



Part of the
Enginuity Group

EPA Apprentice Guidance

End-point Assessment Apprentice Guidance for:

Level 2 Tramway Construction

Operative

Standard Reference: ST0669

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Document Amendments

Amendment Made	Issue Number	Effective From
New document	1.0	01.10.2020

About EAL

Since 1964, EAL (Excellence, Achievement and Learning) has been awarding superior vocational qualifications and apprenticeship components for engineering, building services and related sectors.

EAL has been at the heart of new apprenticeship standards development, supporting employer trailblazer development groups for key industry occupations since 2013, when the reforms began. With our long-standing tradition of being closer to industry and designing qualifications that reflect this close partnership, EAL is perfectly positioned to guide the employer development groups' work. Our expertise, knowledge and support ensures the new standards meet the needs of all employers, from SMEs to multinationals, and provide learners with the best possible start to their careers.

EAL is an end-point assessment organisation (EPAO) and is listed on the Register of End-Point Assessment Organisations (RoEPAO).

Equal Opportunities and Diversity

EAL expects all employers to enable apprentices to have equal access to training and assessment for end-point assessment (EPA) in line with the Equality Act 2010 and protected characteristics. Further details can be found in the EAL Equal Opportunities and Diversity Policy:

<http://www.eal.org.uk/centre-support/centre-support/policies-and-important-documents>

Customer Service and Feedback

Customer service is a fundamental part of EAL's commitment to you. EAL aims to ensure that all customers receive a high quality efficient service. We are always interested in feedback and if you have any comments or feedback on our qualifications, products or services, please contact the Customer Services Team:

EAL Customer Experience

Tel: +44 (0)1923 652 400

Email: customercare@eal.org.uk

Document Purpose

To ensure a consistent approach when carrying out the practical test and professional discussion across all independent assessment panel members, assessment sites, apprentices and assessment decisions.

This document, and its contents, will be used to **guide** you on the outcome of the assessment decisions.

It supports the Apprentice Recording Document, which has been developed to record the outcome of your practical test, professional discussion and your overall grade. The Apprentice Recording Document is an auditable record of your End Point Assessment (EPA) activity.

This document should be used in conjunction with EAL's End-point Assessment Policies and Procedures Handbook.

Overview

The EPA is designed to enable you to demonstrate that you are fully conversant in the knowledge, skills and behaviours (KSBs) expected of individuals working at this level. It is designed to provide assessors with a holistic view of you and to allow them to assess to what extent you meet, or exceed, the Level 2 Tramway Construction Operative apprenticeship standard. The EPA must be completed within **3 months** after you have met the EPA gateway requirements.

The Apprenticeship Standard and End-point Assessment Plan defines when, what, who and how the EPA is assessed. All those participating and delivering this EPA, which includes you, assessors and employers, **must** refer to the following principle documents for the full details of the EPA requirements:

Tramway Construction Operative

- Apprenticeship Standard – STO669 (approved for delivery 28th March 2019).
- End-point Assessment Plan – STO669

Both of which are currently available here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/tramway-construction-operative/>

Whilst elements of the Apprenticeship Standard and End-point Assessment Plan have been reproduced within this document under the following licence: <http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>, it is the responsibility of the assessors to ensure that you are being assessed against the correct version of the Apprenticeship Standard and End-point Assessment Plan.

Portfolio of Evidence Requirements

On commencement of your apprenticeship, you must begin to retain a portfolio of evidence, which must be finalised before passing through the gateway.

A completed portfolio of evidence is a compulsory EPA gateway requirement that supports the EPA Professional Discussion component.

Your employers/training providers are free to devise their own version of the portfolio of evidence, but the portfolio of evidence must contain the following information:

- Your name.
- Details of your workplace.
- Evidence to support the knowledge, skills and behaviours of the apprenticeship standard that are mapped to the Professional review/discussion assessment method. Each of these **knowledge, skills and behaviour** (KSB) statements must be evidenced through a range of sources, for example work reviews, department feedback and mapped to the relevant KSBs. Each piece of evidence will cover multiple KSBs.
- Confirmation from your employer that the tasks evidenced in your portfolio were completed to the required standard of the organisation.
- Document the off-the-job training that has taken place during the on-programme phase, with at least **20%** of your employed time **off-the-job**.
- Copy of English and mathematics certificates.

