

EPA Apprentice Guidance

End-point Assessment Apprentice Guidance for: **Level 3 Metrology Technician**

Standard Reference: ST0282

Contents

About EAL.....	3
Equal Opportunities and Diversity	3
Customer Service and Feedback	3
Document Purpose.....	4
Overview	4
End-point Assessment Gateway.....	5
Assessment Method.....	6
Assessment Method 1: KnowledgeTest	6
Assessment Method 2: Practical Observation	8
Assessment Method 3: Professional Review	10
Behaviours Assessment.....	11
Grading.....	12
Re-sits and Re-takes	13
Roles and Responsibilities	13
Internal Quality Assurance (IQA)	14
External Quality Assurance (EQA)	14
Mapping of Knowledge, Skills and Behaviours.....	14
Appendix 1: Gateway Checklist.....	15
Appendix 2: On programme learning mapping document.....	17

Document Amendments

Amendment Made	Issue Number	Effective From
New document	2.0	27-04-2020



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 Services

Tel: +44 (0)1923 652 400

Email: customercare@eal.org.uk

Document Purpose

To ensure a consistent approach when carrying out the practical observation, knowledge test, professional review 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 EPA Recording Document, which has been developed to record the outcome of your project, multiple-choice examination, professional discussion and your overall grade. The EPA 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 3 Metrology Technician apprenticeship standard. The EPA must be completed within **12** weeks 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:

Metrology Technician

- Apprenticeship Standard - STO282 (approved for delivery 20th December 2018).
- End-point Assessment Plan.

Both of which are currently available here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/metrology-technician/>

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.

End-point Assessment Gateway

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

The independent end-point assessment is synoptic, that is, it takes an overview of an apprentice's competence. It is important, therefore, that this should only take place when the employer is confident that the apprentice has met all the knowledge, skills and behaviours as set out in the standard. Once the employer is satisfied the apprentice has demonstrated full competence and that all criteria of the standard have been met, the apprentice can progress to the end-point assessment via the apprenticeship gateway, which is a decision point. Before an apprentice can pass through the gateway (decision point) for end-point assessment, they must, in addition to being competent across the knowledge, skills and behaviours required by the Metrology Technician standard, have achieved Level 2 in English and Mathematics.

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

At this point you may wish to submit evidence of your on-programme learning to support the KSB's, to the EPAO. This can be used to support the professional discussion points within Assessment Method 3: Professional Review. The evidence you wish to submit must be referenced against the relevant KSB's within the standard.

This can be recorded using the on-programme learning mapping document provided, (**Appendix 2**)

Assessment Methods

The end-point assessment is made up of three elements: Practical Observation

1. Knowledge Test - via Multiple-choice examination.
2. Practical Observation
3. Professional Review

Assessment Method 1: Knowledge Test

Knowledge Assessed by the Multiple-choice Examination

What is the Knowledge Assessment?

- **90-minute**, multiple-choice test comprising of **50 questions**, with **four** answer choices per question.
- Externally set and marked by an Assessment Organisation.
- Taken under controlled conditions usually on screen.
- Closed book with no supporting documents allowed.
- Graded as a fail/pass/distinction.

You will undergo an on-demand test under controlled and invigilated conditions that will synoptically test the knowledge requirements stated within the standard. This test will usually be taken online and be automatically marked, unless specific assessment needs have been identified, requiring alternative methods to be used, such as a paper-based test. The knowledge test should take place before the practical observation and professional review.

Questions will have been developed by professionals with current industry specific knowledge and will have undergone a process of testing and verification to ensure they are valid, sufficient, authentic and current.

The definition of controlled conditions will be set out by the Assessment Organisation, which will clearly define and explain the requirements. However, as a minimum, the controlled conditions must include you not having any access to the internet, email or data stored on the hard drive of a computer or portable storage media e.g. memory sticks and must also include apprentices not having access to any unauthorised materials, including web enabled sources of information (iPods and mobile phones) during the knowledge test. The controlled conditions should also include any specific requirements in relation to the assessment environment, such as, lighting, space, privacy and the requirements for an invigilator to follow best practice processes.

