

Skills for a greener world

EEA Level 2 End-point Assessment for Drainage Network Operative V1.0

Apprentice Guide

QAN 610/6032/X ST1348 V1.0



Apprentice Guide for

Energy & Environment Awards Level 2 End-point Assessment for Drainage Network Operative V1.0 QAN 610/6032/X

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Updates to this guide

Since the first publication of Energy & Environment Awards Drainage Network Operative Apprentice Guide, the following updates have been made.

Version	Date first published	Section updated	Page(s)
v2.0	April 2025	Rebranded	All
v1.0	January 2025	First published	All





At A Glance Component 1: Observation with Questions

Date(s):	
Time:	
Location:	
Examination Conditions:	With an Energy & Environment Awards assessor in your place of work
Additional Requirements:	
Assessed and marked by:	Independent assessor/Energy & Environment Awards

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At A Glance Component 2: Question and Answer Session based on an EPA Portfolio

Date(s):	
Time:	
Location:	
Examination Conditions:	With an Energy & Environment Awards assessor in your place of work or training environment
Additional Requirements:	
Assessed and marked by:	Independent assessor/Energy & Environment Awards

-

At A Glance Component 3: Multiple-choice Test

Date(s):	
Time:	
Location:	
Examination Conditions:	Controlled by an invigilator
Additional Requirements:	
Assessed and marked by:	Energy & Environment Awards



Introduction

Energy & Environment Awards has been selected by your employer to carry out end-point assessment (EPA) and it is our job to ensure that you are assessed fairly.

How This Apprentice Guide Is Organised

✓ Section 1:

What is in the Apprentice Guide?

✓ Section 2:

An Apprentice's End-point Assessment Journey

✓ Section 3:

End-point Assessment Components

How to Use This Guide



This guide has been split into 3 sections. You can dip into each section that you are working on where you will find useful information, practical advice, tips you need and useful dates to successfully complete your EPA.

Throughout we have used headings and cross referenced to our EPA Drainage Network Operative (DNO) Specification and/or Supporting Documents which provides details of the EPA components.



Section 1: The Basics

What is an Apprenticeship Standard?



An apprenticeship standard is a description of your apprenticeship and it is based on the Drainage Network Operative standard, which was written by employers. It contains the Drainage Network Operative's job profile, and describes the knowledge, skills and behaviours (KSBs):

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

The standard can be accessed via the link below:

https://skillsengland.education.gov.uk/apprenticeship-standards/st1348-v1-0?view=standard

Select the occupational standard tab

What is an Assessment Plan?

An Assessment Plan is also written by employers and provides details of what is required for you to pass your end-point assessment. It includes details of what you will be assessed on, how each assessment will take place, what methods will be used and who will assess you.

Energy & Environment Awards designed the end-point assessment (EPA) to meet the requirements of the Assessment Plan. The Assessment Plan can be accessed via the link below:

https://skillsengland.education.gov.uk/apprenticeship-standards/st1348-v1-0?view=standard

Select the EPA plan tab



What is an end-point assessment (EPA)?

The end-point assessment is the assessments you take at the end of your apprenticeship. You will typically spend 18 months on-programme working towards your standard. You are required to spend a minimum of 12 months on-programme. After this you have a Gateway meeting with your employer or training provider to confirm you are ready for the end-point assessments. The words end-point means that you will be assessed at the end of your on-programme (training) to confirm you have met the standard. Your EPA period will typically last 3 months.

What are the Gateway Requirements?

Gateway is a meeting where your employer, training provider and you ensure that you are confident that you can demonstrate all the KSBs defined in the apprenticeship standard and you are ready for EPA. After the meeting, your training provider will confirm the outcomes of the Gateway meeting by sending a signed document to Energy & Environment Awards. The document confirms that you have met the following Gateway requirements:

- achieved English and mathematics qualifications in line with the apprenticeship funding rules
- compiled an EPA portfolio, which your question and answer session will be based on

Your training provider will send copies of these documents to Energy & Environment Awards.



What is the EPA Specification?