Your **employer** must sign-off the **portfolio** of evidence, thereby confirming the demonstration of competence against the KSBs assigned to this assessment component and authenticating its contents.

You must submit your portfolio of evidence to EAL as the EPAO when applying for the EPA. An independent assessor will check qualification outcomes and review the portfolio to glean personalised information that will assist the Professional review/discussion component of the EPA.

The full details of the professional discussion requirements can be found in the end-point assessment plan for this standard here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/tramway-construction-operative/>

End-point Assessment Gateway

Your employer must satisfy themselves that you are ready for your end-point assessment, which is evidenced by you consistently working at, or above, the level set out in the occupational standard.

In addition to the employer's confirmation that you are working at, or above, the level in the occupational standard, the following gateway requirement must be met prior to you starting the EPA:

Apprentices without English and mathematics at level 2 must achieve level 1 English and mathematics and take the tests for level 2 prior to taking their EPA.

For those with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and a British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Gathered in the form of a portfolio, photographic and/or video evidence of your competent performance in a live site environment. Your employer must confirm the portfolio is your own work.

Your portfolio must cover the following activities:

- Movement of large and irregular shaped loads
- Location and excavation of buried utility services
- Installation of concrete formwork and steelwork reinforcement
- Laying of tarmac, kerbs and channels
- Assisting with the installation of steelwork structures and components
- Assisting with the installation of light rail track, points, switches and crossings

Independent assessment panel members must ensure that the **Gateway Checklist** document (**Appendix 1**) has been completed to confirm the above requirements have been met.

The EPA must be completed within an EPA period lasting a maximum of 3 months, beginning when your employer has confirmed you have met the EPA gateway requirements.

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

Assessment Methods

The EPA consists of 2 distinct assessment methods.

The individual assessment methods will have the following grades:

Practical Test

· Pass · Fail

Professional Discussion

· Pass · Fail · Distinction

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

· Pass · Fail · Distinction

The assessment methods can be delivered in any order.

Assessment Method 1: Practical Test

Overview

You must be observed by an independent assessor completing a practical demonstration covering the tramway construction activities below in which you will demonstrate the KSBs assigned to this assessment method. The end-point assessment organisation will arrange for the observation to take place, in consultation with your employer. The practical demonstration must be carried out in accordance with the durations specified within the diagram on page 7. For planning purposes this will equate to approximately 4 hours in total but may vary slightly due to the allowed tolerances. The demonstration is split into three components, each assessing one of the three key areas detailed below. The assessor has the discretion to increase the time of each component by up to 10% to allow you to complete the last task that is part of this element of the EPA.

The independent assessor may conduct and observe up to a maximum of 3 apprentices during this assessment method.

Delivery

You must be provided with both written and verbal instructions on the tasks you must complete, including the timescales you are working to.

The following activities **MUST** be observed during the practical demonstration.

A practical demonstration without these tasks would seriously hamper your opportunity to demonstrate occupational competence in the KSBs assigned to this assessment method.

The practical test will assess three key areas of tramway construction activities:

1. Temporary traffic management system:

- Follow a diagram/specification/plan
- Select and wear the appropriate PPE
- Identify and adhere to pre-established systems of work
- Set up a temporary traffic management system including two of the following: traffic lights, bollards, barriers, walkways, signs
- Communicate technical information through a radio or PA

