

# **Specialist Tyre Operative**

## **Level 2**

### **End-Point Assessment Plan**

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## 1. Introduction

This document sets out the requirements and process for the End-Point Assessment of the Specialist Tyre Operative apprenticeship. All apprenticeship standards must include an independent End-Point Assessment to check the apprentice's overall performance against the standard.

It is written for End-Point Assessment Organisations (EPAOs) who need to know how EPA for this apprenticeship must operate. It will also be of interest to employers, apprentices and training providers and is based on the Specialist Tyre Operative approved apprenticeship standard.

The duration of the Specialist Tyre Operative apprenticeship will typically take 15 to 18 months to complete depending on prior qualifications and relevant experience. This document does not seek to describe the process and roles and responsibilities within the on-programme training of the apprenticeship.

The employer will decide when apprentices are ready to pass from learning and on-programme assessment into the End-Point Assessment phase. This decision point is referred to as the gateway. A formal gateway meeting must be completed with apprentice and employer. It is strongly recommended that a Gateway Meeting Confirmation document is signed by all parties confirming readiness for End-Point Assessment (EPA) (Annex D).

This assessment plan has been designed to ensure that:

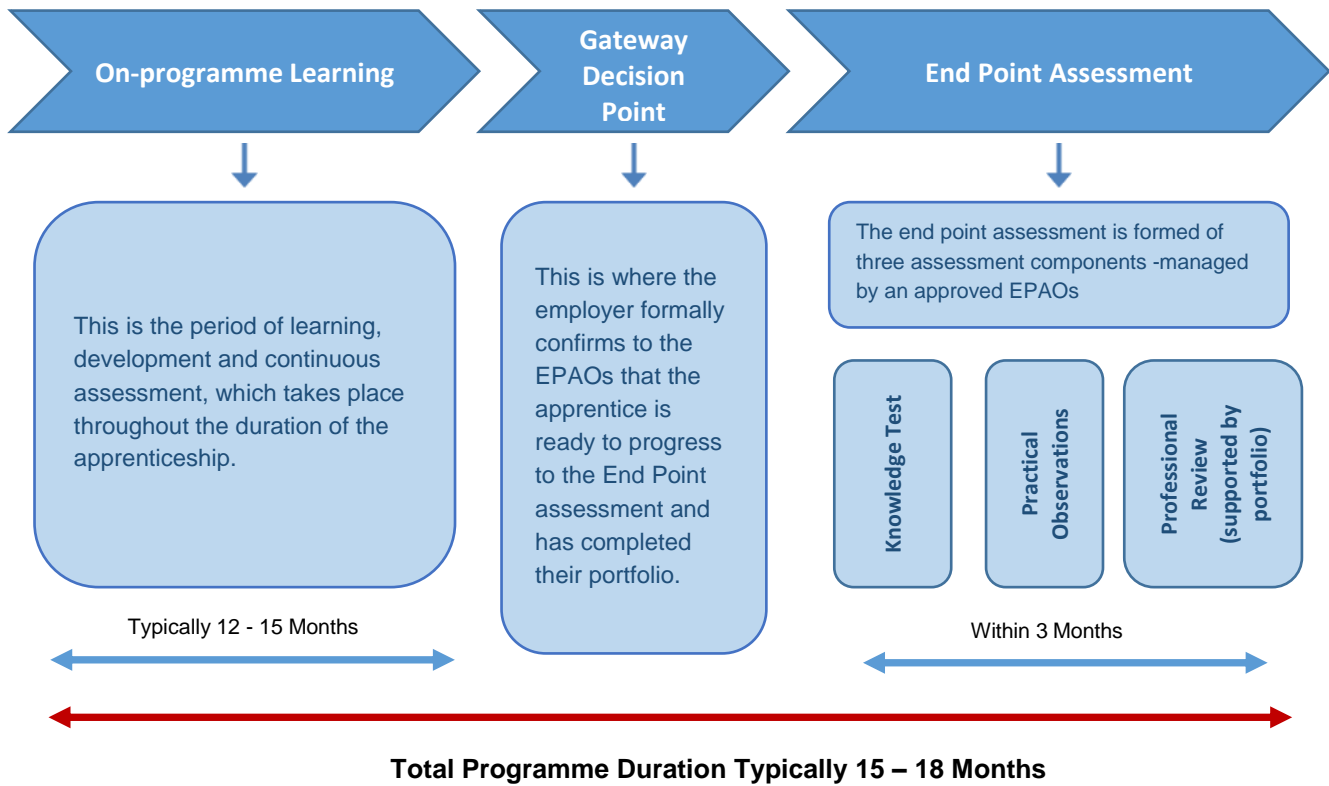
- Apprentices meet the knowledge, skills, and behaviours as defined within the standard.
- The End-Point Assessment is appropriate, feasible and consistent.
- The process adds value to both the apprentice and employer.

The approach to assessment has adopted the following broad principles:

- The assessment process will build on, and complement, the on-programme learning and development.
- It should encourage continuing professional development.
- It should position the apprenticeship as a starting point for a career and encourage apprentices to explore progression opportunities.

The End-Point Assessment must have independence and successful completion will lead to final certification of the apprenticeship and demonstrate that the apprentice is fully competent and can work safely and confidently as a Specialist Tyre Operative.

## 2. Summary of Apprenticeship Journey



### 3. On-programme Learning

On-programme learning is the period of learning, development and continuous assessment, which takes place throughout the duration of the apprenticeship.

The Apprentice must keep a portfolio of evidence, which may be stored either electronically or as a hard-copy, throughout the on-programme training and formative assessment, this will contain work they have completed from a wide range of activities and should include evidence to support the formal Gateway meeting. The portfolio will not be assessed at End-Point Assessment, however it will form the basis for the questions that will be assessed during the Professional Review component of the EPA.

The Portfolio of Evidence should contain:

- Record of work activities undertaken
- Copy of agreed training plan
- Progress Review Records
- Record of achieved Competencies
- Copies of Assignments & projects
- Records of on-programme knowledge assessments
- Evidence of any additional relevant Continual Professional Development (CPD)

Any employer contributions must focus on direct observation of evidence of competence.

## 4. Readiness for End-Point Assessment (Gateway)

The independent End-Point Assessment is synoptic, that is, it takes an overview of an apprentice's competence. It is important, therefore, that this should only take place when the employer is confident that the apprentice has met all the knowledge, skills and behaviours as set out in the standard. Once the employer is satisfied the apprentice has demonstrated full competence and that all criteria of the standard have been met, the apprentice can progress to the End-Point Assessment via the apprenticeship gateway, which is a decision point.

Before an apprentice can pass through the gateway (decision point) for End-Point assessment, they must, in addition to being competent across the knowledge, skills and behaviours required by the Specialist Tyre Operative standard, have achieved Level 1 in English and Mathematics. Those that have not already achieved Level 2 in English and Mathematics must have taken a GCSE or Functional Skills Level 2 accepted test/examination. For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

An apprentice should not be recommended for End-Point Assessment until they are ready and remediation support should be in place for those who find it difficult to meet the minimum requirements.

A formal Gateway meeting between the Apprentice and the employer must take place to determine the Apprentices' readiness for End-Point assessment.

## 5. Achieving Full Competence

The Specialist Tyre Operative apprenticeship standard reflects the needs of employers. Successful completion of the apprenticeship will indicate recognition of competence in the role and enable professional recognition.

It is recommended that apprentices should build and demonstrate their competence throughout their apprenticeship via a structured programme of study and assessment. The End-Point Assessment confirms the apprentice has met the requirements of the apprenticeship and has the breadth of knowledge, skills and behaviours as set out in the standard. It is recommended that quality assurance, ongoing reviews and formative assessments be built into the programme of learning.

## 6. Components of End-Point Assessment

The End-Point Assessment will be made up of three assessment components, which are managed by the EPAOs. These are:

<b>Assessment Component</b>	<b>Skills/Knowledge and/or Behaviour assessed?</b>	<b>Conducted by whom</b>	<b>Grading</b>
Knowledge Assessments	Knowledge	EPAOs	Fail/Pass/Distinction
Practical Observation	Skills and Behaviours	EPAOs (Independent assessor)	Fail/Pass/Distinction
Professional Review (supported by portfolio)	Knowledge, Skills and Behaviours	EPAOs (Independent assessor)	Fail/Pass/Distinction

The End-Point Assessment components **must** be completed in the following order;

1. Knowledge Assessments
2. Practical Observation
3. Professional Review (supported by a portfolio of evidence)

An Apprentice shall not be eligible to participate in an End-Point Assessment component until they have successfully completed the previous component.

All components of the End-Point Assessment must take place within three months of the employer confirming the apprentice is ready for assessment (via the gateway).

## 7. Specification of End-Point Assessment Components

### 7.1 Knowledge Assessment

#### Key Facts:

- 2 Part Knowledge Assessment comprising of:  
Part A – 60 minutes containing 50 multiple choice questions  
Part B – 45 minutes containing 20 alternate format questions.
- Externally set and marked by an EPAO.
- Taken under controlled conditions usually on screen.
- Closed book with no supporting documents allowed.
- Graded as a fail/pass/distinction.

#### Knowledge Assessment

##### Part A

- 50 x Multiple Choice Questions
- 4 Answers per question
- 1 mark per question
- Total of 50 marks available

##### Part B

- 20 x Alternate Format Questions
- Drag & Drop, Multi-response or Drop-down menu
- Total of 50 marks available

The Knowledge assessment – Part A will include 50 multiple choice questions, each with 4 options, 1 mark will be awarded for the correct answer and 0 marks for an incorrect answer. Part A must be completed before Part B can be made available to the Apprentice.

The Knowledge assessment – Part B will include 20 Alternate format questions which will have a total of 50 marks available. Alternative format questions, for example multiple response, drag & drop and drop-down list formats, with no more than 10 questions of any single format permitted.

EPAOs must develop a practical specification and a question bank of sufficient size to prevent predictability and review them regularly (and at least once a year) to the questions are fit for purpose.

The knowledge requirements of the Specialist Tyre standard have been grouped into 3 categories, Health & Safety, Commercial & Legislative and Technical to support consistency of question allocation and scoring. Detailed information relating to question allocation, scoring and grading is contained in the following tables.



## Knowledge Assessment – Part A Multiple Choice (60 minutes)

This table suggests the allocation of marks for the Knowledge Assessment - Part A test. 50 Multiple Choice questions with 4 options, 1 correct answer and 3 distractors.

The Key Knowledge statements detailed in the Specialist Tyre Operative Standard are grouped into 3 distinct Knowledge Areas with marks allocated for each Area.

