



ENERGY &  
ENVIRONMENT  
AWARDS

Skills for a greener world

EEA Level 2 End-point Assessment for Water Network  
Operative  
(Clean Water Network Operative; Waste Water Network  
Operative)

## **Supporting Documents**

QAN 610/6029/X  
ST0898 V1.2

# Supporting Documents for

## EEA Level 2 End-point Assessment for Water Network Operative (Clean Water Network Operative; Waste Water Network Operative)

**QAN 610/6029/X**

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## Updates to the supporting documents

Since the first publication of Energy & Environment Awards Water Network Operative Supporting Documents – Clean Water Network Operative; Waste Water Network Operative, the following updates have been made.

Version	Date first published	Section updated	Page(s)
v3.0	August 2025	Rebranded	All
v2.1	Jan 2025	Footer updated, Standard number amended	5
v2.0	Oct 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: ST0898 version 1.2)

Apprentice's name:		Apprentice's job title:	
Apprentice's ULN:			
Name of Employer:		Name of Training provider:	
Employer representatives present:		Training provider representatives present:	
Apprenticeship start date:		Apprenticeship on-programme end date:	
Was the apprentice aged 19 or over at the start of the programme?		Y / N	
<b>Employer Decision</b> for apprentices aged 19 or over only at the start of the programme:		We require the apprentice to attempt English and maths before taking the end-point assessment	Y / N
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:

Where applicable, the apprentice must confirm their achievement of the following

Note: For apprentices aged 19+, if maths and/or English have been attempted but not achieved evidence of the attempt should be submitted.

Eligibility requirement	Achieved by the apprentice? Y/N	Evidence (Scans of certificates MUST be included)
Achieved English in line with the apprenticeship funding rules		
Achieved Maths in line with the apprenticeship funding rules		
Compiled and submitted an EPA portfolio 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 Energy & Environment Awards.
2. Energy & Environment Awards 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 Energy & Environment Awards 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 maths in line with the apprenticeship funding rules.

7. The apprentice has compiled and submitted a portfolio of evidence, on which the question and answer session will be based.
8. The apprentice, if successful, gives permission for Energy & Environment Awards 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 Energy & Environment Awards Appeals Policy and Complaints Policy.
10. The employer/training provider has given Energy & Environment Awards 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 Energy & Environment Awards, 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:
Energy & Environment Awards use only:		
Energy & Environment Awards Sign off:		
Comments/actions:		

## Appendix C: Practice Multiple-choice Tests



## Level: 3

### Water Network Operative Pathway: Clean Water Practice Paper

This test consists of 30 questions.

The Pass mark is 21.

The duration of this examination is 60 minutes.

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 reference books or materials is NOT allowed
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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 ☒ 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.

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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 systematic process used to identify potential hazards in the workplace before starting a new process
d)	A continuous safety practice that allows workers to quickly identify hazards 'on the spot'

**Question 2**

Identify ONE purpose of PPE (Personal Protective Equipment)?

**Possible answers**

a)	To enhance comfort
b)	To reduce the need for other safety measures
c)	To reduce exposure to hazards
d)	To reduce costs

**Question 3**

If a Permit to Work has been cancelled, when can the work restart?


**Possible answers**

a)	Once the most experienced operative has reinstated the original Permit to Work
b)	When a new Permit to Work has been obtained from the authorised person
c)	The work is important, so it does not stop, regardless of the conditions in the Permit to Work
d)	The Permit to Work automatically renews every 24 hours at 8am

**Question 4**

What does the hazard sign below mean?

**Possible answers**

a)	The substance is toxic	
b)	The substance is corrosive	
c)	The substance is oxidising	
d)	The substance is flammable	

**Question 5**

An operative identifies that the lifting equipment is seriously damaged. What should they do?

**Possible answers**

a)	Complete the current task under supervision then document the defects found
b)	Immediately cease using the equipment and report the damage
c)	Assess the load and complete the task if the load is manageable and stable
d)	Carry out load testing and ensure it is added to the next inspection list

**Question 6**

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 7**

According to the 'Safety at Street Works and Road Works: A Code of Practice', what is the **absolute minimum** width of footway that must be maintained when working in the highway?

**Possible answers**

a)	1.0 metres
b)	1.2 metres
c)	1.5 metres
d)	1.8 metres

**Question 8**

According to the Health and Safety at Work Act 1974 (HASAWA), which ONE of the following is the employer's responsibility?

**Possible answers**

a)	Provide training so employees know how to work safely
b)	Knowing when a doctor advises an operative not to carry out certain tasks
c)	Carrying out dynamic risk assessments before an operative carries out a task
d)	Making sure operatives can travel home safely after work

**Question 9**

Which ONE of the following topic areas is a requirement under the Provision and Use of Work Equipment Regulations (PUWER) 1998?

**Possible answers**

a)	Instructions for the regular replacement of equipment
b)	The retention of inspection and maintenance records
c)	Controls to prevent employees using equipment in an unsafe manner
d)	Arrangements for users to carry out the annual maintenance of equipment

**Question 10**

Which ONE of the following indicators should alert an operator that they may have uncovered an asbestos water main?

**Possible answers**

a)	Blue coloured tape
b)	Cotton wrapping
c)	Hazard marker
d)	Black coloured tape

**Question 11**

While working on the network, an operative uncovers what might be an asbestos pipe. What should they do first?

**Possible answers**

a)	Wear a face mask to reduce the risk of breathing asbestos fibres
b)	Take a photograph and notify their colleagues to stay away
c)	Stop work immediately and call their team leader
d)	Take extra care while working on the pipe

**Question 12**

Identify ONE control measure that must be in place when working with asbestos containing materials.

**Possible answers**

a)	Access to the site has been restricted to ensure security, permitting entry only to trained and authorised personnel
b)	All personnel are required to put on their PPE (Personal Protective Equipment) immediately after entering the work area
c)	All personnel have completed training in Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
d)	Clean the area and wet the pipes using high pressure jetting equipment

**Question 13**

Following completion of a job, how does an operative ensure that the location of any utilities present can be correctly recorded on a map?

**Possible answers**

a)	Mark up adjacent to excavation area using chalk or line marker paint
b)	Knock steel pins into the ground to mark their location
c)	Note the key physical properties of the supply pipeline
d)	Remember their location and document it later

**Question 14**

After reviewing a utility plan, what is the **first** step to check its accuracy against site conditions?

**Possible answers**

a)	Excavate with a digger to prove location of utilities
b)	Survey the area using the plan to identify features
c)	Cross-reference with utility company records
d)	Mark the detected utilities on the ground

**Question 15**

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

**Possible answers**

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



**Question 16**

Short-duration static work on the public highway must not exceed:

**Possible answers**

a)	20 minutes
b)	60 minutes
c)	90 minutes
d)	120 minutes

**Question 17**

What is the maximum allowable depth of a trench before the installation of trench support becomes necessary?

**Possible answers**

a)	It is determined by the risk of collapse
b)	It is dependent on the length of the trench
c)	It is dependent on the duration of the job
d)	It is set at a fixed measure of 1.2 metres

**Question 18**

What is the maximum horizontal spacing permitted between mechanical struts in a traditional trench support system less than 3 metres depth?