To achieve a pass grade, you **must** answer at least **60%** of the questions correctly. To achieve a distinction grade, you must answer at least **85%** of the questions correctly.

Assessment Organisations will be expected to set and monitor the quality and performance of their questions and tests.

The Assessment Organisations are responsible for ensuring questions are current and reflect the requirements of **50** multiple-choice questions. Adequate steps must be taken to mitigate risk associated with old and or recurring questions.

Assessment tools must be developed by the Assessment Organisation to support reliable and consistent delivery of knowledge tests, such as question banks, sample

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

<https://www.instituteforapprenticeships.org/apprenticeship-standards/metrology-technician/>



Who is the Invigilator?

The invigilator may be sourced from the employer but must be approved by EAL as the End-point Assessment Organisation (EPAO) and must operate according to EAL's guidance. They must have no direct connection with the apprentice.

Assessment Method 2: Practical Observation

Knowledge, Skills and Behaviours Assessed by the Practical Observation

- **2.5** hours observation of the apprentice in the workplace or external controlled environment (including a **15** min initial briefing session).
- Opportunity for you to demonstrate knowledge, skills and behaviours.
- Undertaken at your normal place of work or an assessment centre
- Graded as a fail/pass/distinction.

A practical observation is a synoptic assessment of you within your workplace or external controlled environment allowing you to demonstrate the breadth of their knowledge, skills and behaviours. You will not know in advance the activities they will be assessed upon. You will be briefed during the initial **15**-minute session where you should be encouraged to ask questions, and to confirm your understanding of what is required of you during the observation.

The practical observation should reflect a frequent scenario from your work activities and will relate to the specific role you are working in. As a **minimum**, the structure of the practical observation should require you to demonstrate you can work safely whilst planning, performing and recording a measurement output and should include the following tasks:

- Selecting relevant tools, equipment, instrumentation and software
- Preparing the work environment and performing tests and checks on relevant tools, equipment, instrumentation and software
- Planning and performing measurement task/s following specified procedures and methodologies
- Recording and reporting measurement results and data in line with specifications

In certain circumstances, where the situation demands it, simulation of specific practical work activities will be allowed. These must be agreed in advance with the employer and the Assessment Organisation. Where simulation of practical work activities is allowed the Assessment Organisation must ensure that they are realistic, consistent and comparable with workplace expectations.

If you undertake simulated practical work activities, you should not be unfairly advantaged or disadvantaged in any way. For example, a simulated practical work activity could include dealing with faults or problems which may not naturally occur during the practical observation assessment e.g. taking action when non-conforming tools, equipment, instrumentation, materials and software programs have been identified.

The practical observation will show how well you can meet the requirements of the standard. The practical observation will be designed and administered by the Assessment Organisation and will be conducted and assessed by the independent assessor, using a quality assured format.

Assessment tools must be developed by the Assessment Organisation to support reliable and consistent delivery of practical observation assessments, such as, observation checklists, a practical observation structure brief, recording documentation and guidance document/s on how to conduct a robust practical observation.

The date and time of the practical observation should be planned in advance to ensure that you have sufficient time to prepare. You should be given at least **one** weeks notice of the practical observation assessment date. The practical observation should take place before the professional review and, where possible, they both should take place on the same day.

The practical observation will be graded using criteria developed by the Assessment Organisation which will be aligned to the grading profile below:

1. A **pass** candidate is capable of making their own decisions and will be able to demonstrate effective planning methodology, which is logical and shows consideration to health and safety legislation, codes of practice and applying safe working practices. They will be able to get on with the task to the standard and level of detail expected, rectifying mistakes and seeking out additional information and documentation as required. They will be able to interpret information and report findings accurately and succinctly.
2. A **distinction** candidate will in addition, be able to actively seek ways in which plans, and activities can be adapted to increase effectiveness of the task. They will utilise opportunities above the minimum required to display their knowledge, skills and behaviours during the course of the task. They are confident in their abilities and bring value by challenging the outcomes and methodology, identifying recommendations based on conclusions.

