

End-point assessment plan for commercial catering equipment technician apprenticeship standard

Apprenticeship standard reference number	Level of this apprenticeship standard	Integrated end-point assessment
ST0791	3	No

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Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the commercial catering equipment technician apprenticeship standard. It is for end-point assessment organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to commercial catering equipment technician apprentices, their employers and training providers.

Full time apprentices will typically spend 30 months on-programme (before the gateway) working towards the occupational standard, with a minimum of 20% off-the-job training. All apprentices must require and must spend a minimum of 12-months on-programme.

The EPA period should only start and the EPA be arranged, once all of the pre-requisite gateway requirements for EPA have been met and they can be evidenced/available to an EPAO. The employer must be satisfied that the apprentice is consistently working at or above the level set out in the occupational standard. Apprentices must have compiled a portfolio of evidence, which underpins the EPA interview. Apprentices must have completed the following qualifications and be registered with Gas Safe:

- CCCN1. Core Commercial Catering Gas Safety Natural Gas
- ComCat 1. Commercial Catering Appliances – Group 1 boiler burners, open/solid top ranges, hot plates and bain maries
- ComCat 3. Commercial Catering Appliances – deep fat and pressure fryers, griddles and grills
- ComCat 5. Commercial Catering Appliances – forced draught burner appliances
- CONGLP1 PD. Commercial Catering Appliances – Changeover from natural gas to Liquid Petroleum Gases core domestic gas safety for permanent dwellings

For level 3 apprenticeships, apprentices without English and mathematics at level 2 must achieve level 2 English and mathematics¹.

The EPA will typically be completed within an EPA period lasting three-months, after the apprentice has met the EPA gateway requirements.

EPA must be conducted by an organisation approved to offer services against this apprenticeship standard, as selected by the employer, from the Education & Skills Funding Agency's Register of End-Point Assessment Organisations (RoEPAO).

The EPA consists of three discrete assessment methods. The individual assessment methods will have the following grades:

¹ For those with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

Assessment method 1 – practical demonstration with questioning

- fail
- pass
- distinction

Assessment method 2 – interview, underpinned by portfolio of evidence

- fail
- pass
- distinction

Assessment method 3 – multiple-choice test

- fail
- pass
- distinction

Performance in the EPA will determine the overall apprenticeship grade of:

- fail
- pass
- merit
- distinction

EPA summary table

<p>On-programme (typically 30-months)</p>	<p>Training to develop the occupation standard's knowledge, skills and behaviours</p> <p>Compilation of a portfolio of evidence</p> <p>Training to complete the following qualifications:</p> <ul style="list-style-type: none"> • CCCN1. Core Commercial Catering Gas Safety Natural Gas • ComCat 1. Commercial Catering Appliances – Group 1 boiler burners, open/solid top ranges, hot plates and bain maries • ComCat 3. Commercial Catering Appliances – deep fat and pressure fryers, griddles and grills • ComCat 5. Commercial Catering Appliances – forced draught burner appliances <p>Training towards English and mathematics level 2, if required</p>
<p>End-point assessment gateway</p>	<p>Employer is satisfied the apprentice is consistently working at, or above, the level of the occupational standard</p> <p>Apprentice compiled a portfolio of evidence, to underpin the EPA interview</p> <p>Completed the following qualifications and registered with Gas Safe:</p> <ul style="list-style-type: none"> • CCCN1. Core Commercial Catering Gas Safety Natural Gas • ComCat 1. Commercial Catering Appliances – Group 1 boiler burners, open/solid top ranges, hot plates and bain maries • ComCat 3. Commercial Catering Appliances – deep fat and pressure fryers, griddles and grills • ComCat 5. Commercial Catering Appliances – forced draught burner appliances • CONGLP1 PD. Commercial Catering Appliances – Changeover from natural gas to Liquid Petroleum Gases core domestic gas safety for permanent dwellings <p>Apprentice achieved English and mathematics at Level 2, as a minimum</p>

End-point assessment (typically three-months)	<p>Assessment method 1: practical demonstration with questioning; graded fail, pass, distinction</p> <p>Assessment method 2: interview, underpinned by portfolio of evidence; graded fail, pass, distinction</p> <p>Assessment method 3: multiple-choice test; graded fail, pass, distinction</p> <p>Overall EPA/apprenticeship graded fail, pass, merit, distinction</p>
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Length of end-point assessment period

The EPA (including all assessment methods) will typically be completed within three-months of the EPA gateway.