2. Use tools, equipment and items of plant:

- Follow instructions/method statement/manual
- Select and wear the appropriate PPE
- Identify and adhere to pre-established safe systems of work
- Set up a safe system of work
- Complete preparation activities for tools and equipment
- Use tools and equipment including one power tool (for either cutting, levelling or digging) and two hand tools (from a choice of measuring, levelling, aligning, torque loading, clipping or mechanical fixing hand tools)
- Complete plant preparation activities including safety checks, and two of the following:
 - starting up
 - manoeuvring
 - configuring
 - positioning
- Operate an item of plant including one of:
 - lifting and moving
 - digging and excavating
 - compacting
- Guidance/communication using hand arm signals
- Clean and tidy the work area

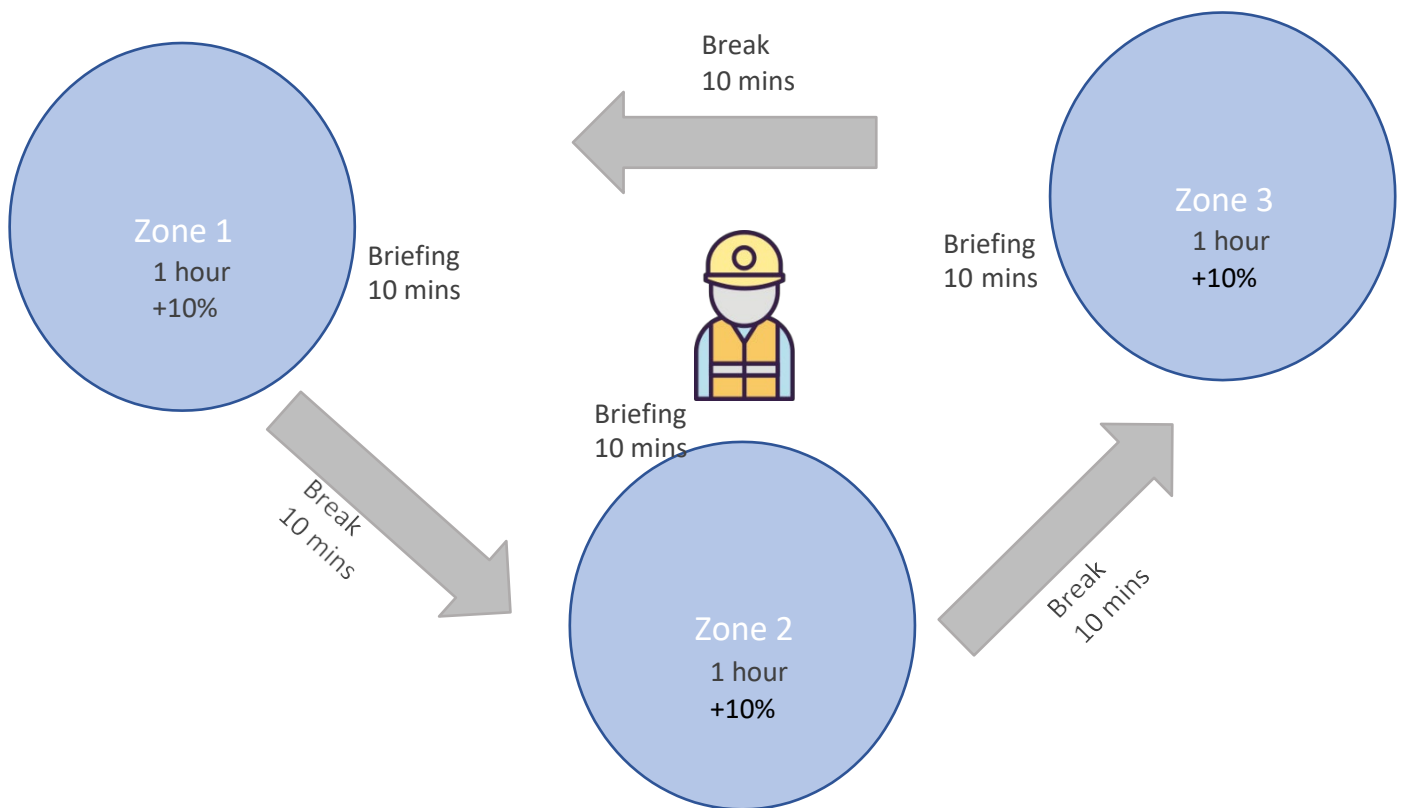
3. Locating, measuring and marking out:

- Follow a specification/risk assessment
- Select and wear the appropriate PPE
- Identify and adhere to pre-established safe systems of work
- Set up a safe system of work
- Measure and mark out an area
- Locate and mark out utility services

Each component of the Practical Task is designed to last for one hour (+10% at the discretion of the assessor) with an additional 10 minutes allowed for a briefing for each component.