To achieve a pass grade, you **must** achieve all **15** Knowledge, skills and Behaviours. To achieve a distinction grade at least **12** of the Knowledge, skills and Behaviours must be marked as a distinction.

Additional follow up questions may be asked by the independent assessor (technical expert), as appropriate, to confirm their understanding of the rationale for the actions taken and the choices made to complete the tasks. Where follow up question are required, they must be recorded and attached to the EPA Recording Document.

The final practical observation is graded fail, pass or distinction with the **outcome** contributing to the overall grade. The practical observation checklist and grading criteria to include the assessment decision made must then be completed.

After completion of the activity, the independent assessor (technical expert) must submit all relevant documents covering the practical observation to include the questioning component to the EPAO within 10 working days.

Assessment Method 3: Professional Review

Knowledge, Skills and Behaviours Assessed by the Professional Review

The purpose of the professional review/discussion is to determine the extent to which you understand the requirements of your role as defined by the standard and to explore them through discussion.

The professional review/discussion is undertaken after the knowledge test and practical observation have taken place.

The professional review/discussion shall be a face-to-face session involving you the apprentice and the end-point assessor. Your on-programme learning will be used as a source of evidence by which you can exemplify their responses to questions asked by the assessor.

Technical knowledge, behaviours and knowledge shall be assessed using this professional review/discussion and the outcome shall be graded as Fail, Pass or Distinction. These are mapped in **Annex A** of the end-point assessment plan for the standard.

The on programme learning itself will not be assessed but will be used by the assessor to prepare the questioning for the professional review/discussion and by you to exemplify your responses to the questions.

1-2-1 Discussion with End-point Assessor

- The professional review/discussion will assess the knowledge, skills and behaviours as specified in **Annex A** of the end-point assessment plan for the standard.
- Undertaken after the knowledge test and practical observation have taken place.
- The professional review/discussion shall be supported by on programme learning e.g. Portfolio, Project etc.
- The professional review/discussion shall last a **minimum** of **30** minutes but up to a **maximum** of **1-hour** structured discussion between the apprentice, and the independent assessor.
- The professional review/discussion shall be carried out by an independent end-point assessor appointed by EAL as the EPAO.
- The professional review/discussion will be conducted in a 'controlled environment' i.e. a quiet room. Where the discussion is not face-to-face, independent assessors must ensure adequate controls are in place to maintain fair and accurate assessments and have robust procedures in place to authenticate the learner's identity.
- The practical observation, exploring the apprentice's broader knowledge of the principles and processes behind the skills they have demonstrated and the knowledge, skills and behaviours in the standard as defined in **annex A** of the end-point assessment plan for the standard.
- Prior to the assessment the apprentice shall be given suitable notice, not less than **5 working days**, to provide preparation time (for example to make travel arrangements if necessary). The apprentice can, if they so wish, bring supporting material/evidence to the discussion to assist in the demonstration of their knowledge, skills and behaviours.
- Independent assessors must ask apprentices assessment plan for the standard. Supplementary questions are allowed to seek clarification.

