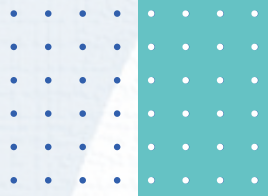


# Drinks Dispense Technician Guide to EPA



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# Document History

This document replaces all previous versions. The Guide to EPA is subject to regular revision and is maintained and version controlled electronically.

Previous changes were recorded separately and are held by the Quality and Operational Assurance Director.

Date	Change
<b>29/02/2024</b>	All guides redesigned and condensed down to suit apprentices, employers and training providers.
<b>17/04/2024</b>	Changed to Version 1.1





# WHAT IS AN END-POINT ASSESSMENT?

The EPA is the final part of your apprenticeship. It is important so prepare well for it! It is designed to confirm you have the skills, knowledge and behaviours needed to become a qualified Drinks Dispense Technician.

## Getting ready for your EPA:

To enter gateway you will need to have the following requirements:

- Level 1 and 2 in English and maths.
- Gateway declaration form
- A portfolio of evidence to underpin the interview component

## Reasonable adjustments:

Your employer must inform FDQ if you need any reasonable adjustments for your EPA. For example, extra reading time or instructions in larger font. Make the request for adjustments when your employer requests your EPA test. FDQ is committed to provide equality throughout all our EPAs.

The FDQ Arrangements for reasonable adjustment policy can be found at [www.fdq.org.uk](http://www.fdq.org.uk)

## EPA Itinerary:

FDQ will send details of the date and time of your EPA to your employer and yourself. This will be sent by our operations team when they have confirmation from the relevant EPA manager. Apprentices have 12 weeks to complete their EPA once they have entered the FDQ gateway.

## What happens after your EPA day?

FDQ will confirm the final results, including a grade for the EPA to your training provider. We aim to process results within a 3-6 week period from your final EPA date. If you pass your EPA, the Education and Skills Funding Agency (ESFA), on behalf of the Institute of Apprenticeships will send your Apprenticeship certificate to your employer. Your certificate should then be passed onto you!

## What happens if you don't pass your EPA?

If you don't pass your EPA there is always an option to resit/retake. Please read page 28 for more information.

# End-point Assessment Day:

## What to expect on the day of your EPA

You should arrive at least 30 minutes prior to start time of your EPA. The Independent examiner will arrive and in preparation for the EPA day to commence.



	Component	Time allowed	Questions	Graded
1	Knowledge Test	90 minutes	There are 50 multiple-choice questions (MCQs) in the test.	Fail/Pass/Distinction
2	Workplace observation with questioning	The OQ lasts four hours, +10% at the IE's discretion	A minimum of 15 open questions will be asked.	Fail/Pass/Distinction
3	Interview underpinned by portfolio of evidence	90 minutes, with 9 minutes allowed to finish a question	Apprentices will be asked a minimum of 12 questions against 12 themes.	Fail/Pass/Distinction

# 3.0 ABOUT THE EPA



## Site visit from EPA Manager

This will be conducted by an EPA Manager to introduce the service and meet all parties involved. This includes the employer, training provider and the apprentice, to assess and agree readiness of the apprentice for EPA. The visit from the EPA Manager can be in person or remote. The visit will:

- Review the suitability of the venue for EPA and that minimum requirements are met. Wherever possible, the EPA will take place in the apprentice's workplace. However, if this is not possible, FDQ may agree to an alternative venue.
- Ensure that the apprentice is not disadvantaged in any way and is assessed in a fair, safe and robust environment.
- Agree a suitable date and time for the EPA and agree an outline of the day's events.
- Agree a suitable format for the Observation to enable the apprentice to demonstrate the required activities, as well as a quiet area/room for assessing supplementary evidence, answering mandatory questions and conducting the Professional Dialogue and Interview.

## Fees for the EPA:

FDQ is required to have a transactional agreement with the training provider for the EPA services that are commissioned for the apprentice. FDQ will act on behalf of the apprentice's employer and at the point of entering the gateway the EPA fee will be discussed and agreed with all parties. FDQ has a fees policy for all our standards.