The end-point assessment specification provides details of:



- the assessment methods used in your EPA
- KSBs that are covered by each assessment
- KSBs amplification and guidance

The Specification can be accessed via this link:

https://energyenvironmentawards.co.uk/epa/drainage-network-operative/



Section 2: Apprentice EPA Journey

Let us Begin Your EPA Journey.

Find a quiet place and read on....

Your EPA journey consists of 3 elements:

- A training programme with on the job, off the job elements, typically 18 months
- Gateway meeting window
- End-point Assessment (EPA) typically 3 months

Your journey begins with the training program. Your employer and training provider are responsible for this part. This is where you will gain the required Knowledge, Skills and Behaviours (KSBs).

How will you be assessed in the end-point assessment?

You will be assessed on the following components, which can be taken in any order:

- 1. Observation with questions
- 2. Question and answer session based on your EPA portfolio
- 3. Multiple-choice test

Each component has a preliminary grade and each grade is carried forward to award a final grade. You must pass all 3 components to achieve this qualification. For further guidance refer to Section 3 End-point Assessment Components.

The final grade can be a Fail, Pass or Distinction.

It is important for you to keep a record of when your 3 components are scheduled. We suggest you use the 'At a Glance' tables on page 5.

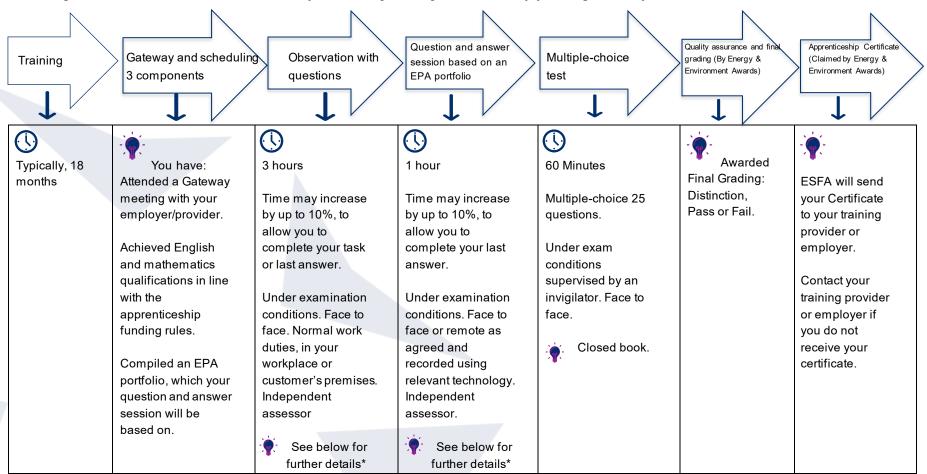
Reasonable adjustments

A reasonable adjustment is any action that helps to reduce the effect of a disability or difficulty that places you at a substantial disadvantage during assessments. If this applies to you make sure you tell your training provider who can make an application for a reasonable adjustment to Energy & Environment Awards on your behalf.



Your EPA Journey in a Diagram

The diagram below illustrates the order of your EPA journey from the day you register to your final certification:



^{*}For further details refer to Section 3 in this Apprentice Guide or Section 2 of the Specification.



Section 3: End-point Assessment Components

Now let us continue your journey through EPA. There are 3 components that you must pass to be awarded a certificate.

Component 1: Observation with Questions

Overview

An observation with questions involves an independent assessor, appointed by Energy & Environment Awards observing and questioning you undertaking work as part of your normal duties, in your workplace. The task(s) must be capable of being completed by a competent drainage network operative.



The following table outlines the procedure for conducting the observation with questions:

Structure of your observation	The total assessment time is 3 hours for completing work as part of your normal duties and answering questions. The observation may be split into discrete sections held on the same working day Where breaks occur, the clock will be paused. The assessment time is not reduced	
Where will the assessment take place?	 Your employer's premises or a customer's premises The questioning must take place in a quiet room 	
What knowledge, skills and behaviours (KSBs) do I have to demonstrate during the observation	Core Knowledge: 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)	



with questioning?

