

## Building Services Engineering Ventilation Hygiene Technician (level 3) – End Point Assessment

### Introduction

Building Services Engineering ensures that buildings work. Ventilation Hygiene ensures that ventilation systems are maintained in a clean condition as required by statutory regulation, to ensure the wellbeing and safety of those within the built environment.

Ventilation Hygiene Technicians clean and decontaminate ventilation systems to ensure compliance with industry standards. They undertake risk assessments on the system's condition, pre clean testing, cleaning, post clean testing and create a detailed profile of the ductwork system, including any remedial action.

This Assessment Plan has been designed to inform those involved in the delivery and assessment of the apprenticeship:

- **What** will be assessed
- **How** the apprentice will be assessed
- **Who** will carry out the assessment
- **Internal and External Quality Assurance** arrangements to make sure that end-point assessments are reliable and consistent across different locations, and assessment organisations.

### Summary of Assessment

The main objective of the Building Services Engineering Ventilation Hygiene Technician End Point Assessment is to provide a high quality cost effective means of measuring the apprentice's competence in the final three months of their apprenticeship.

The assessment plan design is driven by the following principles:

- The apprentice demonstrating competence as far as practical through workplace performance
- The apprentice's ability to meet specified apprenticeship standards of competent performance
- The apprentice's ability to demonstrate the requisite knowledge and behaviours that support workplace performance
- Identification of the apprentice's potential for progression

Ventilation Hygiene Technician apprentice end point assessment will contain three components:

- Knowledge Assessment
- Practical Observation
- Professional Discussion supported by the apprentice's record of achievement

The following diagram provides a summary of the End Point Assessment process.

**On Programme**

- Structured programme of learning and assessment
- Compilation of a Record of Achievement which forms the basis of the End Point Assessment Professional Discussion

**Assessment Gateway**

- Confirmation from Employer and Training Provider that the learner is ready to access the End Point Assessment
- Level 2 English and Maths achieved
- Record of Achievement

**End Point Assessment**

Assessments must be accessed in the order given – the apprentice must pass each component and will be notified of the result before moving onto the next assessment.

The Independent Assessment Organisation must be registered on the Register of Apprentice Assessment Organisations. It has overall responsibility for coordinating the End Point Assessment and for the final sign off of the apprenticeship as having been satisfactorily completed.

**1. Knowledge Assessment**

- Underpinning knowledge tested by on demand multiple choice examination
- Applied knowledge assessed by on demand scenario based written assignments
- Administered in an examination venue which is recognised by the Independent Assessment Organisation
- Designed, maintained and marked by Independent Assessment Organisation

**2. Practical Observation**

- Timed synoptic practical observation of the apprentice in the workplace or suitable venue where simulation can take place
- Administered in the workplace
- Observed, marked and scored by an Independent Assessor on behalf of the Independent Assessment Organisation
- Must cover specified knowledge, skills and behaviours

**3. Professional Discussion**

- Professional Discussion is conducted by an Independent Assessor on behalf of the Independent Assessment Organisation
- A record of achievement will be made available to the Independent Assessor prior to the Professional Discussion taking place
- The Independent Assessor will formulate questions around the evidence provided in the Record of Achievement and the relevant sections of the standard identified in Annex A, using the Independent Assessment Organisation brief
- The Independent Assessor will provide a report on the Professional Discussion and grading outcomes to the Independent Assessment Organisation, who will issue the result to the apprentice, their employer and training provider

| Assessment               | Knowledge  |   | Practical Observation   | Professional Discussion   |
|--------------------------|--|---|---|---|
| <b>Assessment Method</b> | One on-demand multiple choice test, centrally set  | Two on-demand scenario based written assignments, centrally set   | Observation of practical tasks  | Professional discussion   |
| <b>Area assessed</b>     | Underpinning knowledge as shown in Annex A for air supply and extract ventilation systems, including kitchen extract systems | Applied knowledge as shown in Annex A for air supply and extract ventilation systems, including kitchen extract systems | Application of knowledge, skills and behaviours as shown in Annex A for air supply and extract ventilation systems, including kitchen extract systems | Application of knowledge, skills and behaviours as shown in Annex A for air supply and extract ventilation systems, including kitchen extract systems |
| <b>Assessed by</b>       | Independent Assessor on behalf of the Independent Assessment Organisation  | Independent Assessor on behalf of the Independent Assessment Organisation   | Independent Assessor on behalf of the Independent Assessment Organisation   | Independent Assessor on behalf of the Independent Assessment Organisation   |
| <b>Grading</b>           | Pass/Distinction/Fail  | Pass/Distinction/Fail   | Pass/Distinction/Fail   | Pass/Distinction/Fail   |

