

UOS reference number

ST0752

Trailblazer reference number

TB0151

Title of occupation

Drinks Dispense Technician

Trailblazer name

Drinks Dispense

Core and options

No

Resubmission

No

Level of occupation

Level 3

Route

Engineering and Manufacturing

Typical duration of apprenticeship

15

Target date for approval

07 November 2018

Occupational profile

Summary

This occupation is found in the engineering sector working in the hospitality, retail, leisure and catering industries, in a variety of venues that serve soft-drinks and/or alcoholic beverages to the public on a daily basis, including public houses, bars, clubs, retail outlets, leisure centres, hotels, festivals/events, clubs, schools, cinemas, theatres, stadia and many more. Drinks dispense Technicians may work directly for a brand owner or brewery, or contractors that provide engineering services work on their behalf.

The broad purpose of the occupation is responsibility for the installation and maintenance of drinks dispense systems. The aim is to build, install, maintain and repair complex drinks dispensing equipment to ensure that their customer can, in turn, deliver drinks of the right specification and quality to their customers. Some drinks Technicians will specialise in certain types of drinks and/or brands, whilst others will work across a wide spectrum, for example beer, wine, cider, nitrogenated coffee and soft-drinks. The role involves the application of a

broad range of knowledge and skills; including fault-finding, plumbing, electrical, refrigeration, gas pressure systems and pipework. Tasks are often complex and non-routine requiring the technician to identify and initiate the appropriate solution; problem solving, use of diagnostic skills and own initiative will be needed to address out of specification issues that may be encountered. An essential part of the role is informing, educating and providing guidance to the customer in equipment use, beverage quality and delivery of the perfect pour. Product sampling may be required. Depending on the work required, they may spend the day at one venue or working across a number of outlets, working to deadlines. It will often involve working in confined spaces, such as a cellar. They may be working on the dispense system as a whole, or on certain parts, such as the python (pipework composite encompassing capacity for multiple product lines and temperature control), coolers or dispense fonts.

A large installation refurbishment job may require a Technician to work around other tradesman, installing a python, and ensuring pipes and cables are all connected from the bar through to the cellar, with drinks lines and electrics being installed and housed safely. They may find themselves in the venue's small cellar, diagnosing refrigeration cooling equipment such as a remote cooler, which although plugged in and switched on may have a faulty part that needs replacing that is preventing the cooler from keeping the liquids at a cool enough temperature, or climbing up a ladder onto a roof to check a heat dump that is causing problems. For example, a Technician may need to fix a condensing fount to a bar, which has both beer and water circulating through the unit, along with the electrics that are required to make the fount light work.

In their daily work, an employee in this occupation interacts with venue staff for example managers, service staff and site security; other drinks dispense Technicians; colleagues, for example operations managers, call centre staff, quality managers and logistics managers; and members of the public. Technicians will self-manage work load and flow and will typically report to a Technical Manager. Depending on the size of the project Technicians may have responsibility for leading and supervising a team of Technicians. When working on new builds/renovations, they may interact with site supervisors and other trades for example plumbers and electricians.

An employee in this occupation will be responsible for planning tasks and the resources required in response to schedules, ensuring the quality and accuracy of work carried out. Technicians have the authority to determine the action required in relation to the drinks dispense system in a venue; including shut down. They will need to make informed judgments and decisions, taking account of the situation. They work autonomously, responsible for adhering to health & safety, current legislation, asbestos guidelines, working at height regulations and British Beer and Pub Association and British Soft Drinks Association Codes of Practice. They are responsible for asset management, including vehicle, tools, specialist equipment and devices. They may be expected to drive to their place of work using a company vehicle and coordinate logistics for other Technicians.

Typical job titles

Technical Services Technician; Drinks Dispense Technician; Beer Quality Technician, Cellar Technician, Technical Representative, Soft Drinks Engineer, Customer Technical Engineer,

Standard
L3: Drinks Dispense Technician (continued)

