version: ST1348 version 1.0)

Apprentice's name:	Apprentice's job title:
Name of Employer:	Name of Training provider:
Employer representatives present:	Training provider representatives present:
Apprenticeship start date:	Apprenticeship on-programme end date:
Gateway meeting date:	
Has the apprentice taken any part of the end-point assessment for this apprenticeship standard with any other End Point Assessment Organisation?	Y / N
If "Yes" please give details:	

Apprentice's details

Eligibility requirements:

The apprentice must confirm their achievement of the following:

Eligibility requirement	Achieved by the apprentice? Y/N	Evidence (Scans of certificates MUST be included)
Achieved an English qualification in line with the apprenticeship funding rules		
Achieved a mathematics qualification in line with the apprenticeship funding rules		
Compiled and submitted an EPA portfolio that meets the specification requirements, on which the question and answer session will be based		

Gateway Eligibility Declaration

The apprentice, the employer and the training provider must sign this form to confirm that they understand and agree to the following:

1. The apprentice has completed the required on-programme elements of the apprenticeship and is ready for end-point assessment with EUIAS.
2. EUIAS has been informed about any reasonable adjustment and/or special considerations requests.
3. The apprentice will only submit their own work as part of end-point assessment.
4. All parties agree that end-point assessment evidence may be recorded and stored by EUIAS for quality assurance purposes.
5. The apprentice has been on-programme for a minimum duration of 365 days.
6. The apprentice has achieved English and mathematics qualifications in line with the apprenticeship funding rules.
7. The apprentice has compiled and submitted an EPA portfolio, on which the question and answer session will be based.
8. The apprentice, if successful, gives permission for EUIAS to request the apprenticeship certificate from the ESFA who issue the certificate on behalf of the Secretary of State.
9. The apprentice has been directed to the EUIAS Appeals Policy and Complaints Policy.
10. The employer/training provider has given the EUIAS at least three months' notice of requesting this EPA for this apprentice.
11. If the Gateway Eligibility Report is not completed in full, meeting all requirements, and submitted to EUIAS, the end-point assessment cannot take place.



Signed on behalf of the employer (print name):	Signature:	Date:
Signed on behalf of the training provider (print name):	Signature:	Date:
Apprentice's name (print):	Signature:	Date:
EUIAS use only:		
EUIAS Sign off:		
Comments/actions:		



Appendix C: Practice Multiple-choice Test

Level: 2

Drainage Network Operative

Practice Paper

This examination consists of 25 multiple-choice questions.

The Pass mark is 19 correct answers.

The duration of this examination is 60 minutes.

You are NOT allowed any assistance to complete the answers.

You must use a **pencil** to complete the answer sheet - pens must NOT be used.

When completed, please leave the examination answer sheet and question paper on the desk.

For this paper:

- access to the internet or intranet is NOT allowed

For each question, fill in ONE answer ONLY.

If you make a mistake, ensure you erase it thoroughly.

You must mark your choice of answer by shading in ONE answer circle only. Please mark each choice like this:

MARKING INSTRUCTIONS	
(A) (B) (C) ●	ANSWER COMPLETED CORRECTLY
Examples of how NOT to mark your examination sheet. These will not be recorded	
(A) (B) (C) ◐	DO NOT partially shade the answer circle.
(A) (B) (C) (X)	DO NOT use ticks or crosses.
(A) (B) (C) (D)	DO NOT use circles.
(A) (B) ● ●	DO NOT shade over more than one circle.



You may use this page for rough work. This page must not be removed.

Question 1

In England, which organisation is responsible for drainage issues on motorways?

Possible answers

a)	The local council
b)	National Highways
c)	The water company
d)	The Environment Agency

Question 2

Which **ONE** of the following regulatory authorities monitors the performance of the water and sewerage companies?