#### On Programme Activities

- It is recommended that the apprentice receives basic health and safety induction prior to attending a work site. It is also recommended that apprentices acquire a Trainee SKILLcard where they are likely to be working on construction sites
- It is recommended that the apprentice completes a portfolio of work during the On Programme phase of the apprenticeship. This will allow the apprentices progress to be monitored and inform the employers decision on the apprentices readiness for end point assessment
- All apprentices must produce evidence within a Record of Achievement to demonstrate the knowledge, skills and behaviours identified in Annex A. The Record of Achievement will form the basis of the Professional Discussion
- The Record of Achievement must not include any evidence previously assessed within the on programme part of the apprenticeship
- It is recommended that the apprentice's progress is assessed regularly by:
  - the training provider using knowledge tests and practical observations that provide a similar experience to the end-point assessment
  - The employer (supported by the training provider) reviewing the apprentices work activities
- All apprentices must achieve the following qualifications during the On Programme assessment:
  - English Level 2
  - Mathematics Level 2

#### Assessment Gateway

- The Assessment Gateway allows the apprentice to access the End Point Assessment. This can only be accessed within the final three months of the apprenticeship
- As part of the Gateway all apprentices must demonstrate they have:
  - completed a Record of Achievement which will form the basis of the Professional Discussion

- achieved the following qualifications:
  - o English Level 2
  - o Mathematics Level 2
- End Point Assessment is triggered by the employer, in conjunction with the training provider, who will decide if the learner has demonstrated the necessary knowledge, skills and behaviours during the on-programme learning, so that they are ready to access the End Point Assessment, with the employer making the final decision

### What is being assessed?

#### End Point Assessment

| Assessment Method           | Area Assessed  |   |
|-----------------------------|--|---|
| <b>Knowledge Assessment</b> | <p><b>Underpinning knowledge:</b><br/> <b>Duration 1.5 hours with 60 questions</b></p> <ul style="list-style-type: none"> <li>• The multiple choice examination will test underpinning knowledge for the technical requirements of air supply and extract ventilation systems, kitchen extract systems across elements of the standard, identified in Annex A, summarised as follows:               <ul style="list-style-type: none"> <li>o Working Safely</li> <li>o Ventilation system Cleaning Principles</li> <li>o Working Sustainably</li> <li>o Planning and Preparing</li> <li>o Customer Service</li> <li>o Communication</li> <li>o Supervision</li> </ul> </li> <li>• The underpinning knowledge questions will primarily cover the “how” and “why” elements of the content</li> <li>• Each multiple choice question will give four response options</li> <li>• The Independent Assessment Organisation will provide a centrally set, assessor marked multiple choice examination</li> </ul> <p><b>Applied knowledge:</b><br/> <b>Duration: two scenario based assignments, each two hours in duration</b></p> <ul style="list-style-type: none"> <li>• There will be a separate assignment to test the application of knowledge for cleaning each of the following:               <ul style="list-style-type: none"> <li>o air supply and extract ventilation systems</li> <li>o kitchen extract systems</li> </ul> </li> <li>• Each assignment will cover elements of the standard identified in Annex A, summarised as follows;               <ul style="list-style-type: none"> <li>o Planning and Preparing</li> <li>o Communication</li> <li>o Problem solving</li> <li>o Supervision</li> </ul> </li> </ul> | <p><b>Assessed by:</b><br/>           Independent Assessor on behalf of the Independent Assessment Organisation</p> <p><b>Grading:</b><br/>           Fail<br/>           Pass<br/>           Distinction</p> |

|                                     | <ul style="list-style-type: none"> <li>The examination venue must have been approved by the Independent Assessment Organisation prior to the examination taking place. The examination venue must have access to appropriate resources to conduct the assessment such as appropriately trained independent invigilation staff. Alternatively, the examination may be administered by the Independent Assessor</li> </ul>  |  |   |                 |                      |    |                           |
|-------------------------------------|---|--|---|-----------------|----------------------|----|---------------------------|
| Grading                             | <ul style="list-style-type: none"> <li>Grading for the <u>underpinning knowledge</u> will be as follows: <ul style="list-style-type: none"> <li>Fail – 41 or less questions answered correctly</li> <li>Pass – 42 to 48 questions answered correctly</li> <li>Distinction – more than 48 questions answered correctly</li> </ul> </li> <li>Apprentices must demonstrate the following characteristics and boundaries in order to meet the stated grades for <u>each</u> of the Applied Knowledge <u>scenario based assignments</u></li> <li>Distinction includes and builds on demonstration of the Pass characteristics</li> <li>Apprentices who do not achieve a total of 60 or more marks will fail this applied knowledge assessment</li> </ul> |  |   |                 |                      |    |                           |
| KEY FACTORS                         | Grading Characteristics   |  |   | Marks available | Grading boundaries   |    |                           |
|                                     | Fail  | PASS   | DISTINCTION   |                 | Pass (marks between) |    | Distinction (marks above) |
| Planning and preparing the work     | Fails to demonstrate the specified knowledge, skills and behaviour characteristics sufficiently to achieve the minimum pass mark  | Outlines correct PPE, components, possible faults and documentation required | As pass, plus - offers alternative solutions, identifies possible problems whilst minimising impact on the customer                     | 25              | 15                   | 20 | Above 20                  |
| Communication                       |   | Communicates the minimum information required to satisfy the customer        | As pass, plus - provides regular detailed and comprehensive updates to the customer including possible impacts on the customer          | 25              | 15                   | 20 | Above 20                  |
| Problem Solving and decision making |   | Correctly identifies problem and applies a relevant solution                 | As pass, plus - identifies a range of solutions and applies the most appropriate solution to improve performance and avoid reoccurrence | 25              | 15                   | 20 | Above 20                  |
| Supervision                         |   | Identifies and utilises resources and manpower effectively to                | As pass, plus - demonstrates the ability to motivate, develop and maintain positive   | 25              | 15                   | 20 | Above 20                  |