Field Service Technician and Refrigeration Technician.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
Conduct surveys of sites to determine labour, equipment and processes required to complete specified tasks.	Speed of response, length of time completing task, quality of customer service, accurate processing of data, completion of competent risk assessment, attention to detail and customer satisfaction.	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • 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. • Brand/Drink Specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturers' specification, stock rotation; what they are and how to use them. 	<ul style="list-style-type: none"> • Planning, organising and scheduling own/others' work for example task delegation, work-flow, route planning, time management. • Determining and sourcing resources for example materials, time and equipment. • Managing stock levels. • Plumbing of pipework for drinks dispense equipment or components. • Conducting electrical installation or maintenance of drinks dispense equipment or components. • Installing or maintaining refrigeration components for drinks dispense equipment. • Installing or maintaining gas dispense pressure system. • Operating tools and instruments for example drills, power tools, spirit levels, specialist tools/instruments. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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). • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. • Drinks Dispense System Pipework including different materials, joints and routing; requirements including length and building restrictions. • 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. 	<ul style="list-style-type: none"> • Completing documentation for example asset management records, work sheets, waste environmental records. • Collecting, recording and providing data, for example pressure readings, stock usage. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. • Conducting all duties in adherence with health and safety directives and environmental policy and procedures. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Stock Management for example stock requirements, lead times, and stock management systems. • Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection. • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance • 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. • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Planning techniques including time management skills, work flow (e.g. job acquisition point) • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • Team leadership and management techniques. • Equality and diversity in the workplace considerations. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Information Technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems. • Service Level Agreements for example employer/employee responsibilities, limitations, commercial contracts (e.g. expectations, response times.) • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
<p>Install equipment required for the provision of a complete drinks dispense system; for example, installation of a drinks dispense system in a newly built outlet or refurbished outlet.</p>	<p>Speed of response, adherence to specifications, quality of workmanship, accuracy of asset recording, technical ability, compliance with legislation/code of practice, correct consideration of routing and protection of pipework and equipment and achievement within agreed specific customer service levels.</p>	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • 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. 	<ul style="list-style-type: none"> • Interpreting, following and adhering to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Interpreting job requirements for example job specification, technical drawings, instruction booklets, identifying trends. • Determining and sourcing resources for example materials, time and equipment. • Managing stock levels. • Plumbing of pipework for drinks dispense equipment or components. • Conducting electrical installation or maintenance of drinks dispense equipment or components. • Installing or maintaining refrigeration components for drinks dispense equipment. • Installing or maintaining gas dispense pressure system. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Brand/Drink Specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturers' specification, stock rotation; what they are and how to use them. • 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). • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. 	<ul style="list-style-type: none"> • Operating tools and instruments for example drills, power tools, spirit levels, specialist tools/instruments. • Commissioning and connecting specified equipment and/or components in adherence to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Diagnosing dispense, product or equipment faults and identifying solutions. • Testing equipment and quality assuring product dispensed for example sampling final product. • Completing documentation for example asset management records, work sheets, waste environmental records. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Drinks Dispense System Pipework including different materials, joints and routing; requirements including length and building restrictions. • 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. • Stock Management for example stock requirements, lead times, and stock management systems. • Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection. • 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. • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance 	<ul style="list-style-type: none"> • Conducting all duties in adherence with health and safety directives and environmental policy and procedures. 	

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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. • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) • Planning techniques including time management skills, work flow (e.g. job acquisition point) • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • Team leadership and management techniques. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Equality and diversity in the workplace considerations. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Information Technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems. • Service Level Agreements for example employer/employee responsibilities, limitations, commercial contracts (e.g. expectations, response times.) • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
Install additional equipment to dispense a product on an existing system; for example, an extra product line or a brand product change.	Speed of response, adherence to specifications, quality of workmanship, accuracy of asset recording, technical ability, compliance with legislation/code of practice, achievement within agreed specific customer service levels, knowledge of other lines on system in times of peak loads - load on coolers, gas starvation, effects on system of adding lines, awareness of brand owner preferences.	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • 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. 	<ul style="list-style-type: none"> • Interpreting, following and adhering to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Planning, organising and scheduling own/others' work for example task delegation, work-flow, route planning, time management. • Interpreting job requirements for example job specification, technical drawings, instruction booklets, identifying trends. • Determining and sourcing resources for example materials, time and equipment. • Managing stock levels. • Plumbing of pipework for drinks dispense equipment or components. • Conducting electrical installation or maintenance of drinks dispense equipment or components. • Installing or maintaining refrigeration components for drinks dispense equipment. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Brand/Drink Specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturers' specification, stock rotation; what they are and how to use them. • 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). • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. 	<ul style="list-style-type: none"> • Installing or maintaining gas dispense pressure system. • Operating tools and instruments for example drills, power tools, spirit levels, specialist tools/instruments. • Commissioning and connecting specified equipment and/or components in adherence to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Diagnosing dispense, product or equipment faults and identifying solutions. • Testing equipment and quality assuring product dispensed for example sampling final product. • Completing documentation for example asset management records, work sheets, waste environmental records. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Drinks Dispense System Pipework including different materials, joints and routing; requirements including length and building restrictions. • 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. • Stock Management for example stock requirements, lead times, and stock management systems. • Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection. • 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. • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance 	<ul style="list-style-type: none"> • Conducting all duties in adherence with health and safety directives and environmental policy and procedures. 	