Possible answers

a)	OFWAT
b)	OFTEL
c)	OFGEM
d)	OFCOM

Question 3

The UK water industry is subject to stricter regulation than other industries such as hospitality and retail because:

Possible answers

a)	the service provided is essential and customers have no choice in who provides it
b)	the UK water industry needs to retain a professional and well-trained workforce to deliver an effective service to customers
c)	many water companies have parent companies outside of the UK
d)	it is required by a European Directive

Question 4

Who is responsible for repairing a leak in a rental property?

Possible answers

a)	Tenant
b)	Property owner
c)	Water undertaker
d)	Insurance company

Question 5

Identify ONE purpose of traffic management and control.

Possible answers

a)	Drivers are not inconvenienced
b)	Roads remain closed
c)	The local council does not close the job down
d)	Workers and road users are kept safe

Question 6

The New Roads and Street Works Act 1991 (NRSWA) is:

Possible answers

a)	a guide for companies
b)	a qualification for individuals
c)	legislation that must be complied with
d)	a code of practice that should be followed



Question 7

According to the New Roads and Street Works Act (NRSWA), which **ONE** of the following items of PPE must be worn when working on the public highway?

Possible answers

a)	Hard hat
b)	Gas monitor
c)	Full face visor
d)	High visibility clothing

Question 8

The minimum requirement for testing and servicing a fire hydrant is once every:

Possible answers

a)	6 months
b)	year
c)	2 years
d)	3 years

Question 9

Who owns and maintains statutory hydrants?

Possible answers

a)	Fire and rescue service
b)	Water utility companies
c)	Local county council
d)	National Highways

Question 10

What information is typically displayed on a fire hydrant plaque in the UK?

Possible answers

a)	The water pressure and flow rate
b)	The hydrant's maintenance schedule and the owner
c)	The hydrant's installation date and manufacturer
d)	The diameter of the water main and distance to the hydrant

Question 11

Identify ONE factor that would make open-cut repair more suitable than no-dig technology?

Possible answers

a)	High traffic area
b)	Shallow pipe depth
c)	Limited access points
d)	Presence of hazardous materials

Question 12

No-dig technology is considered more cost-effective when:

Possible answers

a)	there are other utility services around the pipe to consider
b)	the pipe is less than 1 metre under the road surface
c)	a full excavation is necessary to replace the pipe
d)	the pipe is located under a busy road

Question 13

Identify ONE drainage activity where no-dig technology is the most appropriate choice.

Possible answers

a)	Cutting away root intrusion
b)	Installing a new manhole cover
c)	Installing a new large diameter trunk sewer
d)	Removing a gas main which has been directionally drilled through a sewer

Question 14

The 2014 HSG47 guide published by the Health and Safety Executive guidance on avoiding:

Possible answers

a)	danger from underground services
b)	working in public highways
c)	working excessive hours
d)	working at weekends

Question 15

Which **ONE** of the following is a responsibility of an operative according to the Health and Safety at Work Act 1974?

Possible answers

a)	To use the correct PPE for each task
b)	To buy the correct PPE required for each task
c)	To maintain safe equipment, machinery, and tools
d)	To conduct regular risk assessments and implement controls

Question 16

According to the Health and Safety Executive (HSE), working at height is any activity in which:

Possible answers

a)	a person could fall greater than 2.5 metres
b)	work takes place in a position above the ground
c)	a person could fall a distance liable to cause personal injury
d)	a person works at more than 2.5 metres above ground level

Question 17

Before administering first aid to an injured or unconscious person, an operative should:

Possible answers

a)	move the person to make them more comfortable
b)	leave the person alone and find a trained first aider
c)	ensure that the accident book is available to record the details
d)	make sure the scene is safe

Question 18

What is a dynamic risk assessment?

Possible answers

a)	A surveillance program to monitor workers health
b)	A formal process to identify strengths and weaknesses in company processes
c)	A continuous safety practice that allows workers to quickly identify hazards 'on the spot'
d)	A systematic process used to identify potential hazards in the workplace before starting a new process

Question 19

Identify **ONE** requirement of employers according to Provision and Use of Work Equipment Regulations (PUWER) 1998.