|   |  |                   |                           |            |           |           |                 |
|---|--|-------------------|---------------------------|------------|-----------|-----------|-----------------|
|   |  | complete the task | relationships with others |            |           |           |                 |
| <b>Totals</b>   |  |                   |                           | <b>100</b> | <b>60</b> | <b>80</b> | <b>Above 80</b> |
| <ul style="list-style-type: none"> <li>Overall grading for the knowledge element of the End Point Assessment will be determined as follows:           <p><b>Pass</b><br/>To achieve an overall knowledge Pass</p> <ul style="list-style-type: none"> <li>The apprentice must achieve at least a pass in each of the three tests</li> </ul> <p><b>Distinction</b><br/>To achieve an overall knowledge Distinction</p> <ul style="list-style-type: none"> <li>The apprentice must achieve a distinction in the underpinning knowledge test plus a distinction in at <u>least one</u> of the Applied Knowledge scenario based assignments plus at least a pass in the other scenario based assignment</li> </ul> </li> </ul> <p>An apprentice scoring a Fail grade in any or all of the three tests, may attempt the knowledge test/s on one further occasion. The maximum grade of Pass will be awarded for achievement of 80 marks or greater, unless the Independent Assessment Organisation determines there are exceptional circumstances accounting for the fail. Apprentices not achieving a Pass after the second attempt will be required to undertake a professional review of performance with their employer and training provider which will include a period of additional training on identified areas of underperformance.</p> |  |                   |                           |            |           |           |                 |

| Assessment Method            | Area Assessed   |   |
|------------------------------|---|---|
| <b>Practical Observation</b> | <p><b>Duration: 8 Hours</b></p> <ul style="list-style-type: none"> <li>The Practical Observation will be used to confirm that the apprentice can work safely to industry standards, demonstrating the skills, knowledge and behaviours of the Apprenticeship standard as identified in Annex A, summarised as follows:           <ul style="list-style-type: none"> <li>Customer Service</li> <li>Communication</li> <li>Working Safely</li> <li>Planning, Preparing and Working Sustainably</li> <li>Cleaning ventilation Systems</li> <li>Problem solving and decision making</li> <li>Supervision</li> <li>Working Effectively and Ethically</li> <li>Taking Responsibility</li> <li>Managing Tasks</li> <li>Working with Others</li> </ul> </li> <li>The assessment will last up to eight hours, which may be spread over two days. Apprentices must demonstrate the knowledge, skills and behaviours identified in Annex A cleaning both an extract ventilation system, <b>and</b> a kitchen extract system</li> <li>The assessment will normally take place at the the client's site. The assessment may also be undertaken in a simulated working environment under simulated working conditions, such as an employer's premises, or at a venue that provides the assessment facilities</li> </ul> | <p><b>Assessed by:</b><br/>Independent Assessor on behalf of the Independent Assessment Organisation</p> <p><b>Grading:</b><br/>Fail<br/>Pass<br/>Distinction</p> |

