



ENERGY &  
ENVIRONMENT  
AWARDS

Skills for a greener world

EEA Level 3 End-point Assessment for Water Process  
Operative  
(Clean water process operative; Waste water process  
operative)

## **Apprentice Guide**

QAN 610/6027/6  
ST0876 V1.0

# Apprentice Guide for

## Energy & Environment Awards Level 3 End-point Assessment for Water Process Operative

**QAN 610/6027/6**

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## Updates to this Guide

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

| Version | Date first published | Section updated | Page(s) |
|---------|----------------------|-----------------|---------|
| v2.0    | May 2025             | Rebranded       | All     |
| v1.0    | August 2023          | First published | All     |



### At A Glance Component 1: Multiple-choice Test

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



### At A Glance Component 2: Observation with questions

|                          |  |
|--------------------------|--|
| 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: Interview based on the portfolio of evidence

|                          |  |
|--------------------------|--|
| 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:  | 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

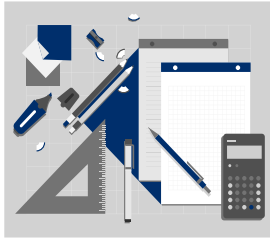


This guide has been split into 3 sections. You can dip into each section that you are working on where you will find useful information, practical advice, tips you need and useful dates to successfully complete your EPA.

Throughout we have used headings and cross referenced to our EPA Water Process Operative (WPO) 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 Water Process Operative standard, which was written by employers. It contains the Water Process 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/st0876-v1-0>

### 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/media/7385/st0876\\_water\\_process\\_operative\\_l2-epa-plan\\_publication-adj-22072021em.pdf](https://skillsengland.education.gov.uk/media/7385/st0876_water_process_operative_l2-epa-plan_publication-adj-22072021em.pdf)

## 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 with a minimum of 20% off-the-job training. 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. The end-point assessments consist of 3 components:

- Observation with questions
- Interview based on your portfolio of evidence
- Multiple-choice test

Each component has a provisional grade, and each grade is carried forward to award a final grade. You must pass all 3 components to pass your apprenticeship.

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

## 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 maths qualifications in line with the apprenticeship funding rules
- compiled a portfolio of evidence, which will support you in your interview

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



## What is the EPA Specification?

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

**Specification**

QAN 610/0243/4

The end-point assessment specification provides details of the assessment methods used in your EPA, which:

- KSBs that are covered by each assessment
- KSBs amplification and guidance

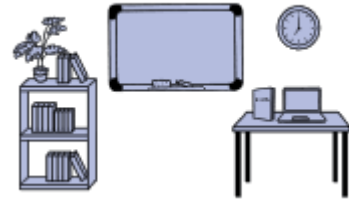
The Specification can be accessed via the link below:

<https://energyenvironmentawards.co.uk/epa/water-process-operative/>

## Section 2: Apprentice EPA Journey

### Let us Begin Your EPA Journey.

Find a quiet place and read on....



Water Process Operative is a core and options apprenticeship standard. You must be trained and assessed against the core and one of the following specialisms:

- Clean water process operative
- Waste water process operative.

Your EPA journey consists of 3 elements:

- A training programme with on the job, off the job elements, typically 30 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. Interview based on your portfolio of evidence**
- 3. Multiple-choice test**

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.