Order of assessment methods

The assessment methods can be delivered in any order. The result of one assessment method does not have to be known before an apprentice starts the next one.

Gateway

The EPA period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

In addition, an apprentice must have completed the following gateway requirements prior to beginning EPA:

- achieved English and mathematics at level 2. For those with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.
- completed the following qualifications and registered with Gas Safe:
 - CCCN1. Core Commercial Catering Gas Safety Natural Gas
 - ComCat 1. Commercial Catering Appliances – Group 1 boiler burners, open/solid top ranges, hot plates and bain maries
 - ComCat 3. Commercial Catering Appliances – deep fat and pressure fryers, griddles and grills
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- for the interview, the apprentice must have completed and submitted a portfolio of evidence – see requirements below

Portfolio of evidence requirements:

- apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship
- it must contain sufficient evidence to demonstrate the KSBs that will be assessed by the interview, underpinned by portfolio of evidence
- it will typically contain 15 discrete pieces of evidence
- evidence must be mapped against the KSBs
- evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is required
- evidence sources may include:
 - workplace documentation/records, for example job cards/job sheets, equipment check/maintenance/service records, parts order records, stock records, service level agreements
 - internet search records, for example to search for stock
 - annotated photographs
 - video clips (maximum duration in total 10-minutes)
 - Continued professional development records

This is not a definitive list; other evidence sources are allowable
- it should not include any methods of self-assessment
- any employer contributions should focus on direct observation of evidence (for example witness statements) rather than opinions
- the evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer confirming this
- the portfolio of evidence must be submitted to the EPAO at the gateway point

Assessment methods

Assessment method 1: Practical demonstration with questioning

Overview

This assessment method has two components: practical demonstration and questioning.

The rationale for this assessment method is:

- this is a practical role, best demonstrated through completing tasks
- practical demonstration allows the assessment of work tasks that may not occur on a predictable basis in the apprentice's place of work and ensures consistent assessment
- practical demonstration overcomes potential scheduling and access issues for independent assessors if workplace observation was used
- practical demonstration could reduce independent assessor travel costs and time
- the tasks chosen enable the assessment of key KSBs required by commercial catering equipment technicians; tasks not necessarily completed on a daily basis or not best suited to practical demonstration are assessed via the other assessment methods
- questioning component enables the checking of underpinning knowledge
- employers have existing facilities that can be used for the practical demonstration

Delivery

Apprentices must be assessed by an independent assessor completing a practical demonstration. They will be assessed against the KSBs assigned to this assessment method as shown in the mapping of KSBs.

The EPAO must make arrangements for the practical demonstration, in consultation with the employer.

Practical demonstrations must be carried out over a maximum total assessment time of four-hours. The practical demonstration may be split into discrete sections held over a maximum of one working day. The length of a working day is typically considered to be 7.5-hours. There may be breaks during the practical demonstration to allow the apprentice to move from one location to another and for meal/comfort breaks. During these breaks, the clock must be stopped and restarted to ensure that the assessment duration is not reduced. The apprentice must not communicate with anyone else during any breaks.

The independent assessor has the discretion to increase the time of the practical demonstration by up to 10%, to allow the apprentice to complete a task.

An independent assessor must only assess one apprentice at any one time, to allow for quality and rigour. The independent assessor must be unobtrusive whilst observing the practical demonstration.

Apprentices must be provided with both written and verbal instructions on the tasks they must complete, including the timescales they are working to. Time for this instruction is exclusive of the assessment time.

The following activities must be observed during the practical demonstration:

- Installation of three components in relation to one, two or three separate pieces of commercial catering equipment. The components (and thus equipment) must cover water, electricity and gas.
- Components must include one category 1, one category 2 and one category 3, as outlined below:
 - category 1 (complex), for example: multi-functional valve, printed circuit board, motor
 - category 2 (medium), for example: element, pump, solid state relay
 - category 3 (simple), for example: contactor, solenoid, thermocouple
- Task requirement must cover:
 - planning, including risk assessment and method statement
 - fitting
 - testing
 - taking a reading
 - set up
 - re-commission
 - handover to someone taking the role of the customer; this person must be appointed by the EPAO and must be independent

Apprentices must have access to manufacturers' manuals relating to the equipment for reference purposes (replicating real life); this may be electronic and/or hard copy.