There may be breaks of 10 minutes between the practical demonstrations to allow you to move from one location to another.

Practical Test example:



KSBs observed and answers to questions must be documented by the independent assessor. The independent assessor will record all grading decisions, and these will be verified by the EPAO.

Assessment Method 2: Professional Discussion

Overview

This assessment will take the form of a professional discussion, which is structured to draw out the best of your competence and excellence and cover the KSBs assigned to this assessment method. It will involve questions that will focus on the coverage of your prior learning or activity.

Your portfolio containing evidence of your work site experience, which is not itself graded or assessed, will be available on the day of the discussion and can be used by you to provide evidence to support the interview and questioning about your construction and renewal activities in a live site environment.

Delivery

The independent assessors will conduct and assess the professional discussion.

The professional discussion must last for 60 minutes and cover 12 questions from the EPAO's question bank. Follow up questions can be asked for clarification which are assessor generated and questions and answers must be recorded. The assessor has the discretion to increase the time of the professional discussion by up to 10% to allow you to complete your last answer.

Further time may be granted for apprentices with appropriate needs, for example where signing services are required.

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

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

The independent assessor will make all grading decisions.

Venue

The professional discussion can take place in either of the following:

- employer's premises
- a suitable venue selected by the EPAO (e.g. a training provider's premises)

The professional discussion should take place in a quiet room, free from distractions.

The End-Point Assessor Will:

- Plan the professional discussion (supported by the reflective portfolio of evidence) prior to it taking place and ensure that it is relevant to the standard.
- Ensure that you understand the process, the possible outcomes and how it is graded.
- Ensure they take steps to put you at ease.
- Ensure that he/she has the grading criteria and relevant documentation to hand before commencing the professional discussion.
- Complete the relevant documentation prepared by EAL as the EPAO, taking notes of what is said using the assessment recording document.
- Ensure that the outcome of assessment is notified to EAL as the EPAO within the timescale set by them.
- Ensure any special needs highlighted by the employer and training provider are taken into consideration in line with EAL's Reasonable Adjustments policy.

The professional discussion is graded **pass**, **distinction** or **fail** with the **outcome** contributing to the overall grade.

Portfolio of Evidence Requirements

At least **2 weeks** prior to professional discussion, you must submit a reflective portfolio setting out examples of work you have undertaken. The reflective portfolio will be used to inform the professional discussion through which you will demonstrate competence of the broad range of knowledge, skills and behaviours set out in the standard. The Employer will be required to confirm that the reflective portfolio provides an accurate representation of work carried out by you and is not embellished. The portfolio will not be graded as part of the EPA but will be used to ascertain the level of explanation given during the graded professional discussion. The reflective portfolio will be reviewed by an end point assessor, approved by EAL as the EPAO.

The reflective portfolio should include samples of work carried out by you. Being a demonstration of work carried out over a period of time and must **include** evidence of work carried out within the **last three months** of the on programme period, and will include a **minimum** of **2** and **no more than 3 activities** carried out by you that demonstrates the higher order knowledge, skills and behaviours of the standard. Where practicable this should include photographs, images, diagrams, together with on the job observations and witness evidence/testimony. This should also include situations that have been difficult or challenging, and how these have been overcome e.g. equipment breakdown which has resulted in a change in working practice while still adhering to company procedures. Any employer contributions must focus on direct observation of evidence (e.g. reviews/witness statements) of competence rather than opinions. The portfolio cannot include any methods of self-assessment or self-appraisal.