Knowledge Area	Marks Allocated	Fail	Pass	Distinction
<b>Health &amp; Safety</b>	10	0 - 7	8 - 9	10
<ul style="list-style-type: none"> <li>- K1 - Appropriate Health &amp; Safety legislation and requirements for the workplace (6 marks)</li> <li>- K4 - Safe working on the motorway and trunk road network, including the procedures for arriving and departing to/from a stricken vehicle and the correct process for requesting assistance from the Highways Agencies or emergency services where required (2 marks)</li> <li>- K9 - The safe operating processes for using lifting and support equipment including specialist heavy jacks, props and vehicle stands. (2 marks)</li> </ul>				
<b>Commercial &amp; Legislative</b>	10	0 - 5	6 – 8	9 – 10
<ul style="list-style-type: none"> <li>- K2 - The importance of maintaining a safe service vehicle. (3 marks)</li> <li>- K7 - The importance of correctly identifying the root cause of premature wear or failure. (2 marks)</li> <li>- K10 - The varied methods of communication with customers. (2 marks)</li> <li>- K11 - The range of regulations which will apply to operations including, BS159 tyre repair standards, legislation governing data protection, consumer rights, hazardous chemicals, environmental disposal of end of life tyres and treating customers fairly. (3 marks)</li> </ul>				
<b>Technical</b>	30	0 - 17	18 – 26	27 – 30
<ul style="list-style-type: none"> <li>- K3 - The wide range of tools required, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration &amp; diagnosis and wheel geometry. (10 marks)</li> <li>- K5 - The construction of heavy vehicle tyres and materials used in manufacture and repair. (6 marks)</li> <li>- K6 - The individual requirements of HGV and other commercial vehicle tyres, including wheels and balancing, which are made of multiple components rather than a single hub, the correct handling of tyres regularly weighing over 80kg and whether tyres can be repaired or need replacing. (8 marks)</li> <li>- K8 - The principles and importance of correct vehicle geometry including steering, suspension and braking systems. (6marks)</li> </ul>				
<p><b>Part A Knowledge Test Score &amp; Grade</b></p> <p>To achieve a Pass the Candidate must achieve the Pass Criteria for each area. To Achieve a Distinction the Candidate must achieve the Distinction Criteria for the Health &amp; Safety, Commercial &amp; Legislative and Technical areas.</p>				

## Knowledge Assessment – Part B Alternate Response Questions. (45 minutes)

This table suggests the allocation of marks for the Knowledge Assessment - Part B test.

20 Alternate Response questions worth a total of 50 marks. For example, questions can be multi-response, drop-down menu or drag & drop format. No more than 10 questions of a single format are permitted.

The Key Knowledge statements detailed in the Specialist Tyre Operative Standard are grouped into 3 distinct Knowledge Areas with marks allocated for each Area.

Knowledge Area	Marks Allocated	Fail	Pass	Distinction
<b>Health &amp; Safety</b>	10	0 - 7	8 - 9	10
<ul style="list-style-type: none"> <li>- K1 - Appropriate Health &amp; Safety legislation and requirements for the workplace (6 marks)</li> <li>- K4 - Safe working on the motorway and trunk road network, including the procedures for arriving and departing to/from a stricken vehicle and the correct process for requesting assistance from the Highways Agencies or emergency services where required (2 marks)</li> <li>- K9 - The safe operating processes for using lifting and support equipment including specialist heavy jacks, props and vehicle stands. (2 marks)</li> </ul>				
<b>Commercial &amp; Legislative</b>	10	0 - 5	6 – 8	9 – 10
<ul style="list-style-type: none"> <li>- K2 - The importance of maintaining a safe service vehicle. (2 marks)</li> <li>- K7 - The importance of correctly identifying the root cause of premature wear or failure. (2 marks)</li> <li>- K10 - The varied methods of communication with customers. (2 marks)</li> <li>- K11 - The range of regulations which will apply to operations including, BS159 tyre repair standards, legislation governing data protection, consumer rights, hazardous chemicals, environmental disposal of end of life tyres and treating customers fairly. (4 marks)</li> </ul>				
<b>Technical</b>	30	0 - 17	18 – 26	27 – 30
<ul style="list-style-type: none"> <li>- K3 - The wide range of tools required, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration &amp; diagnosis and wheel geometry. (10 marks)</li> <li>- K5 - The construction of heavy vehicle tyres and materials used in manufacture and repair. (5 marks)</li> <li>- K6 - The individual requirements of HGV and other commercial vehicle tyres, including wheels and balancing, which are made of multiple components rather than a single hub, the correct handling of tyres regularly weighing over 80kg and whether tyres can be repaired or need replacing. (10 marks)</li> <li>- K8 - The principles and importance of correct vehicle geometry including steering, suspension and braking systems. (5 marks)</li> </ul>				
<p><b>Part B Knowledge Test Score &amp; Grade</b></p> <p>To achieve a Pass the Candidate must achieve the Pass Criteria for each area. To Achieve a Distinction the Candidate must achieve the Distinction Criteria for the Health &amp; Safety, Commercial &amp; Legislative and Technical areas.</p>				

To achieve an overall **Pass grade** for the Knowledge Assessment the Apprentice must meet the **Pass criteria** defined for **both Part A & Part B**.

To achieve an overall **Distinction grade** for the Knowledge Assessment the Apprentice must meet the **Distinction criteria** defined for **both Part A & Part B**.

Apprentices will undergo on-demand tests under controlled and invigilated conditions that will synoptically test the knowledge requirements stated within the standard. These tests will usually be taken online and be automatically marked, unless specific assessment needs have been identified, requiring alternative methods to be used, such as a paper-based test. Both Part A and Part B must be completed consecutively within a 2 hour period. The knowledge tests **must** take place before the practical observation and professional review.

The EPAOs will develop their question bank and will ensure that questions have been developed by professionals with current industry specific knowledge. All questions will have undergone a process of testing and verification to ensure they are valid, sufficient, authentic and current.

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

EPAOs will be expected to set and monitor the quality and performance of their questions and tests. The EPAOs are responsible for ensuring questions are current and reflect the requirements of 50 multiple-choice questions and 20 alternate format questions. EPAOs must develop and maintain a bank of standardised questions of sufficient size, for use by the EPA to help ensure consistency.

Assessment tools must be developed by the EPAO to support reliable and consistent delivery of knowledge tests, such as question banks, sample multiple choice & alternate format questions and guidelines on how to carry out on screen multiple choice assessments.

## 7.2 Practical Observations (With pre-set tasks)

Key facts;

- A one day practical observation of the apprentice in an controlled environment which is reflective of their normal workplace and meets the requirements set out in Annex B
- Includes a range of 8 practical observation tasks, which are specified by the EPAO and set up in advance, providing an opportunity for the apprentice to demonstrate their knowledge, skills and behaviours.
- Graded as fail/pass/distinction

The practical observation is a synoptic assessment of the apprentice within a controlled environment. The EPAO must ensure that the controlled environment meets the minimum requirements detailed in Annex B, allowing the apprentice to demonstrate the breadth of their knowledge, skills and behaviours and must be observed by an independent assessor.

The practical observation may be supported by Invigilators approved by the EPAO. The Invigilator(s) support the Independent Assessor by Invigilating observation tasks and monitoring H&S within the workshop environment. These Invigilators must not have conducted any training/mentoring or on-programme assessment with any apprentice involved in the practical assessment nor can they make any assessment decisions. Annex D outlines acceptable ratios of Independent Assessors, Invigilators and Apprentices for practical observation activities.

The apprentice will not know in advance the activities they will be assessed upon. They will be briefed during an initial 15-minute session before the start of the eight Practical Observation Tasks, where they should be encouraged to ask questions and confirm their understanding. Each practical observation task will have a time limited duration, which includes a maximum of 5 minutes briefing on the individual task, again they should be encouraged to ask questions and confirm understanding of what is required of them during the observation.

The practical observation tasks reflect frequent scenarios from the apprentice's normal work activities. The structure of the practical observation should require the apprentice to demonstrate they can work safely whilst conducting inspection, removal & replacement and adjustment activities. The Skill requirements defined in the Specialist Tyre Standard have been grouped into 3 categories, Health & Safety, Commercial & Legislative and Technical to support the consistent allocation of marks, scoring and grading of practical observation tasks.

The tables on the following pages outline the 8 practical observation tasks and provide detail of the defined skills demonstrated in each task, along with the allocation of marks, scoring and grading criteria. The 8 practical observation tasks are;

Task 1 - Replace a tyre on a light vehicle (30 minutes +10%)

Task 2 - Replace a tubeless tyre on a heavy vehicle (45 Minutes +10%)

Task 3 - Remove and replace a tyre on a multi piece wheel (off the vehicle) (30 Minutes +10%)

Task 4 - Carry out a tubeless puncture repair to British Standards - light or heavy vehicle tyre (15 Minutes +10%)

Task 5 - Carry out an inner tube repair to British Standards (loose) (15 Minutes +10%)

Task 6 - Re-groove a tyre (30 Minutes +10%)

Task 7 - Carry out two-wheel alignment (toe only) (45 Minutes +10%)

Task 8 - Carry out an on-vehicle tyre inspection (20 Minutes +10%)

**Practical Observation Task 1 - Replace a tyre on a light vehicle (30 minutes + 10%)**

The Candidate must be asked to carry out the replacement of **one** tyre from a typical family car or light van. The candidate must re-balance the wheel before replacing it on the vehicle. In addition, the Candidate should reset the Tyre Pressure Monitoring system.

The candidate must be provided with a completed Inspection Report/Job Card detailing the work agreed/required. The candidate must complete a vehicle handover with the Customer once all work is completed. (The "Customer" can be either the Independent Assessor or the approved Invigilator).