When the apprentice has entered the gateway and the EPA date is set, FDQ will issue a contract & payment schedule to the training provider who will sign and return within 10 days. An invoice will normally be issued to the training provider prior to appointed date of the EPA with a 30-day payment expectation.

EPA Assessment Method	Key
Knowledge Test	KT
Workplace observation with questioning	OQ
Interview underpinned by portfolio of evidence	IPE

# WHAT KNOWLEDGE, SKILLS & BEHAVIOURS IS ASSESSED THROUGH EACH COMPONENT?

Standard reference	Knowledge to be assessed	KT	OQ	IPE
K1	Drinks dispense system installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing.		.	
K2	Drinks dispense system maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, preventative maintenance, testing; common faults and causes.		.	
K3	System specifications for example, keg, cask, soft drinks, nitro coffee, frozen, carbonated, manufacturer specifications, temperature, gas type, flow speed, couplers, post-mix; what they are, the effects they have and how to use them.	.		
K4	Product specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturer's specification, stock rotation; what they are and how to use them.	.		
K5	Electrical systems including polarity testing, codes, Portable Appliance Testing (PAT), use of a multimeter; principles of electricity, voltage, types of current: Alternating Current/Direct Current (AC/DC).	.		

K6

Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems.

.

K7

Pipework and plumbing including different materials, joints and routing; requirements including length and building restrictions.

.

K8

Asset management, including identification of equipment/parts, value of stock and equipment, correct handling of parts, salvageability of parts to be removed, returns process, disposal.

.

K9

Stock management for example stock requirements, lead times, stock management systems.

.

K10

Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, PAT tester, multimeter, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection.

.

K11

Cleaning (line & glass) including different systems, symptoms of infected/contaminated line, cleaning process, health and safety dangers, fault-finding, effect of bacteria in lines, the need for effective pest control around products and manufacturers guidelines.

.

K12

Perfect pour for example how to create, problem solving, environment, cleaning of vessels/glassware, operation of glasswashers and icemakers.

.

K13

Codes of Practice (COP) and guidelines, including British Soft Drinks Association, British Beer and Pub Association, Brewing Food & Beverage Industry Trade Association, Brand Dispense Association, British Soft Drinks Association electrical guidelines, British Beer and Pub Association electrical guidelines, brand matrix, Brands Dispense Association Drinks Installation Manual.

.

K14

Legal requirements and compliance including authority to work, trading standards, transport regulations (for example. RBUS (Return Beer Unfit for Sale)/ullage, overloading, gas canisters), General Data Protection Regulations, electric compliance, pressure systems compliance

.



K15	Health and & safety including Control Of Substances Hazardous to Health (COSHH), Risk Assessment, Method Statements, Manual Handling, Personal Protective Equipment, Asbestos, Confined Spaces, Working at Height, Construction Skills Certification Scheme Compliance, food hygiene, vehicle safety.	.		
K16	Environmental considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas)	.		
K17	Planning techniques including time management skills, work flow (e.g. job acquisition point)		.	
K18	Improvement techniques including the 5 S' (sort, set, shine, standardise and sustain), PDCA (Plan, Do, Check, Act)			.
K19	Training, mentoring and coaching techniques: how to pass on knowledge, and provide guidance to customer/stakeholder, in a clear, concise and easy to understand manner.			.
K20	Team leadership and management techniques.			.
K21	Equality and diversity in the workplace considerations.	.		
K22	Professional relationships including etiquette; expectations, responsibilities.			.
K23	Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs.			.
K24	Information technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems.			.
K25	Service Level Agreements for example employer/employee responsibilities, limitations, expectations, response times.			.
K26	Industry insight, for example appropriate timing, peak business hours, local geography, parking restrictions, access, dispense system ownership (Must Buy Must Sell system), position in supply chain, identity of stakeholders and motivations.			.