The End-point Assessor Must:

- Plan the professional review discussion prior to it taking place and ensure that it is relevant to the standard.
- Ensure that the apprentice understands the process, the possible outcomes and how it is graded.
- Ensure they take steps to put the apprentice at ease.
- Ensure that he/she has the grading criteria and relevant documentation to hand before commencing the professional review/discussion (supported by on programme learning)
- Complete the relevant documentation prepared by EAL as the EPAO, taking notes of what is said.
- 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 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/metrology-technician/>

The Professional Review will be graded using criteria developed by the Assessment Organisation which will be aligned to the grading profile below:

1. A **pass** candidate will respond to questions in a clear and well-defined manner, demonstrating their knowledge, skills and behaviours. They are able to reflect on their own learning and are able to make suggestions for future goals and objectives. They are able to expand on information and scenarios provided, stating implications and the importance of methodologies and requirements.
2. A **distinction** candidate will in addition, without prompting, be able to critically assess own performance, demonstrating an understanding of their own learning style. During the review they will proactively utilise opportunities to display their wider knowledge, skills and behaviours. They are able to demonstrate an understanding of the bigger picture and are able to enter into scenario discussion, identifying issues and proposing alternative solutions and improvements. They can communicate complex technical information confidently and succinctly.

To achieve a **pass** grade, you **must** achieve all **22** Knowledge, skills and Behaviours. To achieve a **distinction** grade at least **16** of the Knowledge, skills and Behaviours must be marked as a distinction.

Behaviours Assessment

You are expected to demonstrate the behaviors, as detailed within **Annex A** of the assessment plan for the standard, throughout the end-point assessment.

Grading

Independent assessors must individually grade each assessment method according to the requirements set out in the end-point assessment plan for this standard. Restrictions on grading apply where apprentices re-sit/re-take an assessment method – see re-sit/re-take section below.

The three assessment methods outlined are **equally** weighted. EAL as the EPAO will combine the grades of all three assessment methods to determine the overall EPA grade.

To achieve an EPA **pass**, you must achieve a **pass** or distinction in the observation and professional review/discussion and a **pass** in the multiple-choice examination.

To achieve an EPA **distinction**, you must achieve a **distinction** in the multiple-choice test and a **distinction** in the practical observation **and** professional review/discussion.

A **fail** in any 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/metrology-technician/>

Assessment Method 1: Knowledge Test	Assessment Method 2: Practical Observation	Assessment Method 3: Professional Review	Overall Grading
Fail	Fail	Fail	Fail
Pass	Fail	Fail	Fail
Fail	Pass	Fail	Fail
Fail	Fail	Pass	Fail
Fail	Pass	Pass	Fail
Pass	Pass	Fail	Fail
Pass	Fail	Pass	Fail
Pass	Pass	Pass	Pass
Distinction	Fail	Fail	Fail
Distinction	Pass	Fail	Fail
Distinction	Fail	Pass	Fail
Distinction	Pass	Pass	Pass
Distinction	Distinction	Distinction	Distinction
Fail	Fail	Distinction	Fail
Pass	Fail	Distinction	Fail
Fail	Pass	Distinction	Fail
Pass	Pass	Distinction	Pass

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, will be required to re-sit/re-take those failed assessment methods.

Any assessment method re-sit or re-take must be taken within 16 weeks of the fail notification, otherwise the entire EPA must be taken again, unless, in the opinion of EAL as the EPAO, exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits and re-takes **are not** offered to you, 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 EAL as the EPAO determines there are exceptional circumstances requiring re-sit or re-take.

If a re-take/re-sit relates to the practical observation, you must be presented with a different task, which must cover the same components/activities.

If the re-take/re-sit relates to the knowledge test, you must be presented with a new randomized on-line knowledge test.

If the re-take/re-sit relates to the professional discussion, you must be questioned on the same subject area.

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/metrology-technician/>

Internal Quality Assurance (IQA)

Internal quality assurance refers to the requirements that EAL as the EPA organisation must have in place to ensure consistent (reliable) and accurate (valid) assessment decisions.

EAL for this EPA will:

- Appoint independent assessors who have knowledge of the following areas: Metrology techniques and health and safety.
- Appoint independent assessors will have recent relevant experience of the occupation/sector or significant experience of the occupation or sector.