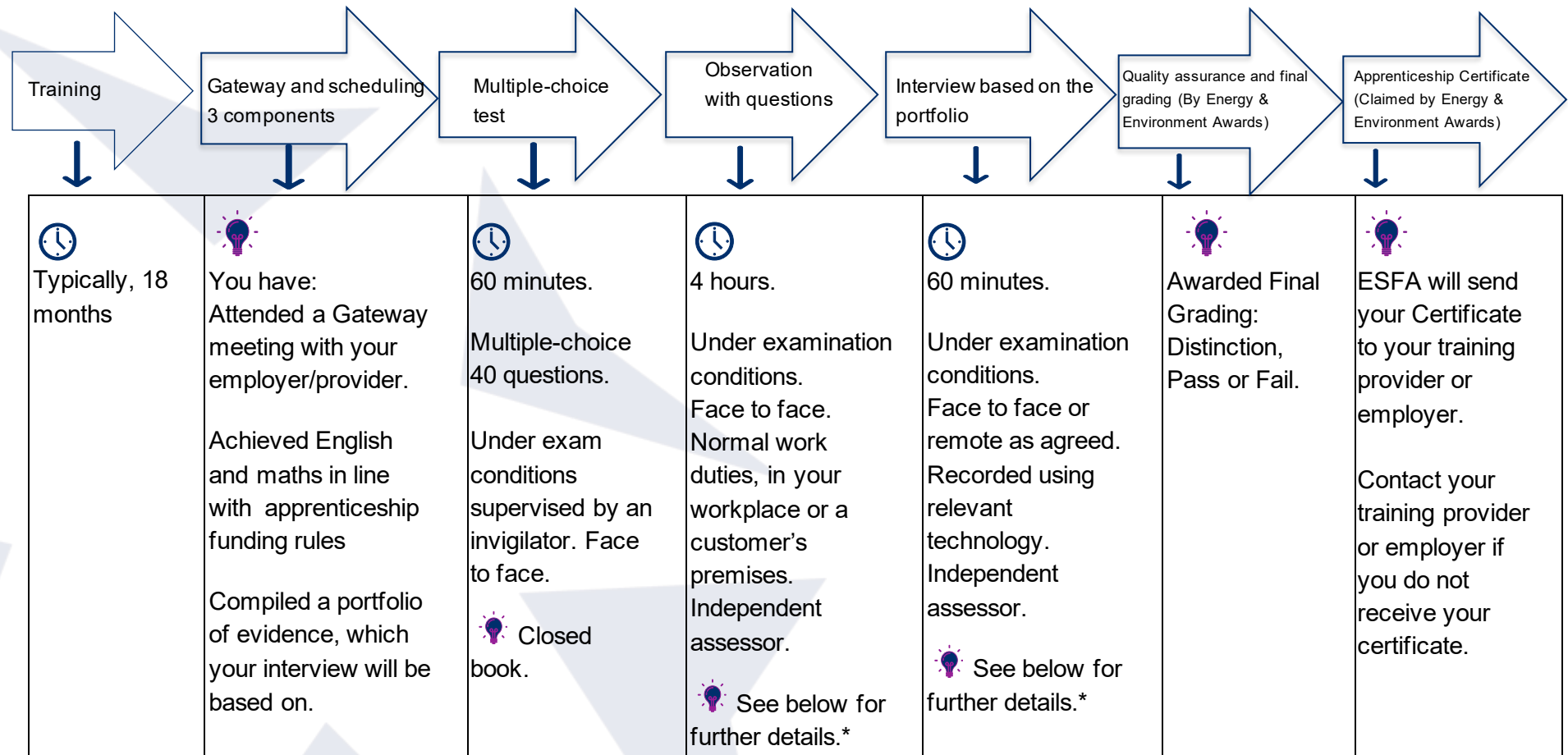
You must pass all 3 components to achieve this qualification. For further guidance refer to Section 3 End-point Assessment Components.

### 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 of this Apprentice Guide Section or 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 Water Process Operative.

#### Step-by-Step Guide



The table below provides a step-by-step guide on how the Observation with Questions will be carried out:

|   |  |
|---|--|
| Structure of your practical assessment  |  <p>The total assessment time is 4 hours for completing work as part of your normal duties, in your workplace.</p> <ul style="list-style-type: none"> <li>• The observation may be split into discrete sections held on the same working day</li> <li>• Where breaks occur, the clock will be paused. The assessment time is not reduced</li> </ul> |
| Where will the assessment take place?   | <ul style="list-style-type: none"> <li>• Your employer's premises</li> <li>• The questioning must take place in a quiet room.</li> </ul>   |
| What knowledge, skills, and behaviours (KSBs) do I have to demonstrate during the Observation | <p><b>Knowledge, Skills, and Behaviours:</b></p> <p><b>Core Knowledge</b></p> <p><b>K3</b> Policy and procedures: operating manual, safety, emergencies, security, isolation – their purpose.</p> <p><b>K5</b> Dynamic risk assessments.</p> <p><b>K8</b> First line operational maintenance: different types - cleaning, greasing, and washing, removing debris and clearing blockages.</p>   |

with  
Questions?

**K9** Maintenance tools and equipment: rakes, spades, pressure washers, brushes, spanners.

**K10** Telemetry and monitoring processes; monitoring variables including flow, quality, turbidity (particles), chemical usage. Limits, consequences of being outside limits.

### **Specialist Knowledge for Clean Water Process Operative**

**K20** Clean water sampling requirements: different types of samples, sample points, storage, labelling, safe disposal, recording results, permits and consent parameters.