S14	Decommissioning and disconnecting specified equipment or components in adherence to Service Level Agreements, legal requirements, COPs, specifications and customer needs.		.	
S15	Diagnosing dispense, product or equipment faults and identifying solutions.			.
S16	Testing equipment and quality assuring product dispensed for example sampling final product.		.	
S17	Cleaning of lines, vessels and other equipment.		.	
S18	Categorising decommissioned equipment for reuse, disposal or recycling.		.	
S19	Packing decommissioned equipment to prevent further deterioration/damage.		.	
S20	Isolating and documenting unsaleable product for return, destruction or further investigation.			.
S21	Completing documentation for example asset management records, work sheets, waste environmental records.			.
S22	Collecting, recording and providing data, for example pressure readings, stock usage.			.
S23	Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public.			.
S24	Providing information, guidance or training to colleagues and/or stakeholders.			.
S25	Conducting all duties in adherence with health and safety directives and environmental policy and procedures.		.	
<b>Core Behaviours to be assessed</b>				
B1	Health & Safety first attitude.		.	

B2	Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres.			•
B3	Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure.			•
B4	Takes responsibility for job, for example, a desire to see a job through from start to finish and verify that it has been completed to a high standard.		•	
B5	Quality focus for example attention to detail, accuracy, customer orientated, 'right fix first time,' implements quality and lasting repairs.		•	
B6	Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.			•
B7	Team player, for example works with others toward a common goal, with an obvious willingness and positive attitude, has regard for equality and diversity considerations.			•
B8	Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.			•



## Knowledge Test (KT)

The KT will usually be taken as an online test. Paper tests may be permitted in certain circumstances. This will be agreed with the employer/training provider at the initial visit. Online test will be subject to FDQ's requirements for online testing and invigilation. If there are two or more apprentices ready for EPA they may sit the test as a group, under FDQ's assessment conditions.

### Time

- Apprentices are allowed 90 minutes to complete the test.

### Question Styles

- There are 50 multiple-choice questions (MCQs) in the test.
- There are 5 safety critical questions relating to: pressure x 1, risk assessment x 1, confined spaces x 1 and general health and safety x 2. Apprentices must correctly answer four-out-of-five of these questions in order to pass.

### Grading criteria and marks

The table shows the grades ranges for the KT result:

Grade	Marks
Fail	Scored 39 or less
Pass	Scored between 40 and 45 marks (including 4 out of 5 Safety Critical Questions)
Distinction	Scored between 46 to 50 marks. (including 4 out of 5 Safety Critical Questions)

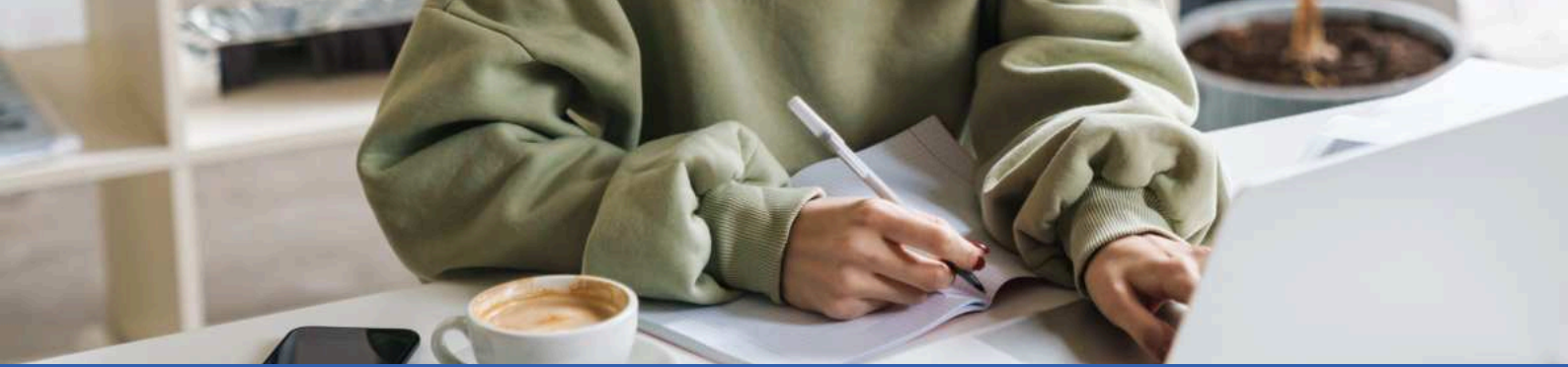


### Sample Questions

Sample questions are available on FDQ awards. FDQ recommend for apprentices to undertake sample exams online however paper-based sample exams are also available.