The activities must require the apprentice to select and use a range of equipment and/or tools.

Practical demonstration specifications must be of equal complexity, capable of being completed by a competent person within four hours.

EPAO must produce a bank of sample questions to help the independent assessor, but these are for illustration only and the independent assessor may target their questions to the apprentice's individual circumstances. The questions can be asked by the independent assessor both during and after the practical demonstration. In order to remain as unobtrusive as possible, independent assessors should ask questions after each activity rather than disrupting the apprentice's flow. The independent assessor must ask a minimum of five questions. They may ask follow-up questions where clarification is required in relation to a response provided. All questioning must be completed within the total time allowed for the practical demonstration.

KSBs observed, and answers to questions, must be documented by the independent assessor.

Independent assessors will make all grading decisions.

EPAOs must ensure that apprentices have a different practical demonstration specification and set of questions in the case of re-sits/re-takes.

Venue

Practical demonstrations must be conducted in one of the following locations:

- a client's premises
- a suitable venue selected by the EPAO (for example, employer's training facility, a training provider's premises or another employer's premises). It is expected that apprentices will be assessed in a workplace to ensure they are able to demonstrate competence in the real work environment. Where this is not possible - for example due to health and safety reasons, the EPAO is responsible for ensuring that the apprentice is assessed under normal conditions, in a familiar environment, using familiar resources/equipment which is representative of a workplace. The External Quality Assurance provider is responsible for determining the impact of an alternative location on the validity and comparability of end-point assessments.

The venue must have the necessary equipment, tools and controlled conditions to allow practical demonstration to take place.

Support material

EPAOs will produce the following material to support this assessment method:

- guidance for apprentices, employers and training providers that outlines in detail how the practical demonstration will operate
- 'practical demonstration specification banks' of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose. The specifications, including questions relating to underpinning KSBs must be varied, yet allow assessment of the relevant KSBs. It is recommended specification banks are developed in consultation with employers of this occupation. EPAOs should put measures and procedures in place to maintain the security and confidentiality of their specifications if employers are consulted. Specifications must be standardised by the EPAO.
- assessment recording documentation

Assessment method 2: Interview underpinned by portfolio of evidence

Overview

This assessment method has one component: interview.

The rationale for this assessment method is:

- it allows the apprentice to be assessed against KSBs that would take too long to observe or do not lend themselves to practical demonstration
- it is underpinned by a portfolio of evidence, enabling the apprentice to demonstrate the application of skill and behaviours as well as knowledge
- allows for testing of responses where there are a number of potential answers that couldn't be tested through the multiple-choice test
- it is a cost effective, as apart from a venue it does not require additional resources

Delivery

The interview must be appropriately structured to draw out the best of the apprentice's competence. Apprentices must be assessed against the KSBs assigned to this assessment method as shown in the mapping of KSBs.

EPAOs must make arrangements for this assessment method with the apprentice's employer.

Independent assessors must conduct and assess the interview on a one-to-one basis.

The interview must last for one-hour. The independent assessor has the discretion to increase the time of the interview by up to 10% to allow the apprentice to complete their last answer.

The independent assessor must ask a minimum of ten open competence-based questions. The independent assessor may combine questions from the EPAO's question bank and those generated by themselves, following a review of the portfolio of evidence. Five questions must focus on coverage of prior activity and five questions must be scenario based. Apprentices can refer to and illustrate their answers with evidence from their portfolio of evidence, however the portfolio evidence is not directly assessed.

Apprentices are expected to understand and use relevant occupational language.

Questions must cover the following topics:

- Principles of operation of commercial catering equipment
- Preventative maintenance and servicing procedures
- Scheduling of jobs
- Documentation
- Information technology
- Stock
- Water and drainage
- Teamwork
- Continued professional development

The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the interview.

Evidence from the questioning must be assessed holistically using the grading criteria for this assessment method. The independent assessor will make all grading decisions.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

Independent assessors must be developed and trained by the EPAO in the conduct of interviews and reaching consistent judgement.