On commencement of the apprenticeship, you should begin to retain a reflective portfolio which is compiled throughout the apprenticeship. EAL as the EPAO advises that this portfolio is finalised before passing through the gateway. A sufficiently evidenced portfolio is a mandatory requirement of the EPA gateway requirement that supports the EPA professional discussion component.

Employers/training providers are free to devise their own version of the portfolio of evidence, but it is recommended that the portfolio of evidence contains the following information:

- Your name.
- Details of your workplace.
- Evidence to support the knowledge, skills and behaviours of the apprenticeship standard that are mapped to the professional discussion assessment method. Each of these **knowledge, skills and behaviour (KSB)** statements must be sufficiently evidenced (evidence can be provided through a range of sources, for example work reviews, department feedback) and mapped to the relevant KSBs. Each piece of evidence will cover multiple KSBs.
- Confirmation from your employer that the tasks evidenced in the portfolio were completed to the required standard of the organisation.
- Document the off-the-job training that has taken place during the on-programme phase, with at least **20%** of their employed time **off-the-job**.
- Copy of English and mathematics certificates.

Your **employer** must sign-off the **reflective portfolio**, thereby confirming the demonstration of competence against the KSBs assigned to this assessment component and authenticating its contents.

You must submit your reflective portfolio to EAL as the EPAO when applying for the EPA. An end point assessor will check and review the portfolio to glean personalised information that will assist the professional discussion component of the EPA.

Grading

All EPA methods must be passed for the EPA to be passed overall.

Both assessment methods must be passed in order to achieve an overall pass grade. A distinction grade is only available in the professional discussion, if a distinction is achieved in this assessment method and this is coupled with a pass in the practical test, an overall distinction grade will be awarded.

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

A **fail** in either assessment method will result in an EPA **fail**.

Independent assessors' decisions must be subject to **moderation** by EAL as the EPAO. Decisions **must not** be confirmed until after moderation.

The full details of the grading requirements, including: the area of the standard to be tested, the grade descriptors and the grading combinations table can be found in the end-point assessment plan for this standard here: <https://www.instituteforapprenticeships.org/apprenticeship-standards/tramway-construction-operative/>

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

Assessment method 1 Observation	Assessment method 2 professional discussion	Overall grade
Fail	Fail	Fail
Fail	Pass	Fail
Pass	Fail	Pass
Pass	Pass	Pass
Pass	Distinction	Distinction

Re-sits and Re-takes

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

You should have a supportive action plan to prepare for the re-sit or a re-take. Your employer will need to agree that a re-sit or re-take is an appropriate course of action.

If you fail any of the assessment methods, and therefore the EPA, in the first instance, you will be required to re-sit/re-take those failed assessment methods only.

Any assessment method re-sit or re-take must be taken during the maximum EPA period, otherwise the entire EPA must be taken again, unless in the opinion of the EPAO exceptional circumstances apply outside the control of the apprentice or their employer.

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

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

Roles and Responsibilities

There are five main roles involved in the end-point assessment process: you the **apprentice**, the **employer**, the **employer technical expert**, EAL as the **EPAO** and the **independent assessor**. A table listing their main responsibilities can be found in the end-point assessment plan for this standard here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/tramway-construction-operative/>

Internal Quality Assurance (IQA)

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

- appoint independent assessors who have knowledge of the following areas:
Experience of live-site tramway construction.
- appoint independent assessors who have recent relevant experience of the occupation/sector at least one level above the role of Tramway Construction Operative within the last three years or significant experience and competence of the occupation/sector.
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading.
- have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time.
- operate induction training and standardisation events for independent assessors when they begin working for the EPAO on this standard and before they deliver an updated assessment method for the first time.
- Operate annual standardisation as a minimum and ongoing moderation activity for all assessors.

External Quality Assurance (EQA)

EQA arrangements will ensure that EAL, as the EPAO delivering EPA for you, operates consistently and in line with the end-point assessment plan for this standard.

