

Independent Technical Expert for Dual Fuel Smart Meter Installer (Electricity and Gas) Level 2

End-point Assessment – Background Information

Introduction

The government's new trailblazer standards mandate a period of end-point assessment (EPA) at the end of the apprentice's learning journey (typically in the last 3-6 months). This is totally separate from the on-programme journey which cannot be mandated by the end-point assessment organisation. An independent organisation must be involved in the EPA of each apprentice so that all apprentices following the same standard and are assessed consistently and fairly.

Organisations approved as suitable to conduct the independent EPA of apprentices and be in receipt of public funds are listed on the Register of Apprentice End-Point Assessment Organisations (RoAEP AO) (the register). Energy and Utility Skills is on the register to deliver EPA through its Independent Assessment Service (IAS) for the following apprenticeship standards:

1. [Power Network Craftsperson](#)
2. [Water Process Technician](#)
3. [Utilities Engineering Technician](#)
4. [Dual Fuel Smart Meter Installer](#)
5. [Gas Network Craftsperson](#)
6. [Gas Network Team Leader](#)
7. [Gas engineering](#)
8. [maintenance-operations-engineering-technician](#)
9. [electrical-power-protection-and-plant-commissioning-engineer](#)

Unlike vocational qualifications or other technical qualifications, the end-point assessment work has by nature to be independent through the appointment of technical experts and/or assessors. Their role is to work to meet the criteria set out within the published assessment plan.

Invitation

This invitation is specifically for Technical Experts to undertake end-point assessment activities in respect of the Dual Fuel Smart Meter Installer (Electricity and Gas).

The following are extracts from the end-point assessment plan to help you consider whether or not your skills and experience are appropriate and whether or not you consider yourself **occupationally competent and experienced** to apply. All applicants must hold Gas Safe registration and a MOCOPA certificate

End-Point Assessment Background

Apprentices must successfully complete end-point assessment to achieve their apprenticeship. Their apprenticeship will typically be 14 months, with the end-point assessment being taken in the final 3 months. Apprentices will be awarded a 'fail', 'pass' or 'distinction' based on their performance in the end point assessment.

Successful achievement of the end point assessment will lead to final certification of the apprenticeship and demonstrate that the apprentice is a fully authorised competent worker who can work safely and confidently to install, maintain and/or repair a range of systems. It uses the following assessment tools:

- Portfolio, including a work observation record and final review
- End-point interview.

The apprentice's employer will identify when the apprentice is ready to undertake the end-point assessment and make the necessary arrangements with the EUIAS

The end point assessment may be completed over a three month period to accommodate work scheduling and cost effective planning of resources. An apprentice should not be recommended for end point assessment until they have had extensive experience of effectively and efficiently undertaking the range of tasks the assessments require.

Assessment Methods

Portfolio

The apprentice will compile a portfolio during their apprenticeship. It will include evidence of experience gained in the workplace and simulated environments, collectively demonstrating competence against all aspects of the apprenticeship standard ie all skills, knowledge and behaviours. It may for example include work products, witness statements and reflective journals, together with a final progress review and final observation. The portfolio will include a gas safe registration certificate, MOCOPA and the details of the work observation of the apprentice that the employer has undertaken.

The portfolio will be marked by a technical expert, using standardised assessment criteria and documentation; recording coverage against the standard, highlighting any performance above or below and awarding a preliminary mark out of 100. Further information on the work place observation is provided below. The portfolio will be assessed before the end-point interview.

Work Observation

An observation completed by the apprentice's employer during the end-point assessment period will be included in the portfolio. Apprentices will be observed carrying out the following activities: 'installation,' 'exchange', 'commissioning' and 'decommission' of smart metering systems, associated equipment and communication systems in accordance with industry standards.

The observation will be undertaken by the apprentice's line manager/trainer, safety or quality assurance engineer to confirm the apprentice's approach and behaviours while applying their skills and knowledge in a live working situation. During or after the observation the apprentice may be asked questions to demonstrate knowledge and understanding relating to the activity. Standardised recording documentation provided by the assessment organisation will be used to record the observation.