Possible answers

a)	To retain inspection and maintenance records
b)	To provide Instructions for the regular replacement of equipment
c)	To implement controls to prevent employees using equipment in an unsafe manner
d)	To make arrangements for users to carry out the annual maintenance of equipment

Question 20

What would a pollution incident that has no environmental impact be categorised as?





Possible answers

a)	Category 1
b)	Category 2
c)	Category 3
d)	Category 4

Question 21

Which ONE of the following hazard signs indicates that a chemical is hazardous to the environment?

Possible answers

a)		b)	
c)		d)	

Question 22

The Environment Agency (EA) is more likely to investigate:

Possible answers

a)	a blocked sewer
b)	the incorrect disposal of litter
c)	a discharge of a hazardous substance into water
d)	the signs of a rat infestation

Question 23

Which ONE of the following factors is **NOT** considered in the Environment Agency Common Incident Classification Scheme (CICS) pollution impact assessment?

Possible answers

a)	Impact on wildlife
b)	Extent of pollution and visual
c)	If the pollution is an ongoing event
d)	Whether water abstraction points have been affected

Question 24

Which ONE of the following is **NOT** a potential consequence of out-of-sewer flooding?

Possible answers

a)	Environmental pollution
b)	Customer complaints
c)	Loss of reputation
d)	Cost savings

Question 25

After using a 'spill kit' to clear up a minor spillage, what is the next step in the spill clean-up process?

Possible answers

a)	Replace the spill kit and follow reporting procedures
b)	Dispose of PPE and order a replacement set
c)	Tell colleagues about the spillage
d)	Assess the risk

End of Questions



Answer scheme

Question	Answer	Question	Answer	Question	Answer
1	B	11	B	21	D
2	A	12	D	22	C
3	A	13	A	23	C
4	B	14	A	24	D
5	D	15	A	25	A
6	C	16	C		
7	D	17	D		
8	B	18	C		
9	B	19	A		
10	D	20	D		



EUIAS MCQ Example answer Sheet

SAMPLE ANSWER SHEET



Candidate ID	Attempt
Last Name	
First Name	
Exam Date	Paper
Centre Name	
Centre Number	

MARKING INSTRUCTIONS

Answers should be completed using a HB pencil.

☐ A ☐ B ☐ C ☒ D **ANSWER COMPLETED CORRECTLY**

Examples of how NOT to mark your examination sheet. **These will not be recorded**

☐ A ☐ B ☐ C ☐ D **DO NOT** partially shade the answer circle.

☐ A ☐ B ☒ C ☒ D **DO NOT** use ticks or crosses.

☐ A ☐ B ☐ C ☐ D **DO NOT** use circles.

☐ A ☐ B ☒ C ☒ D **DO NOT** shade over more than one circle.

1 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	21 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	41 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
2 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	22 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	42 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
3 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	23 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	43 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
4 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	24 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	44 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
5 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	25 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	45 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
6 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	26 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	46 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
7 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	27 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	47 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
8 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	28 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	48 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
9 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	29 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	49 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
10 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	30 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	50 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D
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12 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	32 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	
13 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	33 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	
14 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	34 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	
15 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	35 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	
16 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	36 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	
17 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	37 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	
18 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	38 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	
19 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	39 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	
20 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	40 <input type="radio"/> A <input type="radio"/> B <input type="radio"/> C <input type="radio"/> D	

Appendix D - Level 2 Drainage Network Operative Observation with Questions Planning and Approval Form

Instructions

This form has two purposes:

1. To help you plan an observation with questions for your apprentices
2. To inform EUIAS of the proposed task(s) for the live assessment

Important Information

- The apprentice is assessed in their normal place of work. The apprentice completes their day-to-day duties under normal working conditions
- Simulation is not permitted during the observation
- A total of 3 hours + 18 minutes is permitted for the observation with questions
- The observation may be split into discrete sections held on the same working day
- The observation is assessed by an EUIAS independent assessor
- The ratio of assessor to apprentice is 1:1
- The employer/provider must provide all tools and consumables, ensuring that tools are in a serviceable condition
- An employer/provider representative must be present or immediately contactable for the duration of the assessment
- During the assessment the assessor will be asking questions which are part of the assessment

The activities should be designed to assess the knowledge, skills and behaviours developed over the period of the apprenticeship. However, as a minimum the observation must cover the activities and KSBs listed in the planning form below.