EQA for your apprenticeship standard will be undertaken by the Institute for Apprenticeships and Technical Education.

Grading

Assessment Method 1: Practical Test



KSBs	Name of grade	Grade descriptor
<p>S1 S3 S4 S5 S7 S8 S9 B1, B4</p>	<p>Pass</p>	<p>Correctly follows supporting documentation to complete the given task. (S3)</p> <p>Demonstrates professionalism at all times. Wears clean, correct and fit for use PPE appropriate for the activities to be undertaken. (S1, B4)</p> <p>Correctly follows the rules and procedures relating to safe systems of work (S1, B1)</p> <p>Demonstrates how to set up a temporary traffic management system in accordance with instructions using the correct manual handling methods and techniques. Communicates relevant technical information using radio or PA, confirming message has been received and understood. (S5, S7)</p> <p>Demonstrates the correct usage of the equipment within an area, identifies and correctly marks out the utility services found using the appropriate method (S4)</p> <p>Correctly sets up a safe system of work using the appropriate equipment to the activities to be undertaken and the work site environment (S1)</p> <p>Demonstrates appropriate preparation activities relevant to the plant or machinery; demonstrates correct usage with consideration to operational restraints (e.g. clearance, inclines, uneven terrain, weather conditions, restricted space and access), uses appropriate hand/arm signals which are clear and concise. (S4, S8)</p> <p>Selects, inspects and demonstrates the correct and safe usage of, handheld and power tools relevant to the task being completed. (S4, S8) Demonstrates how to clean and tidy the work area using the appropriate methods and resources. (S9)</p>
	<p>Fail</p>	<p>If any of the above criteria are not met, this assessment will be marked as a fail.</p>

Grading

Assessment Method 2: Professional Discussion

KSBs	Name of grade	Grade descriptor
K1 K2 K3 K4 K5 S2 S6 S8 S10 S11 B1 B2 B3	Distinction In addition to meeting the pass criteria	<p>Is able to consider the technical and geographical challenges of a live site environment and the potential impact on tramway construction activities. (S6, S8)</p> <p>Is able to consider improvements to working practices and explain the benefits of these (K2, B1)</p> <p>Demonstrates an understanding of the potential impact of tramway construction activities on other teams and their activities, stakeholders, and the wider environment (S10, S11, B3)</p> <p>Demonstrates an understanding of wider quality requirements and the working practices which can have a positive and negative impact on the quality of the Tramway (B2)</p>
	Pass	<p>Can describe pre-shift preparation requirements and the consequences of not meeting these (S2)</p> <p>Can describe the key features of the Tramway, the main components and the principles of how the operational tramway works (K5)</p> <p>Can describe the methods and techniques for safely carrying out construction and renewals activities in a live site environment, including the movement of large and irregularly shaped loads. (S6, S8)</p> <p>Demonstrates an understanding of health, safety and security procedures and requirements, including minimising risks and ensuring adherence with safe working practices in live site environments and relevant legislation. (K2, B1)</p> <p>Can describe different techniques and stages relating to the construction and renewal of the tramway, including inspection methods and techniques. (K3)</p> <p>Can describe acceptable tolerances, geometry specifications and the factors which may affect tramway construction. (K3)</p> <p>Understands codes of conduct and the requirements relating to working with others, including dealing with conflict, incidents, accidents and emergencies when working in a public-facing role and in a live site environment. (S10, S11, B3)</p> <p>Understands the Tramway environment, its history, range of structures and the interface with railway, highways and the pedestrianised environment. (K1)</p> <p>Understands the relationship between stakeholders, codes of conduct and the expectations and considerations when working in a public/open working environment (K4)</p> <p>Demonstrates an understanding of the level of quality and the attention to detail required throughout own work. (B2)</p>
	Fail	If any of the pass criteria are not met, this assessment will be marked as a fail.