### **Specialist Knowledge for Wastewater Process Operative**

**K31** Wastewater sampling requirements: different types of samples, sample points, storage, labelling, safe disposal, recording results, permits and consent parameters.

### **Core Skills**

**S1** Organise and prioritise work.

**S2** Identify risks and control measures.

**S3** Follow health and safety and environmental legislation, regulations and practice. For example, apply control measures, wear PPE, harness, gas detector and breathing apparatus required for the task.

**S4** Read and interpret information/data.

**S6** Undertake sensory analysis.

**S7** Use measuring equipment.

**S9** Determine action and follow procedure.

**S10** Undertake first line operational maintenance of assets.

**S11** Select and use tools and equipment; check/calibrate equipment.

**S12** Undertake first line maintenance of tools and equipment, for example cleaning.

**S13** Store tools and equipment.

**S14** Maintain housekeeping: tidy, segregate and dispose of waste.

**S15** Prepare and use chemicals.

**S18** Communicate – verbal.

**S19** Use technology.

**S20** Record information/complete documentation.

**Specialist role skills for Clean Water Process Operative**

**S21** Take clean water sample; process.

**S22** Operate clean water treatment work assets.

**S23** Apply clean water treatment processes.

**Specialist role skills for Waste Water Process Operative**

**S24** Take wastewater sample; process.

**S25** Operate wastewater treatment work assets.

**S26** Apply wastewater treatment processes.

**Core Behaviours**

**B1** Prioritises on health, safety and environment for example, challenges unsafe practice, says 'no' where action could have negative impact.

**B2** Takes responsibility for work for example, completes allocated work, takes proactive approach, knows own limitations and asks for help where required.

**B3** Professional for example, ethical – does the right thing, trustworthy; presents positive image of self and company – work attire worn, polite and respectful.

For amplification and guidance refer to the WPO Specification:

<https://energyenvironmentawards.co.uk/epa/water-process-operative/>

|                                     |   |
|-------------------------------------|---|
| What tasks will I have to cover?    | The task(s) must allow you to undertake the activities required for a practical observation. For further details refer to 'Knowledge, Skills and Behaviours (KSBs) Coverage' in the specification, refer to link above.   |
| What resources can I use?           | <p>Equipment and resources needed for the observation will be:</p> <ul style="list-style-type: none"> <li>provided by your employer</li> <li>the tools, equipment and PPE required for the job</li> <li>in good and safe working condition</li> </ul> <p>Relevant work instructions/manuals must be available in hard copy or electronically.</p> |
| How many questions will I be asked? | <p>The independent assessor:</p> <ul style="list-style-type: none"> <li>will ask questions in relation to underpinning knowledge or where an opportunity to observe you completing an activity has not naturally occurred</li> <li>may ask questions to follow up to seek clarification from you</li> </ul>                                       |
| Who will assess me?                 | An independent assessor, appointed by Energy & Environment Awards.  |
| Provisional Grading                 | The independent assessor will award a provisional grade. You must pass <b>ALL</b> the pass criteria in order to achieve a pass.   |
| Overall grading for this component  | Fail, Pass or Distinction.  |

### Practice Component 1: Observation with Questions

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



## Component 2: Interview based on Portfolio of Evidence


### Overview

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



### Step-by-Step Guide

The table below provides a step-by-step guide on how the interview based on the portfolio of evidence will be carried out:

|                                      |  |
|--------------------------------------|--|
| Who will assess me?                  | 1 independent assessor, appointed by Energy & Environment Awards will assess you under examination conditions.   |
| How will the interview be organised? | <p><b>Locations:</b> Your interview will take place at your employer's premises or a suitable venue.</p> <p> <b>Time:</b> Your interview will be 1 hour – However, the independent assessor has the option to increase the time of your interview by up to 10%, to allow you to complete your last answer.</p> <p><b>Your interview will be:</b></p> <ul style="list-style-type: none"> <li>• a discussion between you and the independent assessor</li> <li>• face to face or remote, as agreed</li> <li>• assessed and outcomes will be recorded by the assessor on official Energy &amp; Environment Awards interview documents</li> <li>• recorded using the relevant technology such as Microsoft Teams or an audio recording device.</li> </ul> <p>You will have access to your portfolio of evidence throughout the interview.</p> |
| What topics will I have to cover?    | <p>The questions you will be asked will cover the following topics:</p> <ul style="list-style-type: none"> <li>• water process operative role</li> <li>• chemicals: delivery and storage</li> </ul>  |

