

End-point assessment plan for Lightning Protection Operative apprenticeship standard

Apprenticeship standard reference number	Apprenticeship standard level	Integrated end-point assessment
ST0651	2	No

Contents

Introduction and overview	2
EPA summary table	3
Length of end-point assessment period	4
Order of assessment methods	4
Gateway	5
Assessment methods	6
Reasonable adjustments	9
Grading	10
Re-sits and re-takes	12
Roles and responsibilities	14
Internal Quality Assurance (IQA)	18
Affordability	18
Professional body recognition	18
Mapping of knowledge, skills and behaviours (KSBs)	19

Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the Lightning Protection Operative apprenticeship standard. It is for end-point assessment organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to Lightning Protection Operative apprentices, their employers and training providers.

Full time apprentices will typically spend 18 months on-programme (before the gateway) working towards the occupational standard. All apprentices must spend a minimum of 12 months on-programme and complete the required amount of off-the-job training in line with the apprenticeship funding rules.

The EPA period should only start, and the EPA be arranged, once the employer is satisfied that the apprentice is deemed to be consistently working at or above the level set out in the occupational standard, all of the pre-requisite gateway requirements for EPA have been met and can be evidenced to an EPAO.

The EPA must be completed within an EPA period lasting typically 3 month(s), after the EPA gateway.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must select an approved EPAO from the register of end-point assessment organisations (RoEPAO).

The EPA consists of 2 discrete assessment methods.

The individual assessment methods will have the following grades:

Assessment method 1: Practical test with questioning

- Pass
- Fail

Assessment method 2: Professional interview underpinned by a portfolio

- Pass
- Fail
- Distinction

Performance in the EPA will determine the overall apprenticeship standard and grade of:

- Pass
- Fail
- Distinction

EPA summary table

On-programme (typically 18 months)	Training to develop the occupation standard's knowledge, skills and behaviours (KSBs). Complete training towards English and mathematics qualifications in line with the apprenticeship funding rules. Compilation of portfolio of evidence.
End-point assessment gateway	Employer is satisfied the apprentice is consistently working at, or above, the level of the occupational standard. Have achieved English and mathematics qualifications in line with the apprenticeship funding rules. Apprentice to submit: <ul style="list-style-type: none"> • Portfolio of evidence
End-point assessment (which will typically take 3 months)	Assessment Method 1: Practical test with questioning With the following grades: · Fail · Pass Assessment Method 2: Professional interview underpinned by a portfolio With the following grades: · Fail · Pass · Distinction

Length of end-point assessment period

The EPA will be completed within an EPA period lasting typically of 3 month(s), after the EPA gateway.

Order of assessment methods

The assessment methods can be delivered in any order. The result of one assessment does not have to be known before an apprentice starts the next one.

Gateway

The EPA period should only start once the employer is satisfied that the apprentice is consistently working at or above the level set out in the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

In addition to the employer's confirmation that the apprentice is working at or above the level in the occupational standard, the apprentice must have completed the following gateway requirements prior to beginning EPA:

Have achieved English and mathematics qualifications in line with the apprenticeship funding rules.

Portfolio of evidence requirements:

- apprentices must compile a portfolio of evidence during the on-programme period of the apprenticeship
- it must contain evidence related to the KSBs that will be assessed by the professional interview
- the portfolio of evidence will typically contain 10 discrete pieces of evidence
- evidence must be mapped against the KSBs
- evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested
- evidence sources may include:
 - workplace documentation/records, for example workplace policies/procedures, records
 - drawings and/or specifications the apprentice has worked to
 - witness statements
 - annotated photographs of hardware installations
 - video clips (maximum typical duration 2 minutes); the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources are possible.
- it should not include any methods of self-assessment
- any employer contributions should focus on direct observation of performance (for example witness statements) rather than opinions
- the evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this
- the portfolio of evidence must be submitted to the EPAO at the gateway

The portfolio is not directly assessed. It underpins the professional interview and therefore should not be marked by the EPAO. EPAOs should review the portfolio in preparation for the professional interview but are not required to provide feedback after this review of the portfolio.

Assessment methods

Assessment Method 1: Practical test with questioning (This Method has 2 components.)

Overview

The practical test is split into two separate components. The assessment itself will be simulated, and apprentices will be provided with test panel on a samples board on which to carry out the assessments. The assessment venue can be the employer's premises or an alternative venue specified by the EPAO and agreed with the employer.

Apprentices must be observed by an independent assessor. The EPAO will arrange for the assessment to take place in consultation with the employer. Practical assessments must be carried out over a total assessment time of 7 hours with comfort breaks as necessary. The assessor has the discretion to increase the time of the practical test by up to 10% for each component to allow the apprentice to complete the last task.