# KNOWLEDGE TEST (KT)





# KNOWLEDGE TEST ASSESSMENT SPECIFICATION

Standard reference	Knowledge to be assessed	Total No of MCQs
K3	System Specifications for example, keg, cask, soft drinks, nitro coffee, frozen, carbonated, manufacturer specifications, temperature, gas type, flow speed, couplers, post-mix; what they are, the effects they have and how to use them.	5
K4	Product Specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturer's specification, stock rotation; what they are and how to use them.	5
K5	Electrical Systems including polarity testing, codes, Portable Appliance Testing (PAT), use of a multimeter; principles of electricity, voltage, types of current: Alternating Current/Direct Current (AC/DC).	5
K6	Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems.	5
K7	Pipework and Plumbing including different materials, joints and routing; requirements including length and building restrictions.	5
K11	Cleaning (Line & Glass) including different systems, symptoms of infected/contaminated line, cleaning process, health and safety dangers, fault- finding, effect of bacteria in lines, the need for effective pest control around products and manufacturers guidelines.	5

K13	Codes of Practice (COP) and guidelines, including British Soft Drinks Association, British Beer and Pub Association, Brewing Food & Beverage Industry Trade Association, Brand Dispense Association, British Soft Drinks Association electrical guidelines, British Beer and Pub Association electrical guidelines, brand matrix, Brands Dispense Association Drinks Installation Manual.	5	
K14	Legal requirements and compliance including authority to work, trading standards, transport regulations (for example. RBUS (Return Beer Unfit for Sale)/ullage, overloading, gas canisters), General Data Protection Regulations, electric compliance, pressure systems compliance	4	
K15	i.Risk assessment, working in confined spaces, working with pressurized equipment	3	5 (of which 4 must be answered correctly to achieve a pass)
	ii.Health and & Safety including Control Of Substances Hazardous to Health (COSHH), Method Statements, Manual Handling, Personal Protective Equipment, Asbestos, Working at Height, Construction Skills Certification Scheme Compliance, food hygiene, vehicle safety.	2	
K16	Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas)	4	
K21	Equality and diversity in the workplace considerations.	2	
Total		50 marks	

## Observation with Questions (OQ)

The OQ must take place in either the employer's or a customer's workplace, on equipment that is familiar to the apprentice, on a one-to-one basis with an FDQ IE. If a workplace is not possible, then the OQ may take place in an appropriate centre which replicates a realistic work environment, which has been approved by FDQ and does not disadvantage the apprentice. The OQ aims to assess the apprentice's knowledge, skills and behaviours by completing naturally occurring duties in a workplace setting. The OQ consists of an observation followed by a set of questions, which are designed to assess the apprentice's underpinning knowledge.

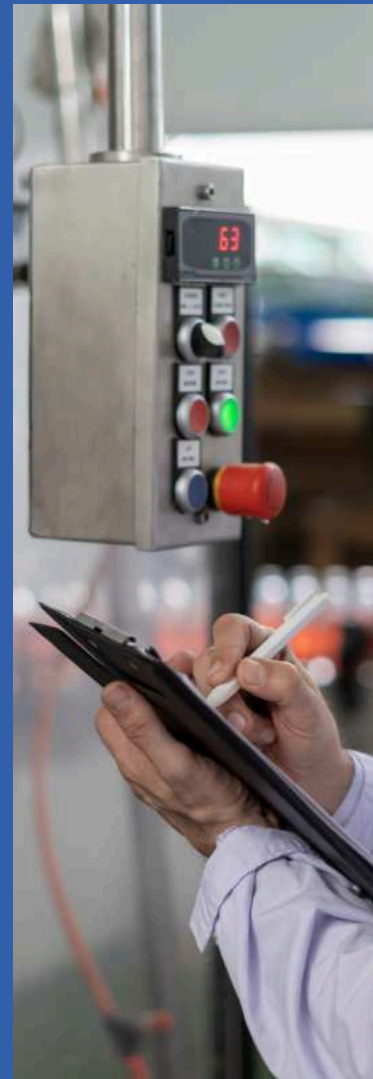
### Time

The OQ must last four-hours, +10% (up to 24 minutes) at the IE's discretion to allow the apprentice to complete an activity.