**Possible answers**

a)	0.9 metres
b)	1.0 metres
c)	1.5 metres
d)	Determined by risk assessment

**Question 19**

Which ONE of the following trenches is suitable for a lightweight trench support system?

**Possible answers**

a)	A shallow trench in good ground conditions
b)	A trench needing to support heavy loads
c)	A trench in wet conditions
d)	A trench in loose ground

**Question 20**

What are the **four** recognised road design structures?

**Possible answers**

a)	Surround, backfill, base, sub-base
b)	Flexible, composite, rigid, modular
c)	Concrete, reinforced concrete, CBGM, (Cement Bound Granular Mixture), block
d)	Tarmac, concrete, block, slab

**Question 21**

Identify ONE key responsibility of OFWAT.

**Possible answers**

a)	Investigates consumer complaints about drinking water quality
b)	Enforces workplace health, safety, and welfare standards
c)	Works with local authorities to help community recovery after flooding
d)	Ensures water companies carry out their statutory functions

**Question 22**

The principal responsibility of the Drinking Water Inspectorate (DWI) is:

**Possible answers**

a)	optimising the use of chemicals in water treatment processes
b)	to promote best practice for sampling in water treatment processes
c)	to ensure water supplies are safe and drinking water quality is acceptable to consumers
d)	to ensure consumers provide access to their premises so samples of drinking water can be taken

**Question 23**

Which ONE of the following roles does **NOT** fall within the remit of the Consumer Council for Water (CCWater)?

**Possible answers**

a)	Management of the customer measure of experience (C-MeX) programme
b)	Investigating customer's complaints if they have tried and failed to resolve issues with their water companies
c)	Making sure that the consumers' collective voice is heard in national water debate
d)	Providing a national voice for consumers of water and wastewater service consumers in England and Wales

**Question 24**

Which ONE of the following incidents would be more likely to be investigated by the Environment Agency (EA)?

**Possible answers**

a)	Legionella bacteria in the hot water tank of a building
b)	High lead levels detected from a customer water tap sample
c)	A pollution incident in a river close to a wastewater pumping station
d)	Customer complaints of overcharging based on a faulty water meter reading

**Question 25**

The Customer Experience Measure (CMEX) is a residential customer survey carried out on behalf of:

**Possible answers**

a)	the Drinking Water Inspectorate (DWI)
b)	the Environment Agency (EA)
c)	the Water Services regulation Authority (OFWAT)
d)	each Water Company

**Question 26**

At what point must the water company make a GSS (guaranteed standards scheme ) payment to customers suffering an interruption to supply caused by a burst on a small distribution main?

**Possible answers**

a)	3 hours
b)	6 hours
c)	12 hours
d)	24 hours

**Question 27**

If a customer sends a written complaint to the water company, within what timescale does the water company need to send a response?

**Possible answers**

a)	1 working day
b)	5 working days
c)	10 working days
d)	15 working days

**Question 28**

What does Regulation 31 of The Water Supply (Water Quality) Regulations 2016, relate to?

**Possible answers**

a)	It provides definitions and scope for monitoring interruption to supply
b)	The approval and use of materials and products in contact with drinking water
c)	It details the requirements for sampling at service reservoirs
d)	Guidelines for collecting and analysing water samples

**Question 29**

Why must a risk assessment be completed before working on asbestos containing materials?

**Possible answers**

a)	To identify the hazards to apply the right controls and ensure safe work
b)	Because working with asbestos is classed as 'hot works', and requires a permit to work
c)	To identify which team member will be authorised to sign off the permit to work
d)	To ensure that the work can be completed in accordance with the general data protection regulations

**Question 30**

Which ONE of the following tests might confirm that flowing water, on a road, is leaking from a drinking water main?

**Possible answers**

a)	Phosphate
b)	Total chlorine
c)	Dry solids
d)	Ph

## End of Questions

## Practice Test Answer Scheme

Question	Answer	Question	Answer	Question	Answer
1	D	11	C	21	D
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5	B	15	D	25	C
6	D	16	B	26	C
7	A	17	A	27	C
8	A	18	D	28	B
9	B	19	A	29	A
10	B	20	B	30	B

## Level: 3

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**Possible answers**

a)	To enhance comfort
b)	To reduce the need for other safety measures
c)	To reduce exposure to hazards
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**Question 3**

The Manual Handling Operations Regulations 1992 require employers to:

**Possible answers**

a)	avoid the need for dangerous physical tasks, where possible
b)	ensure that all work equipment is suitable for its intended use
c)	clearly mark lifting equipment with its Safe Working Load (SWL)
d)	report serious workplace accidents to the relevant authorities

**Question 4**

If a Permit to Work has been cancelled, when can the work restart?


**Possible answers**

a)	Once the most experienced operative has reinstated the original Permit to Work
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**Question 8**

Which ONE of the following is a potential source of ignition that may spark and start a fire?

**Possible answers**

a)	Spilt chemicals left on the ground
b)	Wastepaper towels overflowing from a bin on site
c)	Flammable liquids such as fuel and oil
d)	Overheated electrical equipment

**Question 9**

According to the 'Safety at Street Works and Road Works: A Code of Practice', what is the **absolute minimum** width of footway that must be maintained when working in the highway?

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**Possible answers**

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b)	the Environment Agency (EA)
c)	the Water Services regulation Authority (OFWAT)
d)	each Water Company

**Question 28**

Which organisation is responsible for providing permission for a factory to discharge trade effluent into the public sewer?

**Possible answers**

a)	The local council
b)	The Environment Agency (EA)
c)	The Health and Safety Executive (HSE)
d)	The water company who owns the sewer

**Question 29**

If a customer sends a written complaint to the water company, within what timescale does the water company need to send a response?

**Possible answers**

a)	1 working day
b)	5 working days
c)	10 working days
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Why must a risk assessment be completed before working on asbestos containing materials?

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c)	To identify which team member will be authorised to sign off the permit to work
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## Practice Test Answer Scheme

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9	A	19	A	29	C
10	A	20	D	30	A

## Energy & Environment Awards 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.

☐ ☐ ☐ ☒ **ANSWER COMPLETED CORRECTLY**

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

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☐ ☐ ☒ ☒ **DO NOT** use ticks or crosses.

☐ ☐ ☐ ☐ **DO NOT** use circles.

☐ ☐ ☒ ☒ **DO NOT** shade over more than one circle.

1 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	21 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>	41 <input type="radio"/> <input type="radio"/> <input type="radio"/> <input type="radio"/>
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## Appendix D: Practical Assessment Planning and Approval Forms



## Instructions

This form has two purposes:

1. To help you plan a Practical Assessment for your apprentices
2. To inform Energy & Environment Awards of the proposed task(s) for the live assessment

### Important Information:

- The apprentice is assessed in a realistic work environment without unreasonable distractions. The apprentice must **not** be observed carrying out their day to day role. They must complete set task(s)
- A total of 3 hours + or – 18 minutes is permitted for the Practical Assessment with questioning
- The practical assessment is assessed by an Energy & Environment Awards independent assessor
- The ratio of assessor to apprentice is 1:1
- The practical assessment may not be split other than to allow the apprentice to move from one location to another and for meal/comfort breaks.
- 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 a broad range of the skills, knowledge and behaviours developed over the period of the apprenticeship. However, as a minimum the Practical Assessment must cover the activities and KSBs listed in the Planning Form below.