EUIAS must review the employer/training provider's observation with questions task brief.

Task variations: If you have more than one apprentice being assessed, use the 'Practical Task variations' section of the form to indicate what the task variations that will be put in place so that apprentices are not asked to complete identical tasks.

Complete the 'Level 2 Drainage Network Operative Observation with Questions Planning and Approval Form' and submit it to the Service Delivery team via enquiries@euias.co.uk, for **review 1 month before the start** of the end-point assessment.

Further detail can be found in the DNO EPA Specification.



Level 2 Drainage Network Operative

Observation with Questions Planning and Approval Form

Employer name and site address:	
Training provider (if applicable)	
Contact details of employer/training provider representative overseeing the setup of the competency test (documents and site)	
EUIAS date of review	

Observation with Questions Checklist

This checklist will assist the employer and/or training provider with planning the activity. **Please confirm all required elements are covered:**

The drainage network activities that the apprentice will undertake MUST cover the following:
<ul style="list-style-type: none"><input type="checkbox"/> Fault finding<input type="checkbox"/> Organising and using resources<input type="checkbox"/> Using tools and equipment<input type="checkbox"/> Interpreting maps and plans<input type="checkbox"/> Recording task information

Brief task(s) description: Box will expand to allow further detail
Special requirements and site access arrangements for the assessor: Box will expand to allow further detail

The following requirements should be covered in the activity:

Requirements	Describe where in the activity the assessor will observe the requirements
Health, safety, and the environment	
Considers the principles of sustainability and the impact on the environment when using resources and carrying out work by segregating resources for reuse, recycling and safe disposal in line with regulations, standards and guidance and company procedures. (K21, S17, S18, B2)	
Puts health and safety first for self and colleagues when applying safety practices and techniques including signage, lighting and guarding, in line with task requirements. (S11, B4)	
Fault finding and problem solving	
Takes ownership of their work when applying fault-finding techniques to identify and resolve common faults and issues in the drainage system in line with task requirements. (K2, S1, S3, B5)	
Follows standard operating procedures and works in compliance with water and environment protection regulations, standards and guidance to complete the task. (K4, S6, S7)	



Requirements	Describe where in the activity the assessor will observe the requirements
Follows quality assurance procedures to confirm blockage removal as appropriate for the work being undertaken. (K19, S23)	
Uses drainage operative tools and equipment, including jetting equipment, in line with operating instructions or manufacturers' guidelines. (K3, S9)	
Interprets asset maps and plans for the sewerage systems to support cable avoidance and for task completion, and updates maps and plans if necessary. (K7, S16)	
Identifies, organises and uses resources for tasks, and conducts housekeeping in line with company procedures. (S5, S12)	
Communication	
Uses verbal communication techniques to give and receive information in a way that is suitable for the context and to support task completion. (K13, S13)	
Documentation	
Records information on paper or electronically in line with task requirements. (K17, S15)	



Practical Task Variations

Describe how you can vary this task/s to ensure that the assessment does not become predictable.