|  | <ul style="list-style-type: none"> <li>The assessment venue (client or simulated) must be approved by the Assessment Organisation prior to the assessment taking place</li> <li>Apprentices will be assessed through observation during the task by the Independent Assessor, who is a representative of the Independent Assessment Organisation, is occupationally competent within the industry and qualified to assess. The Independent Assessor will grade the apprentice against grading characteristics set out below</li> </ul> |   |   |                 |                      |     |                           |
|--|--|---|---|-----------------|----------------------|-----|---------------------------|
| Grading                                | <ul style="list-style-type: none"> <li>Apprentices must demonstrate the following characteristics and boundaries in order to meet the stated grades for the Practical Observation</li> <li>Distinction includes and builds on demonstration of the Pass characteristics</li> <li>Apprentices who do not achieve a total of 64 or more marks will fail this Practical Observation</li> </ul>  |   |   |                 |                      |     |                           |
| KEY FACTORS                            | Grading Characteristics  |   |   | Marks available | Grading boundaries   |     |                           |
|  | Fail   | PASS  | DISTINCTION   |                 | Pass (marks between) |     | Distinction (marks above) |
| <b>Planning and preparing the work</b> | Fails to demonstrate the specified knowledge, skills and behaviour characteristics sufficiently to achieve the minimum pass mark   | Demonstrates an understanding of how to: <ul style="list-style-type: none"> <li>plan and organise and prepare for cleaning tasks using drawings</li> <li>utilise resources</li> </ul>   | As pass, plus - demonstrates an understanding of how to produce a correctly formatted, technically detailed, accurate, clear and logically structured pre clean report  | 20              | 12                   | 16  | Above 16                  |
| <b>Customer Service</b>                |  | Demonstrates an understanding of: <ul style="list-style-type: none"> <li>the customer's requirements for the task and its timescale</li> <li>the need to provide customers with reports</li> <li>handling complaints</li> </ul> | As pass, plus - demonstrates an understanding of the need to: <ul style="list-style-type: none"> <li>build a rapport with customers</li> <li>explain the content and meaning of the report</li> <li>respond to customers queries and handle complaints without undue delay</li> </ul> | 10              | 6                    | 8   | Above 8                   |
| <b>Communication</b>                   |  | Demonstrates an understanding of the need to communicate the minimum  | As pass, plus - demonstrates an understanding of: <ul style="list-style-type: none"> <li>the need and how to provide</li> </ul>   | 4               | 2.4                  | 3.2 | Above 3.2                 |

|  |  |  |   |    |    |    |                                |
|--|--|--|---|----|----|----|--------------------------------|
|  |  | information required to satisfy the customer using verbal, written methods   | regular detailed and comprehensive updates to the customer including possible impacts of the work on their business<br>- the value and appropriate use of information communication technology to communicate information and produce reports |    |    |    |                                |
| <b>Working Safely</b>                    |  | - Works safely and in accordance with health and safety procedures<br>- Maintains a safe and clear working environment for the duration of the task              | Apprentices must meet the Pass criteria. There is no additional criteria for distinction in the area of safety  | 10 | 10 | 10 | No additional distinction mark |
| <b>Preparing and working sustainably</b> |  | Correctly identifies the system type and its cleaning requirements<br>Selects and uses materials and techniques which are best suited to the working environment | As pass, plus - selects and uses materials and techniques which minimise environmental impact   | 20 | 12 | 16 | Above 16                       |
| <b>Cleaning Ventilation systems</b>      |  | - Undertakes the cleaning task using correct materials, techniques, equipment and resources relative to the system type<br>- Undertakes pre-clean and            | As pass, plus:<br>- produces a detailed accurate profile of the system<br>- readily identifies the need for remedial action   | 20 | 12 | 16 | Above 16                       |



|  |  |   |   |            |           |           |                 |
|--|--|---|---|------------|-----------|-----------|-----------------|
|  |  | post-clean testing<br>- Produces an accurate profile of the system  |   |            |           |           |                 |
| <b>Problem Solving and decision making</b> |  | Demonstrates the ability to correctly identify and resolve common problems relative to the systems and cleaning process, within their scope of responsibility       | As pass, plus - demonstrates the ability to explore a range of options beyond their immediate scope of responsibility, and present them to the assessor   | 10         | 6         | 8         | Above 8         |
| <b>Working effectively and ethically</b>   |  | - Undertakes work in the most efficient sequences<br>- Demonstrates commitment to manage and complete the cleaning task to the specification agreed with the client | As pass, plus demonstrates:<br>- a systematic and proficient, approach to the delivery of work activities throughout the cleaning task<br>- the ability to pre-empt and address difficulties likely to impact on progress or quality of the cleaning task | 2          | 1.2       | 1.6       | Above 1.6       |
| <b>Taking responsibility</b>               |  | - Takes responsibility for delivering the allocated cleaning task to the quality standard agreed with the client  | - Demonstrates the ability to take on responsibility for delivery of the allocated cleaning task within the timescales and quality standards agreed with the client   | 2          | 1.2       | 1.6       | Above 1.6       |
| <b>Working with others</b>                 |  | - Demonstrates the ability to work with others to maintain the progress and quality of the cleaning task  | As Pass, plus – demonstrates the ability to motivate, develop and maintain positive relationships with others   | 2          | 1.2       | 1.6       | Above 1.6       |
| <b>Total</b>                               |  |   |   | <b>100</b> | <b>64</b> | <b>82</b> | <b>Above 82</b> |