|                                     |   |
|-------------------------------------|---|
|                                     | <ul style="list-style-type: none"> <li>• identifying trends</li> <li>• fault-finding</li> <li>• stock</li> <li>• team player</li> <li>• customer focus</li> <li>• specialism operating parameters</li> <li>• specialism treatment work assets and equipment; consequences of asset failure on specialism water process</li> </ul> <p>The specialism is determined by the option taken by you: clean water or waste water.</p> <p><b>For amplification and guidance refer to the WPO Specification:</b></p> <p><a href="https://energyenvironmentawards.co.uk/epa/water-process-operative/">https://energyenvironmentawards.co.uk/epa/water-process-operative/</a></p> |
| How many questions will I be asked? | <ul style="list-style-type: none"> <li>• A minimum of 9 questions (based on the above topics)</li> <li>• Set questions which maybe contextualised to the contents of your portfolio</li> <li>• Follow-up questions in order to seek clarification</li> </ul>  |
| Provisional Grading                 | The independent assessor will award a provisional grade. You must pass <b>ALL</b> the pass criteria in order to achieve a pass.   |
| Overall grading for this component  | Fail, Pass or Distinction   |

## Portfolio of Evidence Requirements

The requirements are as follows:

### Portfolio Mapping Document

You must map your portfolio of evidence to the KSBs covered by the interview. You must include a mapping document at the front of your portfolio that clearly references the location of the evidence in your portfolio.

For further guidance on how to map refer to:

- Section below 'How do I organise my portfolio of evidence and map it to the mapping document?'
- WPO Specification Section 5: Guidance on portfolio of evidence and apprentice mapping
- Apprentice Guide Appendix B for the portfolio mapping document

## How do I organise my portfolio of evidence and map it to the mapping document?

### Step-by-Step Guide

You must include a portfolio mapping document and place it at the front of your portfolio, see table above for guidance and where to locate the portfolio mapping document.

Your portfolio is not assessed. It serves two purposes:

- The independent assessor reviews your portfolio before the interview to help focus and contextualise their questions
- You should carefully prepare, index and map your portfolio as this will further support you during your interview. Your organised portfolio will allow you with ease to refer to examples and discuss the evidence with the independent assessor



### What should I include in my portfolio?

#### Quality vs quantity

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

We would advise you to choose the best pieces of evidence and map them to each KSB which will be covered during your interview. To be confident of meeting the KSB, you should aim to have two/three pieces of evidence mapped to each KSB.

Examples of acceptable evidence:

- that is mapped against the relevant KSBs that will be assessed by the interview
- 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 standard (K, S or B) that it is mapped to
- produced during the time you were carrying out your on-programme training

### What can I do to prepare for the interview?

You should:

- be familiar with the structure of your portfolio
- know the KSBs covered by the interview
- know where you have mapped your KSBs by referring to your portfolio mapping document
- ensure there is quality evidence to cover every KSB in the interview
- practise mapping evidence and completing the evidence mapping grid
- 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:

- clarifying responsibility for supporting you in selecting and mapping evidence for your portfolio, including the role of employer coaches/mentors where applicable
- advising you on which pieces of evidence you should select to ensure that when it is looked at as a whole, your evidence provides coverage of all the required elements of the standard (KSBs) assessed in the interview

- supporting the mapping of your evidence and production of your mapping document
- authenticating evidence you provide is valid
- signing off your portfolio
- submitting your portfolio to Energy & Environment Awards as part of Gateway

### Practice Component 2: Interview based on Portfolio of Evidence

You should have an opportunity to have a practice interview which mirrors the real assessment. The practice interview based on your portfolio of evidence would be set up using the structure in the table above by your employer or training provider.

## Component 3: Multiple-choice Test

### Overview

The multiple-choice test is paper based. You will have 60 minutes to complete the test. The test consists of 40 questions.