Variation 1:

Variation 2:

Variation 3:

Specific requirements (for example: authorisations/access arrangements/PPE):

IMPORTANT INFORMATION TO REMEMBER: The specific detail of the tasks to be undertaken should be **kept confidential from the apprentices**

Practical task: include relevant photographs to illustrate task(s)

EUIAS Office use only

Date received

Date signed off

Appendix E: Practice Observation with Questions Template

Name of Apprentice		
Apprentice ID checked	<input type="checkbox"/>	
Location of Practice Observation		
Name of Assessor		
Date of Practice Observation		
Start Time		
End Time		
Assessor additional comments		
Please indicate the apprentice's practice observation with questions grade	Pass <input type="checkbox"/>	Fail <input type="checkbox"/>

By signing below, I confirm that the information provided is correct and the practice grade awarded is a true reflection of the performance by the apprentice.

Assessor Full Name and Signature:	Date:

Please Note:

To achieve a Pass, the Apprentice must achieve all the pass descriptors.

Fail: the apprentice does not demonstrate all the pass descriptors.

Introduction

At the start of the interview the assessor will:

- Introduce themselves
- Confirm their role
- State the date of the observation with questions
- Provide apprentice with information on the format of the observation with questions, including the timescales they will be working to

The apprentice will:

- Give their full name
- Give their date of birth
- Give their employer's name
- Confirm they are prepared for the observation with questions; and confirm they can continue with the observation

The apprentice will be asked to show their identification to the assessor prior to beginning the assessment

Important points to inform the apprentice

- If at any point during the observation you perform an unsafe act/task which contravenes Health and Safety, I will immediately stop the observation.
- Please do not judge anything by me taking notes and you should not infer anything positive or negative from how long the observation lasts.
- Ensure that your mobile is turned off or placed somewhere where you will not be interrupted during the observation

Assessor Guidance

Delivery

- The observation with questions
 - must take 3 hours. The assessor may increase the time by up to 18 minutes to allow the apprentice to complete a task or respond to a question if necessary.
 - May be split into discrete sections held on the same working day.
- You must
 - observe apprentices on a 1:1 ratio
 - be as unobtrusive as possible
 - explain to the apprentice the format and timescales of the observation before they start.
 - ask at least 3 questions. Questioning can occur both during and after the observation
 - use open-ended questions or tailor questions to suit individual circumstances. Follow-up questions to clarify answers given by the apprentice may be asked.
 - ask questions about KSBs that were not observed to gather assessment evidence. These questions are in addition to the set number of questions for the observation and should be kept to a minimum.
 - write each tailored question below the sample standardised question
- The following activities should be observed:
 - Fault finding
 - Organising and using resources
 - Using tools and equipment
 - Interpreting maps and plans

At the end of the interview - Thank the apprentice for their time

Group 1: Health, safety and environment

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Considers the principles of sustainability and the impact on the environment when using resources and carrying out work by segregating resources for reuse, recycling and safe disposal in line with regulations, standards and guidance and company procedures. (K21, S17, S18, B2)		<input type="checkbox"/>
Puts health and safety first for self and colleagues when applying safety practices and techniques including signage, lighting and guarding, in line with task requirements. (S11, B4)		<input type="checkbox"/>

Comments: (what was observed)	
Question asked	Develop open ended questions to help evidence the Pass and descriptors above.
Summary of response to question(s):	

Provide comments explaining the reasons for awarding a Fail or Pass grade for Group 1: Health, safety, and environment

Group 1 - Fail	<input type="checkbox"/>	
Group 1 - Pass	<input type="checkbox"/>	

K21: Sustainability and efficient use of resources. Recycling, reuse and safe disposal of waste

S11: Apply safety practices and techniques. Signage, lighting and guarding

S17: Follow procedures in line with environmental regulations, standards, and guidance. Segregate resources for reuse, recycling and disposal

S18: Apply sustainability principles

B2: Consider the impact on the environment when using resources and carrying out work