Health & Safety	Pass Criteria
S2 - Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	<ul style="list-style-type: none"> <li>• Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&amp;S guidance and work instructions</li> <li>• Correctly use workshop equipment to conduct maintenance and replacement tasks to the approved standard</li> <li>• Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment</li> <li>• Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures</li> </ul>
Commercial & Legislative	Pass Criteria
S8 - Interpret specific data from tyre pressure monitoring systems, EU tyre labelling, tyre sidewall markings and load indices to ensure that appropriate tyres are being used for the relevant vehicles.	<ul style="list-style-type: none"> <li>• Select the correct replacement tyre</li> <li>• Correctly use diagnostic tool to interpret component condition to support judgement of component condition</li> <li>• Accurately determine whether a component is nearing or has reached the end of its serviceable life. e.g. TPMS battery life</li> </ul>
S10 - Identify safe working loads and take appropriate action if vehicle weights exceed these.	<ul style="list-style-type: none"> <li>• Make sure that load speed indices are correct for the vehicle</li> </ul>
S12 - Communicate in appropriate language which is transparent and jargon free.	<ul style="list-style-type: none"> <li>• Obtain and interpret sufficient, relevant information, from the customer to make an assessment of their needs. Record and report any faults noted during the course of their work promptly in the format required</li> <li>• Use language that is professional, transparent and jargon free, which is appropriate to the needs of customer</li> </ul>
S14 - Accurately cost required work, including parts, labour and VAT.	<ul style="list-style-type: none"> <li>• Produce an accurate quotation for the required work which includes parts, labour and VAT</li> </ul>

	<ul style="list-style-type: none"> <li>• Get customer approval to go ahead based on recommendation and quotation provided</li> </ul>
Technical	Pass Criteria
S6 - Inspect, remove, repair and replace commercial vehicle tyres, making assessments as to whether tyres can be repaired or replaced.	<ul style="list-style-type: none"> <li>• Carry out accurate inspections of Tyres and Wheels following your workplace procedures</li> <li>• Select, maintain and use suitable measuring devices safely when fitting in the Specialist Tyre environment</li> <li>• Be able to remove and replace tyres following workplace procedures and the requirements of the tyre, vehicle or equipment manufacture</li> <li>• Carry out final function checks before returning vehicle to the customer</li> </ul>
S7 - Correctly balance commercial vehicle wheels in all locations.	<ul style="list-style-type: none"> <li>• Use balancing equipment effectively</li> <li>• Identify tools which may require calibration and check calibration prior to use</li> </ul>
S11 - Lift and support a range of vehicle types on a range of surfaces in different environments – e.g. roadside, construction sites or agricultural sites – and take action if a vehicle cannot be safely supported in a specific location.	<ul style="list-style-type: none"> <li>• Check integrity of surface that is suitable to support jacking</li> <li>• Use correct capacity jack for type of vehicle</li> <li>• Ensure chocked wheels remaining on the ground</li> <li>• Place jack at appropriate jacking point</li> <li>• Use secondary support once lifted</li> </ul>
Distinction indicators	
<p>In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:</p> <p><b>Productivity Awareness</b> - In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using an efficient process that makes allowances for potential downtime to remain productive – i.e. identifying and preparing any required tooling prior to commencement of task</p> <p><b>Customer focus</b> – In addition to a pass, a distinction candidate would be expected to demonstrate a commitment to high levels of customer care. Unprompted they advise and inform the customer around aftercare or 'bedding in' procedures relevant to the work carried out, the warranty or guarantee relevant to the products or services provided.</p>	



## Practical Observation Task 2 – Replace a tubeless tyre on a heavy vehicle (45 Minutes+ 10%)

The Candidate must be asked to carry out the removal and replacement of **one** tyre fitted to a Large Goods Vehicle / Trailer or Large Passenger Carrying Vehicle, selected from a combination of the following:

- **Wheel Positions - Steer, Drive, Twin, Tag or Trailing axles.**
- **Wheel Types – Alloy, Steel, 17.5”, 19.5” or 22.5”**

The candidate must be provided with a completed Inspection Report/Job Card detailing the work required and agreed with the customer. The candidate must complete a vehicle handover with the Customer once all work is completed including torque tag detailing re-torque procedure. (The “Customer” can be either the Independent Assessor or the approved Invigilator).

Health & Safety	Pass Criteria
S2 - Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	<ul style="list-style-type: none"> <li>• Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&amp;S guidance and work instructions</li> <li>• Correctly use workshop equipment to conduct maintenance and replacement tasks to the approved standard</li> <li>• Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment</li> <li>• Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures</li> </ul>
S4 - Carry out a dynamic risk assessment before and during any repair activity, only carrying out work when safe to do so.	<ul style="list-style-type: none"> <li>• Correctly assess the risks presented at that specific location on the day, including (but not exclusively: Weather, Lighting, Traffic Movements, etc.</li> </ul>
S5 - Assess customer and passenger hazards, such as the danger to the vehicle’s driver or passing traffic and follow the correct procedures to safely secure the work area, such as the use of hazard lights, beacons and traffic cones.	<ul style="list-style-type: none"> <li>• Demonstrate that hazards have been identified and risks mitigated</li> <li>• Correct use of hazard lights, beacons and traffic cones</li> </ul>
Commercial & Legislative	Pass Criteria
S1 - Ensure their service vehicle is maintained in a roadworthy manner.	<ul style="list-style-type: none"> <li>• Demonstrate daily check routine to ensure the service vehicle is kept in good working order</li> </ul>
S8 - Interpret specific data from tyre pressure monitoring systems, EU tyre labelling, tyre sidewall markings and load indices to ensure that appropriate tyres are being used for the relevant vehicles.	<ul style="list-style-type: none"> <li>• Select the correct replacement tyre for the type of vehicle, axle position and use to which the vehicle is being put</li> </ul>



S10 - Identify safe working loads and take appropriate action if vehicle weights exceed these.	<ul style="list-style-type: none"> <li>• Make sure that load speed indices are correct for the vehicle.</li> </ul>
S12 - Communicate in appropriate language which is transparent and jargon free.	<ul style="list-style-type: none"> <li>• Explain the re-torque requirements with the customer</li> </ul>
<b>Technical</b>	<b>Pass Criteria</b>
S11 - Lift and support a range of vehicle types on a range of surfaces in different environments – e.g. roadside, construction sites or agricultural sites – and take action if a vehicle cannot be safely supported in a specific location.	<ul style="list-style-type: none"> <li>• Check integrity of surface that is suitable to support jacking</li> <li>• Use correct capacity jack for type of vehicle</li> <li>• Ensure chocked wheels remaining on the ground</li> <li>• Place jack at appropriate jacking point</li> <li>• Use secondary support once lifted</li> <li>• Pre-use checks of tools and equipment</li> <li>• Raise and support a vehicle on axle stands or a suitable robust support</li> <li>• Safely remove a wheel assembly from a commercial vehicle</li> </ul>
S6 - Inspect, remove, repair and replace commercial vehicle tyres, making assessments as to whether tyres can be repaired or replaced.	<ul style="list-style-type: none"> <li>• Carry out inspections of Tyres and Wheels, recording your findings accurately and legibly, explaining your findings to an appropriate person</li> <li>• Identify correct tyre types and sizes and identify any miss-matching of tyres fitted to a vehicle</li> <li>• Remove and Replace Tyres following your workplace procedures and the requirements of the Vehicle or Equipment manufacturer</li> <li>• Carry out tyre removal from drop centre tubeless commercial vehicle wheel</li> <li>• Inspect and clean a commercial vehicle wheel before re-fitting to the vehicle, including cleaning of the hub, hub pilots if applicable</li> <li>• Carry out tyre replacement to a commercial vehicle wheel</li> <li>• Inspect different types of wheel fixings (nuts) before re-fitting to the hub</li> <li>• Demonstrate safe tyre inflation process</li> <li>• Correctly tighten the wheel fixings in accordance to the OEM recommendations</li> <li>• Demonstrate a good understanding of the importance of vehicle wheel security and vehicle manufacturers recommendations regarding wheel security and road wheel tightening and torque procedures</li> </ul>
S7 - Correctly balance commercial vehicle wheels in all locations.	<ul style="list-style-type: none"> <li>• Use balancing equipment effectively</li> <li>• Identify tools which may require calibration and check calibration prior to use</li> </ul>

**Distinction indicators**

In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:

**Productivity Awareness** - In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using efficient routines that minimise vehicle and operative movement (i.e. number of times vehicle lifted/lowered and identifying and preparing any required tooling prior to commencement of task.

**Customer focus** – In addition to a pass, a distinction candidate would be expected to demonstrate a commitment to high levels of customer care. Unprompted they advise and inform the customer on miss-matched and any tyre twinning issues found on a vehicle inspection and why this can affect tyre performance

### Practical Observation Task 3 – Remove and replace a tyre and inner tube on a multi piece wheel (off the vehicle) (30 Minutes+ 10%)

The Candidate must be asked to carry out the replacement of **one** tyre and inner tube fitted to one of the multi-piece wheel types listed below, as typically used in Industrial, Mechanical Handling or Construction applications.

Types of multi – piece wheels and components

- a. Flat Base
- b. Wide Base
- c. Dunlop 3B
- d. Semi Drop Centre
- e. Lemerz
- f. Fad
- g. Lock Ring, Flange & Advance Bands
- h. Divided (split rim)

The candidate must be provided with a completed Inspection Report/Job Card detailing work agreed with the customer.

Health & Safety	Pass Criteria
S2 - Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	<ul style="list-style-type: none"> <li>• Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&amp;S guidance and work instructions</li> <li>• Correctly use workshop equipment to conduct maintenance and replacement tasks to the approved standard</li> <li>• Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment</li> <li>• Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures</li> </ul>
S4 - Carry out a dynamic risk assessment before and during any repair activity, only carrying out work when safe to do so.	<ul style="list-style-type: none"> <li>• Correctly identify the type of multi-piece wheel and components, prior to commencing work activities</li> </ul>

	<ul style="list-style-type: none"> <li>• Correctly assess the risks presented at that specific location on the day, including (but not exclusively : Weather, Lighting, Traffic Movements, etc.</li> </ul>
S5 - Assess customer and passenger hazards, such as the danger to the vehicle's driver or passing traffic and follow the correct procedures to safely secure the work area, such as the use of hazard lights, beacons and traffic cones.	<ul style="list-style-type: none"> <li>• Demonstrate that hazards have been identified and risks mitigated</li> <li>• Correct use of hazard lights, beacons and traffic cones</li> </ul>
<b>Commercial &amp; Legislative</b>	<b>Pass Criteria</b>
S8 - Interpret specific data from tyre pressure monitoring systems, EU tyre labelling, tyre sidewall markings and load indices to ensure that appropriate tyres are being used for the relevant vehicles.	<ul style="list-style-type: none"> <li>• Select the correct replacement tyre for the type of vehicle, axle position and use to which the vehicle is being put.</li> </ul>
S10 - Identify safe working loads and take appropriate action if vehicle weights exceed these.	<ul style="list-style-type: none"> <li>• Make sure that load speed indices are correct for the vehicle.</li> </ul>
<b>Technical</b>	<b>Pass Criteria</b>
S2 - Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	<ul style="list-style-type: none"> <li>• Select correct tools, equipment used for removal and replacement of a multi-piece industrial vehicle wheels, tyres and tubes</li> <li>• Use appropriate safe inflation tools (Safety cage, etc.)</li> <li>• Pre-use checks of tools and equipment</li> </ul>
S6 - Inspect, remove, repair and replace commercial vehicle tyres, making assessments as to whether tyres can be repaired or replaced.	<ul style="list-style-type: none"> <li>• Correctly carry out inspection of Tyre and Wheel.</li> <li>• Identify and select the correct replacement tyre, inner-tube and associated components.</li> <li>• <b><u>Fully deflate the tyre by removing the valve core</u></b></li> <li>• Correctly follow your workplace procedures and the requirements of the Vehicle or Equipment manufacturer.</li> <li>• Correctly remove the tyre and inner-tube from a multi-piece wheel</li> <li>• Inspect and clean the wheel and associated components prior to re-fitting the tyre</li> <li>• Correctly replace the tyre and inner-tube to the wheel</li> <li>• Ensure correct location of locking ring(s) flange</li> <li>• Demonstrate safe tyre inflation process</li> </ul>
<b>Distinction indicators</b>	
In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:	

**Business and product awareness** - In addition to a pass, a distinction candidate would be expected to be able to use their industry knowledge to articulate the pros & cons of Solid Tyres or Solid Filled pneumatic tyres over standard pneumatic tyres and the impact this might have for the customer.