Venue

The interview, underpinned by portfolio of evidence, can take place in any of the following places:

- employer's premises
- a suitable venue selected by the EPAO, for example a training provider's premises or another employer's premises

Video conferencing can be used to conduct the interview, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided in some way.

The interview, underpinned by portfolio of evidence, must take place in a quiet room, free from distractions and influence.

Supporting material

EPAOs must produce the following material to support this assessment method:

- a question bank. The 'question bank' must be of sufficient size to prevent predictability and reviewed regularly (and at least once a year) to ensure that it, and its content, are fit for purpose. It is recommended that questions are developed in consultation with employers of this occupation. EPAOs must maintain the security and confidentiality of their questions when consulting employers.
- assessment recording documentation
- guidance for apprentices, employers and training providers

Assessment method 3: multiple-choice test

Overview

This assessment method has one component: multiple-choice test.

The rationale for this assessment method is:

- allows for the efficient testing of knowledge where there is a right or wrong answer
- does not require independent assessor time, reducing cost
- allows for flexibility in terms of when, where and how it is taken

Delivery

Apprentices must be assessed against the knowledge assigned to this assessment method – as shown in mapping of KSBs.

The test can be:

- computer based
- paper based

It will consist of 40 questions. Ten questions must relate to principles of electricity (K4), 15 to regulations and legislation (K7), 10 to health and safety (K9), and five to environment (K10) and equality and diversity (K17).

These questions will consist of closed response, multiple-choice questions. Apprentices must choose one correct answer from a choice of four.

Each question answered correctly will be awarded one mark. Any incorrect or missing answers must be assigned zero marks.

Apprentices must have one-hour to complete the test.

The test is closed book, which means that the apprentice cannot refer to reference books or materials.

The test must be taken in the presence of an invigilator. The invigilator may be the independent assessor or another external person employed by the EPAO or specialised (proctor) software, if the test can be taken on-line. The EPAO is required to have an invigilation policy that will set out how the test/examination is to be carried out. This will include specifying the most appropriate ratio of apprentices to invigilators to best take into account the setting and security required in administering the test/examination.

Tests must be marked by independent assessors or markers employed by the EPAO following a marking guide produced by the EPAO. Alternatively, marking by computer is permissible, to improve marking reliability.

The EPAO must verify the suitability of the venue for taking the test and the identity of the person taking the test.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

Grading boundaries

The following grade boundaries apply to the multiple-choice test:

Grade	Minimum score	Maximum score
Fail	0	29
Pass	30	35
Distinction	36	40

Venue

Apprentices must take the test in a suitably controlled environment that is a quiet space, free from distractions and influence, in the presence of an invigilator.

The test can take place in any of the following:

- employer's premises
- a suitable venue selected by the EPAO, for example a training provider's premises or another employer's premises

Supporting material

EPAOs must produce the following material to support this method:

- a test specification
- sample tests and marking schemes

- live tests and marking schemes
- analysis reports which show areas of weakness for completed tests/exams and an invigilation policy
- question bank. Question banks must be of sufficient size to prevent predictability and reviewed regularly (and at least once a year) to ensure they, and the questions they contain, are fit for purpose. It is recommended that questions are developed in consultation with employers of this occupation. EPAOs must maintain the security and confidentiality of their questions when consulting employers.

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments for this apprenticeship standard. This should include how an apprentice qualifies for reasonable adjustment and what reasonable adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this assessment plan.

Weighting of assessment methods

All assessment methods are weighted equally in their contribution to the overall EPA pass grade. The practical demonstration with questioning must be demonstrated at distinction along with distinction in one of the other assessment methods, in order for a merit or distinction grade to be awarded, and as such has a higher weighting than the interview underpinned by portfolio and multiple-choice test.

Overall EPA grading

Performance in the EPA will determine the apprenticeship grade of fail, pass, merit or distinction.

Independent assessors must individually grade each assessment method, according to the requirements set out in this plan.

EPAOs must combine the individual assessment method grades to determine the overall EPA grade.

Apprentices who fail one or more assessment method will be awarded an EPA 'fail.'

In order to 'pass,' apprentices must achieve a pass in all three assessment methods.

In order to achieve a 'merit,' apprentices must achieve a distinction in the practical demonstration with questioning and a distinction either in the interview underpinned by portfolio **or** multiple-choice test, with a pass in the other assessment method.

In order to achieve an overall 'distinction,' apprentices must achieve a distinction in all three assessment methods.