Energy & Environment Awards will review the employer/training provider's Practical Assessment task brief.

Task variations: If you have more than one apprentice being assessed, use the 'Practical Assessment 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 'Practical Assessment Planning and Review Form' and submit it to the Service Delivery team via [enquiries@energyenvironmentawards.co.uk](mailto:enquiries@energyenvironmentawards.co.uk), for **review at least 1 month before the start** of the end-point assessment.

Further detail can be found in the WNO EPA Specification.

## Practical assessment planning and approval form

### Clean Water

Employer name and site address:	
Training provider (if applicable) name and site address:	
Task Title(s) Submission:	
Contact Details: Employer/training provider representative, email address and contact number overseeing the setup of the practical task (documents and site).	
Energy & Environment Awards Date of review:	
Energy & Environment Awards Date signed off:	

The following must be observed during the practical assessment:

- health, safety and environment
- prepare and maintain site for water network operations
- select, prepare and use or operate tools and equipment
- pipe cutting
- procedures
- communication
- work organisation
- maintain, repair and install assets
- quality assurance

**Please confirm:**

Duration of planned task

Task will be conducted in a realistic work environment

☐

Name, email and contact number of the employer/provider representative who will be immediately contactable for the duration of the assessment

**Brief task(s) description:**

Box will expand to allow further detail

### Task variations:

Box will expand to allow further detail

**Special requirements / site access for the assessor** (for example: access arrangements/PPE):

Box will expand to allow further detail

**Resources (for example: equipment/tools required):**

**Note: Provision of all equipment and resources are the responsibility of the employer and must be suitable for the task, in good safe working condition and certification where applicable**

**Please state how the apprentice will have the opportunity to achieve the following elements**

**A: Health, safety and environment**

- ☐ Complies with health, safety and environmental policy and practices in the workplace by identifying hazards and implementing controls to reduce risks to people and the environment. (S1, S4)
- ☐ Puts health and safety first by following safe systems of work and using permits, engineering and work instructions. (S2, B1)

**Statement:**

**B: Prepare and maintain site for water network operation**

- ☐ Completes housekeeping and monitors and maintains site conditions by following procedures for signing, lighting, guarding and public and pedestrian segregation. Identifies and escalates any non-compliance when required in line with organisational procedures. (S5, S8)
- ☐ Takes ownership of given work to identify, organise and use resources to undertake the activity. (S3, B2)
- ☐ Locates and identifies underground utility services and follows health and safety guidance to avoid damage. (K8, S6)

**Statement:**

**Please state how the apprentice will have the opportunity to achieve the following elements**

**C: Select, prepare and use or operate tools and equipment**

- ☐ Selects, undertakes pre and post use checks and uses or operates tools and equipment, including utility location equipment in line with manufacturer's instructions to carry out water network operations. Reports faults with tools and equipment where required in line with organisational procedures. (K9, S9)
- ☐ Maintains and stores tools and equipment in line with manufacturer's guidelines. (S10)
- ☐ Uses gas detection equipment to identify gasses. (K10, S12)

**Statement:**

**D: Pipe cutting**

- ☐ Cuts pipes in line with task requirements to complete water network tasks. (K15, S20)

**Statement:**

**Please state how the apprentice will have the opportunity to achieve the following elements**

### **E: Procedures**

- ☐ Follows standard operating procedures to complete tasks. (K26, S14)

**Statement:**

### **F: Communication and work organisation**

- ☐ Communicates with others using verbal communication techniques, giving and receiving information using industry terminology in a way that is suitable for the audience. (K20, S11)
- ☐ Communicates with others using written techniques in a way that supports task completion. Completes documentation, task information and job sheets accurately. (K21, S13)
- ☐ Applies work organisation and time management techniques to organise and prioritise their own work. (K24, S17)

**Statement:**

**Please state how the apprentice will have the opportunity to achieve the following elements**

**G: Maintain, repair and install clean water assets**

- ☐ Carries out repairs on clean water assets and conducts disinfection procedures for clean water mains and services in line with task requirements. (K31, K39, S26, S29)
- ☐ Follows hygiene procedures when working on clean water assets in accordance with National Water Hygiene requirements. (K28, S32)
- ☐ Constructs, installs and connects clean water network mains and services, joining materials by mechanical means in line with task requirements. (K29, S23, S25)

**Statement:**

**H: Quality assurance for clean water assets**

- ☐ Assess and test the performance of the asset repair and report any issues if necessary, in line with organisational procedures. (K32, S27)

**Statement:**



## Practical assessment planning and approval form

### Waste Water

Employer name and site address:	
Training provider (if applicable) name and site address:	
Task Title(s) Submission:	
Contact Details: Employer/training provider representative, email address and contact number overseeing the setup of the practical task (documents and site).	
Energy & Environment Awards Date of review:	
Energy & Environment Awards Date signed off:	

The following must be observed during the practical assessment:

- health, safety and environment
- prepare and maintain site for water network operations
- select, prepare and use or operate tools and equipment
- pipe cutting
- procedures
- communication
- work organisation
- maintain, repair and install assets

**Please confirm:**

Duration of planned task

Task will be conducted in a realistic work environment

□

Name, email and contact number of the employer/provider representative who will be immediately contactable for the duration of the assessment

**Brief task(s) description:**

Box will expand to allow further detail

### Task variations:

Box will expand to allow further detail

**Special requirements / site access for the assessor** (for example: access arrangements/PPE):

Box will expand to allow further detail

**Resources (for example: equipment/tools required):**

**Note: Provision of all equipment and resources are the responsibility of the employer and must be suitable for the task, in good safe working condition and certification where applicable**

**Please state how the apprentice will have the opportunity to achieve the following elements**

**A: Health, safety and environment**

- ☐ Complies with health, safety and environmental policy and practices in the workplace by identifying hazards and implementing controls to reduce risks to people and the environment. (S1, S4)
- ☐ Puts health and safety first by following safe systems of work and using permits, engineering and work instructions. (S2, B1)

**Statement:**

**B: Prepare and maintain site for water network operation**

- ☐ Completes housekeeping and monitors and maintains site conditions by following procedures for signing, lighting, guarding and public and pedestrian segregation. Identifies and escalates any non-compliance when required in line with organisational procedures. (S5, S8)
- ☐ Takes ownership of given work to identify, organise and use resources to undertake the activity. (S3, B2)
- ☐ Locates and identifies underground utility services and follows health and safety guidance to avoid damage. (K8, S6)

**Statement:**

**Please state how the apprentice will have the opportunity to achieve the following elements**

**C: Select, prepare and use or operate tools and equipment**

- ☐ Selects, undertakes pre and post use checks and uses or operates tools and equipment, including utility location equipment in line with manufacturer's instructions to carry out water network operations. Reports faults with tools and equipment where required in line with organisational procedures. (K9, S9)
- ☐ Maintains and stores tools and equipment in line with manufacturer's guidelines. (S10)
- ☐ Uses gas detection equipment to identify gasses. (K10, S12)

**Statement:**

**D: Pipe cutting**

- ☐ Cuts pipes in line with task requirements to complete water network tasks. (K15, S20)