**Productivity Awareness** - In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using efficient routines that minimise operative movement. i.e. preparing any required tooling prior to commencement of task.

**Practical Observation Task 4 – Carry out a tubeless puncture repair to British Standards - heavy vehicle tyre (15 Minutes+ 10%)**

The Candidate must be asked to carry out the repair of **one** tubeless heavy vehicle tyre, already removed from the wheel. The tyre should be penetrated by a screw or bolt of less than 10mm diameter which must be left in situ, but not marked. The penetration must be within the acceptable repair area of the tread.

The candidate must be provided with a completed Inspection Report/Job Card detailing work agreed with the customer.

Health & Safety	Pass Criteria
S2 - Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	<ul style="list-style-type: none"> <li>• Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&amp;S guidance and work instructions</li> <li>• Correctly use workshop equipment to conduct maintenance and replacement tasks to the approved standard</li> <li>• Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment</li> <li>• Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures</li> </ul>
Commercial & Legislative	Pass Criteria
S12 - Communicate in appropriate language which is transparent and jargon free.	<ul style="list-style-type: none"> <li>• Record and report any faults noted during the course of their work promptly following workplace procedures</li> <li>• Use information provided to determine tyre replacement and repair activities to be carried out</li> <li>• Use language that is professional, transparent and jargon free, which is appropriate to the needs of customer</li> </ul>
Technical	Pass Criteria
S6 - Inspect, remove, repair and replace commercial vehicle tyres, making assessments as to whether tyres can be repaired or replaced.	<ul style="list-style-type: none"> <li>• Carry out accurate inspections of Tyres following your workplace procedures.</li> <li>• Correctly identify repair limits as appropriate for tyre type and position of leak / penetration</li> <li>• Correctly repair tyres to BS 159 using permitted materials within appropriate timescales</li> </ul>
Distinction indicators	

In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:

**Productivity Awareness** - In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using an efficient repair process that makes allowances for potential downtime to remain productive – (i.e. preparing the puncture process so that other tasks can be completed whilst repair solution is left to cure) and identifying and preparing any required tooling prior to commencement of task

**Customer focus** – In addition to a pass, a distinction candidate would be expected to demonstrate a commitment to high levels of customer care. Unprompted they explain the warranty or guarantee relevant to the services provided.

**Practical Observation Task 5 – Carry out an inner tube repair to British Standards (loose) (15 Minutes+ 10%)**

The Candidate must be asked to carry out the repair of **one** inner tube repair.

The candidate must be provided with a completed Inspection Report/Job Card detailing work agreed with the customer. The candidate must complete a vehicle handover with the Customer once all work is completed. (The “Customer” can be either the Independent Assessor or the approved Invigilator).

Health & Safety	Pass Criteria
S2 - Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	<ul style="list-style-type: none"> <li>• Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&amp;S guidance and work instructions</li> <li>• Correctly use workshop equipment to conduct maintenance and replacement tasks to the approved standard</li> <li>• Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment</li> <li>• Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures</li> </ul>
Commercial & Legislative	Pass Criteria
S12 - Communicate in appropriate language which is transparent and jargon free.	<ul style="list-style-type: none"> <li>• Record and report any faults noted during the course of their work promptly following workplace procedures</li> <li>• Use information provided to determine tyre replacement and repair activities to be carried out</li> <li>• Use language that is professional, transparent and jargon free, which is appropriate to the needs of customer</li> </ul>
Technical	Pass Criteria
S6 - Inspect, remove, repair and replace commercial vehicle tyres, making assessments as to whether tyres can be repaired or replaced.	<ul style="list-style-type: none"> <li>• Carry out accurate inspections of inner tube following your workplace procedures</li> <li>• Check repair limits as appropriate for inner tube type and position of leak / penetration</li> <li>• Repair tyres to BS 159 using permitted materials within appropriate timescales</li> </ul>
Distinction indicators	



In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:

**Productivity Awareness** - In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using an efficient repair process that makes allowances for potential downtime to remain productive – (i.e. preparing the puncture process so that other tasks can be completed whilst repair solution is left to cure) and identifying and preparing any required tooling prior to commencement of task

**Customer focus** – In addition to a pass, a distinction candidate would be expected to demonstrate a commitment to high levels of customer care. Unprompted they explain the warranty or guarantee relevant to the services provided.

**Practical Observation Task 6 – Re-groove a tyre (30 Minutes+ 10%)**

The Candidate must be asked to carry out the regrooving of one tubeless heavy vehicle tyre, already removed from the wheel, using the tyre manufacturer's recommendations. The candidate must regroove a minimum section of 30cm around the circumference of the tyre covering the full tread width.

The candidate must be provided with a completed Inspection Report/Job Card detailing work agreed with the customer.

Health & Safety	Pass Criteria
S2 - Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	<ul style="list-style-type: none"> <li>• Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&amp;S guidance and work instructions</li> <li>• Correctly use workshop equipment to conduct maintenance and replacement tasks to the approved standard</li> <li>• Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment</li> <li>• Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures</li> </ul>
Commercial & Legislative	Pass Criteria
S12 - Communicate in appropriate language which is transparent and jargon free.	<ul style="list-style-type: none"> <li>• Record and report any faults noted during the course of their work promptly following workplace procedures</li> <li>• Use information provided to determine tyre replacement and repair activities to be carried out</li> <li>• Use language that is professional, transparent and jargon free, which is appropriate to the needs of customer</li> </ul>
Technical	Pass Criteria
S3 - Use tyre re-grooving equipment to safely cut new tread on worn commercial tyres, prolonging their life while ensuring they provide safe road-holding performance.	<ul style="list-style-type: none"> <li>• Select, maintain and use suitable measuring devices safely when regrooving in the Specialist Tyre environment</li> <li>• Correctly use regrooving equipment effectively when carrying out regroove operations</li> <li>• Access the relevant regrooving pattern for the tyre and use technical information to support regrooving activities</li> </ul>

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|  | <ul style="list-style-type: none"> <li>• Correctly identify the customers policy on regrooving tyres by using the available sources of information</li> <li>• Correctly interpret tyre condition to support judgement of suitability for regrooving</li> <li>• Accurately determine whether a tyre is nearing or has reached the end of its serviceable life</li> </ul> |
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### Distinction indicators

In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:

**Business and product awareness** - In addition to a pass, a distinction candidate would be expected unprompted to be able to use their industry and organisational knowledge to articulate or demonstrate the advantages (or disadvantages) of regrooving taking into account the vehicle type, use or application and the impact this might have for the customer.

**Productivity Awareness** - In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using an efficient process that minimises the time taken to carry out re-grooving procedures, identifying and preparing any required documentation or support prior to commencement of task.

**Practical Observation Task 7 – Carry out two-wheel alignment (toe only) (45 Minutes+ 10%)**

The Candidate must be asked to carry out an alignment check on a vehicle, produce a report and communicate the results. In addition, the Candidate must be asked to correctly carry out adjustments to ensure the vehicle is within manufacturer's specifications. The vehicle used must be able to provide the opportunity to adjust the Front Toe.

The vehicle must be prepared so that the Front Toe settings are out of specification.

The candidate must complete a vehicle handover with the Customer once all work is completed. (The "Customer" can be either the Independent Assessor or the approved Invigilator).

Health & Safety	Pass Criteria
S2 - Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	<ul style="list-style-type: none"> <li>• Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&amp;S guidance and work instructions</li> <li>• Correctly use workshop equipment to conduct maintenance and replacement tasks to the approved standard</li> <li>• Work in a way which minimises the risk of damage or injury to the vehicle, people and the environment</li> <li>• Clean the work area and ensure that any waste is disposed of in accordance with workplace and environmental procedures</li> </ul>
Commercial & Legislative	Pass Criteria
S12 - Communicate in appropriate language which is transparent and jargon free.	<ul style="list-style-type: none"> <li>• Record and report any faults noted during the course of their work promptly following workplace procedures</li> <li>• Use information provided to determine tyre replacement and repair activities to be carried out</li> <li>• Use language that is professional, transparent and jargon free, which is appropriate to the needs of customer</li> </ul>
S13 - Produce comprehensive inspection reports which are timely, accurate and relevant and provide clear recommendations.	<ul style="list-style-type: none"> <li>• Correctly use technical information to support vehicle geometry maintenance activities</li> <li>• Correctly explain the results of the alignment check and the importance of ensuring any adjustments are within acceptable tolerances for the vehicle including the consequences of inaccurate adjustment</li> </ul>
S14 - Accurately cost required work, including parts, labour and VAT.	<ul style="list-style-type: none"> <li>• Produce an accurate quotation for the required work which includes parts, labour and VAT</li> </ul>

	<ul style="list-style-type: none"> <li>Obtain customer approval to go ahead based on recommendation and quotation provided</li> </ul>
Technical	Pass Criteria
S9 - Interpret vehicle specific data and inspect, adjust and report on vehicle front wheel geometry.	<ul style="list-style-type: none"> <li>Correctly select, maintain and use suitable measuring devices safely</li> <li>Correctly use Wheel Alignment Equipment effectively when carrying out a vehicle inspection</li> <li>Identify tools which may require calibration and check calibration prior to use</li> <li>Correctly conduct pre-checks on the vehicle prior to measuring wheel alignment</li> <li>Carry out alignment adjustment activities within appropriate timescales</li> <li>Carry out final function checks before returning vehicle to the customer</li> <li>Use technical information to support safety inspection activities</li> <li>Correctly interpret component condition to support judgement of component condition</li> </ul>
Distinction indicators	
<p>In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:</p> <p><b>Report presentation</b> – In addition to a pass, a distinction candidate would be expected to deliver feedback to the customer that includes a thorough rundown of all areas of the alignment check and adjustments, giving an unprompted explanation of geometry features that are in specification and an explanation about the effects that different geometry features which are outside specification may have and how they may impact on other areas of the vehicle.</p> <p><b>Productivity Awareness</b> - In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using efficient routines that minimise vehicle and operative movement (i.e. number of times vehicle lifted/lowered, number of operative laps around the vehicle) and identifying and preparing any required tooling prior to commencement of task</p> <p><b>Customer focus</b> – In addition to a pass, a distinction candidate would be expected to demonstrate a commitment to high levels of customer care. Unprompted they advise and inform the customer around aftercare procedures relevant to the task carried out, they explain the warranty or guarantee relevant to the products or services provided and they demonstrate to the customer evidence of work completed.</p>	

**Practical Observation Task 8 – Carry out an on-vehicle tyre inspection (20 Minutes+ 10%)**

The Candidate must be asked to carry out an on-vehicle tyre inspection (fleet check) on a Large Goods Vehicle / Trailer or Large Passenger Carrying Vehicle, produce a report and communicate the results. The vehicle must be prepared with between 3 and 6 issues (which must include 3 different types of issues as listed below) as defined in advance by the EPAO, which must include issues that require immediate attention, and issues that will require attention in the near future.