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

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

K17 Documentation requirements

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

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

Core Skills:

- **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)
- **\$7** Work in accordance with water and environment protection regulations, standards and guidance
- **S9** Use drainage operative tools and equipment, including jetting equipment
- **S11** Apply safety practices and techniques. Signage, lighting and guarding
- **\$12** Conduct housekeeping for example, tidy work area
- **\$13** Communicate with others verbally, for example with colleagues, customers and stakeholders
- **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



	S16 Interpret asset maps and plans and update where appropriate	
	\$17 Follow procedures in line with environmental regulations, standards, and guidance. Segregate resources for reuse, recycling and disposal	
	S18 Apply sustainability principles	
	\$23 Follow quality assurance procedures to confirm that the blockage has been removed	
	Core Behaviours:	
	B2 Consider the impact on the environment when using resources and carrying out work	
	B4 Put health and safety first for self and colleagues	
	B5 Take ownership of given work	
	For further details refer to 'Knowledge, Skills and Behaviours (KSBs) Coverage' in the DNO Specification on pages 11 - 22. A link to the Specification is available on page 8.	
What tasks will I have to cover?	The task(s) must allow you to undertake the activities required for an observation with questions. For further details refer to 'Knowledge, Skills and Behaviours (KSBs) Coverage' in the role specific specification, refer to link above.	
What resources can I use?	 Equipment and resources needed for the observation will be: provided by your employer the tools, equipment and PPE required for the job in good and safe working condition Relevant work instructions/manuals must be available in hard copy or electronically. 	
How many questions will I be asked?	 The independent assessor: will ask a minimum of 3 questions may ask follow up questions in order to seek clarification from you 	



Who will assess me?	An independent assessor, appointed by Energy & Environment Awards.
Preliminary Grading	The independent assessor will award a preliminary grade. You must pass ALL the pass criteria in order to achieve a pass.
Overall grading for this component	Fail or Pass

Practice Component 1: Observation with Questions

You should have an opportunity to have a practice observation which mirrors the real assessment. A practice practical would be set up for you by your employer or training provider using the structure in the table above.



Component 2: Question and Answer Session based on an EPA Portfolio

Overview

The question and answer session is based on your EPA portfolio. It is to allow you to demonstrate how you have met the KSBs in order to carry out your occupational role as a Drainage Network Operative effectively and safely. The question and answer session allows for testing of responses where there are a range of potential answers that cannot be tested through the multiple-choice test.



The following table outlines the procedure for conducting a question and answer session:

Who will	1 independent assessor, approved by Energy & Environment
assess me?	Awards will conduct the question and answer session.
How will the question and answer session be organised?	Locations: Your question and answer session will take place at your employer's premises or a suitable venue. Time: Your question and answer session must last 60 minutes (1 hour). The independent assessor can increase the time of your question and answer session by 6 minutes (10%), to allow you to complete your last answer.
	 Your question and answer session will be: a discussion between you and the independent assessor face to face or remote, as agreed assessed and outcomes will be recorded by the assessor on official Energy & Environment Awards question and answer session documents recorded using the relevant technology such as Microsoft Teams or an audio recording device You will have access to your EPA portfolio throughout the question and answer session.
What topics will I have to cover?	The question and answer session focuses on the four tasks in your EPA portfolio: 1. Working with others



	 Team working Equality, diversity and inclusion Communication Drainage network operations Development For amplification and guidance refer to the DNO
	Specification: a link can be found on page 8.
How many	A minimum of 6 questions
questions will I	 Set questions which may be contextualised to the contents
be asked?	of your portfolio
	 Follow-up questions in order to seek clarification
Preliminary	The independent assessor will award a preliminary grade. To
Grading	achieve a Pass you must pass ALL the pass criteria in.
	To achieve a Distinction, you must pass All the pass criteria and
	ALL the distinction criteria
Overall grading	Fail, Pass or Distinction.
for this	
component	

EPA Portfolio Requirements

The requirements are as follows:

EPA Portfolio Template

Throughout the on-programme part of your apprenticeship you must compile an EPA portfolio to support you in your question and answer session. During the question and answer session the independent assessor will ask questions based on the evidence contained in your EPA portfolio.