**Statement:**

**Please state how the apprentice will have the opportunity to achieve the following elements**

### **E: Procedures**

- ☐ Follows standard operating procedures to complete tasks. (K26, S14)

**Statement:**

### **F: Communication and work organisation**

- ☐ Communicates with others using verbal communication techniques, giving and receiving information using industry terminology in a way that is suitable for the audience. (K20, S11)
- ☐ Communicates with others using written techniques in a way that supports task completion. Completes documentation, task information and job sheets accurately. (K21, S13)
- ☐ Applies work organisation and time management techniques to organise and prioritise their own work. (K24, S17)

**Statement:**

**Please state how the apprentice will have the opportunity to achieve the following elements**

**G: Maintain, repair and install waste water assets**

- ☐ Repairs waste water network assets in line with company procedures. (K43, S37)
- ☐ Uses mitigation methods to maintain waste water flows. (K50, S38)
- ☐ Follows personal hygiene measures and decontaminates tools, equipment and PPE following waste water network operations. (K46, S40)
- ☐ Constructs, installs or replaces and connects waste water network assets including sewers, drains and combined sewer overflows in line with task requirements. (K42, S33)

**Statement:**

## Appendix E: Practice Practical Assessment Forms

## Water Network Operative Clean Water Practical Assessment

Name of Apprentice	
Location(s) of practice practical assessment	
Name of Assessor	
Date of practice practical assessment	
Start Time	
End Time	
Assessor additional comments	

Please indicate the apprentice's practice practical assessment grade (F/P):	<b>Grade</b>

**Please Note:**

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

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



### Important points

Assessment: The apprentice will be observed and assessed against the following themes:

- ☐ Health, safety and environment
- ☐ Prepare and maintain site for water network operations
- ☐ Select, prepare and use or operate tools and equipment
- ☐ Pipe cutting
- ☐ Procedures
- ☐ Communication
- ☐ Work organisation
- ☐ Maintain, repair and install assets
- ☐ Quality assurance

### Introduction

At the start of the practical observation the Assessor will:

- Introduce themselves
- Confirm their role
- Provide apprentice with information on the format of the practical assessment, including the timescales they will be working to.  
(The assessor can share the grading guidance with the apprentice as this appears in the assessment plan)

The apprentice will:

- Give their full name
- Their date of birth

- Their employer name
- Confirm they are prepared for the practical observation; and confirm they can continue with the practical 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
- In the live observation the assessor is not allowed to give you feedback at any point
- Ensure that your mobile is turned off or somewhere where you will not be interrupted during the observation

Name of person delivering the introduction:		Date	
I confirm that I have received the practical assessment introduction	(Apprentice signature):		

## Assessor Guidance

### Delivery

- The practical assessment must take three hours. The time for questioning is included in the overall assessment time
- The independent assessor has the discretion to increase the time of the practical assessment by up to 10% to allow the apprentice to complete a task or respond to a question. When questioning during the practical assessment please consider the issue of background noise when recording apprentice responses
- You must manage invigilation of the apprentice during breaks to maintain security of the assessment
- You must ask a minimum of six questions, across the tasks
- Ensure to ask questions during natural stops between tasks and/or after completion of work
- Follow-up questions can be asked where clarification is required
- The time for questioning is included in the overall assessment time
- Answers to questions, must be recorded and time lined

## Group 1: Health, safety and environment

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P
Complies with health, safety and environmental policy and practices in the workplace by identifying hazards and implementing controls to reduce risks to people and the environment. (S1, S4)	<input type="checkbox"/>
Puts health and safety first by following safe systems of work and using permits, engineering and work instructions. (S2, B1)	<input type="checkbox"/>
<b>Comments: (what was observed)</b>	
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above	
<b>Summary of response to question(s):</b>	
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>	

Group 1 - Fail	<input type="checkbox"/>	Group 1 - Pass	<input type="checkbox"/>
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**S1:** Identify hazards and implement controls to reduce risks to people and the environment.

**S2:** Comply with a safe system of work, including permits, work and engineering instructions.

**S4:** Comply with workplace health, safety and environmental policy and practice; use of Personal Protective Equipment (PPE) and safety equipment.

**B1:** Put health and safety first.

## Group 2: Prepare and maintain site for water network operations

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P
Completes housekeeping and monitors and maintains site conditions by following procedures for signing, lighting, guarding and public and pedestrian segregation. Identifies and escalates any non-compliance when required in line with organisational procedures. (S5, S8)	<input type="checkbox"/>
Takes ownership of given work to identify, organise and use resources to undertake the activity. (S3, B2)	<input type="checkbox"/>
Locates and identifies underground utility services and follows health and safety guidance to avoid damage. (K8, S6)	<input type="checkbox"/>
<b>Comments: (what was observed)</b>	
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above	
<b>Summary of response to question(s):</b>	
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>	

<b>Group 2 - Fail</b>	<input type="checkbox"/>	<b>Group 2 - Pass</b>	<input type="checkbox"/>
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**K8:** Principles and processes that underpin the locating of utility network assets; health and safety guidance on avoiding damage to underground utility services.

**S3:** Identify and organise resources.

**S5:** Follow procedures for signing, lighting and guarding as well as public and pedestrian segregation and escalate issues if required.

**S6:** Identify, locate and avoid damage to underground utility services.

**S8:** Monitor and maintain site conditions; good housekeeping.

**B2:** Take ownership of given work.

### Group 3: Select, prepare and use or operate tools and equipment

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P
<p>Selects, undertakes pre and post use checks and uses or operates tools and equipment, including utility location equipment in line with manufacturer's instructions to carry out water network operations. Reports faults with tools and equipment where required in line with organisational procedures. (K9, S9)</p> <p>Maintains and stores tools and equipment in line with manufacturer's guidelines. (S10)</p> <p>Uses gas detection equipment to identify gasses. (K10, S12)</p>	<input type="checkbox"/>   <input type="checkbox"/>  <input type="checkbox"/>
<b>Comments: (what was observed)</b>	
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above	
<b>Summary of response to question(s):</b>	
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>	



<b>Group 3 - Fail</b>	<input type="checkbox"/>	<b>Group 3 - Pass</b>	<input type="checkbox"/>
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**K9:** Pre and post use checks, operation, maintenance, and storage requirements, for utility network operations equipment and tools including utility location equipment.

**K10:** Gas detection equipment.

**S9:** Select, check and operate equipment and tools; report faults if required.

**S10:** Maintain and store equipment and tools, for example charge batteries, clean equipment, grease machines, re-fuel.