The independent assessor may observe up to 4 apprentices at a time during the assessment method. The rationale for this ratio is that the industry-standard sample boards used for this assessment have spaces for up to 4 users. Additionally, constant observation is not required throughout the entire duration of the assessment. Some elements of the assessment require closer inspection, most notably at the beginning and end of the assessment, so independent assessors should stagger start times accordingly. The EPAO must ensure that apprentices cannot gain an advantage from seeing what the other apprentices being assessed are doing or by hearing questioning.

The EPAO should take precautions to ensure any breaks are suitably controlled to preserve the integrity of the assessment.

Rationale

As Lightning Protection Operative is a practical role, a practical assessment is the most valid method of assessing the knowledge, skills, and behaviours attributed to this method.

Method 1 Component 1: Install a lightning conductor system on a test panel

This component must be carried out over a total assessment time of 6 hours.

Apprentices must be provided with both written and verbal instructions on the tasks they must complete, including the timescales they are working to and a risk assessment, at the start of the assessment.

The following activities must be observed during the practical test, that is a practical test without these tasks would seriously hamper the opportunity for the apprentice to demonstrate occupational competence in the KSBs assigned to this assessment method.

- Wear the correct PPE
- Select the appropriate materials, components, tools and equipment for the task
- Inspect the materials, components, tools and equipment for defects and irregularities
- Set out and prepare materials and components for the work and prepare the work area
- Install components to the test panel in accordance with drawings and instructions
- Safely store the materials, components, tools and equipment used for the task

KSBs observed must be documented by the independent assessor. The independent assessor must ask a minimum of 7 questions to clarify work undertaken or processes followed. The independent assessor will make all grading decisions.

Method 1 Component 2: Perform earth testing

This component must be carried out over a total assessment time of 1 hour.

Apprentices must be provided with both written and verbal instructions on the tasks they must complete, including the timescales they are working to and a risk assessment, at the start of the assessment.

The following activities must be observed during the practical test, that is a practical test without these tasks would seriously hamper the opportunity for the apprentice to demonstrate occupational competence in the KSBs assigned to this assessment method.

- Wear the correct PPE
- Select the appropriate materials, components, tools and equipment for the task
- Carry out earth testing using fall-of-potential method
- Safely store the materials, components, tools and equipment used for the task

KSBs observed must be documented by the independent assessor. The independent assessor must ask a minimum of 2 questions to clarify work undertaken or processes followed. The independent assessor will make all grading decisions.

Support material

EPAOs will produce the following material to support this assessment method:

- guidance for apprentices, employers and training providers that outlines in detail how the practical assessment with questioning will operate
- practical assessment with questioning specification bank. The practical assessment with questioning specification bank must be of sufficient size to prevent predictability and reviewed regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose. The specifications, including questions relating to underpinning KSBs must be varied, yet allow assessment of the relevant KSBs. It is recommended specification banks are developed in consultation with employers of this occupation. EPAOs should put measures and procedures in place to maintain the security and confidentiality of their specifications if employers are consulted. Specifications must be standardised by the EPAO.
- assessment recording documentation
- An industry-standard samples board with test panels to allow the simulated installation of a lightning conductor system

Assessment Method 2: Professional interview underpinned by a portfolio of evidence (This Method has 1 component.)

Overview

An interview consists of an independent assessor asking an apprentice a series of questions to assess their competence against the KSBs. The independent assessor's role is restricted to asking set questions. The independent assessor leads this process to obtain information from the apprentice to enable a structured assessment decision-making process.

Rationale

The rationale for this assessment method is:

- it allows for assessment of KSBs that do not occur on a predictable or regular basis
- it allows for testing of responses where there are a range of potential answers
- it is cost effective, as whilst seeking assurance of competence across a range of KSBs, it does not require the independent assessor to directly observe all of them thus reducing their time cost.

Delivery

Independent assessors must conduct and assess the interview on a one-to-one basis. The interview must be appropriately structured to draw out the best of the apprentice's competence.

Apprentices will be assessed against the KSBs assigned to this assessment method – as shown in mapping of KSBs.

EPAOs must make arrangements for the interview with the apprentice's employer. The EPAO will ensure the independent assessor has a minimum of 1 week to review the portfolio prior to the interview. The EPAO will ensure the apprentice has a minimum of 2 weeks' notice prior to the interview in order to prepare.

The interview must last for 60 minutes. The independent assessor has the discretion to increase the time of the interview by up to 10%, to allow the apprentice to complete their last answer.