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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. • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) • Planning techniques including time management skills, work flow (e.g. job acquisition point) • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • Team leadership and management techniques. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Information Technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems. • Service Level Agreements for example employer/employee responsibilities, limitations, commercial contracts (e.g. expectations, response times.) • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
Remove and decommission redundant equipment, enabling asset management and reuse, refurbishment or disposal, as necessary.	Speed of response, adherence to specifications, quality of workmanship, accuracy of asset recording, technical ability, compliance with legislation/code of practice, achievement within agreed specific customer service levels, awareness of gas pressure systems and other lines on the system, safe handling of equipment, and knowledge of waste handling and transport regulations.	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • 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). • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. 	<ul style="list-style-type: none"> • Determining and sourcing resources for example materials, time and equipment. • Managing stock levels. • Plumbing of pipework for drinks dispense equipment or components. • Conducting electrical installation or maintenance of drinks dispense equipment or components. • Installing or maintaining refrigeration components for drinks dispense equipment. • Installing or maintaining gas dispense pressure system. • Assessing condition of components and equipment and identifying action. • Decommissioning and disconnecting specified equipment or components in adherence to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Categorising decommissioned equipment for reuse, disposal or recycling. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Drinks Dispense System Pipework including different materials, joints and routing; requirements including length and building restrictions. • 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. • Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection. • 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. • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance 	<ul style="list-style-type: none"> • Packing decommissioned equipment to prevent further deterioration/damage. • Completing documentation for example asset management records, work sheets, waste environmental records. • Collecting, recording and providing data, for example pressure readings, stock usage. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. • Conducting all duties in adherence with health and safety directives and environmental policy and procedures. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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. • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) • Planning techniques including time management skills, work flow (e.g. job acquisition point) • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • Team leadership and management techniques. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Information Technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems. • Service Level Agreements for example employer/employee responsibilities, limitations, commercial contracts (e.g. expectations, response times.) • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
<p>Conduct maintenance, servicing and repairs to drinks equipment ensuring continuity and quality of dispense, in line with brand owners' specifications.</p>	<p>Speed of response, adherence to specifications, quality of workmanship, accuracy of asset recording, technical ability, compliance with legislation/code of practice, achievement within agreed specific customer service levels, accurate identification of faults on system and testing to ensure resolution of fault.</p>	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • 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. 	<ul style="list-style-type: none"> • Interpreting, following and adhering to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Planning, organising and scheduling own/others' work for example task delegation, work-flow, route planning, time management. • Determining and sourcing resources for example materials, time and equipment. • Managing stock levels. • Plumbing of pipework for drinks dispense equipment or components. • Conducting electrical installation or maintenance of drinks dispense equipment or components. • Installing or maintaining refrigeration components for drinks dispense equipment. • Installing or maintaining gas dispense pressure system. • Assessing condition of components and equipment and identifying action. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Brand/Drink Specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturers' specification, stock rotation; what they are and how to use them. • 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). • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. 	<ul style="list-style-type: none"> • Diagnosing dispense, product or equipment faults and identifying solutions. • Categorising decommissioned equipment for reuse, disposal or recycling. • Packing decommissioned equipment to prevent further deterioration/damage. • Isolating and documenting unsaleable product for return, destruction or further investigation. • Completing documentation for example asset management records, work sheets, waste environmental records. • Collecting, recording and providing data, for example pressure readings, stock usage. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. • Providing information, guidance or training to colleagues and/or stakeholders. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Drinks Dispense System Pipework including different materials, joints and routing; requirements including length and building restrictions. • Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection. • 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. • The Perfect Pour, for example how to create one, problem solving when pours are imperfect e.g. cleaning of vessels/glassware, operation of glasswashers and icemakers. • 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. 	<ul style="list-style-type: none"> • Conducting all duties in adherence with health and safety directives and environmental policy and procedures. 	