B4: Put health and safety first for self and colleagues

Group 2: Fault-finding and problem solving

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Takes ownership of their work when applying fault-finding techniques to identify and resolve common faults and issues in the drainage system in line with task requirements. (K2, S1, S3, B5)		<input type="checkbox"/>
Follows standard operating procedures and works in compliance with water and environment protection regulations, standards and guidance to complete the task. (K4, S6, S7)		<input type="checkbox"/>
Follows quality assurance procedures to confirm blockage removal as appropriate for the work being undertaken. (K19, S23)		
Uses drainage operative tools and equipment, including jetting equipment, in line with operating instructions or manufacturers' guidelines. (K3, S9)		
Interprets asset maps and plans for the sewerage systems to support cable avoidance and for task completion, and updates maps and plans if necessary. (K7, S16)		
Identifies, organises and uses resources for tasks, and conducts housekeeping in line with company procedures. (S5, S12)		
Comments: (what was observed)		
Question asked	Develop open ended questions to help evidence the Pass and descriptors above.	
Summary of response to question(s):		

Provide comments explaining the reasons for awarding a Fail or Pass grade for Group 2: Fault finding and problem solving

Group 2 - Fail	<input type="checkbox"/>	
Group 2 - Pass	<input type="checkbox"/>	

K2: Common faults and issues in drainage. Fault-finding techniques

K3: Tools and equipment used in the drainage industry, for example use of hydrant standpipes and jetting equipment. Purpose and operation. How to use manufacturer's instructions and manuals

K4: Standard operating procedures (SOP)

K7: Asset maps and plans and how to use them. Sewerage systems and cable avoidance

K19: Quality assurance requirements and procedures. Procedures for confirming blockage removal

S1: Apply fault-finding techniques in the drainage system

S3: Identify and resolve common issues in the drainage system

S5: Identify, organise and use resources to complete tasks

S6: Follow standard operating procedures (SOP)

S7: Work in accordance with water and environment protection regulations, standards and guidance

S9: Use drainage operative tools and equipment, including jetting equipment

S12: Conduct housekeeping for example, tidy work area

S16: Interpret asset maps and plans and update where necessary

S23: Follow quality assurance procedures to confirm that the blockage has been removed

B5: Take ownership of given work

Group 3: Communication

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Uses verbal communication techniques to give and receive information in a way that is suitable for the context and to support task completion. (K13, S13)		<input type="checkbox"/>
Comments: (what was observed)		
Question asked	Develop open ended questions to help evidence the Pass and descriptors above.	
Summary of response to question(s):		
Provide comments explaining the reasons for awarding a Fail or Pass grade for Group 3: Communication		

Group 3 - Fail	<input type="checkbox"/>	
Group 3 - Pass	<input type="checkbox"/>	

K13: Verbal communication techniques. Giving and receiving information, for example to customers, colleagues and stakeholders

S13: Communicate with others verbally, for example with colleagues, customers and stakeholders

Group 4: Documentation

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Records information on paper or electronically in line with task requirements. (K17, S15)		<input type="checkbox"/>
Comments: (what was observed)		
Question asked	Develop open ended questions to help evidence the Pass and descriptors above.	
Summary of response to question(s):		
Provide comments explaining the reasons for awarding a Fail or Pass grade for Group 4: Documentation		

Group 4 - Fail	<input type="checkbox"/>	
Group 4 - Pass	<input type="checkbox"/>	

K17: Documentation requirements

S15: Record task information – paper based or electronic. For example, job sheets, equipment service records, test results, handover documents and manufacturers' documentation, work sheets, checklists, waste environmental records and any legal reporting requirements



Appendix F: Practice DNO Question and Answer Session based on an EPA Portfolio Template

Full Name of Apprentice	
Apprentice ID checked	<input type="checkbox"/>
Location of End-point Assessment	
Full Name of Independent Assessor	
Date of question and answer session	
Start Time	
End Time	
Assessor additional comments	

	Grade
Please indicate the apprentice's practice grade for the question and answer session (F/P/D):	

By signing below, I confirm that the information provided is correct and the practice grade awarded is a true reflection of the performance by the apprentice.

Assessor Full Name and Signature:	Date:

Please Note:

To achieve a Pass, the Apprentice must achieve all the pass descriptors.