Issues can include, but are not limited to:

- Tyres at or below the legal minimum tread depth
- Tyres between 2-3mm tread depth
- Cuts in tread or sidewall
- Loose wheel fixings, cracks or corrosion
- Incorrect tyre for position/application
- Incorrect twinning (New / worn twinned together)
- Visible low tyre pressure
- Irregular tyre wear

In addition, the Candidate must take the information from the inspection and formulate a plan of corrective action.

The candidate must complete a vehicle handover with the Customer once all work is completed. (The “Customer” can be either the Independent Assessor or the approved Invigilator).

Health & Safety	Pass Criteria
S5 - Assess customer and passenger hazards, such as the danger to the vehicle's driver or passing traffic and follow the correct procedures to safely secure the work area, such as the use of hazard lights, beacons and traffic cones.	<ul style="list-style-type: none"> <li>• Demonstrate that hazards have been identified and risks mitigated</li> <li>• Correct use of hazard lights, beacons and traffic cones</li> <li>• Use appropriate personal protective equipment and vehicle coverings when working on vehicles, as defined in workplace H&amp;S guidance and work instructions</li> </ul>
Commercial & Legislative	Pass Criteria
S8 - Interpret specific data from tyre pressure monitoring systems, EU tyre labelling, tyre sidewall markings and load indices to ensure that appropriate tyres are being used for the relevant vehicles.	<ul style="list-style-type: none"> <li>• Ensures the correct tyre is fitted for the type of vehicle, axle position and use to which the vehicle is being put</li> </ul>
S10 - Identify safe working loads and take appropriate action if vehicle weights exceed these.	<ul style="list-style-type: none"> <li>• Make sure that load speed indices are correct for the vehicle</li> </ul>

S12 - Communicate in appropriate language which is transparent and jargon free.	<ul style="list-style-type: none"> <li>Record and report any faults noted during the course of their work promptly following workplace procedures</li> <li>Use information provided to determine tyre replacement and repair activities to be carried out</li> <li>Use language that is professional, transparent and jargon free, which is appropriate to the needs of customer</li> </ul> <p>Use information provided to determine tyre replacement and repair activities to be carried out</p>
S13 - Produce comprehensive inspection reports which are timely, accurate and relevant and provide clear recommendations.	<ul style="list-style-type: none"> <li>Able to explain the results of the inspection and the corrective actions required</li> <li>Demonstrate the importance of correctly identifying the root cause of premature wear or failure (i.e. uneven wear due to misalignment)</li> </ul>
Technical	Pass Criteria
S2 - Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	<ul style="list-style-type: none"> <li>Select, maintain and use suitable measuring devices safely when inspecting vehicles in the Specialist Tyre environment</li> <li>Use test equipment effectively when carrying out an inspection</li> <li>Identify tools which may require calibration and check calibration prior to use</li> </ul>
Distinction indicators	
<p>In addition to meeting all of the pass criteria listed above, a candidate should be considered for distinction grading in this task if they are able to demonstrate the following:</p> <p><b>Report presentation</b> – In addition to a pass, a distinction candidate would be expected to deliver feedback to the customer that includes a thorough rundown of all areas of the inspection, giving an unprompted explanation of work required and the best time to make any intervention.</p> <p><b>Productivity Awareness</b> - In addition to a pass, a distinction candidate would be expected to demonstrate an awareness of how the task can be conducted with maximum efficiency, using efficient routines that minimise vehicle and operative movement (i.e. number of operative laps around the vehicle)</p> <p><b>Customer focus</b> – In addition to a pass, a distinction candidate would be expected to demonstrate a commitment to high levels of customer care. Unprompted they advise and inform the customer of actions to extend the life of the tyres. Turning on rim, re-grooving, pressure maintenance, etc.</p>	

The EPAO must ensure that they develop a bank of practical observation tasks that meet the criteria above. Whilst the headline activities are specified the variability of practical observation tasks will come from the variety of vehicles used, the combination of components selected for replacement and the range faulty or worn components introduced to the vehicles. It is recommended that the EPAO uses the **Specialist Tyre Occupational Brief Document** when designing practical observation tasks, the must also ensure that workplace procedures and requirements are satisfied.

The practical observation will show how well the apprentice can meet the requirements of the standard. The practical observation will be designed and administered by the EPAO and will be conducted and assessed by the Independent Assessor, using a quality assured format.

Assessment tools must be developed by the EPAO to support the reliable and consistent delivery of practical observation assessments, such as observation checklists, practical observation task briefs, recording documents and guidance documents on how to conduct a robust practical observation.

The date and time of the practical observation should be planned in advance to ensure that the apprentice has sufficient time to prepare. The apprentice should be given at least 1 weeks' notice of the practical observation End-Point Assessment date. The practical observation should take place before the professional review.

Where a Knowledge, Skill or Behaviour is assessed using more than one method of assessment, it must be demonstrated in each method. It is not acceptable for the KSB to be demonstrated in one method and then not assessed in the other method.

The practical observation will be graded using the criteria defined above:

1. A **pass** candidate will achieve all of the pass criteria defined in all 8 practical observation tasks and in addition demonstrate the Pass Criteria for the following behaviours throughout the duration of the practical observation.

Behavioural	Pass Criteria
B3 - Acts in a manner that promotes the professional image of the automotive sector.	<ul style="list-style-type: none"> <li>• Present a professional image in line with the organisational dress code and code of conduct.</li> <li>• Demonstrate a positive attitude and welcoming approach.</li> </ul>
B4 - Communicates clearly, transparently and honestly with colleagues, customers and other stakeholders.	<ul style="list-style-type: none"> <li>• Use relevant interpersonal skills, e.g. open and closed questions, listening skills and positive body language when communicating with others.</li> <li>• Confirms understanding by summarising information and seeking confirmation</li> </ul>
B5 – Behaves in accordance with company values, industry codes of conduct and demonstrates respect for customers and colleagues.	<ul style="list-style-type: none"> <li>• Demonstrate a willingness and ability to engage with assessment staff in a positive manner.</li> <li>• Work in accordance with company values and codes of conduct.</li> </ul>
B6 – Is courteous at all times and responds timeously to requests / requirements to build trust and confidence.	<ul style="list-style-type: none"> <li>• Demonstrates courtesy to others at all times</li> </ul>



2. A **distinction** candidate will in addition to meeting the pass criteria will consistently demonstrate the distinction indicators as defined in the 8 practical observation tasks. Consistently means they will demonstrate the distinction indicators in at least 12 of the 18 opportunities (as detailed in the table below) available across the range of 8 practical observation tasks.

Practical Observation Task	Report Presentation	Productivity Awareness	Customer Focus	Business and Product Awareness
Task 1		✓	✓	
Task 2		✓	✓	
Task 3		✓		✓
Task 4		✓	✓	
Task 5		✓	✓	
Task 6		✓		✓
Task 7	✓	✓	✓	
Task 8	✓	✓	✓	

3. A candidate will **Fail** if they do not meet all of the pass criteria set out for the Practical Observation.

## 7.3 Professional Review

### Key Facts:

- 60 minutes structured discussion between the apprentice, and the independent assessor (with a 10% time tolerance).
- Apprentice portfolio is used to exemplify performance
- Assesses selected knowledge, skills and behaviours defined in the Specialist Tyre Standard as outlined in Annex A.
- Undertaken after the knowledge test and practical observation have taken place.
- Graded as a fail/pass/distinction

The date and time of the professional review should be planned in advance to ensure that the apprentice has sufficient time to prepare. The apprentice should be given at least one week's notice of the professional review date. The apprentice must have access to their portfolio during the professional review.

The apprentice will be informed of the structure of the professional review, will be provided with general guidelines and any specific requirements prior to the meeting, and will refer to the portfolio of workplace evidence, which they must provide in advance at the request of the independent assessor.

The professional review will be conducted in a 'controlled environment' i.e. a quiet room without interruption. Where the discussion is not face-to-face (for example using Skype), the EPAO must ensure adequate controls are in place to maintain fair and accurate End-Point assessments, and the EPAO must have robust procedures in place to authenticate the learner's identity.

The independent assessor (see section 8 for roles and responsibilities) will follow the requirements of the EPAO and record their evidence in a formal report. This report must be made available to the apprentice no more than 21 days after the date of the assessment.

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

- EPAOs must produce sample questions for independent assessors.
- Sample questions must be developed in consultation with representative employers.
- EPAOs must develop and maintain a sample question bank of sufficient size to mitigate predictability and review them regularly (at least once a year) to ensure that they are fit for purpose.

The professional review will cover selected range of knowledge, skills and behaviours, which have been split into categories to ensure consistent, allocation of marks, scoring and grading.

An outline of Professional Review is detailed below,

**Professional Review (60 Minutes - +/- 10%)**

The Professional Review will be conducted by the independent Assessor. The review must be based around 15 questions that will enable the Candidate to demonstrate they have developed the Knowledge, Skills and Behaviours detailed below, with an option for a related follow up question for each of the 15 questions if needed (which should be completed within the allocated time). The Independent Assessor will use a range of questions devised by the EPAO to target 15 of the mapped areas P1 to P25 and 4 mapped areas D1 to D8. This will give the Candidate sufficient and fair opportunity to demonstrate the 15 pass criteria and 4 distinction criteria. A Candidate will fail this component if they fail to demonstrate their understanding of all 15 pass criteria.