The independent assessor must ask a minimum of 8 open questions. Additional follow up questions are allowed, to seek clarification.

The EPAO must produce a bank of sample questions to assist the independent assessor, but these are for illustration only and the independent assessor should adapt their questions to the apprentice's individual circumstances following a review of their portfolio of evidence. EPAOs must ensure the independent assessor has sufficient time to review the portfolio ahead of the interview.

Apprentices can refer to and illustrate their answers with evidence from their portfolio of evidence, however the portfolio of evidence is not directly assessed.

Apprentices are expected to understand and use relevant occupational language that would be typical of a competent person in this occupation.

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

Evidence from the interview underpinned by the portfolio of evidence must be assessed holistically using the grading criteria for this assessment method.

Independent assessors will make all grading decisions.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes. Independent assessors must be developed and trained by the EPAO in the conduct of interviews and reaching consistent judgement.

Venue

The interview underpinned by a portfolio of evidence must take place in a quiet room, free from distractions and influence.

The interview underpinned by a portfolio of evidence can take place in any of the following:

- employer's premises
- a suitable venue selected by the EPAO, for example a training provider's premises or another employer's premises

Video conferencing can be used to conduct the interview underpinned by a portfolio of evidence, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided in some way for example, by using a 360-degree camera.

Support material

EPAOs will produce the following material to support this assessment method:

- guidance for apprentices, employers and training providers that outlines in detail how the interview underpinned by a portfolio of evidence will operate
- interview question bank. The interview question bank must be of sufficient size to prevent predictability and reviewed regularly (and at least once a year) to ensure that it, and its content, are fit for purpose. It is recommended that questions are developed in consultation with employers of this occupation. EPAOs must maintain the security and confidentiality of their questions when consulting employers
- assessment recording documentation

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments for this apprenticeship standard. This should include how an apprentice qualifies for reasonable adjustment and what reasonable adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this assessment plan.

Grading

Assessment method 1: Practical test with questioning

KSBs	Fail	Pass
Equipment and tools K3 K6 K7 K12 S4 S6 S11	Does not meet the pass criteria	<p>Selects and uses personal protective equipment appropriate to the task. (K3)</p> <p>Safely handles, stores, loads, unloads, moves, uses and selects the appropriate materials and equipment, including power tools. (K6, K7, K12, S11)</p> <p>Inspects the materials, components, tools and equipment. Explains how they would identify and rectify any irregularities or defects. (S4, S6)</p>
Installation and testing K4 K8 S1 S2 S5 S7 S12 S13 B3 B4	Does not meet the pass criteria	<p>Organises the workplace with reference to the task specification and risk assessment providing clear and valid reasoning for decisions taken. (S1, S2, B3)</p> <p>Installs a lightning conductor panel using lightning protection and earthing products as per the specification, demonstrating conductor joining techniques appropriate to the task and the specification. (K4, S5, S7, S12)</p> <p>Performs earth testing and verification correctly. (K8, S13)</p> <p>Completes tasks in time allocated. (B4)</p>

Assessment method 2: Professional interview underpinned by a portfolio

KSBs	Fail	Pass	Distinction
K1 K2 K5 K9 K10 K11 K13 S3 S8 S9 S10 B1 B2 B5 B6	Does not meet the pass criteria	<p>Explains the principles behind a relevant piece of health and safety legislation (K1) and British Standard EN62305 with specific reference to Part 3: Physical Damage to Structures and Life Hazard. (K5)</p> <p>Describes the correct and safe processes for:</p>	<p>Evaluates the impact of recent or forthcoming changes to legislation/regulations on their work. (K1, K5)</p> <p>Suggests possible design improvements to increase safety or reduce budgetary impact.</p> <p>Demonstrates knowledge of emerging technologies and how current work could be adapted and</p>

		<ul style="list-style-type: none"> ● using mobile elevated work platforms (K2) ● erecting and dismantling mobile aluminium towers (K9) ● surveying and investigating ground conditions, particularly the safe identification and avoidance of buried surfaces (K11) ● using surge protection devices (K13) <p>Explains how to correctly and safely install pedestrian controls, for example temporary traffic management, safety barriers and exclusion zones (S8, S10)</p> <p>Interprets a design layout drawing to determine the correct method for access, work tasks and egress. Identifies elements that could have a safety, production or budgetary impact. (K10, S3)</p> <p>Describes how they have used oral, listening and body language effectively when working with others and in completing written records (S9).</p> <p>Describes how they effectively contributed to team goals through their own personal activities, working collaboratively and inclusively with others and compliance with company procedures. (B1, B2, B5 B6)</p>	<p>improved by incorporating them. (S3)</p> <p>Describes how they have effectively formed and enhanced external stakeholder relationships. Describes how they have demonstrated leadership and assisted others to achieve team goals. (B1, B2, B5)</p>
--	--	--	--

Overall EPA grading

All EPA methods must be passed for the EPA to be passed overall. In order to achieve a distinction, apprentices must achieve a distinction in the professional interview and a pass in the practical assessment.