For further guidance refer to:

- Section below 'How do I organise my portfolio of evidence?'
- DNO Specification Section 5: Guidance on EPA portfolio



How do I organise my EPA portfolio?

You must complete an EPA portfolio template. You should request the EPA Portfolio Template from your training provider.

Your EPA portfolio should reflect your individual experiences and the activities carried out during this period and meet the requirements outlined in the assessment plan.

A completed EPA portfolio is one of the Gateway requirements.

Your EPA portfolio is **not assessed**. It serves the following purposes:

- A carefully prepared EPA portfolio will support you during the question and answer session
- Your organised EPA portfolio will allow you to refer to examples and discuss the evidence with the independent assessor
- It allows the assessor to review it before the question and answer session to help focus and contextualise the questions that you will be asked

The EPA portfolio is a record of how you demonstrate your knowledge, skills and behaviours that are assessed in the question and answer session. You will have access to your EPA portfolio during the question and answer session.

What should I include in my EPA portfolio?

Quality vs quantity



You should be supported in selecting evidence for your EPA portfolio by your employer or training provider.

We would advise you to choose the best pieces of evidence for you EPA portfolio. Use the Appendix B EPA Portfolio Log Template to record your evidence. A single piece of evidence may cover more than one area.



Examples of acceptable evidence:

- workplace documentation/records, for example job task sheets/job card/times sheets, equipment maintenance /service records related to the apprentice
- witness statements signed and dated by coaches/trainers
- any employer contributions should focus only on direct observation of evidence (for example witness statements) rather than opinions
- annotated photographs/diagrams
- video clips (maximum total duration 10-minutes); the apprentices must be in a view and identifiable

The above is not a definitive list. You can include other relevant evidence sources.



You must not include in your portfolio any methods of self-assessment.

Evidence must be:

- produced by you (authentic)
- relevant to the task
- · cross referenced and easily accessible in the portfolio
- produced during the time you were carrying out your on-programme training

What can I do to prepare for the question and answer session?

You should:

- ensure there is quality evidence to cover the KSBs in the EPA portfolio template
- be familiar with the structure of your EPA portfolio
- know the tasks/KSBs covered by the question and answer session
- know where you have referenced your evidence by referring to your EPA portfolio
- know how you will be graded

The role of your employer or training provider

Employers or training providers are expected to support you in preparing your portfolio by:

- providing clear instruction and deadlines to allow you to plan and compile your portfolio in preparation for the Gateway meeting
- advising on which pieces of evidence to select



- authenticating evidence as valid
- signing off the EPA portfolio
- submitting the portfolio to Energy & Environment Awards as part of Gateway requirements

Practice Component 2: Question and Answer Session based on an EPA Portfolio

You should have an opportunity to have a practice question and answer session which mirrors the real assessment. The practice question and answer session would be set up by your employer or training provider using the structure in the table above.



Component 3: Multiple-choice Test

Overview

The multiple-choice test is a computer or paper-based test. You will have 60 minutes to complete the test. The test consists of 25 questions.

The multiple-choice questions will have four possible answers of which one will be correct.



The following table outlines the procedure for conducting the multiple-choice test:

Who will start and finish my multiple-choice test?	You will sit your multiple-choice test in the presence of an invigilator.	
What	The test may be paper-based or taken online. Your training provider	
format will	will let you know what the format of your test is.	
my test		
take?	All other aspects of the test are exactly the same, including:	
	• content	
	• timings	
	question types	
	• scoring	



How will the question appear in a paperbased test? Here is an example of how the question will appear:

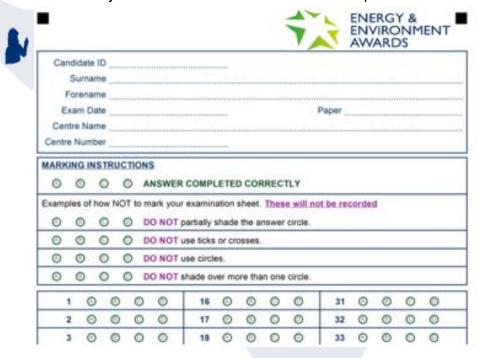
Question 1

In a workplace, who is responsible for maintaining health and safety?