The Candidate will have completed a mandatory portfolio of evidence throughout their programme and this will have been presented at the Gateway Discussion Meeting to ensure their readiness for EPA. The evidence in the portfolio must not be judged by the independent assessor, however it will be used to guide the discussion and support the candidate in demonstrating their knowledge, skills and behavioural understanding.

The candidate should be able to provide examples from their portfolio to exemplify their performance.

Health & Safety	Pass Criteria	Distinction Criteria
K1 - The Health & Safety at Work Act and the importance of personal and vehicle protective equipment.	<b>P1.</b> Understand their responsibilities for Health & Safety in their workplace. <b>P2.</b> Understand the process for reporting accidents and potential hazards in the workplace.	<b>D1.</b> Understand the potential impact on the organisation and individuals of failing to adhere to Health & Safety and environmental legislation.
K2 - The importance of maintaining a safe service vehicle.	<b>P3.</b> Understand their responsibilities for maintenance of the service vehicle so they are able to provide an efficient and safe service.	<b>D2.</b> Understand the effects of not having a useable service vehicle on the commercial and financial aspects of the business.
Commercial & Legislative	Pass Criteria	Distinction Criteria
K4 - Safe working on the motorway and trunk road network, including the procedures for arriving and departing to/from a stricken vehicle and the correct process for requesting assistance from the Highways Agencies or emergency services where required.	<b>P4.</b> Understand the overall procedures for safe working at roadside <b>P5.</b> Understand the need for assessing risk once on site by means of a dynamic risk assessment <b>P6.</b> Understand when it is appropriate to request assistance from other agencies. e.g. to close a lane on the motorway to protect the work area from moving traffic	<b>N/A</b>

K7 - The importance of correctly identifying the root cause of premature wear or failure.	<p><b>P7.</b> Understand and correctly interpret the likely cause of abnormal tread wear patterns, damage to tread or side walls, incorrect tyre pressure, etc.</p> <p><b>P8.</b> Understand and correctly interpret the typical effects of incorrect tyre pressure. (Over or under inflation)</p>	N/A
K10 - The varied methods of communication with customers.	<p><b>P9.</b> Understand the use of appropriate methods and language for dealing with customers</p> <p><b>P10.</b> Understand how the customers perception of staff attitude will reflect on their view of the customer service from the organisation.</p> <p><b>P11.</b> Understand techniques used in resolving customer dissatisfaction and the process for escalating a customer complaint.</p>	<b>D3.</b> Demonstrate how their actions have resulted in the resolution of at least 2 low level customer complaints. (Exemplify using evidence from portfolio)
S1- Ensure their service vehicle is maintained in a roadworthy manner.	<p><b>P12.</b> Understanding what checks are required Daily and use of checklists (or electronic applications) to carry out vehicle Daily inspection activities. e.g. Brakes, Fuel, Lights, Oil, Water, Horn, Tyres, Mirrors, Washers and wipers.</p> <p><b>P13.</b> Understands the knock-on effect to their ability to provide service if the service vehicle is off the road due to poor maintenance.</p> <p><b>P14.</b> Understands that the service vehicle condition effects the customers perception or the service the customer will receive</p>	
S4 - Carry out a dynamic risk assessment before and during any repair activity, only carrying out work when safe to do so.	<p><b>P15.</b> Understanding the importance of the Dynamic risk assessment upon arrival at site – is the inspection area:</p> <ul style="list-style-type: none"> <li>i. Safe</li> <li>ii. Equipped to complete the inspection / work</li> <li>iii. Clear of obstructions or distractions</li> </ul>	<b>D4.</b> Demonstrate how use of a dynamic risk assessment has resulted in avoiding exposure to a hazard or demonstrated to a customer a safety first culture exists. (Exemplify using evidence from portfolio)

S11 - Lift and support a range of vehicle types on a range of surfaces in different environments – e.g. roadside, construction sites or agricultural sites – and take action if a vehicle cannot be safely supported in a specific location.	<p><b>P16.</b> Understands and can explain the tools, equipment and techniques used for lifting and supporting including:</p> <p>a. Technical information relating to safe jacking points and wheel torque/tyre pressure data.</p> <p>b. Equipment for securing the vehicle and making the area safe (e.g. wheel chocks, traffic cones, 'Do Not Move' signs)</p> <p>c. Jacks, axle/chassis stands, loading boards.</p>	<b>D5.</b> Explains the consequences of not lifting and supporting appropriately.
<b>Behavioural</b>	<b>Pass Criteria</b>	<b>Distinction Criteria</b>
B1 - Ensures all operations are carried out with safety the overriding concern.	<b>P17.</b> Give 2 examples of how they have promoted a safety first approach within your normal duties.(Exemplify using evidence from portfolio)	
B2 - Considers the financial impact of their recommendations on their customers' business.	<b>P19.</b> Understands that the customers overall tyre spend can be influenced by their actions and recommendations. Fitting a sub-optimal pattern / type of tyre, use of budget v premium tyres, etc.	<b>D6.</b> Demonstrate how their actions / recommendations have resulted in a positive saving or improvement for a customer. (Exemplify using evidence from portfolio)
B5 - Behaves in accordance with company values, industry codes of conduct and demonstrates respect for customers and colleagues.	<b>P20.</b> Understand how to consistently behave in accordance with company values, codes of conduct demonstrate respect for colleagues and customers. (Exemplify using evidence from portfolio)	<b>D7.</b> Demonstrate how their actions have resulted in the positive promotion of the Specialist Tyre sector. (Exemplify using evidence from portfolio)
B6 - Is courteous at all times and responds timeously to requests/requirements to build trust and confidence.	<b>P21.</b> Understand why it is important to be courteous to others and why responding quickly to requests is essential to building trust and ensuring an excellent experience. Responding to requests quickly shows that you are interested in the customer's issues. Equally the same principles apply to relationships and interactions with colleagues. (Exemplify using evidence from portfolio that demonstrate responding quickly to requests from colleagues or customers requests)	

<p>B7 - Work as an effective team member by taking responsibility for their own actions, being honest and accountable when issues arise and things don't go as planned</p>	<p><b>P22.</b> Demonstrate effective participation in briefings/meetings. (Exemplify using evidence from portfolio).</p> <p><b>P23.</b> Understand the key principles that support effective team working e.g. balancing own priorities with those of the team, determining when and how to communicate matters that may have implication for others and adapting communication to suit the needs of individuals.</p> <p><b>P24.</b> Give an example of a situation where an issue occurred and things didn't go as planned. Explain how they took responsibility and accountability for the issue and what actions they took to resolve the issue. (Exemplify using portfolio evidence)</p> <p><b>P25.</b> Understand how to take ownership of their personal development, to ensure that their skills and knowledge are up-to-date. Give examples of how they have used different learning methods to improve their own performance. (Exemplify using evidence from portfolio)</p>	<p><b>D7.</b> Demonstrate how their actions have contributed to strengthening team dynamics and how they have proactively supported colleagues to improve the organisations results. (Exemplify using portfolio evidence).</p> <p><b>D8.</b> Demonstrate their current development goals using an up-to-date personal development plan and explain how will they achieve their development goals and what support will they need from others.</p>
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Where a Knowledge, Skill or Behaviour is assessed using more than one method of assessment, it must be demonstrated in each method. It is not acceptable for the KSB to be demonstrated in one method and then not assessed in the other method.

The professional review will be graded using criteria defined above.

1. A **pass** candidate must achieve **15 pass criteria**, from the possible 25, defined above. The candidate must achieve at least 1 pass criteria from the Health & Safety section, at least 4 pass criteria from the Commercial & Legislative section and at least 6 pass criteria from the Behaviours section. These must include meeting at least one pass criteria for each of K4, S1, B1, B2 and B7 (shaded grey in the table).
2. A **distinction** candidate must achieve the **pass** criteria and in addition must achieve a minimum of **4 distinction criteria** defined above. The candidate must achieve distinction criteria in at least 2 sections, i.e. Health & Safety, Commercial & Legislative or Behavioural sections.
3. A candidate will **fail** if they do not meet the **pass** criteria defined above.

## 8. Roles and Responsibilities

Ensuring independence is key to the validity of this End-Point Assessment Plan. Although employers and training providers are involved in the on-programme training and assessment, providing evidence and supporting the End-Point Assessment procedures, the End-Point Assessment is managed and administered by the EPAO.

### 8.1 End-Point Assessment Organisation (EPAO)

EPAOs are responsible for appointing and managing independent assessors and for ensuring that assessments are:

- ✓ Fair
- ✓ Valid
- ✓ Reliable
- ✓ Consistent

EPAOs wishing to offer End-Point Assessment services for this apprenticeship, must:

- Be registered on the Education and Skills Funding Agency Register of End-Point Assessment Organisations (RoEPAO).
- Ensure independent assessors are suitably trained and meet the criteria outlined in this plan.
- Be registered with Ofqual to offer this EPA
- Deliver the End-Point Assessment outlined in this plan.
- Be able to demonstrate a detailed understanding of the sector.
- Provide adequate information and documentation to enable apprentices, employers and providers to prepare for the End-Point assessment.
- Develop appropriate assessment tools to ensure all apprentices are judged robustly and consistently
- Provide appropriate resources and processes for apprentices, employers and providers, to clarify and/or dispute the outcome of an End-Point assessment, including appeals and re-takes.
- The EPAO must have in place clear arrangements for making Reasonable Adjustments for this 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.



EPAOs must maintain high quality systems and processes, which validate and continuously review an independent assessor's experience, skills and competence. They must also maintain a system that allows individual End-Point assessments and an independent assessor's decision, to be externally quality assured and verified by an External Quality Assurance Organisation (see section 9).

The final decision on whether the apprentice has passed, lies solely with the EPAO.

## **8.2 The Independent Assessor**

Independent assessors are responsible for conducting the End-Point Assessment of the apprenticeship. Independent assessors are appointed and managed by an EPAO. An independent assessor must be someone who has nothing to gain from the outcome of the End-Point Assessment and has had no involvement in the training, on programme assessment or line management/mentoring of the apprentice.

When conducting an End-Point assessment, the independent assessor is acting on behalf of the relevant EPAO, and is subject to the auditing procedures set by them.

Independent assessors will be subject to rigorous quality assurance, and must take part in regular training and standardisation activities specified by the EPAO.