- The assessor will have the following minimum skills, knowledge and occupational competence:
 - Hold, or be working towards an independent assessor qualification e.g. A1 and have had training from EAL in terms of good assessment practice, operating the assessment tools and grading.
 - Hold an engineering qualification at Level 3 or above.
 - Current experience in the Metrology sector or have evidence of a minimum of 5 days continuing professional development per year related to the Metrology sector.
- Provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading.
- Have quality assurance systems and procedures that support fair, reliable and consistent assessment across organisation and over time.
- Operate induction training and standardisation events for independent assessors when they begin working for EAL.
- Operate induction training and standardisation events for each independent assessor before they deliver an updated assessment method for the first time.
- Thereafter operate regular standardisation events for independent assessors at a frequency determined by risk, good practice and need and based on sufficient robust auditing activity.
- Operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, good practice, need and based on sufficient robust auditing activity. EAL will have in place clear robust policies and manage the moderation of their independent assessors dynamically (i.e. increase moderation rates above a minimum as necessary as a matter of course).

External Quality Assurance (EQA)

EQA arrangements will ensure that EAL, as the EPAOs 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 (IoA).

Mapping of Knowledge, Skills and Behaviours

A table, which provides full mapping of the KSBs, can be found in Annex A of the end-point assessment plan for this standard here:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/metrology-technician/>

Appendix 1: 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 (✓)
*Achieved a minimum level 2 English	Example Template	<i>Example Template</i>	<i>Example Template</i>
*Achieved a minimum level 2 Maths	Example Template	<i>Example Template</i>	<i>Example Template</i>
Satisfactorily completed the formal training plan agreed with the apprentice by the employer.	Example Template	Example Template	Example Template

The above is a sample only; referenced from the EPA Recording Document.



Level 3 Metrology Technician Apprenticeship - Standard Reference Number: ST0282
Assessment Method 3: Professional Review

Apprentice's Name: Click or tap here to enter text.

Apprentice's Company: Click or tap here to enter text.

Apprentice's Unique Identifier: Click or tap here to enter text.

Date Apprenticeship started: Click or tap here to enter text.

Date of End Point Assessment: Click or tap here to enter text.

***Note: The On-programme learning mapping document will be submitted to EAL as supporting evidence to support Method 3: Professional Review as part of their EPA Gateway application.**

Appendix 2: Assessment Method 3: Professional Review

Fail F	Pass Criteria P	Distinction Criteria D	
Do not meet the criteria	The candidate will respond to questions in a clear and well-defined manner, demonstrating their knowledge, skills and behaviours. They are able to reflect on their own learning and are able to make suggestions for future goals and objectives. They are able to expand on information and scenarios provided, stating implications and the importance of methodologies and requirements.	A distinction candidate will in addition, without prompting, be able to critically assess own performance, demonstrating an understanding of their own learning style. During the review they will proactively utilise opportunities to display their wider knowledge, skills and behaviours. They are able to demonstrate an understanding of the bigger picture and are able to enter into scenario discussion, identifying issues and proposing alternative solutions and improvements. They can communicate complex technical information confidently and succinctly.	
Ref	Descriptors	Apprentice's justification of why they think they met Pass criteria	Evidence Reference Number:
K1	The principles of metrology and their application within industry, Law, business, science and society, including measurement units, capability, traceability and uncertainty.	Click or tap here to enter text.	Click or tap here to enter text.
K2	Safe working practices and legislation, regulation, industry and organisational policies, procedures and requirements relating to health and safety. Additional information: Legislation includes: Health and safety for metrology includes: <ul style="list-style-type: none"> • Personal Protective Equipment • Manual Handling • Hazards such as working with electricity/high voltage current, working with lasers, working with high temperature instrumentation Control of Substances Hazardous to Health (COSHH).	Click or tap here to enter text.	Click or tap here to enter text.
K3	The commercial environment in which the organisation operates, the national and international regulations and standards, industry and organisational procedures and requirements relating to metrology codes of conduct	Click or tap here to enter text.	Click or tap here to enter text.