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



### Step-by-Step Guide

The table below provides a step-by-step guide on how the multiple-choice test will be carried out:

| Who will start and finish your multiple-choice test?                  | You will sit your multiple-choice test in the presence of an invigilator.  |            |  |   |  |                  |  |    |           |    |                 |    |                            |    |          |
|---|--|------------|--|---|--|------------------|--|----|-----------|----|-----------------|----|----------------------------|----|----------|
| How will the question appear?   | <p>Here is an example of how the question will appear:</p> <table border="1"> <tr> <th colspan="2">Question 1</th></tr> <tr> <td colspan="2">In a workplace, who is responsible for maintaining health and safety?</td></tr> <tr> <th colspan="2">Possible answers</th></tr> <tr> <td>a)</td><td>Employers</td></tr> <tr> <td>b)</td><td>Safety managers</td></tr> <tr> <td>c)</td><td>Most senior person on-site</td></tr> <tr> <td>d)</td><td>Everyone</td></tr> </table> <p>You must <b>select one answer</b> 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:</p> | 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 |
| 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   |            |  |   |  |                  |  |    |           |    |                 |    |                            |    |          |



What criteria  
will I have to  
learn?

**AND**



How many  
questions will  
be asked on  
each  
criterion?

The multiple-choice test questions are knowledge based and sample the 3 core knowledge criteria. 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<br>Questions   | Knowledge   |
|--|---|
| <b>Core Knowledge</b>  |   |
| 3-4  | <b>K1</b> The water industry: the water cycle and key stakeholders: Regulators (Drinking Water Inspectorate (DWI), Water Services Regulation Authority (OFWAT), Environment Agency (EA) and Health & Safety Executive (HSE), customers; Customer Experience Measure (CMEX). |
| 3-4  | <b>K4</b> Health and safety legislation/regulations: Health & Safety at Work, Control of Substances Hazardous to Health (COSHH), manual handling, working in confined spaces, working at height, lone worker.   |
| 3-4  | <b>K6</b> Health and safety equipment: Personal Protective Equipment (PPE), Harnesses, gas detectors and breathing apparatus. Their purpose, checking and storage requirements.   |
| 3-4  | <b>K7</b> Environmental legislation and practice. Environmental Protection Act - safe disposal of waste.  |
| 3-4  | <b>K13</b> Calculations: dilutions/concentrations, flows, conversions.  |
| <b>Specialist knowledge for clean water process operative role</b> |   |
| 3-4  | <b>K14</b> Different clean water treatment processes and purpose.   |



|  |   |   |
|--|---|---|
|  | <b>3-4</b>  | <b>K18</b> Different types of water sources.  |
|  | <b>3-5</b>  | <b>K19</b> Water usage diurnal (daily) profile and impact of bursts; water cycle, flooding, drought, industries.  |
|  | <b>3-5</b>  | <b>K21</b> Chemicals used in clean water process: chlorine, coagulants, disinfectant chemicals, pH correction, orthophosphoric acid, hexafluorisilic acid polymers, ozone; their use, dosage and health and safety risks. |
|  | <b>3-4</b>  | <b>K22</b> Water as a food source – importance of wholesomeness, why it is treated.   |
|  | <b>3-4</b>  | <b>K23</b> Clean water principles/procedures; Water Hygiene – Blue Card, Leptospirosis Card (Weil's disease).   |
|  | <b>3-4</b>  | <b>K24</b> Clean water equipment: testing, cleaning, segregation, disinfection process and hygienic storage requirements.   |
|  | <b>Specialist knowledge for wastewater process operative role</b> |   |
|  | <b>2-4</b>  | <b>K25</b> Different types of waste water treatment processes and purpose. Preliminary, Primary, secondary, tertiary, and sludge.   |
|  | <b>2-4</b>  | <b>K29</b> Different types of waste: domestic, tanker, trade.   |
|  | <b>2-4</b>  | <b>K30</b> Flow: volumes, permits, catchment area consent and impact of weather conditions.   |
|  | <b>2-4</b>  | <b>K32</b> Chemicals used in waste water process: Nutriox, Ferric, Chloride, Sulphate, Ferris Chloride, Polyelectrolytes, Aluminium Sulphate.   |
|  | <b>2-4</b>  | <b>K33</b> Impact of operational performance on customer and environment - smell, pollution.  |
|  | <b>2-4</b>  | <b>K34</b> Commercial value of sludge.  |

|   |  |
|---|--|
|   | <b>2-4</b> <b>K35</b> Sludge tank monitoring requirements and dry solids.  |
|   | <b>2-4</b> <b>K36</b> Health hazards from working with wastewater.   |
|   |  <b>Remember</b> the questions have been written to reflect the Water Process 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 WPO Specification.  |
| What should I do to prepare for the multiple-choice test? | <p><b>You should be prepared to:</b></p> <ul style="list-style-type: none"> <li>• revise the criteria listed above</li> <li>• ask your employer or training provider for additional questions that they have prepared to support you</li> <li>• attend the multiple-choice test which will last 60 minutes</li> </ul> <p> While on-programme, the employer or training provider must ensure you are:</p> <ul style="list-style-type: none"> <li>• familiar with all areas assessed by the multiple-choice test as listed above</li> <li>• 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</li> </ul> |

### 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 using the structure in the table above by your employer or training provider. The feedback provided will assist you with preparing for the actual multiple-choice test.