The following key principles are mandatory for independent assessors:

### **8.2.1 Occupational Expertise**

Independent assessors must meet the following requirements:

- An in-depth knowledge and understanding of the Specialist Tyre Apprenticeship Standard and End-Point Assessment Plan.
- Occupational competence at, or above the level of the Specialist Tyre Apprenticeship Standard.
- Hold a Level 3 assessor award or equivalent
- Have a minimum of 3 years experience in the tyre industry, with evidence of continuing professional development.
- Complete and record a minimum of 20 hours relevant CPD per annum.
- Attend initial EPA assessor training delivered by the EPAO.
- Attend standardisation events a minimum of every 12 months.

### **8.2.2 Continuous Professional Development (CPD)**

Independent assessors must regularly update their occupational expertise and industry knowledge in the areas being assessed to ensure currency of skills and knowledge. This should be achieved through planned CPD, appropriate to their individual development needs. A record of this should be maintained through an up-to-date CPD log. Examples of CPD could be (but not limited to):

- Current industry experience or work placements.
- External visits.
- Achievement of new or updated training or qualifications.
- Trade fairs and conferences.
- Attendance at development days.

### **8.2.3 Best Practice in End-Point Assessment**

Independent assessors should:

- Practice standardised assessment principles as set out by the EPAO.
- Attend regular standardisation meetings with colleagues (at least twice per year).
- Share best practice in assessment through a range of appropriate activities, such as email, meetings, events, workshops and social media.
- Have sufficient resource to carry out the role of independent assessor (e.g. time).

### **8.3 Invigilator**

An Invigilator is somebody who supports the Independent Assessor by invigilating practical observation tasks, preparing assessment tasks, monitoring health & safety in the workshop and ensuring no collaboration between candidates. The Invigilator must not make any judgements on the outcome of the observations. The Invigilator must not have been involved in the on-programme learning or assessment of the apprentice(s) taking part in the End-Point assessment. They must be approved by the EPAO.

The Invigilator enables a higher Independent Assessor to Candidate ratio, which reduces the cost of the Practical Observation component significantly. For Independent Assessor to Candidate ratios see Annex C – Practical Observation Principles.

- Occupational competence at, or above the level of the Specialist Tyre Apprenticeship Standard.

- Have a minimum of 3 years Tyre Industry experience, with evidence of continuing professional development.
- Be familiar with the workplace policies, procedures and working standards for the Apprentices being assessed.
- Be familiar with the Health & Safety and environmental considerations appropriate to the Practical Observation tasks.
- Be familiar with the operation of workshop equipment, specialist tools and diagnostic equipment used in the Practical Observation tasks.
- Be approved by the EPAO.

#### **8.4 Employer Technical Expert**

An Employer Technical Expert may provide the independent assessor with technical support, advice and guidance such as confirming company policies, procedures, processes or providing context on technical information. Any information provided by the employer representative must only be at the request of the end-point assessor who has the final say over the assessment and grade awarded. The employer technical expert must not provide evidence on behalf of the apprentice or administer the EPA, i.e. they cannot be used as an invigilator. This maintains the independence of the EPA.

#### **8.5 Employer**

The employer will support the apprentice throughout the apprenticeship helping them to reflect on their performance throughout the period of on-programme assessment. They will ensure the apprentice prepares and collates the necessary evidence to demonstrate competence against the requirements of the apprenticeship and keeps them in a portfolio. They will ensure the apprentice is prepared for the End-Point Assessment and will formally confirm to the EPAO that the apprentice is ready to pass through the gateway. The employer is also responsible for scheduling the End-Point Assessment and ensuring any specific requirements for the End-Point Assessment have been agreed with the EPAO, as appropriate e.g. facilities, resources, security, confidentiality etc.

#### **8.6 Training Provider**

The training provider develops on-programme training programmes that meet and deliver the knowledge, skills and behaviour requirements as defined by the standard. They review the apprentice's development and provide feedback to the apprentice and employer throughout the training, as appropriate.

## 9. Quality Assurance

### 9.1 Consistency

Independent End-Point Assessment is a culmination of a learning and development journey resulting in external independent confirmation of an apprentice meeting the industry defined standard. As such the process and procedure for carrying out an End-Point Assessment must be quality assured to ensure consistent, reliable and valid judgements.

### 9.2 Internal Quality Assurance

Internal quality assurance is carried out by, or on behalf of an approved EPAO and involves ensuring that individual End-Point assessments are undertaken correctly and consistently including the marking, standardisation and reporting of the outcomes of the End-Point assessment. It must:

- appoint independent assessors that meet the requirements as detailed in this plan
- provide training for independent assessors in terms of good End-Point Assessment practice, operating the assessment tools and grading
- operate regular standardisation events that enable independent assessors to attend at least every 12 months
- have quality assurance systems and procedures that support fair, reliable and consistent assessment across organisation and over time
- operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, good practice, need and based on sufficient robust auditing activity. EPAOs are therefore expected to have in place clear robust relevant policies and to manage the moderation of their independent assessors dynamically (i.e. increase moderation rates above a minimum as necessary as a matter of course)
- arrange annual standardisation meetings
- meet all requirements as stipulated by the External Quality Assurance regulatory body Ofqual

**Note:** An **Independent Assessor** is engaged by the EPAO to oversee the EPA and deliver an independent judgement. The final grade must be made available to the apprentice no more than 21 days after the date of completion of the EPA. The EPAO's judgement will be final.

### 9.3 Assessment Tools & Materials

EPAOs must produce assessment tools and supporting materials for the EPA that follow best assessment practice, as follows:

- The production of all EPA elements in consultation with industry specialists to ensure the compilation of a common EPA specification which ensures that EPA's are standardised, up to date and fit for purpose
- Production of the assessment and supporting documentation to ensure best assessment practices and support the efficient implementation of the EPA
- Production and delivery of initial independent assessor training with regular events to share best practice.
- Ensuring all independent assessors maintain an up to date CPD record relevant to assessing and the Specialist Tyre Industry
- Quality assurance systems and procedures that support fair, reliable and consistent End-Point Assessment across all organisations and over time (see Section 9.2).

### 9.4 External Quality Assurance

The Office of Qualifications and Examinations Regulation (Ofqual) will conduct the external quality assurance for the Specialist Tyre Operative apprenticeship.

## 10. Implementation

### 10.1 Affordability

The cost and practicalities of the End-Point Assessment have been key considerations in the development of the End-Point Assessment plan due to the range of businesses likely to deliver this apprenticeship. Both large and small employers alike must manage the apprenticeship process and the assessment needs to be affordable for employers with small numbers of apprentices.

The use of Invigilators to support an increased Independent Assessor to Candidate ratio is common amongst Motor Vehicle Apprenticeships. Annex C details acceptable ratios and the use of 2 Invigilators enables a maximum of 6 candidates per Practical Observation session. Given the cost and equipment requirements to support practical observation for the Specialist Tyre Operative Apprenticeship is a key factor in determining overall EPA costs, it is far more cost effective for an employer to provide Invigilators than it is to commission additional Independent Assessors.

### 10.2 Accessibility and Manageability

The practicalities and accessibility of the End-Point assessments have been considered during the development of this End-Point Assessment plan to ensure that the assessments are equally accessible to large and small employers across a range of sectors and to all apprentices.

EPAOs must work with employers to manage End-Point assessments in a way that minimises the impact on the employers' business activity.

The End-Point Assessment must be completed within a three month period and therefore must be offered by the EPAO at least four times a year (on a quarterly basis). This will give employers and apprentices access to End-Point assessments on a regular basis and allow adequate time for preparation. This will also give the EPAO adequate time to plan assessments to ensure they are manageable, feasible and cost efficient.

We anticipate approximately 500 starts on this apprenticeship in the first 12-18 months, and expect demand for this apprenticeship to grow in future years.

### 10.3 Professional Body Recognition

This apprenticeship meets the requirements of Institute of the Motor Industry (IMI) and on completion of this Standard the Specialist Tyre Operative will be eligible to apply for IMI membership as a Registered Young Professional or if they wish as an Associate Member. They would also gain entry onto the IMI Professional Register.

## 11. Grading

There are two grades available upon successful completion of the End-Point assessment. These are: **'pass'**, which represents full occupational competence as an Specialist Tyre Operative and **'distinction'** which represents an exemplary level of competence.

In order to achieve a **'distinction' grade**, the apprentice must successfully achieve a **distinction in all three** components of the End-Point assessment. In order to achieve a **'pass' grade**, the apprentice must successfully achieve a **pass** in all three components of the End-Point assessment. If an apprentice achieves a combination of pass and distinction, overall they will have achieved a pass.

Where a KSB is shown as being assessed in two assessment methods, this must be assessed in both methods separately. EPAOs should not assume that because it has been met in one method, it no longer needs to be assessed in the other.

### Resits & Retakes

Apprentices who fail one or more EPA component(s) will be offered the opportunity to retake/resit the component subject to the timings agreed with the employer and EPAO. The employer is best placed to determine if a resit or retake is the right course of action. A resit does not require further learning, whereas a retake does. In the case of a resit, little or no further work will be required on the portfolio. The apprentice need only resit/retake those practical task(s) failed.

Whilst there are no limit to the number of retakes/resits an apprentice can take it is important that the Apprentice should have sufficient time to retrain and develop the necessary knowledge, skills or behaviours prior to retaking the component.

Resits/retakes must not be offered to apprentices who pass and wish to achieve a higher grade.

If the retake/resit relates to the online test the apprentice will be presented with a new randomised knowledge test.

If the retake/resit relates to the professional review the apprentice must be questioned on the same subject or a different subject, which will be at the EPAOs discretion.

If a retake/resit relates to the practical observation task(s), the apprentice must be presented with a different version of the same task(s), which must cover the same components/activities.

## 12. Final Judgement

The final judgement about whether the apprentice has achieved a fail, pass or distinction will be made by the EPAO taking into account recommendations by the independent assessor.



## Annex A – Statement Key

Assessment method	Key
Knowledge Test	K
Practical Observations	O
Professional Review	R

NB: Where a KSB is shown as being assessed in two assessment methods, this must be assessed in both methods separately. EPAOs should not assume that because it has been met in one method, it no longer needs to be assessed in the other.