In the case of a re-sit/re-take of one or more assessment methods the maximum overall grade awarded will be pass – see the re-sit/re-take section.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Assessment method 1 – practical demonstration with questioning	Assessment method 2 – interview underpinned by portfolio	Assessment method 3 – multiple choice test	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Distinction	Pass
Distinction	Pass	Pass	Merit
Distinction	Distinction	Pass	Merit
Distinction	Pass	Distinction	Merit
Distinction	Distinction	Distinction	Distinction

Re-sits and re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit any failed assessment methods only. However, the re-sits/re-takes must be successfully completed within six-months of the fail notification, otherwise the entire EPA must be re-sat/re-taken.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to merit or distinction, or from merit to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Re-sits/re-takes should be scheduled as soon as possible.

Roles and responsibilities

Role	Responsibility
Apprentice	<ul style="list-style-type: none"> • complete the on-programme requirements of the apprenticeship to meet the occupational standard • meet all gateway requirements • understand the purpose and importance of EPA, prepare for and complete the EPA
Employer	<ul style="list-style-type: none"> • support the apprentice to achieve the KSBs outlined in the standard to their best ability • determines when the apprentice is working at or above the level outlined in the standard and is ready for EPA • select the EPAO • confirm all EPA gateway requirements have been met • confirm arrangements with EPAO for the EPA (who, when, where) in a timely manner • ensure apprentice is well prepared for the EPA
EPAO	<p>As a minimum EPAOs should:</p> <ul style="list-style-type: none"> • understand the occupational role • appoint independent assessors, invigilators and markers to assess, invigilate and mark the EPA • provide training and CPD to the independent assessors they employ to undertake the EPA • provide adequate information, advice and guidance documentation to enable apprentices, employers and providers to prepare for the EPA • deliver the end-point assessment outlined in this EPA plan in a timely manner • prepare and provide all required material and resources required for delivery of the EPA in-line with best practices • use appropriate assessment recording documentation to ensure a clear and auditable mechanism for providing assessment decision feedback to the apprentice • have no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest • maintain robust internal quality assurance (IQA) procedures and processes, and conducts these on a regular basis • conform to the requirements of the nominated external quality assurance body • organise standardisation events and activities in accordance with this plan's IQA section • organise and conduct moderation of independent assessors' marking in accordance with this plan

	<ul style="list-style-type: none"> • have, and operate, an appeals process
Independent assessor	<p>As a minimum an independent assessor should:</p> <ul style="list-style-type: none"> • understand the occupational standard and EPA plan • deliver the end-point assessment in-line with the EPA plan • comply to the IQA requirements of the EPAO • be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest • satisfy the experience criteria outlined in this EPA plan • hold or be working towards an independent assessor qualification e.g. A1 and have had training from their EPAO in terms of good assessment practice, operating the assessment tools and grading • have the capability to assess the apprentice at this level • attend the required number of EPAOs standardisation and training events per year (as defined in the IQA section)
'Customer' for purposes of end-point assessment practical demonstration	<p>As a minimum a 'customer' should:</p> <ul style="list-style-type: none"> • understand their role • be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest
Training provider	<p>As a minimum the training provider should:</p> <ul style="list-style-type: none"> • work with the employer to ensure that the apprentice is given the opportunities to develop the KSBs outlined in the occupational standard and monitor their progress during the on-programme period • advise the employer, upon request, on the apprentice's readiness for EPA prior to the gateway <p>Plays no part in the EPA itself</p>

Internal Quality Assurance (IQA)

Internal quality assurance refers to the requirements that EPAOs must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions. EPAOs for this EPA must:

- appoint independent assessors who have:
 - comprehensive experience of the commercial catering equipment technician role, at the same level or above that of the apprenticeship standard, typically with at least three years' experience
 - recent relevant experience of the occupation/sector – at least at the same level as the apprentice; typically worked in the sector in the last three years or can demonstrate current knowledge and skills developed through continued professional development
 - hold or working towards an independent assessor qualification, for example TAQA (Training and Quality Assessment)
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time
- operate induction training and standardisation events for independent assessors when they begin working for the EPAO on this apprenticeship standard and before they deliver an updated assessment method for the first time

Affordability

Affordability of the EPA will be ensured by using at least some of the following practice:

- online testing for multiple-choice test
- video-conferencing for the interview underpinned by portfolio of evidence
- using existing employers' facilities for the practical demonstration with questioning
- using an employer's premises for the interview underpinned by portfolio of evidence
- the possibility of scheduling the observation and interview on the same day

Mapping of knowledge, skills and behaviours (KSBs)

Assessment method 1: Practical demonstration with questioning

Knowledge
K5 Gas – working safely and the function, set up and adjustment of gas components such as regulators, burners, thermocouples, thermostats etc. Air quality measuring, Safe isolation and capping off redundant gas supplies.
K8 Use of tools – hand tools, power tools and test meters including Electrical Multimeter, Ohmmeter, Air Quality meter, Flue Gas Analyser, Electronic Gas Leak Detector, Manometer.
K9.i Health and safety, personal protective equipment, , risk assessments, method statements, manual handling.
K12 How to use manufacturers' instructions, including commercial catering kitchen design considerations. Manufacturers' warranty terms,
K13 How to identify parts, descriptions and part numbers; fitting timescales.
K14 Procedures for replacing faulty components, installation, commissioning, and decommissioning and making equipment safe.
K15.i Planning techniques including time management skills and journey planning.
K16 Customer training, mentoring and coaching techniques.
K18 Professional relationships including etiquette, expectations and responsibilities; internal and external.

Skills
S2 Interpret, follow and adhere to Service Level Agreements, legal requirements, specifications, and customer needs.
S3 Plan, organise and schedule own/others' work for example task delegation, work-flow, route planning, time management.
S4 Conduct site survey, including recording and updating risk assessments and method statements.
S5 Interpret job requirements for example job specification, technical drawings, wiring diagrams and Manufacturers' Instruction manuals.
S6 Determine and source resources for example materials, parts, time and equipment.
S9 Conduct electrical connection, disconnection and/or isolation of catering or ancillary equipment.

S10 Conduct gas connection, disconnection and/or isolation of catering or ancillary equipment.
S11 Conduct water and drainage connection, disconnection and/or isolation of catering or ancillary equipment.
S12 Operate and maintain tools and instruments in correct working order, including drills, power tools, spirit levels, specialist tools/instruments.
S13 Commission/re-commission catering and ancillary equipment.
S14.i Identify and implement solutions including fitting replacement or repairing parts.
S15 Test catering or ancillary equipment and quality assure to manufacturers' specification.
S16 Report completion of work carried out to customer and management/office.
S17 Categorise decommissioned catering or ancillary equipment for reuse, disposal or recycling.
S19 Collect, record and provide data, for example gas, water pressures and air quality readings.
S21 Communicate effectively with stakeholders, internal or external, for example customers, colleagues, managers, general public.
S22 Provide information, guidance or training to stakeholders including demonstrating the correct operation of equipment.
S23 Conduct all duties in adherence with health and safety directives and environmental policy and procedures.

Behaviours
B1 Prioritises Health & Safety.
B2 Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres.
B4 Takes responsibility for job, for example, a desire to see a job through from start to finish, checks that it has been completed to required standard, self-motivated.
B5 Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs.
B6 Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.
B9 Recognises personal and professional limitations and seeks appropriate advice when necessary.

Assessment method 2: Interview underpinned by portfolio of evidence

Knowledge
K1 Principle of operation of commercial catering equipment, including, combination ovens, fryers, grills, dish/glass washers, microwave ovens, induction units, water boilers.
K2 Requirements of basic preventative maintenance tasks and procedures for commercial catering equipment; maintenance checklists and procedures.
K3 How to identify specific servicing procedures.
K6 Water and drainage - types of materials and installation processes. Safe isolation and capping off.
K11 Fault finding and diagnosis procedures including error codes for most common appliances.
K15.ii Journey planning.
K19 Documentation requirements (manual and digital formats) including job sheets, safety inspection sheets, vehicle safety checklist, safety notices/advice and waste transfer documents.
K20 Information Technology including email systems, internet searches, service management systems, connecting equipment to networks, programming control systems, smart technology and emerging technologies.
K21 Company operation insight, including Service Level Agreements, employer/employee responsibilities, limitations, commercial contracts (customer expectations, response times), systems of work, key performance indicators.
K22 Industry insight for example appropriate timing, peak business hours, local geography, parking restrictions, vehicle restrictions, access, industry stakeholders.
K23 Stock management including how to identify requirements, value, handling, safe storage and transportation, ordering and return of parts, equipment and tools.