### Overall grading

All assessment components contribute equally to your overall EPA grade.

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

| Observation with questions | Interview based on a portfolio of evidence | Multiple-choice test | Overall grading |
|----------------------------|--|----------------------|-----------------|
| Fail in any component      |  |                      | Fail            |
| Pass                       | Pass                                       | Pass                 | Pass            |
| Distinction                | Pass                                       | Pass                 | Pass            |
| Pass                       | Distinction                                | Pass                 | Pass            |
| Distinction                | Distinction                                | Pass                 | Distinction     |

Any grade = fail, pass or 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. A re-sit is typically taken within two months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required. It is typically taken within two months of the EPA outcome 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.

Where any assessment method has to be re-sat or re-taken, you will be awarded a maximum EPA grade of pass, unless Energy & Environment Awards determines there are exceptional circumstances which required a re-sit or re-take.

All assessment methods must be taken within a six month period, otherwise the entire EPA will need to be re-sat/re-taken.

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

Energy & Environment Awards resit and re-take policy can be found at:

<https://energyenvironmentaward.co.uk/policies-and-fees/>

## Section 5: Appendices

Appendix A: Glossary

Appendix B: Portfolio Mapping Document

## 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 learnt throughout the apprenticeship. Their role as an Independent Assessor would involve assessing components 1 (Observation with questions) and 2 (interview based on your portfolio of evidence)

**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/st0876-v1-0>

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

## Appendix B: Portfolio Mapping Document

### Introduction

Throughout the on-programme part of the apprenticeship, you will need to keep compile a portfolio of evidence to support the requirements of the interview. The evidence within the portfolio will need to be mapped to the KSB requirements using the mapping document overleaf.

The independent assessor will use the mapping document to review the evidence in their portfolio in preparation for the interview. The independent assessor will not assess the portfolio.

The portfolio mapping document below consists of

- 3 pages covering mapping for core requirements
- 1 page covering mapping for the clean water process specialism
- 1 page covering mapping for the waste water process specialism

You should use the mapping for the core and the specialism you are following.

### Your next steps

- Complete all the details on the first page and include employer details of where relevant competencies from your experience at work was gained
- Ensure each piece of evidence is signed off by your tutor/supervisor/mentor and lead provider (employer or training provider). You can use a number of different types of evidence to demonstrate your competence as described in Section 6 of the Specification – ‘What to include in the portfolio?’. For further guidance, you must seek advice from your tutor/supervisor/mentor and lead provider
- Map evidence to the criteria in the following pages using a referencing system indicating where the evidence for the criteria is located in your portfolio e.g., work based evidence Job 1 (J1) page 5 paragraph 2. This will allow the independent assessor to locate the section or specific piece of evidence being discussed with you during the interview
- Place the portfolio mapping document at the front of the portfolio of evidence
- Your lead provider must make arrangements for Energy & Environment Awards to have access to your portfolio including the portfolio mapping document at Gateway



## Water Process Operator (Core): Portfolio Mapping Document

### Mapping Sign off on Portfolio Completion:

| Apprentice Name (Print) | Apprentice Signature | Training Provider (Company) | Training Provider Signatory | Date of Sign Off |
|-------------------------|----------------------|-----------------------------|-----------------------------|------------------|
|                         |                      |                             |                             |                  |

### GROUP 1: (Core) Water Process Operative Role

| Ref.      | Apprenticeship Standard Criteria  | PORTFOLIO EVIDENCE REFERENCE (Apprentice Input) |   |   |
|-----------|---|---|---|---|
|           |   | 1   | 2 | 3 |
| <b>K2</b> | Water process operative role:<br>a) position in structure<br>b) limits of authority<br>c) escalation procedures |   |   |   |