Apprentices receiving a Fail grade and their employers will receive a de-brief from the Independent Assessor. The apprentice must then retake the Practical Observation within six months. The maximum available to them will be a Pass, unless the Independent Assessment Organisation determines there are exceptional circumstances accounting for the fail. Apprentices not achieving a Pass after the second attempt will be required to undertake a professional review of performance with their employer and training provider. This will include a period of additional training on identified areas of underperformance. This period of training should not exceed three months.

| Assessment Method              | Area Assessed   |   |
|--------------------------------|---|---|
| <b>Professional Discussion</b> | <p><b>Duration: 1 Hour</b></p> <ul style="list-style-type: none"> <li>• The Professional Discussion will be conducted by the Independent Assessor who is appointed by the Independent Assessment Organisation. It will explore how the apprentice applied the knowledge, skills and behaviours in the workplace, using evidence from the apprentice's Record of Achievement as the basis. It will allow the apprentice to demonstrate they understand what they have done, how they approached it, what problems they faced and how they dealt with them and in particular how they communicated, applied their initiative and supervisory skills</li> <li>• The Professional Discussion will be conducted by the Independent Assessor at a mutually convenient venue. It may be conducted remotely using an internet video link by agreement with the Independent Assessor and the Apprentice.</li> </ul> <p><b>Record of Achievement</b></p> <ul style="list-style-type: none"> <li>• The Record of Achievement presents a wide range of evidence allowing the apprentice to demonstrate they are able to meet the standard consistently from sources as follows: <ul style="list-style-type: none"> <li>○ witness testimony work activity descriptions and records (minimum of three)</li> <li>○ self-assessments (minimum three)</li> <li>○ employer reports (minimum of two)</li> </ul> </li> <li>• The evidence provided must include examples of air supply and extract ventilation systems, and kitchen extract systems, sufficient to infer competence in both systems.</li> <li>• The Assessment Organisation will provide guidance on Record of Achievement content and structure</li> <li>• The completed Record of Achievement must be supplied to the Independent Assessor one week prior to the Professional Discussion</li> <li>• The Record of Achievement must not include any evidence previously assessed within the on programme part of the apprenticeship</li> <li>• The Independent Assessor will confirm the currency, validity and coverage of the evidence presented in the apprentice's Record of Achievement and use it to formulate their questions exploring how the apprentice applied the skills, knowledge and behaviours of the Apprenticeship standard, as shown in Annex A. It will also include: <ul style="list-style-type: none"> <li>○ Ventilation System Cleaning Principles</li> <li>○ Planning, Preparing and Working Sustainably</li> <li>○ Customer Service</li> <li>○ Working Safely</li> <li>○ Cleaning Ventilation Systems</li> <li>○ Problem Solving and Decision Making</li> </ul> </li> </ul> | <p><b>Assessed by:</b><br/>Independent Assessor on behalf of the Independent Assessment Organisation</p> <p><b>Grading:</b><br/>Fail<br/>Pass<br/>Distinction</p> |

|  |   |  |
|--|---|--|
|  | <ul style="list-style-type: none"> <li>○ Supervision</li> <li>○ Teamwork</li> <li>○ Communication/Working with others</li> <li>○ Personal Development</li> <li>○ Promoting Business Image</li> <li>○ Management of site personnel/task allocation</li> <li>○ Task Management</li> <li>○ Working Independently/Taking Responsibility/Scope of Responsibilities</li> <li>○ Time management/Attendance</li> </ul> <ul style="list-style-type: none"> <li>● The Independent Assessment Organisation will provide Independent Assessors with an interview brief to ensure standardisation. This brief will outline: how many questions they should be asking, the expected duration of the Professional Discussion, headline topic areas which should lead the questions they are asking the apprentice and how to ensure the apprentice is able to evidence knowledge, skills and behaviours in Annex A.</li> </ul>   |  |
| Grading  | <ul style="list-style-type: none"> <li>● Apprentices need to demonstrate the following characteristics in order to meet the stated grades. Distinction includes and builds on demonstration of the Pass characteristics</li> </ul>  |  |
| Fail   | Pass  | Distinction  |
| <p>The apprentice is <b>unable</b> to provide evidence to meet the knowledge, skills and behaviours identified in Annex A, to achieve a pass</p> | <ul style="list-style-type: none"> <li>● The apprentice provides documented evidence examples and explains them, demonstrating technical knowledge and ability to apply the skills and behaviours shown in Annex 1, to the task of cleaning air supply and extract ventilation systems and kitchen extract systems, with particular emphasis on:</li> <li>● working knowledge of the industry standards and specifications, to carry out and complete the work</li> <li>● ability to apply skills and behaviours, within the listed topic areas, with particular emphasis on: <ul style="list-style-type: none"> <li>- planning and preparing</li> <li>- ventilation cleaning customer service</li> <li>- supervision</li> <li>- communication and working with others</li> <li>- health and safety</li> <li>- compliance with company procedures</li> <li>- task management</li> <li>- promoting business image (personal presentation, punctuality, diligent and</li> </ul> </li> </ul> | <p>The apprentice has demonstrated all pass characteristics and provides documented evidence and examples through discussion which demonstrate:</p> <ul style="list-style-type: none"> <li>● detailed understanding of the industry standards, specifications and legislation allowing potential problems and changes to be anticipated and dealt with effectively</li> <li>● ability to effectively apply skills and behaviours, within the listed topic areas in Annex A, with particular emphasis on: <ul style="list-style-type: none"> <li>- working independently and taking responsibility</li> <li>- management of site personnel/task allocation</li> <li>- problem solving</li> </ul> </li> <li>● is able to provide expansive detailed answers to the questions</li> <li>● responses are considered and use an extensive range of examples and experiences from the workplace</li> <li>● responses show in-depth understanding of the knowledge, skills and behaviours detailed in Annex A</li> </ul> |