### Venue

The OQ should be scheduled when the apprentice can be observed in their workplace under normal working conditions.

The EPA test centre must provide all of the tools, equipment and raw materials required for the OQ, which must be available 10 minutes before the assessment starts.



# Observation with Questions (OQ)







# Observations with Questions

## Assessment Specification

The apprentice will be asked to complete the following generic duties, which will remain the same for each apprentice:

- install additional equipment to dispense a product on an existing system; for example, an extra product line or a brand product change
- remove and decommission redundant equipment, enabling asset management and re-use, refurbishment or disposal, as necessary; for example remove a lager dispense system
- conduct maintenance, servicing and repairs to drinks equipment ensuring continuity and quality of dispense, in line with brand owners' specifications; for example replace a base pump in a remote cooler
- plan daily tasks/schedule; for example, route planning; equipment and stock required, and carrying out of vehicle checks
- maintain product lines - removing foreign bodies and ensuring the quality of the product

A minimum of 15 open questions will be asked, to assess underpinning knowledge. Follow up questions may also be asked for clarification purposes. Questioning may occur both during and after the observation and the time for questioning is included in the overall assessment time.

### Observations with Questions Assessment Specification

Activity 1  
Plan daily tasks and  
scheduling

**K1 K2 K17 S1 S2 S3 S4 S7  
S8 S9 S10 S12 S14 S18 B4  
B5**

- extract the correct information and use it to inform work
- plan work to identify, organise and arrange necessary materials, equipment and stock to complete tasks

Activity 2  
Conduct maintenance,  
servicing and repairs to  
drinks equipment

**K8 S8 S9 S13 S16 K10 S10  
S11 S25**

- Test(s) and quality assurance correctly carried out; failings identified and adjustments made (where applicable)
- assess condition of components correctly, identify worn or broken parts and provide reasoned justification for action taken
- name parts correctly and identify their use
- use maintenance tools and equipment safely, for the correct purpose and in line with manufacturer's guidelines
- conduct work in a way that ensures safety of self and others
- complete work in logical order without backtracking.

Activity 3  
Install additional equipment  
to dispense a product on  
an existing system

**K8 K10 S9 S10 S11**

- assess equipment to identify additional equipment required
- name components correctly and identify their use
- install additional equipment in line with manufacturer's guidelines
- use the correct tools for the task, in a safe manner and in line with the manufacturer's guidelines
- Ensure product is dispensing as per the specification as part of completing this job.
- complete work in logical order without backtracking.

Activity 4  
Remove and decommission  
redundant equipment

**K8 K10 S11 S13 S14**

- remove redundant components, using the correct tools for the task, in a safe manner and in line with manufacturer's guidelines
- label components correctly for collection/disposal, following guidelines
- package components for refurbishment or return to base, to reduce risk of damage during transit
- complete work in logical order without backtracking.

Activity 5  
Clean and maintain product  
lines to ensure quality and  
safety of product

**S16 S17**

- clean lines, vessels and other equipment using appropriate system and products in line with manufacturer guidelines
- ensure removal of foreign bodies and integrity of the system
- complete work in logical order without backtracking.

Activity 6  
Complete work

**S1 S23 S24 S25**

- complete work in line with Service Level Agreements, legal requirements, Codes of Practice, employer's specifications and customer needs
- complete tasks within the allocated time
- complete work in logical order without backtracking.

Questioning session

**The apprentice will be  
asked a minimum of 15  
questions on the following  
topics:**

- implications of not meeting job/standard requirements
- the importance of Codes of Practice and brand specifications
- why issues occur during maintenance, installation or servicing of drinks dispense equipment
- reasons why parts become worn or broken; possible preventative measures
- the process for tool maintenance
- routine and non-routine issues affecting the perfect pour and how to resolve them
- rationale for approach to planning activities
- implications of not planning maintenance, installation or servicing activities
- why quality issues can occur in the dispensed product
- impact of contaminated or infected lines
- pros and cons of different cleaning systems

No. of activities assessed:

6

No. of questions:

Minimum of 15



# Grading Criteria & Marks

The OQ will be graded fail, pass or distinction. The table below shows the grading criteria which will be used to grade the OQ.