### GROUP 2: (Core) Chemicals: Delivery and Storage

| Ref.       | Apprenticeship Standard Criteria  | PORTFOLIO EVIDENCE REFERENCE (Apprentice Input) |   |   |
|------------|---|---|---|---|
|            |   | 1   | 2 | 3 |
| <b>K12</b> | Chemicals:<br>a) delivery requirements<br>b) storage requirements<br>c) permits<br>limits |   |   |   |

### GROUP 3: (Core) Identifying Trends/Fault-finding

| Ref.       | Apprenticeship Standard Criteria   | PORTFOLIO<br>EVIDENCE<br>REFERENCE<br>(Apprentice Input) |   |   |
|------------|--|--|---|---|
|            |  | 1  | 2 | 3 |
| <b>K11</b> | Water process fault finding techniques<br>a) visual<br>b) flow<br>c) odour<br>d) listening |  |   |   |
| <b>S5</b>  | Identify trends  |  |   |   |
| <b>S8</b>  | Apply fault finding techniques   |  |   |   |

### GROUP 4: (Core) Stock

| Ref.       | Apprenticeship Standard Criteria                     | PORTFOLIO<br>EVIDENCE<br>REFERENCE<br>(Apprentice Input) |   |   |
|------------|--|--|---|---|
|            |  | 1  | 2 | 3 |
| <b>S16</b> | Audit and request chemical and or consumables stock. |  |   |   |
| <b>S17</b> | Check chemical deliveries – quality/content.         |  |   |   |

### GROUP 5: (Core) Team Player

| Ref.      | Apprenticeship Standard Criteria               | PORTFOLIO<br>EVIDENCE<br>REFERENCE<br>(Apprentice Input) |   |   |
|-----------|--|--|---|---|
|           |  | 1  | 2 | 3 |
| <b>B4</b> | Team player for example, keeps others informed |  |   |   |

## GROUP 6: (Core) Customer Focus

| Ref.      | Apprenticeship Standard Criteria              | PORTFOLIO<br>EVIDENCE<br>REFERENCE<br>(Apprentice Input) |   |   |
|-----------|---|--|---|---|
|           |   | 1  | 2 | 3 |
| <b>B5</b> | Customer focus for example, polite, courteous |  |   |   |

## Water Process Operator (Clean Water): Portfolio Mapping Document

### GROUP 7: Clean Water Operating Parameters

| Ref.       | Apprenticeship Standard Criteria  | PORTFOLIO EVIDENCE REFERENCE (Apprentice Input) |   |   |
|------------|---|---|---|---|
|            |   | 1   | 2 | 3 |
| <b>K15</b> | Clean Water Operating Parameters<br>a) consequences of failure<br>b) impact of weather conditions on treatment processes. |   |   |   |

### GROUP 8: Clean Water Treatment Work Assets and Equipment; Consequences of Asset Failure on Clean Water Process

| Ref.       | Apprenticeship Standard Criteria  | PORTFOLIO EVIDENCE REFERENCE (Apprentice Input) |   |   |
|------------|---|---|---|---|
|            |   | 1   | 2 | 3 |
| <b>K16</b> | Clean water treatment work assets and equipment:<br>a) pumps<br>b) pressure vessels<br>c) reservoirs<br>d) tanks<br>e) valves |   |   |   |
| <b>K17</b> | Consequence of asset failure on clean water process   |   |   |   |

## Water Process Operator (Wastewater): Portfolio Mapping Document

### GROUP 7: Waste Water Operating Parameters

| Ref.       | Apprenticeship Standard Criteria  | PORTFOLIO EVIDENCE REFERENCE (Apprentice Input) |   |   |
|------------|---|---|---|---|
|            |   | 1   | 2 | 3 |
| <b>K26</b> | Waste water operating parameters<br>a) consequences of failure<br>b) impact of weather conditions on treatment processes. |   |   |   |

### GROUP 8: Waste Water Treatment Work Assets and Equipment; Consequences of Asset Failure on Clean Water Process

| Ref.       | Apprenticeship Standard Criteria  | PORTFOLIO EVIDENCE REFERENCE (Apprentice Input) |   |   |
|------------|---|---|---|---|
|            |   | 1   | 2 | 3 |
| <b>K27</b> | Waste water treatment work assets and equipment:<br>a) primary settlement tanks<br>b) biological filters<br>c) activated sludge plants<br>d) final settlement tank<br>e) digesters (biosolids operators only)<br>f) flow meters<br>g) pumps<br>h) screens |   |   |   |
| <b>K28</b> | Consequence of waste water asset failure  |   |   |   |

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