Practical Assessment	Professional Interview	Overall grading
Pass	Distinction	Distinction
Pass	Pass	Pass
Fail	Any Grade	Fail
Any Grade	Fail	Fail

Re-sits and re-takes

Apprentices who fail one or more assessment method/s will be offered the opportunity to take a re-sit or a re-take at the employer's discretion. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take.

The timescales for a re-sit/re-take is agreed between the employer and EPAO. A re-sit is typically taken within 2 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

All assessment methods must be taken within a 3 month period, otherwise the entire EPA will need to be re-sat/re-taken.

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

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

Roles and responsibilities

Role	Responsibility
Apprentice	<p>As a minimum, apprentices should:</p> <ul style="list-style-type: none"> • participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months • undertake 20% off-the-job training as arranged by the employer and training provider • understand the purpose and importance of EPA • undertake the EPA including meeting all gateway requirements
Employer	<p>As a minimum, employers should:</p> <ul style="list-style-type: none"> • work with the training provider (where applicable) to support the apprentice in the workplace to provide the opportunities to develop the KSBs • arrange and support a minimum of 20% off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the occupational standard and so is ready for EPA • select the EPAO • ensure that all supporting evidence required at the gateway is submitted in accordance with this EPA plan • remain independent from the delivery of the EPA • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer specific documentations as required, for example company policies) • ensure that the EPA is scheduled with the EPAO for a date and time which allow appropriate opportunity for the KSBs to be met • ensure the apprentice is well prepared for the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for and complete any post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a daily basis

EPAO	<p>As a minimum, EPAOs should:</p> <ul style="list-style-type: none"> • agree the EPA price • understand the occupational standard • appoint administrators (and invigilators where required) to administer the EPA as appropriate • provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading • provide adequate information, advice and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • arrange for the EPA to take place, in consultation with the employer • deliver the EPA as outlined in this EPA plan in a timely manner • where the apprentice is not assessed in the workplace, ensure that the apprentice has access to required resources and liaise with the employer to agree this if necessary • use appropriate assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • have no direct connection with the apprentice, their employer or training provider. • have policies and procedures for internal quality assurance (IQA), and maintain records of regular and robust IQA activity and moderation for external quality assurance (EQA) purposes • conform to the requirements of the nominated external quality assurance provider (EQAP) • conform to the requirements of the Register of End-Point Assessment Organisations (RoEPAO) • deliver induction training for independent assessors, and for invigilators and markers where used • undertake standardisation activity on this apprenticeship standard for all independent assessors before they conduct an EPA for the first time, if the EPA is updated and periodically as appropriate (a minimum of annually) • manage invigilation of apprentices in order to maintain security of the assessment in line with their malpractice policy • verify the identity of the apprentice being assessed
------	---

	<ul style="list-style-type: none"> • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • request certification via the Apprenticeship Service upon successful achievement of the EPA
Independent assessor	<p>As a minimum, an independent assessor should:</p> <ul style="list-style-type: none"> • have the competence to assess the apprentice at this level and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan • understand the occupational standard and the requirements of this EPA • have, maintain and be able to evidence up to date knowledge and expertise of the subject matter • deliver the end-point assessment in-line with the EPA plan • comply with the IQA requirements of the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; • attend induction training • attend standardisation events when they begin working for the EPAO, before they conduct an EPA for the first time and a minimum of annually on this apprenticeship standard • assess each assessment method, as determined by the EPA plan, and without extending the EPA unnecessarily • assess against the KSBs assigned to each assessment method, as shown in the mapping of assessment methods and as determined by the EPAO, and without extending the EPA unnecessarily • make all grading decisions • record and report all assessment outcome decisions, for each apprentice, following instructions and assessment recording documentation provided by the EPAO in a timely manner • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard
Training provider	As a minimum, the training provider should:

	<ul style="list-style-type: none">• work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the knowledge, skills and behaviours as listed in the occupational standard• conduct training covering any knowledge, skill or behaviour requirement agreed as part of the Commitment Statement (often known as the Individual Learning Plan).• monitor apprentices progress during any training provider led on-programme learning• advise the employer, upon request, on the apprentice's readiness for EPA• remain independent from delivery of the EPA.
--	---