To achieve a Distinction, the Apprentice must achieve all the pass descriptors and **all** the distinction descriptors.

Fail: the apprentice does not demonstrate all the pass descriptors.

Introduction

At the start of the question and answer session the assessor will:

- Introduce themselves
- State their role
- State the date of the question and answer session
- Request and confirm ID from the apprentice prior to beginning the assessment
- Provide apprentice with information on the format of the question and answer session, including the timescales they will be working to.

The apprentice will:

- Confirm their full name
- Confirm their date of birth
- Give their employer's name
- Confirm their location and that no one else is present in the room, if remote apprentice to pan camera 360°
- Confirm they are prepared for the question and answer session; and confirm they can continue with the question and answer session
- Confirm that the evidence within the portfolio relates to the KSB's that will be assessed during the question and answer session.

Important points to inform the apprentice

- Please don't judge anything by the notes being taken, nor infer anything positive or negative from how long the question and answer session lasts.
- Please don't consider me rude if I tell you that we need to move onto the next question. This will ensure that you get the opportunity to fully demonstrate your competencies within the time allowed.
- Ensure the apprentice has a drink of water to hand
- Please ensure that your mobile is switched off or placed somewhere where you will not be interrupted during the question and answer session.
- Confirm that a sign is placed on the door of the assessment room. 'Assessment in progress' 'Do not disturb'.
- The live question and answer session will be fully recorded for the purpose of audit and quality assurance

Assessor Guidance

Delivery

- The question and answer session will last 60 minutes. An additional 10% is allowed for the apprentice to complete their last answer
- You must be in full control. Time management is key! If the apprentice veers off track, they need to be reined back in
- You must ask a minimum of **six** open questions
- The purpose of the questions is to cover the following tasks: Working with others (Team working and Equality, diversity and inclusion), Communication, Drainage network operations and Development
- Please work through the sections in the order they appear within this document
- Answers to questions must be recorded. Timeline each question to the recording. Only log the time for the start of each question asked
- Additional follow-up questions are allowed to seek clarification and to make a judgement against grading descriptor
- The text of additional questions must be recorded on this document
- Adapt the questions to the apprentice's circumstances following your review of their EPA portfolio evidence
- Write each tailored question below the sample standardised question
- Supply brief written notes where each criterion has been met
- If the apprentice does not achieve a descriptor, provide written notes that EUIAS can feed back to the apprentice to help the apprentice prepare for a resit
- Both the recording and the written notes will be subject to IQA.

At the end of the question and answer session - Thank the apprentice for their time and wish them good luck

Task 1: Working with others

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P	To achieve a DISTINCTION the apprentice must achieve ALL the pass descriptors and ALL the distinction descriptors	D
Describes how they apply team working principles to meet their team's work goals. (K20, S22, B6)	<input type="checkbox"/>	Explains the impact teamwork has on work activity completion within the company. (K20, S22)	<input type="checkbox"/>
Describes how they follow organisational policies to ensure their work supports the principles of equality, diversity, and inclusion. (K16, S19, B3)	<input type="checkbox"/>		

Portfolio reference	
Pass questions - to be tailored to apprentice portfolio	
Develop some open-ended questions	
Distinction questions - to be tailored to apprentice portfolio	
Develop some open-ended questions	
Note any additional questions asked during interview	

Fail <input type="checkbox"/>	Pass <input type="checkbox"/>	Distinction <input type="checkbox"/>
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Summary of response to question(s):