|   |  |  |
|---|--|--|
|   | <p>methodical approach to work aligned with company and industry values)</p> <ul style="list-style-type: none"> <li>- time management and attendance</li> <li>• is able to answer questions comprehensively, within the scope of the standard and provide supporting explanations</li> <li>• is able to draw on a wide range of examples and experience to answer questions</li> <li>• consistently shows attention to detail</li> </ul> |  |
| <p>Apprentices receiving a Fail grade will receive a debrief from the Independent Assessor that will clearly describe the areas for development. Apprentices may repeat the Professional Discussion on one further occasion, within three months. The maximum grade available will be a Pass, unless the Independent Assessment Organisation determines there are exceptional circumstances accounting for the fail. If the apprentice achieves a Fail after the second attempt, the apprentice should undergo a professional review with their employer and training provider. The Independent Assessor will then collate the results from the End Point Assessment in order to confer a performance grade for the apprenticeship.</p> |  |  |

#### End Point Assessment – Process

- The employer, in conjunction with the training provider, will decide if the learner has demonstrated the necessary knowledge, skills and behaviours during the On Programme Learning so that they are ready to access the End Point Assessment, with the employer making the final decision
- The employer will then make arrangements with the Independent Assessment Organisation for the End Point Assessment to take place
- The apprentice will then attempt, and must pass the end point assessments, in the following sequence:
  - Knowledge Assessment
  - Practical Observation
  - Professional Discussion

#### Minimum requirements for Independent Assessors

- Independent Assessors must be occupationally competent and competent to assess. The requirements for these are as follows:
- Occupational competence – people with at least ten years' experience within the industry will be able to demonstrate they have:
  - up to date, relevant, in-depth and broad experience of working in the occupation described in this apprenticeship standard
  - relevant industry expertise equivalent to or higher than the level of the apprenticeship standard
  - practical and up to date knowledge of current working practices, work organisation, tools and technology and how the listed behaviours apply to this occupation
  - the competence specified within the Ventilation Hygiene Technician Apprenticeship Standard
- Competence to assess – must be working towards or have achieved a relevant recognised assessor qualification such as a Level 3 Certificate in Assessing Vocational Achievement and continue to practice to that standard. Assessors who hold earlier qualifications (D32 or D33 or

A1, or TQFE/TQSE) should have CPD evidence to the most current standards

### End Point – Final Judgement

- The Independent Assessment Organisation, informed by the Independent Assessor, makes the judgement on whether the apprentice has passed the End Point Assessment or not. This decision is based on the Professional Discussion outcome together with results from the Knowledge Tests and Practical Observation, all of which will be contained within the Record of Achievement. The Independent Assessment Organisation will also provide the overall apprenticeship grading based on the apprentices combined results from these assessments
- The Independent Assessment Organisation is responsible for allocating the overall apprenticeship grading and making the final decision on apprenticeship completion

### End Point Grading

- To achieve a Pass, the apprentice must achieve at least a Pass in all components of the End Point Assessment (the Knowledge Assessment, Practical Observation and Professional Discussion).
- A Distinction will be awarded only if the apprentice is graded Distinction in the Knowledge Assessment, the Observed Practical Observation and the Professional Discussion.