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance • 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. • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • 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. • Team leadership and management techniques. • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Service Level Agreements for example employer/employee responsibilities, limitations, commercial contracts (e.g. expectations, response times.) • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
Provide information and guidance to key stakeholders and end-users of the system.	Effective communications with customer, and ability to transfer technical expertise.	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • 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. 	<ul style="list-style-type: none"> • Interpreting, following and adhering to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Planning, organising and scheduling own/others' work for example task delegation, work-flow, route planning, time management. • Determining and sourcing resources for example materials, time and equipment. • Cleaning of lines, vessels and/or other equipment. • Completing documentation for example asset management records, work sheets, waste environmental records. • Collecting, recording and providing data, for example pressure readings, stock usage. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Brand/Drink Specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturers' specification, stock rotation; what they are and how to use them. • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. • 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. 	<ul style="list-style-type: none"> • Providing information, guidance or training to colleagues and/or stakeholders. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • The Perfect Pour, for example how to create one, problem solving when pours are imperfect e.g. cleaning of vessels/glassware, operation of glasswashers and icemakers. • 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. • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance • 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. • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • 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. • Team leadership and management techniques. • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
Build trusting relationships and offer excellent customer service to all key stakeholders; for example, Licensee, brewers, brand owner.	Effective communication with customer, customer relationship management, quality of customer service and customer satisfaction.	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Stock Management for example stock requirements, lead times, and stock management systems. • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance • Planning techniques including time management skills, work flow (e.g. job acquisition point) • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) 	<ul style="list-style-type: none"> • Interpreting job requirements for example job specification, technical drawings, instruction booklets, identifying trends. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. 	<ul style="list-style-type: none"> • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence. • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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. • Team leadership and management techniques. • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Service Level Agreements for example employer/employee responsibilities, limitations, commercial contracts (e.g. expectations, response times.) • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
<p>Complete documentation associated with the specified job and process or communicate in the correct manner/to the correct person; for example, complete of a job sheet.</p>	<p>Accuracy and speed in which data is recorded, up-to-date records held at all times, documentation returned to base in agreed time schedules.</p>	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. • 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. 	<ul style="list-style-type: none"> • Determining and sourcing resources for example materials, time and equipment. • Operating tools and instruments for example drills, power tools, spirit levels, specialist tools/instruments. • Isolating and documenting unsaleable product for return, destruction or further investigation. • Completing documentation for example asset management records, work sheets, waste environmental records. • Collecting, recording and providing data, for example pressure readings, stock usage. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Stock Management for example stock requirements, lead times, and stock management systems. • 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. • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance 		<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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. • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) • Planning techniques including time management skills, work flow (e.g. job acquisition point) • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • Team leadership and management techniques. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Information Technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems. • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
<p>Plan daily tasks/schedule; for example, route planning; equipment and stock required, and carrying out of vehicle checks.</p>	<p>Effective time management strategy, achievement of customer service levels, productive number of tasks achieved and the amount of emergency stock orders placed, accommodation of unforeseen changes to a specified plan.</p>	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • 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. 	<ul style="list-style-type: none"> • Interpreting, following and adhering to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Planning, organising and scheduling own/others' work for example task delegation, work-flow, route planning, time management. • Interpreting job requirements for example job specification, technical drawings, instruction booklets, identifying trends. • Determining and sourcing resources for example materials, time and equipment. • Operating tools and instruments for example drills, power tools, spirit levels, specialist tools/instruments. • Assessing condition of components and equipment and identifying action. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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). • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. • Stock Management for example stock requirements, lead times, and stock management systems. • Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection. 	<ul style="list-style-type: none"> • Decommissioning and disconnecting specified equipment or components in adherence to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Diagnosing dispense, product or equipment faults and identifying solutions. • Completing documentation for example asset management records, work sheets, waste environmental records. • Collecting, recording and providing data, for example pressure readings, stock usage. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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. • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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. • Planning techniques including time management skills, work flow (e.g. job acquisition point) • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • Team leadership and management techniques. • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Information Technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems. • Service Level Agreements for example employer/employee responsibilities, limitations, commercial contracts (e.g. expectations, response times.) • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