Possible answers

- a) Employers
- b) Safety managers
- c) | Most senior person on-site
- d) | Everyone

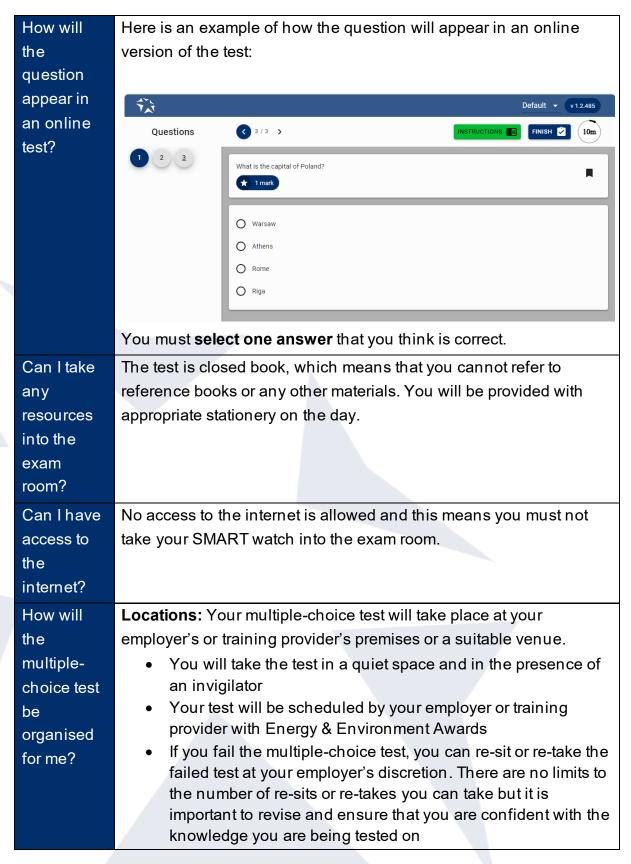
You must **select one answer** that you think is correct. You will be provided with an answer sheet where you will be expected to shade in the answer you have selected. Here is an example:





Always have a go even if you are not sure that it is the correct answer.







What criteria will I have to learn?

AND

How many questions will be asked on each criteria?

The multiple-choice test questions are knowledge based on core knowledge. Below is a list of the knowledge criteria, assessed in the multiple-choice test along with the range of questions that will be allocated to a multiple-choice test paper:

Number of Questions	Knowledge
2 - 4	K1 The drainage industry. Stakeholders and resposibilities for drainage network assets
2 - 4	K8 Site preparations for safe systems of work, including setting up chamber barriers and appropriate signage, in accordacne with the New Roads and Street Works Act (NRSWA) when working on the highway
2 – 4	K9 Hydrant regulations
2 – 4	K10 Principles to differentiate between the requirements of an open-cut repair and a repair using no-dig technology
4 - 6	K12 Awareness of health and safety regulations: Health and Safety at Work Act – responsibilities; Lone working; Provision and Use of Work Equipment Regulations (PUWER); Risk assessments; Situational awareness; Types of hazards; Personal Protective Equipment (PPE); Working in confined spaces; Working at Height; New Roads and Street Works Act (NRWSA); manual handling; industry codes of practice
3 – 5	K14 Awareness of the relevant regulations and how they apply to their role: Water Environment Regulations; Environmental Protection Act and environmental signage
3 - 5	K15 Environmental impacts that can arise from drainage operations activities and escaped or discharged sewage. Types of pollutions and control measures: noise, odours, spills, and waste



Remember the questions have been written to reflect the drainage network operative role as a whole and are not focussed on specific plant, machinery, or employer-specific processes. For amplification and guidance refer to Section 3 of the DNO Specification. A link to the Specification is available on page 8. What You should be prepared to: should I do revise the knowledge criteria listed above ask your employer or training provider for additional to prepare questions that they have prepared to support you for the attend the multiple-choice test which will last 60 minutes multiplechoice test? While on-programme, the employer or training provider must ensure you are: familiar with all areas assessed by the multiplechoice test as listed above supported in completing a practice test and provide you with constructive feedback to enable you to identify areas you need to carry out further revision in

Practice Component 3: Multiple-choice Test



You should have an opportunity to have a practice multiple-choice test which mirrors the real assessment. The practice multiple-choice test would be set up by your employer or training provider using the structure in the table above. The feedback provided will assist you with preparing for the actual multiple-choice test.