Box will expand to take all comments

Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria

Box will expand to take all comments

K16 Equality Act. Equality, diversity, and inclusion in the workplace

K20 Team working principles

S19 Follow equity, diversity and inclusion policies

S22 Apply team working principles

B3 Support an inclusive workplace for example, respectful of different views

B6 Team-focus to meet work goals

Task 2: Communication

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P	To achieve a DISTINCTION the apprentice must achieve ALL the pass descriptors and ALL the distinction descriptors	D
Outlines how they escalate issues or concerns in line with their responsibilities. (K6, S4)	<input type="checkbox"/>	Explains the importance of reporting and escalating issues in terms of wider team operations. (K6, S4)	<input type="checkbox"/>
Describes how they use information technology and information systems and comply with GDPR and cyber security requirements to support work tasks. (K18, S21)	<input type="checkbox"/>		
Describes how they communicate with others using written techniques, in a way that is suitable for the context and supports task completion. (K22, S14)	<input type="checkbox"/>		

Portfolio reference	
Pass questions - to be tailored to apprentice portfolio	
Develop some open-ended questions	

Distinction questions - to be tailored to apprentice portfolio
Develop some open-ended questions
Note any additional questions asked during interview

Fail <input type="checkbox"/>	Pass <input type="checkbox"/>	Distinction <input type="checkbox"/>
Summary of response to question(s): Box will expand to take all comments		
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria Box will expand to take all comments		

K6 Reporting and escalation procedures

K18 Information technology and digital: email, collaboration packages, equipment digital interfaces, management information systems, virtual learning platforms, work sharing platforms. General Data Protection Regulation (GDPR).

Cyber security

K22 Written communication techniques

S4 Escalate issues in line with responsibilities

S14 Communicate in writing with others for example, internal and external customers, colleagues, and managers

S21 Use information technology and digital system. Comply with GDPR and cyber security

Task 3: Drainage network operations

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P	To achieve a DISTINCTION the apprentice must achieve ALL the pass descriptors and ALL the distinction descriptors	D
Explains how they use sewer sensors, remote monitoring technology, CCTV and push rods to identify issues within the drainage network. (K11, S2)	<input type="checkbox"/>	Justifies their choice of using CCTV or push rods to identify issues within the drainage network. (S2)	<input type="checkbox"/>
Explains how they clean and maintain tools and equipment, for example checking oil levels and applying grease, in line with operating instructions or manufacturers' guidelines. (S8)	<input type="checkbox"/>	Explains the importance of cleaning and maintaining tools and equipment in drainage network operations. (S8)	<input type="checkbox"/>
Explains how to fill the jetting unit saddle tank in line with requirements. (S10)	<input type="checkbox"/>	Explains the importance of filling the jetting tank using the correct methods and equipment. (S10)	<input type="checkbox"/>
Describes the kinds of accidents, incidents and near misses that are likely to occur when working on drainage network assets and how to reduce incidents. (K5)	<input type="checkbox"/>		

Portfolio reference	
Pass questions - to be tailored to apprentice portfolio	
Develop some open-ended questions	

Distinction questions - to be tailored to apprentice portfolio
Develop some open-ended questions
Note any additional questions asked during interview

Fail <input type="checkbox"/>	Pass <input type="checkbox"/>	Distinction <input type="checkbox"/>
Summary of response to question(s): Box will expand to take all comments		
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria Box will expand to take all comments		

K5 Types of incidents – accidents, near misses and mitigation methods

K11 Sewer sensors and remote monitoring technology

S2 Use equipment including CCTV, push rods and sewer sensors

S8 Clean and maintain tools and equipment, for example check oil levels and apply grease

S10 Fill jetting unit saddle tank

Task 4: Development

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P	To achieve a DISTINCTION the apprentice must achieve ALL the pass descriptors and ALL the distinction descriptors	D
Describes learning and development they have completed and recorded to support competence in their role. (S20, B1)	<input type="checkbox"/>		

Portfolio reference	
Pass questions - to be tailored to apprentice portfolio	
Develop some open-ended questions	
Note any additional questions asked during interview	

Fail <input type="checkbox"/>	Pass <input type="checkbox"/>
Summary of response to question(s): Box will expand to take all comments	
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria Box will expand to take all comments	

S20 Carry out and record learning and development activities

B1 Seek learning and development opportunities