All Pass criteria must be achieved to successfully pass the EPA

<b>Theme</b> <b>KSBs</b>	<b>Pass</b> <b>Apprentices must demonstrate all the pass descriptors</b>	<b>Distinction</b> <b>Apprentices must demonstrate all the pass descriptors and all 8 of the distinction descriptors</b>
Work instructions  <b>K1 K2 S1 S4 S7 S8 S9 S10 S12 S14 S18 B4 B5</b>	1.Extracts the correct information and uses it to inform work 2.Work completed in line with the Service Level Agreements, legal requirements, Codes of Practice, employer's specifications and customer needs 3. Ensures product is dispensing as per the specification, as part of completing the job 4. Demonstrates understanding of potential implications of not meeting job/standard requirements	1.Explains reasons behind Codes of Practice and brand specification 2.Explains why issues occur
Parts  <b>K8 S13</b>	Inline with manufacturer's instructions and organisational guidelines, undertakes process to assess condition of components, correctly identifies broken or worn parts, providing reasoned justification for resulting action 6. Correctly names parts and identifies their use	3.Explains why parts may become worn or broken and possible preventative measures.
Operation of tools  <b>K10 S11</b>	7.Explains process for proper tool maintenance 8.Uses tools for the correct purpose and in a safe manner, in line with manufacturer's guidelines	

<p>The perfect pour</p> <p><b>K12</b></p>	<p>9.Explains routine issues affecting the perfect pour and how to resolve them, for example fobbing, dirty glass washer, fabric conditioner</p>	<p>4.Explain non-routine issues affecting the perfect pour and how to resolve them, for example undesired aromas, faults with dispense systems, such as cooler not working</p>
<p>Planning and time management</p> <p><b>K17 S2</b></p>	<p>10.Tasks completed within the allocated time 11.Necessary materials, equipment and stock determined and arranged 12.Rationale given for planning approach taken demonstrating planning 13.Demonstrates understanding of implications of not planning</p>	<p>5.Work completed in logical order, without need to back track</p>
<p>Quality assurance</p> <p><b>S16</b></p>	<p>20.Test(s) and quality assurance correctly carried out; failings identified and adjustments made (where applicable)</p>	<p>6.Explains why issues occur</p>
<p>Cleaning</p> <p><b>S17</b></p>	<p>21.Cleans lines, vessels and other equipment using appropriate system and products in line with manufacturer guidelines; ensures removal of foreign bodies and integrity of the system. 22.Explains the symptoms and potential impact of infected/contaminated lines</p>	<p>7.Explains the pros and cons of different cleaning systems</p>
<p>Packing</p> <p><b>S19</b></p>	<p>23.Components correctly labelled in accordance with collection/disposal guidelines and suitably packaged for refurbishment/returning to base, to reduce risk of damage during transit</p>	
<p>Health and safety</p> <p><b>S3 S25 B1</b></p>	<p>24.Site survey completed, all hazards identified and suitable control methods put in place 25.Work conducted in a way that ensures safety of others and self</p>	



# Grading Criteria & Marks

The table below shows the grading criteria which will be used to grade the OQ.

Grade	Marks
Fail	One or more pass criteria not achieved
Pass	All pass criteria and up to 6 distinction criteria achieved
Distinction	All pass criteria and all 7 distinction criteria achieved

## Interview underpinned by portfolio of evidence (IPE)

The IPE consists of a range of structured questions which the IE contextualises to the apprentice's role and environment, using the portfolio of evidence. The portfolio must be submitted at least 2 weeks before the IPE date. Apprentices must have access to their portfolio of evidence during the interview. Apprentices can refer to and illustrate their answers with evidence from their portfolio of evidence. The portfolio of evidence is not directly assessed. Apprentices will be asked a minimum of 12 questions against 15 themes

### Time

The IPE will take 90 minutes, with an additional 9 minutes allowed to finish a question.

### Venue

The IPE will take place on a one-to-one basis in a quiet, isolated area, away from distractions at a suitable venue agreed at the site visit. The IPE may alternatively take place remotely, subject to FDQ's requirements for remote assessment.



# Interview underpinned by portfolio of evidence (IPE)



# Assessment Specification

This section is the assessment specification for the IPE.