Overall Grading

Your apprenticeship will be graded distinction, pass or fail. The final grade will be determined by collective performance in the three assessment components.

In order to gain a pass, you must achieve a minimum of a pass in each EPA component. A pass represents full competence against the standard.

To achieve a distinction grade, you must achieve a distinction in the question and answer session based on an EPA portfolio and a pass in the other two EPA components.

Grades from individual assessment components will be combined in the following way to determine your overall EPA grade as a whole.

Observation with questions	Question and answer session based on an EPA protfolio	Multiple-choice test	Overall grading
ı	ail in any compone	nt	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Distinction



Section 4: Resits and Retakes

If you fail one or more EPA components you can re-sit or a re-take the failed component at your employer's discretion. Your employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, but a re-take does. You should have a supportive action plan to prepare for your re-sit or re-take.

Your employer and Energy & Environment Awards will agree the timescale for your re-sit or re-take. Failed EPA component(s) must be re-sat or re-taken within 6 months of the end-point assessment (EPA) fail notification, otherwise the entire EPA will need to be re-sat or re-taken in full, unless in the opinion of Energy & Environment Awards exceptional circumstances apply outside the control of you or your employer.

Re-sits and re-takes will not be offered to you if you wish to move from pass to a higher grade.

You will get a maximum EPA grade of a pass if you need to re-sit or re-take one or more assessment methods, unless Energy & Environment Awards determines there are exceptional circumstances.

Energy & Environment Awards resit and re-take policy can be found at: https://energyenvironmentawards.co.uk/policies-and-fees/



Section 5: Appendices

Appendix A: Glossary

Appendix B: EPA Portfolio Evidence Log



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 –mindsets, attitudes or approaches needed for competence. Whilst these can be innate or instinctive, they can also be learnt. Behaviours tend to be very transferable. They may be more similar across occupations than knowledge and skills. For example, team worker, adaptable and professional

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

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

Gateway – the stage of the apprenticeship where the apprentice, employer and trainer determine whether the apprentice is ready to undertake the End-Point Assessment

Independent Assessor – Will holistically assess the knowledge, skills and behaviours (KSBs) that you have been taught throughout the apprenticeship. Their role as an Independent Assessor would involve assessing components 1 (observation with questions) and 2 (question and answer session based on your EPA portfolio)

Knowledge – the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic

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



Skills – the practical application of knowledge needed to successfully undertake the duties. They are learnt through on and/or off-the-job training or experience

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. The occupational standards are developed by employers for occupations that meet the Institute for Apprenticeships & Technical Education current criteria. For further details refer to:

https://skillsengland.education.gov.uk/apprenticeship-standards/st1348-v1-0?view=standard

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



Appendix B: EPA Portfolio Evidence Log

Employer I	Name		
Full Name of Apprentice			
The work s	ubmitted in this EPA my own		
Date			
Supervisor	/Mentor Name		
The work submitted in this EPA portfolio is the apprentice's own			
Date			
Task 1: Wo	orking with others		
Supporting evidence provided (please check box)			
Date of activity	Description of evidence	ce	Reference
Please add	additional lines if need	ed	
Task 2: Co	mmunication		
Supporting evidence provided (please check box)			
Date of activity	Description of evidence	ce	Reference
			i

Please add additional lines if needed



Task 3: Drainage network operations			
Supporting evidence provided (please check box)			
Date of activity	Description of evidence	Reference	

Please add additional lines if needed

Task 4: Development		
Supporting evidence provided (please check box)		
Date of activity	Description of evidence	Reference

Please add additional lines if needed



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