### Independence

- Independence is provided to the Ventilation Hygiene Technician apprenticeship by:
  - the multiple choice knowledge tests and scenario based assignments being centrally set, maintained and marked by the Independent Assessment Organisation
  - the End Point Assessment being co-ordinated by the Independent Assessment Organisation
  - the Independent Assessment Organisation being responsible for the overall decision on apprenticeship completion, with input from the Independent Assessor
  - the Practical Observation being observed and assessed by the Independent Assessor
  - the End Point Assessment Professional Discussion being conducted by an Independent Assessor
  - the Independent Assessment Organisation being responsible for the grading of the apprenticeship

### Roles in Pre End-Point Assessment

|                   |  |
|-------------------|--|
| Training Provider | <ul style="list-style-type: none"> <li>• Delivers and assesses on-programme learning</li> <li>• Working with the employer to:           <ul style="list-style-type: none"> <li>- support the apprentice to generate workplace evidence and develop the Record of Achievement</li> <li>- plan and continuously monitor the apprentice's progress, address any gaps in learning or experience and to ensure work is completed to a high standard for End Point Assessment</li> </ul> </li> <li>• Supports the employer in deciding the timing of and arranging the End Point Assessment</li> <li>• Provides the apprentice with training in the end point assessment process</li> <li>• Supports the employer in implementing remedial action required by the apprentice before re-sitting any unsuccessful component/s</li> </ul> |
|-------------------|--|

### Roles in End-Point Assessment / Gateway

|                                     |  |
|-------------------------------------|--|
| Apprentice's Employer               | <ul style="list-style-type: none"> <li>• Contributes to the assessment gateway by observing and authenticating the workplace evidence to substantiate that it is authentic and meets industry standards</li> <li>• Decides when the apprentice is ready and makes arrangements for End Point Assessment, with the support of the training provider, as required</li> <li>• Ensures the apprentice has the necessary documentation for End Point Assessment</li> <li>• Works with the training provider to agree remedial action required by the apprentice before re-sitting any unsuccessful component/s</li> </ul>       |
| Independent Assessor                | <ul style="list-style-type: none"> <li>• Administers and marks the knowledge assessment</li> <li>• Observes and assesses the Practical Observation</li> <li>• Conducts and assesses the Professional Discussion</li> <li>• Informs the Independent Assessment Organisation of the overall grade and grades for each assessment method the apprentice has achieved in the End Point Assessment</li> <li>• Participates in at least two standardisation events per year which will be arranged by the assessment Organisation</li> </ul>   |
| Independent Assessment Organisation | <ul style="list-style-type: none"> <li>• Is registered on the Education and Skills Funding Agency's Register of Apprentice Assessment Organisations</li> <li>• Approves the Skills Observation assessment venue (client or simulated) prior to the assessment taking place</li> <li>• Provides independent assessment of knowledge by centrally setting the on demand multiple choice examinations</li> <li>• Provides and manages independent assessors to deliver the End Point Assessment</li> <li>• Provides documentation, training and support for Independent Assessors to ensure rigour and consistency</li> </ul> |

#### Quality Assurance Internal

- Quality assurance of End Point Assessment is provided by the Independent Assessment Organisation
- The Independent Assessment Organisation will:
  - Produce and apply the criteria for the Practical Observation venues (staff, resources, processes and procedures) where the Practical Observation is to be simulated
  - provide and manage a network of Independent Assessors to administer the knowledge assessments, observe and assess the Practical Observation; conduct and assess the Professional Discussion
  - develop, manage and maintain on-demand multiple choice examinations and scenario based written assignments to test the knowledge outlined in Annex A
  - provide documentation, training and support for independent assessors to ensure rigour and consistency
- The independent assessors will attend at least two meetings per year, arranged and managed by the Independent Assessment Organisations. The purpose of these meetings will be:
  - to improve consistency and rigour in the approach and execution of their responsibilities
  - to ensure that where any technical or assessment variation (or scope for variation) is identified, a standard interpretation is established and applied

#### Quality Assurance (External)

- The Institute for Apprenticeships to undertake external quality assurance for this apprenticeship

#### Implementation of End-Point Assessment

**Affordability**

- The percentage proportion of end point assessment against the overall cost of the apprenticeship is **18%**

**Volumes**

- Based on previous training patterns it is expected that there will be an intake of 50 -100 Ventilation Hygiene Technician apprentices each year

**Annex**

- Annex A identifies the methods of assessment to be applied for the knowledge, skills and behaviours contained within the Ventilation Hygiene Technician Apprenticeship standard



## Annex A

**Key to assessment method identification within tables:**

**IEA** Independent End Point Assessment – identifies which assessment method will be used for that section of the standard. This chart provides an overview of what an apprentice can expect to be covered in each assessment method.