<p>Monitor and manage product and equipment, maintaining and promoting the quality of dispensed products; for example, destruction of unsaleable product.</p>	<p>Adherence to technical specifications, knowledge of product types, technical ability, and compliance with legislation/code of practice.</p>	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • 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. 	<ul style="list-style-type: none"> • Interpreting, following and adhering to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Determining and sourcing resources for example materials, time and equipment. • Managing stock levels. • Conducting electrical installation or maintenance of drinks dispense equipment or components. • Installing or maintaining refrigeration components for drinks dispense equipment. • Installing or maintaining gas dispense pressure system. • Commissioning and connecting specified equipment and/or components in adherence to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Assessing condition of components and equipment and identifying action. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Brand/Drink Specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturers' specification, stock rotation; what they are and how to use them. • 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). • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. 	<ul style="list-style-type: none"> • Decommissioning and disconnecting specified equipment or components in adherence to Service Level Agreements, legal requirements, COPs, specifications and customer needs. • Diagnosing dispense, product or equipment faults and identifying solutions. • Testing equipment and quality assuring product dispensed for example sampling final product. • Isolating and documenting unsaleable product for return, destruction or further investigation. • Completing documentation for example asset management records, work sheets, waste environmental records. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. • Providing information, guidance or training to colleagues and/or stakeholders. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection. • 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. • The Perfect Pour, for example how to create one, problem solving when pours are imperfect e.g. cleaning of vessels/glassware, operation of glasswashers and icemakers. • 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. • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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. • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) • Improvement techniques including the 5 S (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Team leadership and management techniques. • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
Maintain product lines - removing foreign bodies and ensuring the quality of the product e.g. COSHH, PPE.	Adherence to specifications, technical ability and compliance with legislation/code of practice, ensure safety of end-users and customers, by testing product lines after cleaning.	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • 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. 	<ul style="list-style-type: none"> • Determining and sourcing resources for example materials, time and equipment. • Managing stock levels. • Plumbing of pipework for drinks dispense equipment or components. • Conducting electrical installation or maintenance of drinks dispense equipment or components. • Testing equipment and quality assuring product dispensed for example sampling final product. • Cleaning of lines, vessels and/or other equipment. • Isolating and documenting unsaleable product for return, destruction or further investigation. • Completing documentation for example asset management records, work sheets, waste environmental records. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Brand/Drink Specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturers' specification, stock rotation; what they are and how to use them. • 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). • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. 	<ul style="list-style-type: none"> • Providing information, guidance or training to colleagues and/or stakeholders. • Conducting all duties in adherence with health and safety directives and environmental policy and procedures. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Drinks Dispense System Pipework including different materials, joints and routing; requirements including length and building restrictions. • Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection. • 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. • The Perfect Pour, for example how to create one, problem solving when pours are imperfect e.g. cleaning of vessels/glassware, operation of glasswashers and icemakers. • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance • 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. • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • 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. • Team leadership and management techniques. • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
<p>Keep an accurate record and control of company assets in transit and within the customer’s premises; for example, equipment, tools and vehicle.</p>	<p>Accuracy of stock control records (including van stock), amount of emergency stock orders placed, stock reconciliation, upkeep of vehicle.</p>	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. • 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. 	<ul style="list-style-type: none"> • Planning, organising and scheduling own/others' work for example task delegation, work-flow, route planning, time management. • Determining and sourcing resources for example materials, time and equipment. • Diagnosing dispense, product or equipment faults and identifying solutions. • Isolating and documenting unsaleable product for return, destruction or further investigation. • Completing documentation for example asset management records, work sheets, waste environmental records. • Collecting, recording and providing data, for example pressure readings, stock usage. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Stock Management for example stock requirements, lead times, and stock management systems. • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance • 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. 		<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Environmental Considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas) • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) • Team leadership and management techniques. • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Information Technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems. • Service Level Agreements for example employer/employee responsibilities, limitations, commercial contracts (e.g. expectations, response times.) • 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. 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
Test equipment and product, train the end user and complete documentation for handover to customer.	Technical ability and effective communication with the customer, knowledge of product, accuracy of product specification, handover documents completed and returned quickly and effectively.	<ul style="list-style-type: none"> • Drinks Dispense System installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing. • Drinks Dispense System maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes. • 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). • Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems. 	<ul style="list-style-type: none"> • Determining and sourcing resources for example materials, time and equipment. • Managing stock levels. • Conducting electrical installation or maintenance of drinks dispense equipment or components. • Installing or maintaining refrigeration components for drinks dispense equipment. • Installing or maintaining gas dispense pressure system. • Operating tools and instruments for example drills, power tools, spirit levels, specialist tools/instruments. • Diagnosing dispense, product or equipment faults and identifying solutions. • Testing equipment and quality assuring product dispensed for example sampling final product. • Isolating and documenting unsaleable product for return, destruction or further investigation. 	<ul style="list-style-type: none"> • Health & Safety first attitude. • Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres. • Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure. • 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. • Quality focus for example attention to detail, accuracy, customer orientated, implements quality and lasting repairs. • Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection. • The Perfect Pour, for example how to create one, problem solving when pours are imperfect e.g. cleaning of vessels/glassware, operation of glasswashers and icemakers. • 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. 	<ul style="list-style-type: none"> • Completing documentation for example asset management records, work sheets, waste environmental records. • Collecting, recording and providing data, for example pressure readings, stock usage. • Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public. • Providing information, guidance or training to colleagues and/or stakeholders. 	<ul style="list-style-type: none"> • 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. • Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • Legal requirements and compliance including authority to work, trading standards, transport regulations (e.g. overloading, gas canisters), ullage (RBUS - Return Beer Unfit for Sale), General Data Protection Regulations, electric compliance, pressure systems compliance • 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. • Improvement techniques including the 5 S² (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act) 		