Skills
S1 Undertake routine servicing of commercial catering equipment.
S7 Manage stock levels.
S8 Install connecting pipework for gas, water and drainage to mains service.
S14.ii Diagnose faults in catering or ancillary equipment; identify and implement solutions including fitting replacement or repairing parts.
S18 Complete documentation for example asset management records, work sheets, waste environmental records.
S20 Use IT equipment including computers and smart phones and software for example email, internet browsers, word processing and spreadsheets.

S24 Store and transport materials, parts, equipment and tools.

Behaviours

B3 Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure, works independently.

B7 Team player, for example works with others toward a common goal, with an obvious willingness and positive attitude, has regard for equality and diversity considerations.

B8 Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Assessment method 3: Test

Knowledge

K4 Principles of electricity, systems and circuits. Electrical safety testing.

K7 Regulations and Legislation: The Gas Safety (Installation and Use) Regulations 1998, Electricity at Work (1989) Regulations, Water Supply (Water Fittings) Regulations, Waste Electrical and Electronic Equipment Regulations 2013 (WEEE), Health and Safety at Work etc. Act 1974, Control of Substances Hazardous to Health Regulations 2002 (COSHH), Control of Asbestos Regulations 2012, The Food Safety and Hygiene (England) Regulations 2013 relating to temperature and cross contamination, General Data Protection Regulations (GDPR), Pressure Systems Safety Regulations 2000, Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013 (RIDDOR), normative standards and documents; or subsequent editions or modifications.
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K9 Health and safety practice including confined spaces, working at heights, personal protective equipment, Construction Skills Certification Scheme Compliance, vehicle safety, risk assessments, method statements, manual handling and permits to work.

K10 Environmental practice considerations including recycling, fats, oils and grease, food waste and redundant parts.
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K17 Equality and diversity in the workplace considerations.
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Grading descriptors

Assessment method 1: Practical demonstration with questioning

KSB	Pass – apprentice demonstrates all the following:	Distinction – in order to achieve a distinction, all the pass criteria must be met, plus at least four of the following statements
Interpreting job requirements S2 S5	Correctly identifies task(s) requirements from information provided, for example what needs repairing, time restraints, customer constraints/expectations.	
Planning K15.i S3	Completes task(s) within time specified Completes task(s) in logical order Explains how at least two factors were taken into account when planning/preparing work, with reasoned justification	Work completed in order that optimises use of time, for example does not have to redo work, avoids unnecessary actions
Health, safety and the environment K9.i S4 S17 S23 B1	Identifies and updates risks and hazards in the workplace and suitable control measures Wears correct personal protective equipment for the task Conducts work in line with method statement and environmental policy, for example identifies materials and classifies for reuse, disposal or recycling Identifies purpose of a particular health and safety or environmental policy/practice identified by independent assessor	Explains at least two potential consequences of not following a health and safety practice as identified by the independent assessor, for self or company
Resources S6	Correctly identifies and sources resources required to complete the tasks	Explains alternative resources that could have been used

		and justifies choice of resources
Repairs K5 K12 K13 K14 S9 S10 S11 S13 S14.i S15 B2 B4 B5	<p>Demonstrates that equipment and ancillary equipment is working/set up correctly according to specification/manufacturer's instructions Correctly identifies the gas safety checks required for the equipment</p> <p>Correctly identifies whether any of the tasks would be covered by manufacturers' warranty terms and, if not, why</p> <p>Correctly names parts and identifies part number</p> <p>Conducts electrical connection, disconnection and/or isolation of catering or ancillary equipment.</p> <p>Completes task in accordance with specifications/instructions:</p> <ul style="list-style-type: none"> • Conducts gas connection, disconnection and/or isolation of catering or ancillary equipment. • Conducts water and drainage connection, disconnection and/or isolation of catering or ancillary equipment. • Commission/re-commission catering and ancillary equipment. • Identifies and implements solutions including fitting replacement or repairing parts. • Tests catering or ancillary equipment and quality assure to manufacturers' specification 	<p>High quality finish, for example exceeds specification/instruction requirements,</p> <p>Explains at least two potential consequences of not following specification/manufacturer's instructions</p>