**S12:** Use gas detection equipment.

#### Group 4: Pipe cutting

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Cuts pipes in line with task requirements to complete water network tasks. (K15, S20)		<input type="checkbox"/>
<b>Comments: (what was observed)</b>		
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above		
<b>Summary of response to question(s):</b>		
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>		
<b>Group 4 - Fail</b>	<input type="checkbox"/>	<b>Group 4 - Pass</b> <input type="checkbox"/>

**K15:** Pipe cutting techniques.

**S20:** Carry out pipe cutting.

## Group 5: Procedures

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Follows standard operating procedures to complete tasks. (K26, S14)		<input type="checkbox"/>
<b>Comments: (what was observed)</b>		
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above		
<b>Summary of response to question(s):</b>		
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>		
Group 5 - Fail	<input type="checkbox"/>	Group 5 - Pass <input type="checkbox"/>

**K26:** Standard operating procedures (SOP).

**S14:** Follow standard operating procedures (SOP).

## Group 6: Communication

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P
Communicates with others using verbal communication techniques, giving and receiving information using industry terminology in a way that is suitable for the audience. (K20, S11)	<input type="checkbox"/>
Communicates with others using written techniques in a way that supports task completion. Completes documentation, task information and job sheets accurately. (K21, S13)	<input type="checkbox"/>
<b>Comments: (what was observed)</b>	
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above	
<b>Summary of response to question(s):</b>	
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>	

<b>Group 6 - Fail</b>	<input type="checkbox"/>	<b>Group 6 - Pass</b>	<input type="checkbox"/>
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**K20:** Verbal communication techniques – giving and receiving information using industry terminology. Matching style to audience.

**K21:** Written communication techniques and documentation requirements including job sheets.

**S11:** Communicate with others verbally for example, internal and external customers, colleagues and managers.

**S13:** Communicate in writing with others and record task information, for example, job sheets.

## Group 7: Work organisation

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Applies work organisation and time management techniques to organise and prioritise their own work. (K24, S17)		<input type="checkbox"/>
<b>Comments: (what was observed)</b>		
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above		
<b>Summary of response to question(s):</b>		
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>		
<b>Group 7 - Fail</b>	<input type="checkbox"/>	<b>Group 7 - Pass</b> <input type="checkbox"/>

**K24:** Work organisation and time management techniques.

**S17:** Organise and prioritise own work.

## Group 8: Maintain, repair and install clean water assets

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P
Carries out repairs on clean water assets and conducts disinfection procedures for clean water mains and services in line with task requirements. (K31, K39, S26, S29)	<input type="checkbox"/>
Follows hygiene procedures when working on clean water assets in accordance with National Water Hygiene requirements. (K28, S32)	<input type="checkbox"/>
Constructs, installs and connects clean water network mains and services, joining materials by mechanical means in line with task requirements. (K29, S23, S25)	<input type="checkbox"/>
<b>Comments: (what was observed)</b>	
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above	
<b>Summary of response to question(s):</b>	

<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>			
<b>Group 8 - Fail</b>		<b>Group 8 - Pass</b>	
<input type="checkbox"/>		<input type="checkbox"/>	

**K28:** National Water Hygiene (water quality as a food source and product).

**K29:** Procedures for the construction and connection of clean water network mains and services.

**K31:** Procedures for the repair of clean water network assets.

**K39:** Disinfection procedures for clean water mains and services.

**S23:** Join materials by mechanical means on clean water assets.

**S25:** Install clean water assets.

**S26:** Conduct disinfection procedures for clean water mains and services.

**S29:** Repair water network asset.

**S32:** Follow hygiene procedures.



### Group 9: Quality assurance for clean water assets


To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Assess and test the performance of the asset repair and report any issues if necessary, in line with organisational procedures. (K32, S27)		<input type="checkbox"/>
<b>Comments: (what was observed)</b>		
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above		
<b>Summary of response to question(s):</b>		
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>		
<b>Group 9 - Fail</b>	<input type="checkbox"/>	<b>Group 9 - Pass</b> <input type="checkbox"/>

**K32:** Principles to assess and test the integrity of the repair on the water asset.

**S27:** Check the performance of the asset and escalate issues if necessary.

# Water Network Operative

## Waste Water Practical Assessment

Name of Apprentice	
Location(s) of practice practical assessment	
Name of Assessor	
Date of practice practical assessment	
Start Time	
End Time	
Assessor additional comments	
	

Grade	
Please indicate the apprentice's practice practical assessment grade (F/P):	

**Please Note:**

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

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

### Important points

Assessment: The apprentice will be observed and assessed against the following themes:

- ☐ Health, safety and environment
- ☐ Prepare and maintain site for water network operations
- ☐ Select, prepare and use or operate tools and equipment
- ☐ Pipe cutting
- ☐ Procedures
- ☐ Communication
- ☐ Work organisation
- ☐ Maintain, repair and install assets

### Introduction

At the start of the practical observation the Assessor will:

- Introduce themselves
- Confirm their role
- Provide apprentice with information on the format of the practical assessment, including the timescales they will be working to.  
(The assessor can share the grading guidance with the apprentice as this appears in the assessment plan)

The apprentice will:

- Give their full name
- Their date of birth

- Their employer name
- Confirm they are prepared for the practical observation; and confirm they can continue with the practical 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
- In the live observation the assessor is not allowed to give you feedback at any point
- Ensure that your mobile is turned off or somewhere where you will not be interrupted during the observation

Name of person delivering the introduction:		Date	
I confirm that I have received the practical assessment introduction	(Apprentice signature):		

## Assessor Guidance

### Delivery

- The practical assessment must take three hours. The time for questioning is included in the overall assessment time.
- The independent assessor has the discretion to increase the time of the practical assessment by up to 10% to allow the apprentice to complete a task or respond to a question. When questioning during the practical assessment please consider the issue of background noise when recording apprentice responses
- You must manage invigilation of the apprentice during breaks to maintain security of the assessment
- You must ask a minimum of six questions, across the tasks
- Ensure to ask questions during natural stops between tasks and/or after completion of work
- Follow-up questions can be asked where clarification is required
- The time for questioning is included in the overall assessment time
- Answers to questions, must be recorded and time lined

## Group 1: Health, safety and environment

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P
Complies with health, safety and environmental policy and practices in the workplace by identifying hazards and implementing controls to reduce risks to people and the environment. (S1, S4)	<input type="checkbox"/>
Puts health and safety first by following safe systems of work and using permits, engineering and work instructions. (S2, B1)	<input type="checkbox"/>
<b>Comments: (what was observed)</b>	
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above	
<b>Summary of response to question(s):</b>	
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>	

Group 1 - Fail	<input type="checkbox"/>	Group 1 - Pass	<input type="checkbox"/>
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**S1:** Identify hazards and implement controls to reduce risks to people and the environment.

**S2:** Comply with a safe system of work, including permits, work and engineering instructions.

**S4:** Comply with workplace health, safety and environmental policy and practice; use of Personal Protective Equipment (PPE) and safety equipment.

**B1:** Put health and safety first.

## Group 2: Prepare and maintain site for water network operations

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P
Completes housekeeping and monitors and maintains site conditions by following procedures for signing, lighting, guarding and public and pedestrian segregation. Identifies and escalates any non-compliance when required in line with organisational procedures. (S5, S8)	<input type="checkbox"/>
Takes ownership of given work to identify, organise and use resources to undertake the activity. (S3, B2)	<input type="checkbox"/>
Locates and identifies underground utility services and follows health and safety guidance to avoid damage. (K8, S6)	<input type="checkbox"/>
<b>Comments: (what was observed)</b>	
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above	
<b>Summary of response to question(s):</b>	
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>	



<b>Group 2 - Fail</b>	<input type="checkbox"/>	<b>Group 2 - Pass</b>	<input type="checkbox"/>
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**K8:** Principles and processes that underpin the locating of utility network assets; health and safety guidance on avoiding damage to underground utility services.