Internal Quality Assurance (IQA)

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

- appoint independent assessors who have experience at least one level above that of the apprentice in a role that has relevance to the occupation
- appoint independent assessors who are competent to deliver the end-point assessment and who meet the following minimum requirements:
 - holds relevant assessor qualifications such as A1 or equivalent
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- have robust quality assurance systems and procedures that support fair, reliable and consistent assessment across the organisation and over time
- operate induction training and standardisation events for independent assessors when they begin working for the EPAO on this standard and before they deliver an updated assessment method for the first time
- ensure independent assessors attend standardisation events on an ongoing basis and at least once per year

Affordability

Affordability of the EPA will be aided by using at least some of the following practice:

- Up to 4 apprentices assessed simultaneously in the practical test
- Option of using employer premises for the assessments
- Flexibility over delivery of assessment methods

Professional body recognition

Professional body recognition is not relevant to this occupational apprenticeship.

Mapping of knowledge, skills and behaviours (KSBs)

Assessment method 1: Practical test with questioning

Knowledge
K3 The use of task specific personal protective equipment e.g. fall restraint/arrest equipment for working at height, goggles for drilling/cutting, face masks for dust/drilling and gloves for work with sharp/hot equipment.
K4 The key elements of an earthing system (BS 7430) and the parameters that are required in order to ensure compliance
K6 Material and component requirements for all parts of a Lightning Protection or Earthing System, including fitting/surface compatibility and preparation, fixing distances, jointing requirements.
K7 The methods of handling, storing and transporting lightning protection and earthing materials e.g. conductor materials, earth electrodes and fixtures and fittings.
K8 The procedure for testing and verification of a Lightning Protection or Earthing System, including equipment required and its correct use.
K12 The safe and correct use of power tool equipment, giving particular regard to safe exposure limits of vibrating hand tools.

Skills
S1 Organise the workplace and other areas affected by the activities.
S2 Cross reference to Method Statements and Risk Assessments
S4 Solve problems - predict and prevent H&S problems through observation and preventative action.
S5 Select the correct materials and equipment for the application and to ensure that the installation is compliant with the 'Standards' and that it meets client requirements/specification
S6 Ability to fault-find and determine and/or apply suitable corrective action.
S7 Installation of lightning protection and earthing products including air termination rods, down conductors and earth electrodes, isolated masts with associated testing and verification of products, networks and systems
S11 Effective loading, unloading and distribution of materials
S12 Conductor joining techniques including pressure clamps, exo-thermic welding, brazing and crimping
S13 Specialist testing and verification: low resistance electrical continuity tests for earthing systems joint connections

Behaviours

B3 Logical thinking: use clear and valid reasoning when making decisions to undertake work instructions.

B4 Time management: use own time effectively to complete the work instructions to schedule.

Assessment method 2: Professional interview underpinned by a portfolio

Knowledge

K1 The principles of the relevant Health & Safety legislation, including Health & Safety at Work Act 1974; Management of Health & Safety at Work Regulations 1999; Manual Handling Operations Regulations 1999 (MHOR); Working at Height Regulations 2005/2007, LOLER Regs 1998, PPE Regulations, PUWER and where to find additional information e.g. ATLAS website, Health & Safety Executive (HSE) website.

K2 The use of mobile elevated work platforms (MEWPS) e.g. the selection of equipment, safe positioning, correct operation and pedestrian control.

K5 The principles of the British Standard for Lightning Protection (BS EN 62305) and, in particular, Part 3: Physical Damage to Structures and Life Hazard and how this is provides for 4 different levels of protection.

K9 The correct and safe method of erecting and dismantling mobile aluminium towers.

K10 How to interpret design layout drawings and determine the correct and safe methods for access, work tasks and egress.

K11 The methods of surveying and investigating ground conditions, paying particular regard to the safe identification and avoidance of buried services e.g. cable avoidance tools and techniques and service plan drawings.

K13 The use of surge protection devices for electrical, data and telecom systems.

Skills

S3 Identify shortfalls in the process and/or changes to the workplace which will have a safety, production or budgetary impact.

S8 Installation of pedestrian controls including temporary traffic management

S9 Effective communication skills including oral, written including the keeping of accurate records, listening and body language.

S10 Installation of safety barriers or exclusion zones where hazardous work tasks are performed or mechanical plant is being used.

Behaviours
B1 Teamwork: engage collaboratively with others
B2 Independent working: take responsibility for completion of own work.
B5 Respect: apply equality, diversity and inclusion in dealing with others.
B6 Compliance/Instruction: abide by employer procedure/company values, site inductions, Risk Assessment and Method Statements, tool box talks.