	<p>and the importance of their application.</p> <p>Additional information: National and International regulations and standards includes International Organization for Standardization (ISO) standards, such as, ISO 9001 Quality Management Systems and ISO 17025 General requirements for the competence of Testing and Calibration Laboratories.</p>		
K4	<p>Quality requirements, assurance, verification, inspection, accreditation, audit systems and processes, why these are important and their role in Metrology.</p>	Click or tap here to enter text.	Click or tap here to enter text.
K5	<p>The measuring environment, the potential sources of uncertainty, the impact on data collection, analysis, interpretation and results</p>	Click or tap here to enter text.	Click or tap here to enter text.
K6	<p>The appropriate mathematical techniques including statistics, process control methodologies, measurement systems analysis, data analysis, trend analysis, algebraic expressions, formulae and calculations required to perform measurement tasks.</p>	Click or tap here to enter text.	Click or tap here to enter text.
S1	<p>Identify measurement needs and make informed decisions about the measurement process and timescales required, including selection of; tools, equipment, instrumentation and software programs.</p>	Click or tap here to enter text.	Click or tap here to enter text.
S4	<p>Take action when non-conforming tools, equipment, instrumentation, materials and software programs have been identified.</p>	Click or tap here to enter text.	Click or tap here to enter text.
S5	<p>Plan and perform measurement tasks to ensure verifiable results, using measurement tools, equipment, instrumentation and software programs, following specified</p>	Click or tap here to enter text.	Click or tap here to enter text.

	procedures and methodologies.		
S6	Retrieve, analyse, interpret, validate and record measurement results and data in line with specifications.	Click or tap here to enter text.	Click or tap here to enter text.
S8	Communicate relevant and specific information through various channels to meet customer requirements.	Click or tap here to enter text.	Click or tap here to enter text.
S9	Comply with statutory regulations, national and international standards, industry and organisational procedures and requirements relating to codes of conduct when carrying out measurement tasks. Additional information: National and International regulations and standards include International Organization for Standardization (ISO) standards, such as, ISO 9001 Quality Management Systems and ISO 17025 General requirements for the competence of Testing and Calibration Laboratories.	Click or tap here to enter text.	Click or tap here to enter text.
S10	Identify measurement needs and make informed decisions about the measurement process and timescales required, including selection of; tools, equipment, instrumentation and software programs.	Click or tap here to enter text.	Click or tap here to enter text.
S11	Take action when non-conforming tools, equipment, instrumentation, materials and software programs have been identified.	Click or tap here to enter text.	Click or tap here to enter text.
B1	Focus on quality and maintain concentration with a high level of attention to detail and accuracy.	Click or tap here to enter text.	Click or tap here to enter text.
B2	Take an analytical approach to solving problems through systematic monitoring and checking of information to meet industry standards.	Click or tap here to enter text.	Click or tap here to enter text.

B3	Be self-motivated and inquisitive, being confident to speak up and challenge when appropriate	Click or tap here to enter text.	Click or tap here to enter text.
B4	Be committed to learning and continuous improvement.	Click or tap here to enter text.	Click or tap here to enter text.
B5	Work with and respect others by working flexibly and collaboratively, maintaining effective professional relationships with clear organisational and personal benefits and showing commitment to equality and diversity.	Click or tap here to enter text.	Click or tap here to enter text.
B6	Act professionally, ethically and conscientiously by adhering to relevant legislation, regulation, standards, organisational procedures and demonstrate accountability and reliability.	Click or tap here to enter text.	Click or tap here to enter text.
B7	Plan and manage time effectively and prioritise workloads to meet deadlines and customer requirements.	Click or tap here to enter text.	Click or tap here to enter text.
B8	Be commercially aware and recognise the relevance of efficiency and the need for change to processes and procedures to meet business and customer requirements.	Click or tap here to enter text.	Click or tap here to enter text.



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