**S3:** Identify and organise resources.

**S5:** Follow procedures for signing, lighting and guarding as well as public and pedestrian segregation and escalate issues if required.

**S6:** Identify, locate and avoid damage to underground utility services.

**S8:** Monitor and maintain site conditions; good housekeeping.

**B2:** Take ownership of given work.

### Group 3: Select, prepare and use or operate tools and equipment

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P
Selects, undertakes pre and post use checks and uses or operates tools and equipment, including utility location equipment in line with manufacturer's instructions to carry out water network operations. Reports faults with tools and equipment where required in line with organisational procedures. (K9, S9)	<input type="checkbox"/>
Maintains and stores tools and equipment in line with manufacturer's guidelines. (S10)	<input type="checkbox"/>
Uses gas detection equipment to identify gasses. (K10, S12)	<input type="checkbox"/>
<b>Comments: (what was observed)</b>	
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above	
<b>Summary of response to question(s):</b>	
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>	

<b>Group 3 - Fail</b>	<input type="checkbox"/>	<b>Group 3 - Pass</b>	<input type="checkbox"/>
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**K9:** Pre and post use checks, operation, maintenance, and storage requirements, for utility network operations equipment and tools including utility location equipment.

**K10:** Gas detection equipment.

**S9:** Select, check and operate equipment and tools; report faults if required.

**S10:** Maintain and store equipment and tools, for example charge batteries, clean equipment, grease machines, re-fuel.

**S12:** Use gas detection equipment.

#### Group 4: Pipe cutting

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Cuts pipes in line with task requirements to complete water network tasks. (K15, S20)		<input type="checkbox"/>
<b>Comments: (what was observed)</b>		
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above		
<b>Summary of response to question(s):</b>		
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>		
Group 4 - Fail	<input type="checkbox"/>	Group 4 - Pass <input type="checkbox"/>

**K15:** Pipe cutting techniques.

**S20:** Carry out pipe cutting.

### Group 5: Procedures

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Follows standard operating procedures to complete tasks. (K26, S14)		<input type="checkbox"/>
<b>Comments: (what was observed)</b>		
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above		
<b>Summary of response to question(s):</b>		
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>		
Group 5 - Fail	<input type="checkbox"/>	Group 5 - Pass <input type="checkbox"/>

**K26:** Standard operating procedures (SOP).

**S14:** Follow standard operating procedures (SOP).

## Group 6: Communication

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Communicates with others using verbal communication techniques, giving and receiving information using industry terminology in a way that is suitable for the audience. (K20, S11)		<input type="checkbox"/>
Communicates with others using written techniques in a way that supports task completion. Completes documentation, task information and job sheets accurately. (K21, S13)		<input type="checkbox"/>
<b>Comments: (what was observed)</b>		
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above		
<b>Summary of response to question(s):</b>		
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>		

<b>Group 6 - Fail</b>	<input type="checkbox"/>	<b>Group 6 - Pass</b>	<input type="checkbox"/>
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**K20:** Verbal communication techniques – giving and receiving information using industry terminology. Matching style to audience.

**K21:** Written communication techniques and documentation requirements including job sheets.

**S11:** Communicate with others verbally for example, internal and external customers, colleagues and managers.

**S13:** Communicate in writing with others and record task information, for example, job sheets.

## Group 7: Work organisation

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors		P
Applies work organisation and time management techniques to organise and prioritise their own work. (K24, S17)		<input type="checkbox"/>
<b>Comments: (what was observed)</b>		
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above		
<b>Summary of response to question(s):</b>		
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>		
<b>Group 7 - Fail</b>	<input type="checkbox"/>	<b>Group 7 - Pass</b> <input type="checkbox"/>

**K24:** Work organisation and time management techniques.

**S17:** Organise and prioritise own work.



### Group 8: Maintain, repair and install waste water assets

To achieve a PASS the apprentice must demonstrate ALL the following pass descriptors	P
Repairs waste water network assets in line with company procedures. (K43, S37)	<input type="checkbox"/>
Uses mitigation methods to maintain waste water flows. (K50, S38)	<input type="checkbox"/>
Follows personal hygiene measures and decontaminates tools, equipment and PPE following waste water network operations. (K46, S40)	<input type="checkbox"/>
Constructs, installs or replaces and connects waste water network assets including sewers, drains and combined sewer overflows in line with task requirements. (K42, S33)	<input type="checkbox"/>
<b>Comments: (what was observed)</b>	
<b>Pass Questions</b> Develop open ended questions to help seek clarification where required and assess the level of competence against the grading descriptors above	
<b>Summary of response to question(s):</b>	
<b>Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria</b>	

<b>Group 8 - Fail</b>	<input type="checkbox"/>	<b>Group 8 - Pass</b>	<input type="checkbox"/>
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**K42:** Procedures for the construction and connection of waste water network assets, including sewers, drains, and combined sewer overflows.

**K43:** Procedures for repairs in waste water.

**K46:** Personal hygiene measures.

**K50:** Principles of wastewater flows.

**S33:** Install or replace waste water assets.

**S37:** Repair waste water network assets.

**S38:** Use mitigation methods to maintain flow, for example using pumps, stopping or diverting.

**S40:** Decontaminate equipment, tooling and PPE.

## Appendix F: Practice Question and Answer Session Forms

## Water Network Operative Clean Water Question and Answer Session

Full Name of Apprentice	
Apprentice ID checked	<input type="checkbox"/>
Location of End-point Assessment	
Full Name of Independent Assessor	
Date of Q&A Session	
Start Time	
End Time	
Resit (check the box)	<input type="checkbox"/>
Assessor additional comments	

	<b>Grade</b>
Please indicate the apprentice's provisional grade for the interview (F/P/D):	

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

<b>Independent Assessor Full Name and Signature:</b>	<b>Date:</b>

### 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 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
- Provide apprentice with information on the format of the with questions, including the timescales they will be working to.

The apprentice will:

- Confirm their full name
- Confirm their date of birth
- Give their employer 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 Q&A session
- Confirm that the evidence within the portfolio relates to the KSB's that will be assessed during the Q&A 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 interview 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 interview
- Confirm that a sign is placed on the door of the interview room. Interview in progress 'Do not disturb'
- Note: The live interview will be fully recorded for the purpose of audit and quality assurance

## Assessor Guidance

### Delivery

- The interview 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 five open questions
- The purpose of the questions is to cover the following topics: team working, communication, equity and diversity, ICT and digital, excavation, repair and install assets, fault-finding and problem solving, environment and sustainability, learning and development
- Please work through the sections in the order they appear within this document
- 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 portfolio evidence
- Supply brief written notes where each criterion has been met
- If the apprentice does not achieve a descriptor, provide written notes that Energy & Environment Awards 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 interview - Thank the apprentice for their time

## Working with others and communication

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	To achieve a DISTINCTION the apprentice must demonstrate all the distinction descriptors	D
Describes how they apply team working principles to meet work goals. (K25, S19, B3)	<input type="checkbox"/>	Explains how their team focus supports wider teams to meet their goals. (K25, S19, B3)	<input type="checkbox"/>
Explains the reporting channels and escalation procedures for emergency situations, including emergency services, highways authorities, local authorities, Environment Agency and utility companies. (K16, K19)	<input type="checkbox"/>		
Describes how they apply and support equity, diversity, and inclusion in their work in line with rules. (K22, S18, B4)	<input type="checkbox"/>		
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above			
<b>Distinction Questions</b> Develop open ended questions to assess the level of competence against the Distinction grading descriptors above			

<b>Portfolio reference</b>
<b>Summary of response to question(s):</b>
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Distinction criteria
<div>Fail <input type="checkbox"/></div> <div>Pass <input type="checkbox"/></div> <div>Distinction <input type="checkbox"/></div>

**K16:** Escalation procedures for emergency situations, including emergency services, highways authorities, local authorities, Environment Agency, and utility companies.