Appendix 1: Portfolio Matrix Recording Sheet

<p>I confirm the information and evidence contained within this portfolio is my own work, relates to my performance and it is current and sufficient against the knowledge, skills and behaviours contained in the L2 Engineering Operative Apprenticeship Standard.</p>	
<p>I can confirm that I authorise EAL as the EPAO to make the application for my apprenticeship certificate following successful outcome of End-Point Assessment.</p>	
<p>Apprentice Name:</p>	<p>enter text.</p>
<p>Apprentice Signature:</p>	
<p>Date:</p>	<p>enter a date.</p>
<p>Employer details:</p>	
<p>I confirm that the information and evidence contained in this portfolio is the work of the apprentice, named above <input type="checkbox"/> (tick)</p>	
<p>Employer Name:</p>	<p>enter text.</p>
<p>Employer Job Title:</p>	<p>enter text.</p>
<p>Relationship to Apprentice:</p>	<p>enter text.</p>
<p>Employer Signature:</p>	
<p>Date:</p>	<p>enter a date.</p>

Appendix 2: Portfolio Reference (Apprentice complete)

Portfolio Evidence (PE)

Core Knowledge = CK, Core Skills = CS, Behaviours = B

Assessor check ✓	Portfolio Evidence reference (page number)	Criteria index	Core Knowledge:
<input type="checkbox"/>	Click or tap here to enter text.	CK 1	The tramway environment, its history, customers, relationship between stakeholders (landowners, councils, businesses, general public), range of structures and components (buildings, including grade II listed, bridges, tunnels etc.) and the interface with Heavy Railway, Highways and the pedestrianised environment.
<input type="checkbox"/>	Click or tap here to enter text.	CK 2	Safe working practices, legislation and organisational policies, procedures, requirements and systems in place relating to fitness for duty, health, safety and security including those for noise, dust and vibration control, working with limited space and access, working in an open/public/urban environment, working on or near a road or track.
<input type="checkbox"/>	Click or tap here to enter text.	CK 3	The principles of civil engineering and the range of construction and inspection methods and techniques required for the construction and renewal of the Tramway, including understanding the range of components, acceptable tolerances, geometry specifications and the factors which may affect Tramway construction
<input type="checkbox"/>	Click or tap here to enter text.	CK 4	Codes of conduct, organisational expectations and requirements including those relating to working with others, working in public facing/open working environment, quality expectations and working solutions that support environmental sustainability.
<input type="checkbox"/>	Click or tap here to enter text.	CK 5	The operational Tramway, its components, functionality, signalling principles and characteristics.
Assessor check ✓	Portfolio Evidence reference (page number)	Criteria index	Core Skills:
<input type="checkbox"/>	Click or tap here to enter text.	CS 1	Contribute to safe working practices and procedures, including wearing the appropriate personal protective equipment and follow the appropriate rules and procedures relating to safe systems of work in the Tramway environment, including working at heights and in confined spaces/trenches and on or near roads or track.
<input type="checkbox"/>	Click or tap here to enter text.	CS 2	Ensure all preparations for the shift have been carried out and all relevant information has been communicated and understood.
<input type="checkbox"/>	Click or tap here to enter text.	CS 3	Access and follow information and documentation to support construction and renewals activities, including method statements, risk assessments, plans, specifications, manuals etc
<input type="checkbox"/>	Click or tap here to enter text.	CS 4	Select, inspect and prepare handheld tools, equipment and items of plant to support construction and renewals activities, ensuring calibration tolerances have been met as applicable.
<input type="checkbox"/>	Click or tap here to enter text.	CS 5	Set up and maintain a temporary traffic management system and install barriers, signage and pedestrian walkways as required.