**K/M** Assessment will be through the on demand multiple choice test

**K/A** Assessment will be through scenario based written assignment

**O** Assessment will be through the observation

**PD** Assessment will be through the professional discussion

**Note:** Some sections of the standard can be demonstrated by more than one assessment method.

| Knowledge                              | Ventilation Hygiene Technicians know and understand for cleaning all ductwork types and ventilation system components:   | IEA |   |   |    |
|--|--|-----|---|---|----|
|  |  | K   |   | O | PD |
|  |  | M   | A |   |    |
| Working Safely                         | Safety legislation and safe working practices applying to themselves and others  | ✓   |   |   |    |
| Ventilation System Cleaning Principles | Underpinning scientific principles for air supply and extract ventilation systems including grease extract systems, also including specifications and standards covering their cleaning and testing requirements | ✓   |   |   |    |
|  | Design layouts, operating and isolation principles   | ✓   |   |   |    |
|  | The need for system cleanliness for compliant building operation   | ✓   |   |   | ✓  |
| Working Sustainably                    | Environment protection measures associated with ventilation cleaning   | ✓   |   |   | ✓  |
|  | Commercial implications of actions or omissions  | ✓   |   |   | ✓  |
| Planning and Preparing                 | How to plan and organise cleaning tasks, interpret and annotate drawings   | ✓   | ✓ | ✓ | ✓  |
|  | How to prepare work areas  | ✓   | ✓ | ✓ | ✓  |
|  | How to utilise resources effectively including the roles and responsibilities of relevant people, how to oversee work and how to plan safe work programmes for self and small teams                              | ✓   | ✓ | ✓ | ✓  |
| Customer Service                       | Principles of high quality customer service  | ✓   |   | ✓ | ✓  |
| Communication                          | Communication methods; clear, appropriate and adaptable styles   | ✓   | ✓ | ✓ | ✓  |
|  | Principles and opportunities for information communication technology  | ✓   |   | ✓ | ✓  |
|  | Reporting requirements for pre and post cleaning testing   | ✓   | ✓ |   | ✓  |

| Skills         | Ventilation Hygiene Technicians are able to, for cleaning all ductwork types and ventilation system components:                          | IEA |   |   |    |
|----------------|--|-----|---|---|----|
|                |  | K   |   | O | PD |
|                |  | M   | A |   |    |
| Working Safely | Apply relevant safety legislation, codes of practice and safe working practices to self and others, including risk assessment and method |     |   | ✓ | ✓  |

|                                     |   |   |   |   |   |
|-------------------------------------|---|---|---|---|---|
|                                     | statements  |   |   |   |   |
| Preparing and Working Sustainably   | Plan and organise systems cleaning including the use, interpretation and annotation of drawings   |   |   | ✓ | ✓ |
|                                     | Prepare work areas in new and existing sites for cleaning   |   |   | ✓ | ✓ |
|                                     | Identify and use resources, tools, technology and equipment effectively, to complete cleaning tasks, to industry standards, while minimising environmental impact |   |   | ✓ |   |
| Cleaning Ventilation Systems        | Undertake pre clean testing, cleaning, post clean testing and create a detailed profile of the ductwork system, including any area that needs remedial action     |   |   | ✓ | ✓ |
|                                     | Provide information for post clean reporting including drawings   |   |   | ✓ | ✓ |
|                                     | Carry out minor on-site modifications including replacement of flexi duct and fitting access doors  |   |   | ✓ | ✓ |
| Problem Solving and Decision Making | Solve problems within their scope of responsibility   |   | ✓ | ✓ | ✓ |
|                                     | Identify, evaluate and report problems through the application of technical skills and knowledge  |   |   | ✓ | ✓ |
| Supervision                         | Oversee the programme of work and work environment, taking responsibility for the work, quality, safety and welfare of others                                     | ✓ | ✓ |   | ✓ |
|                                     | Mentor and support the learning and development of others   | ✓ | ✓ |   | ✓ |

| Behaviours                        | Ventilation Hygiene Technicians demonstrate they can:  | IEA |   |   |    |
|-----------------------------------|--|-----|---|---|----|
|                                   |  | K   |   | O | PD |
|                                   |  | M   | A |   |    |
| Working Effectively and Ethically | Work reliably and effectively without supervision and be aware of the needs and concerns of others, especially where related to diversity and equality                                     |     |   | ✓ | ✓  |
|                                   | Represent self and company in an appropriate manner.   |     |   | ✓ | ✓  |
| Taking Responsibility             | Accept responsibility for the work of self and others under their control  |     |   | ✓ | ✓  |
| Managing Tasks                    | Accept allocate and supervise technical and other tasks  |     |   | ✓ | ✓  |
| Working with Others               | Work effectively with colleagues, the public, other tradespeople, clients representatives, supervisors, and other members of the building services engineering and wider construction team |     |   | ✓ | ✓  |
| Continuing Personal Development   | Maintain and enhance competence in own area  |     |   |   | ✓  |