**K19:** Reporting channels; limits of authority.

**K22:** Equity, diversity and inclusion considerations in the workplace.

**K25:** Team working principles.

**S18:** Apply equity, diversity and inclusion rules.

**S19:** Apply team working principles.

**B3:** Team-focus to meet work goals.

**B4:** Support an inclusive workplace for example, respectful of different views.



## ICT and digital

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	No distinction descriptors
Describes how they use information technology and digital information systems and comply with GDPR and cyber security to support work tasks. (K23, S15)	<input type="checkbox"/>	
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above		
<b>Portfolio reference</b>		
<b>Summary of response to question(s):</b>		
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria		
Fail <input type="checkbox"/> Pass <input type="checkbox"/>		

**K23:** Information technology and digital: email, equipment digital interfaces, management information systems. General Data Protection Regulation (GDPR). Cyber security.

**S15: Use information technology and digital systems. Comply with GDPR and cyber security.**

### Excavating, repairing and installing clean water network assets

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	To achieve a DISTINCTION the apprentice must demonstrate all the distinction descriptors	D
Describes how to carry out open cut, moling and vacuum extraction excavation techniques safely when working on the water network. (K14, S7)	<input type="checkbox"/>	Justifies the excavation technique used. (K14, S7)	<input type="checkbox"/>
Explains the procedures for using and removing chemicals and disposing of chlorinated water to avoid contamination in the water network in accordance with regulations. (K35, K38)	<input type="checkbox"/>		
Describes how to use continuous supply procedures. (K36, S28)	<input type="checkbox"/>		
Describes how to safely operate hydrants, valves and pumping equipment in line with company procedures. (K37, K41, S31)	<input type="checkbox"/>		
Explains how to squeezes off, drills and taps clean water assets in line with task requirements. (S21, S24)	<input type="checkbox"/>		
Explains how they join materials by fusion techniques. (S22)	<input type="checkbox"/>		

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	To achieve a DISTINCTION the apprentice must demonstrate all the distinction descriptors	D
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above			
<b>Distinction Questions</b> Develop open ended questions to assess the level of competence against the Distinction grading descriptors above			
<b>Portfolio reference</b>			
<b>Summary of response to question(s):</b>			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Distinction criteria			

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	To achieve a DISTINCTION the apprentice must demonstrate all the distinction descriptors	D
Fail <input type="checkbox"/>	Pass <input type="checkbox"/>	Distinction <input type="checkbox"/>	

**K14:** Excavation techniques: open cut, moling, vacuum extraction.

**K35:** Procedures for the disposal of chlorinated water.

**K36:** Continuous supply procedures.

**K37:** Pumping equipment.

**K38:** The use and removal of chemicals to avoid contamination in the water network, in line with regulations.

**K41:** The safe operation of hydrants and valves, in line with company procedures.

**S7:** Carry out safe excavation practices for utility network services.

**S21:** Carry out squeeze off activities.

**S22:** Join materials by fusion techniques.

**S24:** Drill and tap clean water assets.

**S28:** Use continuous supply procedures.

**S31:** Use pumping equipment.

### Fault-finding, problem solving and environment and sustainability

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	To achieve a DISTINCTION the apprentice must demonstrate all the distinction descriptors	D
Describes problem solving techniques they use to identify and solve common faults and issues in the clean water network. (K33, S30)	<input type="checkbox"/>	Explains the importance of identifying and reporting faults and issues in terms of impact on others or the business. (K33, S30)	<input type="checkbox"/>
Explains the consequences that burst pipes and water leaks can have on people and the environment. (K34)	<input type="checkbox"/>		
Describes the risks and consequences that types of pollution, including light, noise, smells, spills and waste can have on people and the environment. (K4)	<input type="checkbox"/>	Explains the importance of complying with environmental and sustainability regulations and the importance of escalating environmental and pollution incidents. (K5, K6)	<input type="checkbox"/>
Explains how they comply with environmental and sustainability regulations and guidance, including the Environmental Protection Act and hazardous waste regulations when carrying out work and what the policies and procedures are for escalating environmental and pollution incidents. (K5, K6, B6)	<input type="checkbox"/>		
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above			

<b>Distinction Questions</b> Develop open ended questions to assess the level of competence against the Distinction grading descriptors above
<b>Portfolio reference</b>
<b>Summary of response to question(s):</b>
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Distinction criteria
<div>Fail <input type="checkbox"/></div> <div>Pass <input type="checkbox"/></div> <div>Distinction <input type="checkbox"/></div>

**K4:** Pollution; the risks and consequences of pollution incidents on people and the environment. Including types of pollution, control measures, light, noise, smells, spills, and waste.

**K5:** Environmental and sustainability regulations and guidance, including the Environmental Protection Act and hazardous waste regulation. The environmental impact of clean and waste water operations.

**K6:** Policies and procedures for escalating environmental and pollution incidents.

**K33:** Common faults and issues in the clean water network. Problem solving techniques.

**K34:** Consequences of bursts and leaks on people and the environment.

**S30:** Identify and solve common issues within the clean water network.

**B6:** Consider the impact on the environment when using resources and carrying out work.

EEA Level 2 End-point Assessment for Water Network Operative (Clean Water; Waste Water)

Supporting Documents v3.0

QAN: 610/6029/X – ST0898 V1.2 © 2025 Energy & Environment Awards Limited

## Learning and development

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	No distinction descriptors
Describes the learning and development activities they have completed to support competence in their role. (S16, B5)	<input type="checkbox"/>	
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above		
<b>Portfolio reference</b>		
<b>Summary of response to question(s):</b>		
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria		
Fail <input type="checkbox"/> Pass <input type="checkbox"/>		

**S16:** Carry out learning and development activities.

**B5:** Seek learning and development opportunities.

EEA Level 2 End-point Assessment for Water Network Operative (Clean Water; Waste Water)

Supporting Documents v3.0

QAN: 610/6029/X – ST0898 V1.2 © 2025 Energy & Environment Awards Limited



## Water Network Operative Waste Water Question and Answer Session

Full Name of Apprentice	
Apprentice ID checked	<input type="checkbox"/>
Location of End-point Assessment	
Full Name of Independent Assessor	
Date of Q&A Session	
Start Time	
End Time	
Resit (check the box)	<input type="checkbox"/>
Assessor additional comments	

	<b>Grade</b>
Please indicate the apprentice's provisional grade for the interview (F/P/D):	

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

<b>Independent Assessor Full Name and Signature:</b>	<b>Date:</b>

### 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 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
- Provide apprentice with information on the format of the with questions, including the timescales they will be working to.