<input type="checkbox"/>	Click or tap here to enter text.	CS 6	Lift, move and install large and irregular shaped loads using appropriate equipment and/or methods within restricted space confinements.
<input type="checkbox"/>	Click or tap here to enter text.	CS 7	Communicate relevant and technical information clearly and timely, using appropriate equipment, verbal and non-verbal communication methods to colleagues and customers.
<input type="checkbox"/>	Click or tap here to enter text.	CS 8	Safely carry out construction and renewals activities, including: Installation and removal of temporary works. Installation of concrete, reinforced track form, tram stops, retaining walls, platforms, ducting and drainage. Laying of tarmac, kerbs and channels. Digging and excavation ensuring utilities are protected and avoided using approved techniques and procedures. Assisting with installation of steelwork structures and components (such as OLE framework), using approved methods and techniques including welding, assembling bolted joints. Assisting with Installation and renewal of light rail track, points, switches and crossings.
<input type="checkbox"/>	Click or tap here to enter text.	CS 9	Carry out site clearance activities, dealing with waste items, storage of reusable materials and components.
<input type="checkbox"/>	Click or tap here to enter text.	CS 10	Deal with incidents, accidents and emergencies, taking action to minimise risk to self and others e.g. minimising risk of cable strike, applying first aid.
<input type="checkbox"/>	Click or tap here to enter text.	CS 11	Deal with conflict and/or challenging behaviour, de-escalating issues and providing assistance which is considerate of risk and promotes good will.
Assessor check ✓	Portfolio Evidence reference (page number)	Criteria index	Behaviours:
<input type="checkbox"/>	Click or tap here to enter text.	B1	Safety - The ability to recognise and speak up when problems and potential safety issues arise and to stop work immediately. Remain calm under pressure and take responsibility to minimise risks and report/log close calls. Adhere to safe systems of work and relevant procedures including attending all safety briefings and training.
<input type="checkbox"/>	Click or tap here to enter text.	B2	Quality - Embrace new tasks and activities, agree achievable deadlines and have the confidence to ask questions, clarify understanding. Pay attention to detail, providing accurate, complete and relevant information.
<input type="checkbox"/>	Click or tap here to enter text.	B3	Customer Service - Work collaboratively, show respect for others, do what has been agreed and offer assistance to others when help is needed. Be friendly and approachable, providing timely answers and explanations. Act as a good listener.
<input type="checkbox"/>	Click or tap here to enter text.	B4	Professionalism - Be prepared for work, arrive on time and present a positive attitude and appearance.

Appendix 3: Gateway Checklist

The EPA must only start once the employer is satisfied that you are consistently working at or above the level set out in the occupational standard; that means you have achieved occupational competence. In making this decision, the employer may take advice from your training provider(s) but the decision must ultimately be made solely by the employer.

In addition to the employer's confirmation that you are working at or above the level in the occupational standard, the following gateway requirements must be met prior to you starting the EPA:

The apprentice has:	Evidence reference	Employer/provider confirmation (✓)	EPAO confirmation (✓)
¹ Achieved level 1 English	enter text.	<input type="checkbox"/>	<input type="checkbox"/>
¹ Achieved level 1 Maths	enter text.	<input type="checkbox"/>	<input type="checkbox"/>
Attempted level 2 English	enter text.	<input type="checkbox"/>	<input type="checkbox"/>
Attempted level 2 Maths	enter text.	<input type="checkbox"/>	<input type="checkbox"/>
Completed a minimum of 20% off the job training	enter text.	<input type="checkbox"/>	<input type="checkbox"/>
Satisfactorily completed training covering the skills, knowledge and behaviours as described in the standard.	enter text.	<input type="checkbox"/>	<input type="checkbox"/>
² Submitted a completed portfolio of evidence authenticated by employer	enter text.	<input type="checkbox"/>	<input type="checkbox"/>

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

²Sufficient evidence in the form of a reflective portfolio authenticated by employer to allow the apprentice to consistently demonstrate knowledge, skills and behaviours as described in the standard. The Employer will be required to confirm that the reflective portfolio provides an accurate representation of work carried out by the apprentice and has not been embellished. The portfolio must include samples of work carried out within the last three months of the on programme period, and must include a minimum of 2 and no more than 3 activities carried out by the apprentice that demonstrates the higher order knowledge, skills and behaviours of the standard.

Please refer to the assessment plan for this standard for full details.