Standard Theme	The apprentice will answer questions on the following areas:
Stock and resource management K9, S5, S6	<ul style="list-style-type: none"><li>• identification and sourcing of resources and stock</li><li>• factors affecting stock management decisions</li><li>• ways in which costs are impacted by stock</li></ul>
Improvement techniques K18	<ul style="list-style-type: none"><li>• how to use different improvement techniques</li><li>• when to use different improvement techniques</li></ul>
Providing information, guidance or training K19, S24	<ul style="list-style-type: none"><li>• how they provide information, guidance or training to colleagues or stakeholders</li><li>• training and coaching techniques they have used to pass on clear, concise and easy to understand information</li><li>• when they use different techniques for different audiences</li></ul>
Communication K22, S23, B6	<ul style="list-style-type: none"><li>• how they communicate with stakeholders in a professional manner</li><li>• factors that impact on professional relationships</li></ul>
Team Leadership K20	<ul style="list-style-type: none"><li>• leading and contributing to the success of a team</li><li>• overcoming issues within a team</li></ul>
Documentation K23, K24, S21	<ul style="list-style-type: none"><li>• correct documentation completion</li><li>• use of IT</li></ul>
Customer service K25	<ul style="list-style-type: none"><li>• service level agreements and how they impact on approach to work</li><li>• pros and cons of different service level agreements from customer and supplier perspective</li></ul>
Industry insight K26	<ul style="list-style-type: none"><li>• factors to take into account when planning a job</li><li>• how planning decisions contribute to commercial gain</li></ul>
Diagnosing faults S15	<ul style="list-style-type: none"><li>• how to diagnose faults and implement solutions</li><li>• diagnosing faults in a given scenario</li><li>• identification of underlying cause of faults</li></ul>
Returning products S20	<ul style="list-style-type: none"><li>• isolating a product for return, destruction or further investigation</li></ul>
Data collection S22	<ul style="list-style-type: none"><li>• data collection, recording and reporting process</li></ul>
Reliability B2	<ul style="list-style-type: none"><li>• demonstration of reliable conduct</li><li>• implications of unreliable workforce for stakeholders</li></ul>
Adaptability B3	<ul style="list-style-type: none"><li>• responding to unforeseen circumstances</li><li>• pre-empting or adapting approach for a given situation</li></ul>
Team working B7	<ul style="list-style-type: none"><li>• importance of team working</li></ul>
Continuous professional development B8	<ul style="list-style-type: none"><li>• CPD the apprentice has undertaken and the benefits it has brought to the business</li><li>• Sharing learning with others</li></ul>



# Grading criteria & Marks

The IPE will be graded fail, pass or distinction.

The table below shows the grading criteria which will be used to grade the IPE.

Theme KSBs	Pass Apprentices must demonstrate all the pass descriptors	Distinction Apprentices must demonstrate all the pass descriptors and 9 of the distinction descriptors
Resources <b>K9 S5 S6</b>	1.Demonstrates correct identification and sourcing of resources and stock to meet job requirements 2.Explains factors that affect stock management decisions in relation to at least three different items	1.Explains at least two ways in which costs are impacted by stock
Improvement techniques <b>K18</b>	3.Explains how to use different improvement techniques including the 5 S' (sort, set, shine, standardise and sustain), PDCA (Plan, Do, Check, Act)	2.Justifies use of one improvement technique over another
Providing information, guidance or training <b>K19, S24</b>	4. Describes how they provide information, guidance or training to colleagues or stakeholders using training, mentoring and coaching techniques to pass on knowledge in a clear, concise and easy to understand manner	3.Justifies techniques they use for a particular audience
Communication <b>K22, S23, B6</b>	5.Describes how they communicate with stakeholders - internal or external – in a professional manner outlining what impacts on professional relationships including, etiquette, expectations and responsibilities.	
Team leadership <b>K20</b>	6.Describes at least one example of leading and contributing to the success of a team	4.Provides at least one example of overcoming issues within a team, explaining and evaluating the strategy used