	<p>Demonstrates reliability: for example, acts with integrity and is punctual, meticulous, trustworthy, honest, determined and shows perseverance.</p> <p>Demonstrates taking responsibility for the job, for example a desire to see a job through from start to finish, checks that it has been completed to required standard, self-motivated.</p> <p>Demonstrates quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs.</p>	
<p>Tools</p> <p>K8</p> <p>S12</p>	<p>Selects and uses correct tool for the job</p> <p>Uses tools used in accordance with manufacturer's instructions/method statement</p> <p>Completes correct safety checks</p> <p>Correctly identifies maintenance procedures relating to one piece of equipment as identified by the independent assessor</p> <p>Correctly explains how a tool identified by the independent assessor would be used to identify a fault</p>	
<p>Handover</p> <p>K16</p> <p>S16</p> <p>S21</p> <p>S22</p>	<p>Uses technical language correctly and appropriate to the customer</p> <p>Provides correct and essential information to the customer, for example work completed, functionality, to the correct person</p> <p>Seeks to check customer understanding of</p>	<p>Provides additional information/advice, for example preventative measures, cleaning or maintenance instructions</p>

	<p>functionality/use, for example by asking questions to test customer knowledge</p> <p>Identifies how they would amend the approach/information provided for a different audience as identified by the independent assessor, with reasoned justification</p>	
Data collection S19	Correctly collects and records data	
Professionalism K18 B6	<p>Correctly presented, for example clean, wearing uniform according to company guidelines, appropriate attire worn</p> <p>Demonstrates a polite and courteous approach, for example language appropriate to the customer</p> <p>Identifies how they would adapt style and approach for different audiences to develop/maintain professional relationships</p>	
Personal limitations B9	<p>Explains the reasons why a task outlined by the independent assessor could not be undertaken by a commercial catering equipment technician</p> <p>Identifies correct source should the need arise for a situation outlined by the independent assessor</p>	
Fail – apprentice will fail if they do not meet all the pass criteria		

Assessment method 2 – interview underpinned by portfolio of evidence

KSBs	Pass - apprentice demonstrates all the following:	Distinction - in order to achieve a distinction, all the pass criteria must be met, plus at least five of the following statements:
Principle of operation of commercial catering equipment K1	Correctly identifies at least three generic principles of operation for two types of catering equipment	Explains how specific principles of operation may vary for a specific manufacturer/brand for at least one type of equipment
Maintenance and servicing K2 K3 S1	Identifies correct generic preventative maintenance that would be required for a piece of equipment and how that could vary in relation to a specific manufacturer's product/brand	Correctly explains at least one potential consequence of not undertaking maintenance/servicing, on a piece of equipment selected by the independent assessor
Fault finding and diagnosis K11 S14.ii	Explains suitable fault finding or diagnostic procedure for two different equipment failures, illustrated with an example	Outlines a further procedure/approach that could identify underlying causes of a fault; evaluates the benefits of one procedure compared to another
Planning K15.ii K22 K21 B3	Identifies at least three factors that could influence scheduling of jobs undertaken on the same day, based on correct application of industry insight and/or company operation Orders the day's jobs based on sound reasoning Identifies suitable action in relation to change in circumstances	Articulates the justification for order of scheduling; shows it has potential to provide best overall outcome in terms of meeting targets across the jobs
Documentation K19 S18	Identifies the correct purpose and requirements for completing two different types of documentation from the technician's perspective	Explains the purpose and importance of documentation, as identified by the independent assessor from the customer's perspective

Information technology K20 S20	Explains how IT may be used in different situations, factors that need to be taken into consideration in its use, for example data security, back-up procedures, and its potential benefits in relation to examples of how they use IT in their day-to-day role	
Stock management K23 S7 S24	Identifies at least three factors that impact on the correct stock management for two different items	Explains the potential consequences of poor stock management and what they do to mitigate against this.
Water and drainage K6 S8	Identifies correct materials and processes for installing pipework	Evaluates an advantage or disadvantage of one material or process compared to another
Team working B7	Identifies adjustable approach suitable to situation	
CPD B8	Identifies gaps in their skills/knowledge and plans for development in these areas. Explains at least two different types of CPD	

Fail – apprentice will fail if they do not meet all the pass criteria