Smart Meter Installers will need to demonstrate that they can:

- carry out a thorough and rigorous risk assessment to ensure safety of customer, self and property on arrival, during install/exchange, commission/decommission and upon exit
- work safely and efficiently in line with current Health, Safety and Environmental legislation
- prepare and sequence equipment and tasks in the order prescribed in relevant operational standards or according to a specific regulations or set of rules
- demonstrate a knowledge of gas and electrical testing and assessment procedures needed to establish the condition of the equipment and installation and the actions needed as a result
- use a variety of appropriate communication methods to interact with customers and others to give/receive information accurately, in a timely and positive manner in order to deliver the best possible experience to customers. This will include practical advice and the benefits of using the equipment
- deliver polite, courteous professional service to all customers and members of the public whilst safeguarding customer welfare and recognising vulnerability.

End Point Interview

An interview will take place at the end of the apprenticeship. This interview will allow a technical expert to question the apprentice in relation to their skills, knowledge and behaviours, based on their portfolio evidence, including workplace observation.

Questions will be standardised, so that essential knowledge such as current health and safety legislations and regulations can be demonstrated consistently by all apprentices. The interview will typically last one hour.

The end point interview will be marked by a technical expert, using standardised assessment criteria and documentation; recording coverage against the standard, highlighting any performance above or below and awarding a preliminary mark out of 100.

Based on the portfolio and the end point interview scores, the technical expert will then award a preliminary fail, pass or distinction grade as per the grading matrix described below and provide a short written justification for the grading decision.

Final Grading

Technical Experts may be required to review the grading decisions awarded, examining evidence where required on a 'risk based' sampling basis. The risk and thus sampling will be dependent on the level of experience of the technical expert who undertook the assessments and results of previous quality assurance checks. Thus it can be expected that the decisions of 'new' technical experts will receive 100% checks, reducing to a minimum of 20% for experienced technical experts where there have been no disputed grading decisions.

If there is a difference of opinion in the grading decisions, a discussion will be held during the employer's internal standardisation meeting and an agreement reached. A written justification for the grading will then be submitted for EUIAS quality assurance.

Depending on the employer requirements, this activity may be undertaken by the apprentice's employer.

Technical Experts Criteria

Technical Experts must demonstrate:

- They will not have directly worked with the apprentice or participated in their learning and training.
- An appropriate level of competence i.e. training and experience to undertake the role
- Hold Gas Safe registration and a MOCOPA certificate
- Hold or be working towards an assessor qualification.
- Meet the generic requirements of the attached Job/Person Profile

Technical Experts Commitment

If you are successful in becoming a Technical Expert for Dual Fuel Smart Meter Installer (Electricity and Gas), the following is an outline of the commitment that will be expected of you:

- Declare any conflicts of interest

- Sign a confidentiality agreement
- Keep the EUIAS updated with any changes in your circumstances
- Be subject to an annual data check to make sure our records remain accurate
- Use the documentation provided by the EUIAS to undertake the end-point assessments
- Be familiar with the guidance in relation to the requirements of the apprenticeship, portfolio, workplace observation, marking of the portfolio, internal and external quality assurance
- Be subject to monitoring of assessments by EUIAS
- Accept remedial support to ensure consistency and reliability of your judgements on a risk based basis
- Declare accurate accounts of your knowledge, experience, assessment qualifications and independence
- Attend training in terms of the requirements of the apprenticeship, EPA operation, marking of the assessment tools and grading
- Attend regular standardisation events to ensure consistent application of the guidance and consistency of judgements across a wide geographic spread and different levels of experience
- Attend training to maintain your assessor skills
- Be familiar with the EUIAS policies and procedures eg complaints and appeals procedure.

Next Steps

If you are interested in being included on our database of Technical Experts for Dual Fuel Smart Meter Installer (Electricity and Gas), we would be delighted to receive your details on the attached form together with your CV.

You should clearly explain in a letter how you meet all of the criteria contained in the Job/Person Profile, completed the attached application form and submit a current CV to provide details of your broader skills and experience. Once received we will contact you to explore your areas of expertise and interest. If successful at this stage we will then carry out a process of risk assessment and approval to ensure capability, capacity and independence to support the delivery of this EPA.

Please submit your application to enquiries@euias.co.uk