Duty	Criteria for measuring performance	Knowledge	Skills	Behaviours
		<ul style="list-style-type: none"> • 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. • Team leadership and management techniques. • Equality and diversity in the workplace considerations. • Professional Relationships including Etiquette; expectations, responsibilities. • Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs. • Information Technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems. • Service Level Agreements for example employer/employee responsibilities, limitations, commercial contracts (e.g. expectations, response times.) • 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. 		

Duty	Training requirement	Method of delivery	Provider type	OTJ days
Conduct surveys of sites to determine labour, equipment and processes required to complete specified tasks.				5
Install equipment required for the provision of a complete drinks dispense system; for example, installation of a drinks dispense system in a newly built outlet or refurbished outlet.				15
Install additional equipment to dispense a product on an existing system; for example, an extra product line or a brand product change.				5
Remove and decommission redundant equipment, enabling asset management and reuse, refurbishment or disposal, as necessary.				2
Conduct maintenance, servicing and repairs to drinks equipment ensuring continuity and quality of dispense, in line with brand owners' specifications.				30
Provide information and guidance to key stakeholders and end-users of the system.				2
Build trusting relationships and offer excellent customer service to all key stakeholders; for example, Licensee, brewers, brand owner.				1
Complete documentation associated with the specified job and process or communicate in the correct manner/to the correct person; for example, complete of a job sheet.				1
Plan daily tasks/schedule; for example, route planning; equipment and stock required, and carrying out of vehicle checks.				2
Monitor and manage product and equipment, maintaining and promoting the quality of dispensed products; for example, destruction of unsaleable product.				1
Maintain product lines - removing foreign bodies and ensuring the quality of the product e.g. COSHH, PPE.				1

Example training specification (continued)

Duty	Training requirement	Method of delivery	Provider type	OTJ days
	Keep an accurate record and control of company assets in transit and within the customer's premises; for example, equipment, tools and vehicle.			1
	Test equipment and product, train the end user and complete documentation for handover to customer.			1

Entry requirements

No entry requirements specified

Professional recognition

No professional body recognition specified

Trailblazer membership details

Chairs

Joanne Bradford (Marston's)

Rachel McDonald (InnsERVE)

Facilitators

Robin Wilcox (BFBi)

Ruth Evans MBE (BFBi)

Employer members

Name	Employer
Alistair Dowds	Brewfitt
Allen Bellamy	Frederic Robinsons
Andrew Brown	VIMTO
Andrew Mirza	Atlantic
Andy Fletcher	City Dispense
Chris Williams	BRAINS Independent Family Brewers
Dave Jones	Britvic
Emma Watts	Fuller, Smith & Turner
Iain Ramage	AB InBev
Ian Dorans	Mitie
Mark White-Sharman	Durr Technik
Neil Batts	John Guest
Paul Cassells	T&J; Install
Ray Wilson	CML Technical Services
Richard Cousens	Three Nations
Sophie Walker	Molson Coors
Steve Yearsley	BevEx/L'Isolante K-Flex
Stuart Briant	Heineken

Other members

Name	Employer
Fiona Palmer	British Soft Drinks Association