Documentation <b>K23 K24 S21</b>	7.Demonstrates correct completion of documentation 8.States purpose and requirements for correct documentation completion 9.Demonstrates correct use of IT and explains factors important to its correct use	5.Identifies the potential implications of not completing documentation correctly 6.Identifies benefits and potential pitfalls of using IT
Customer service <b>K25</b>	10.Identifies the key customer requirements of a service level agreement and how they impact on their approach to work	7.Evaluates the pros and cons of different service level agreements from customer and supplier perspective
Industry insight <b>K26</b>	11.Outlines at least three factors taken into account when planning a job	8.Justifies planning decisions in terms of commercial gain
Faults <b>S15</b>	12.Demonstrates steps undertaken to diagnose at least two different faults and implement solutions 13.Demonstrates how they would adapt approach in a scenario provided	9.Identifies underlying cause of faults
Returns <b>S20</b>	14.Demonstrates steps required to isolate a product for return, destruction or further investigation and the basis for the decision	
Data collection <b>S22</b>	15.Demonstrates data collection, recording and reporting process and checks undertaken to ensure accuracy	
Reliability <b>B2</b>	16.Provides evidence of reliable conduct	10.Identifies at least three possible implications of unreliable workforce for stakeholders
Adaptability <b>B3</b>	17.Provides at least one example of how they responded to an unforeseen circumstance	11.Describes pre-empting issues and pro-actively adapting approach to an issue or circumstance
Team working <b>B7</b>	18.Provides at least one example of working effectively as part of a team	12.Explains at least two reasons why team working was more effective in stated instance
CPD <b>B8</b>	19.Identifies at least three types of CPD undertaken and explains how they applied the learning	13.Demonstrates how they shared learning with others

## GRADE BOUNDARIES

### Marking the IPE

Grade	Marks
Fail	One or more pass criteria not achieved
Pass	All pass criteria and up to 8 distinction criteria achieved
Distinction	All pass criteria and 9 or more distinction criteria achieved



# 4.0 The Final Grade

To achieve a pass or distinction grade the apprentice must achieve a minimum of a pass in each assessment component.

The individual component grades are combined to give the overall EPA grade, according to the following table:

KT	OQ	IPE	Overall Grade
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Distinction	Pass	Pass	Pass
Distinction	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Distinction	Distinction
Distinction	Distinction	Pass	Distinction
Distinction	Distinction	Distinction	Distinction

# Extra Information



Please read below for any extra information regarding the EPA or the process after the EPA has taken place.

## **Certification**

On successful completion of the EPA the newly qualified apprentice will receive their grade from FDQ in a statement of results document. The Education and Skills Funding Agency (ESFA) manage the operational delivery of certificates for apprenticeships. The ESFA issue the final certificate to the employer.

## **Advice, support and guidance contacts**

FDQ EPA Manager for issues concerning EPA registration, arrangement of EPAs, results and certification. Please email [epa@fdq.org.uk](mailto:epa@fdq.org.uk).

## **Unsuccessful apprentices**

If an apprentice does not pass the EPA, the employer and apprentice have the following options.

### **Either:**

- Apply to resit/re-take the EPA tests or
- Make an appeal to FDQ if you disagree with the result, see [www.FDQ.org](http://www.FDQ.org) website for FDQ's appeals policy.



## Resits/Retakes

Apprentices who fail one or more EPA component will be offered the opportunity to take a re-sit or retake. Re-sits and re-takes must not be offered to apprentices wishing to move from pass to pass with excellence. A re-sit does not require further learning, whereas a re-take does.

The apprentice's employer will need to agree that a re-sit or re-take is an appropriate course of action. Apprentices should have a supportive action plan to prepare for the re-sit or re-take.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full.

The maximum grade awarded to a re-sit or re-take will be pass, unless the EPAO identifies exceptional circumstances accounting for the original fail.

## Appeals and Complaints

FDQ is committed to providing the highest levels of service to its customers, including centres and apprentices.

- Complaints Policy
- Appeals Policy

## Conclusion of EPA

We hope this handbook has been helpful and has given you an insight into the requirements for the drinks dispense technician standard and the End-point Assessment. If you have any further questions/queries, please contact FDQ where one of our experts will be able to help.

**Email:** [epa@fdq.org.uk](mailto:epa@fdq.org.uk)  
**Tel:** 0113 3970 395