The apprentice will:

- Confirm their full name
- Confirm their date of birth
- Give their employer 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 Q&A session

Confirm that the evidence within the portfolio relates to the KSB's that will be assessed during the Q&A 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 interview 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 interview.
- Confirm that a sign is placed on the door of the interview room. Interview in progress 'Do not disturb'
- Note: The live interview will be fully recorded for the purpose of audit and quality assurance

## Assessor Guidance

### Delivery

- The interview 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 five open questions
- The purpose of the questions is to cover the following topics: team working, communication, equity and diversity, ICT and digital, excavation, repair and install assets, fault-finding and problem solving, environment and sustainability, learning and development
- Please work through the sections in the order they appear within this document
- 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 portfolio evidence
- Supply brief written notes where each criterion has been met
- If the apprentice does not achieve a descriptor, provide written notes that Energy & Environment Awards 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 interview - Thank the apprentice for their time

## Working with others and communication

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	To achieve a DISTINCTION the apprentice must demonstrate all the distinction descriptors	D
Describes how they apply team working principles to meet work goals. (K25, S19, B3)	<input type="checkbox"/>	Explains how their team focus supports wider teams to meet their goals. (K25, S19, B3)	<input type="checkbox"/>
Explains the reporting channels and escalation procedures for emergency situations, including emergency services, highways authorities, local authorities, Environment Agency and utility companies. (K16, K19)	<input type="checkbox"/>		
Describes how they apply and support equity, diversity, and inclusion in their work in line with rules. (K22, S18, B4)	<input type="checkbox"/>		
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above			
<b>Distinction Questions</b> Develop open ended questions to assess the level of competence against the Distinction grading descriptors above			
<b>Portfolio reference</b>			
<b>Summary of response to question(s):</b>			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria			

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

Fail ☐

Pass ☐

Distinction ☐

**K16:** Escalation procedures for emergency situations, including emergency services, highways authorities, local authorities, Environment Agency, and utility companies.

**K19:** Reporting channels; limits of authority.

**K22:** Equity, diversity and inclusion considerations in the workplace.

**K25:** Team working principles.

**S18:** Apply equity, diversity and inclusion rules.

**S19:** Apply team working principles.

**B3:** Team-focus to meet work goals.

**B4:** Support an inclusive workplace for example, respectful of different views.

## ICT and digital

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	No distinction descriptors
Describes how they use information technology and digital information systems and comply with GDPR and cyber security to support work tasks. (K23, S15)	<input type="checkbox"/>	
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above		
<b>Portfolio reference</b>		
<b>Summary of response to question(s):</b>		
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria		
Fail <input type="checkbox"/> Pass <input type="checkbox"/>		

**K23:** Information technology and digital: email, equipment digital interfaces, management information systems. General Data Protection Regulation (GDPR). Cyber security.

**S15: Use information technology and digital systems. Comply with GDPR and cyber security.**

### Excavating, repairing and installing waste water network assets

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	To achieve a DISTINCTION the apprentice must demonstrate all the distinction descriptors	D
Describes how to carry out open cut, moling and vacuum extraction excavation techniques safely when working on the water network. (K14, S7)	<input type="checkbox"/>	Justifies the excavation technique used. (K14, S7)	<input type="checkbox"/>
Explains how sewerage pumps and pumping stations operate, and how they impact on the network. (K47)	<input type="checkbox"/>		
Describes how to lock off and isolate pumps. (K48)	<input type="checkbox"/>		
Describes how they prepare the site for a no-dig team. (K49, S35)	<input type="checkbox"/>		
Describes how to use flexible seals to join materials when replacing waste water services. (S34)	<input type="checkbox"/>		
Explains how to carry out and shore deep excavations. (S36)	<input type="checkbox"/>		
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above			
<b>Distinction Questions</b> Develop open ended questions to assess the level of competence against the Distinction grading descriptors above			
<b>Portfolio reference</b>			

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	To achieve a DISTINCTION the apprentice must demonstrate all the distinction descriptors	D
<b>Summary of response to question(s):</b>			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria			
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Distinction criteria			
Fail <input type="checkbox"/>	Pass <input type="checkbox"/>	Distinction <input type="checkbox"/>	

**K14:** Excavation techniques: open cut, moling, vacuum extraction.

**K47:** The operating principles of sewerage pumps and pumping stations and their impact on the network.

**K48:** Pumping stations - lock off and isolation procedures for pumps.

**K49:** Preparations needed for a no dig team.

**S7:** Carry out safe excavation practices for utility network services.

**S34:** Replace and join materials by flexible seals, for example band seals on waste water services.

**S35:** Prepare the site for a no dig team.

**S36:** Carry out excavation and shoring of deep excavations.



### Fault-finding, problem solving and environment and sustainability

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	To achieve a DISTINCTION the apprentice must demonstrate all the distinction descriptors	D
Explains how to identify and solve common issues within the waste water network, including the procedures for dealing with contamination and pollution. (K44, S39)	<input type="checkbox"/>	Explains the importance of identifying and resolving common issues within the waste water network, including contamination and pollution. (K44, S39)	<input checked="" type="checkbox"/>
Describes the risks and consequences that types of pollution, including light, noise, smells, spills and waste can have on people and the environment. (K4)	<input type="checkbox"/>	Explains the importance of complying with environmental and sustainability regulations and the importance of escalating environmental and pollution incidents. (K5, K6)	<input type="checkbox"/>
Explains how they comply with environmental and sustainability regulations and guidance, including the Environmental Protection Act and hazardous waste regulations when carrying out work and what the policies and procedures are for escalating environmental and pollution incidents. (K5, K6, B6)	<input type="checkbox"/>		
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above			
<b>Distinction Questions</b> Develop open ended questions to assess the level of competence against the Distinction grading descriptors above			

<b>Portfolio reference</b>
<b>Summary of response to question(s):</b>
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Distinction criteria
<div>Fail <input type="checkbox"/></div> <div>Pass <input type="checkbox"/></div> <div>Distinction <input type="checkbox"/></div>

**K4:** Pollution; the risks and consequences of pollution incidents on people and the environment. Including types of pollution, control measures, light, noise, smells, spills, and waste.

**K5:** Environmental and sustainability regulations and guidance, including the Environmental Protection Act and hazardous waste regulation. The environmental impact of clean and waste water operations.

**K6:** Policies and procedures for escalating environmental and pollution incidents.

**K44:** Procedures for dealing with contamination and pollution.

**S39:** Identify and solve common issues within the waste water network.

**B6:** Consider the impact on the environment when using resources and carrying out work.

## Learning and development

To achieve a PASS the apprentice must demonstrate all the pass descriptors	P	No distinction descriptors
Describes the learning and development activities they have completed to support competence in their role. (S16, B5)	<input type="checkbox"/>	
<b>Pass Questions</b> Develop open ended questions to assess the level of competence against the Pass grading descriptors above		
<b>Portfolio reference</b>		
<b>Summary of response to question(s):</b>		
Feedback that you can provide to the apprentice if the apprentice has failed to meet the Pass criteria		
Fail <input type="checkbox"/> Pass <input type="checkbox"/>		

**S16:** Carry out learning and development activities.

**B5:** Seek learning and development opportunities.

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