### Knowledge Requirements:

Ref:	Knowledge statement	Assessment method
K1	The Health & Safety at Work Act and the importance of personal and vehicle protective equipment.	K R
K2	The importance of maintaining a safe service vehicle.	K R
K3	The wide range of tools required, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration & diagnosis and wheel geometry.	K
K4	Safe working on the motorway and trunk road network, including the procedures for arriving and departing to/from a stricken vehicle and the correct process for requesting assistance from the Highways Agencies or emergency services where required.	K R
K5	The construction of heavy vehicle tyres and materials used in manufacture and repair.	K
K6	The individual requirements of HGV and other commercial vehicle tyres, including wheels and balancing, which are made of multiple components rather than a single hub, the correct handling of tyres regularly weighing over 80kg and whether tyres can be repaired or need replacing.	K
K7	The importance of correctly identifying the root cause of premature wear or failure.	K R
K8	The principles and importance of correct vehicle geometry including steering, suspension and braking systems.	K
K9	The safe operating processes for using lifting and support equipment including specialist heavy jacks, props and vehicle stands.	K
K10	The varied methods of communication with customers.	K R
K11	The range of regulations which will apply to operations including, BS159 tyre repair standards, legislation governing data protection, consumer rights, hazardous chemicals, environmental disposal of end of life tyres and treating customers fairly.	K

## Skill Requirements:

	Skills statements	Assessment method
S1	Ensure their service vehicle is maintained in a roadworthy manner.	R
S2	Maintain, check and safely use the required equipment, including basic hand tools, equipment for tyre repairs and replacement, wheel balancing, pressure calibration and diagnosis and wheel geometry.	O
S3	Use tyre re-grooving equipment to safely cut new tread on worn commercial tyres, prolonging their life while ensuring they provide safe road-holding performance.	O
S4	Carry out a dynamic risk assessment before and during any repair activity, only carrying out work when safe to do so.	O R
S5	Assess customer and passenger hazards, such as the danger to the vehicle's driver or passing traffic and follow the correct procedures to safely secure the work area, such as the use of hazard lights, beacons and traffic cones.	O
S6	Inspect, remove, repair and replace commercial vehicle tyres, making assessments as to whether tyres can be repaired or replaced.	O
S7	Correctly balance commercial vehicle wheels in all locations.	O
S8	Interpret specific data from tyre pressure monitoring systems, EU tyre labelling, tyre sidewall markings and load indices to ensure that appropriate tyres are being used for the relevant vehicles.	O
S9	Interpret vehicle specific data and inspect, adjust and report on vehicle front wheel geometry.	O
S10	Identify safe working loads and take appropriate action if vehicle weights exceed these.	O
S11	Lift and support a range of vehicle types on a range of surfaces in different environments – e.g. roadside, construction sites or agricultural sites – and take action if a vehicle cannot be safely supported in a specific location.	O R
S12	Communicate in appropriate language which is transparent and jargon free.	O
S13	Produce comprehensive inspection reports which are timely, accurate and relevant and provide clear recommendations.	O
S14	Accurately cost required work, including parts, labour and VAT.	O

## Behaviour Requirements:

	<b>Behaviour statements</b>	<b>Assessment method</b>
B1	Ensures all operations are carried out with safety the overriding concern.	<b>R</b>
B2	Considers the financial impact of their recommendations on their customers' business.	<b>R</b>
B3	Acts in a manner that promotes the professional image of the automotive sector.	<b>O</b>
B4	Communicates clearly, transparently and honestly with colleagues, customers and other stakeholders.	<b>O</b>
B5	Behaves in accordance with company values, industry codes of conduct and demonstrates respect for customers and colleagues.	<b>O R</b>
B6	Is courteous at all times and responds timeously to requests/requirements to build trust and confidence.	<b>O R</b>
B7	Work as an effective team member by taking responsibility for their own actions, being honest and accountable when issues arise and things don't go as planned.	<b>R</b>

## Knowledge, Skills & Behaviour Matrix:

The table below shows the relationship between EPA Components and the knowledge, skills and behaviours defined in the Specialist Tyre Standard.

Y – Indicates where the KSB is covered directly

Ref	Knowledge Assessment		Practical Observation								Professional Review
	Part A	Part B	Task 1	Task 2	Task 3	Task 4	Task 5	Task 6	Task 7	Task 8	
K1	Y	Y									Y
K2	Y	Y									Y
K3	Y	Y									
K4	Y	Y									Y
K5	Y	Y									
K6	Y	Y									
K7	Y	Y									Y
K8	Y	Y									
K9	Y	Y									
K10	Y	Y									Y
K11	Y	Y									
S1				Y							Y
S2			Y	Y	Y	Y	Y	Y	Y	Y	
S3								Y			
S4				Y	Y						Y
S5				Y	Y					Y	
S6			Y	Y	Y	Y	Y				
S7			Y	Y							
S8			Y	Y	Y					Y	
S9									Y		
S10			Y	Y	Y					Y	
S11			Y	Y							Y
S12			Y	Y		Y	Y	Y	Y	Y	
S13									Y	Y	
S14			Y						Y		
B1											Y
B2											Y
B3							Y				
B4							Y				
B5							Y				Y
B6							Y				Y
B7											Y

## Annex B

### Minimum requirements for the assessment centre.

The approved assessment centre must have:

- A fully equipped workshop with separated work stations. Including as a minimum:
  - Compressed air supply
  - Wheel removing equipment
  - Tyre changing equipment with run flat tyre capability
  - Wheel balancing equipment
  - Personal Protective Equipment (PPE)
  - Vehicle Protective Equipment (VPE)
  - Tyre manufacturer technical data
  - Vehicle manufacturer technical data
  - Lifting and supporting equipment (to include jacks, axle stands & chocks)
  - Torque wrenches
  - Puncture repair equipment
  - Tyre re-grooving equipment
  - Industry recognised safe inflation equipment
  - Cleaning materials
  - A method of screening off assessment areas
  - Wheel alignment equipment
  - Diagnostic / scan tool with reset capability – TPMS ability
  - Proprietary vehicle technical data
  - Hand Tools and other general equipment typically found in a specialist tyre work-area
  - Vehicles meeting the minimum requirements of the Practical task EPAs
  - Access to Workplace procedures, policies and support materials relating to the Apprentices workplace
  - Access to IT systems and devices normally available to the Apprentice
- A writing area to complete any written elements required within the task
- A supervised area for apprentices waiting between tasks

## Annex C

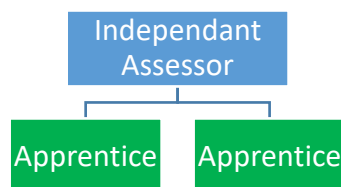
### Practical Observation – Principles

#### Acceptable ratios of Independent Assessors, Invigilators and Apprentices during Practical Observation Tasks.

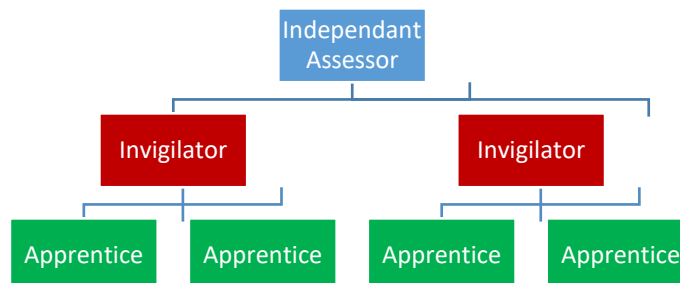
When selecting the most appropriate option the EPAO should consider the following;

- Size and layout of the workshop facility and the practicalities of observing candidates (for example access, blind spots etc.)
- The range and availability of equipment, including vehicle lifts etc.
- The range and number of vehicles available on site

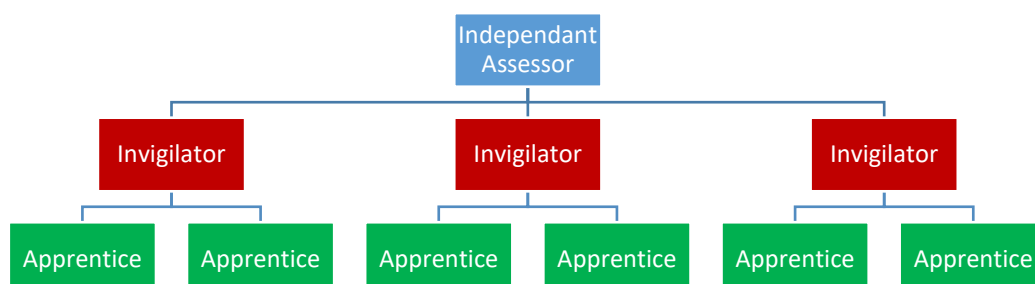
#### Option 1. Independent Assessor may work directly with a maximum of 2 Apprentices



#### Option 2. Independent Assessor working with 2 Invigilators and a maximum of 4 Apprentices



#### Option 3. Independent Assessor working with 3 Invigilators and a maximum of 6 Apprentices



## Annex D

### Employer and Apprentice Gateway Commitment Document

This Employer and Apprentice Gateway Commitment document has been designed to be used during the formal gateway meeting. This meeting should be attended by the apprentice and relevant people that have worked with the apprentice on-programme, such as the line manager/employer mentor and/or a senior manager (as appropriate to the business). During the meeting the apprentice and employer will discuss the apprentice's progress to date and confirm if the apprentice has met the full apprenticeship standards during their on-programme training. This document should be used to log the outcomes of the meeting and can be submitted to the Apprenticeship End-Point EPAOs as evidence of the apprentice's readiness to enter End-Point assessment.

**Please note:** A copy of the standard should be available to all attendees during the gateway meeting.

#### Apprentice details

<b>Apprentice Name:</b>		<b>Training Provider organisation:</b>	
<b>Employer Organisation:</b>		<b>Training Provider name/job title:</b>	
<b>Employer Name/Job Title:</b>		<b>Standard title:</b>	Specialist Tyre Operative
<b>Apprenticeship start date:</b>		<b>Gateway meeting date:</b>	

#### Pre-requisite requirements

Before the discussion takes place about the apprentice's achievement of the apprenticeship standard, the apprentice must confirm to the employer that they have achieved the pre-requisite requirements below:

<b>Pre-requisite requirement:</b>	<b>Achieved by the apprentice?</b>	<b>Evidence:</b>
Level 1 maths qualification + Level 2 exam taken		
Level 1 English qualification + Level 2 exam taken		
Completed Portfolio (required for EPA		

Professional Review Component)		
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### Achievement of apprenticeship standards

The following table should be completed by the employer together with the Apprentice, in conjunction with Appendix A of the End-Point Assessment plan. This can be discussed through Q&A, and/or the apprentice may present evidence that can be reviewed during the meeting to show achievement of the different knowledge, skills and behaviours. Following the Q&A and presentation of evidence, the employer should log this information in the table below along with their comments, and then make a judgement as to whether the apprentice has all the knowledge, skills and behaviours defined within the Specialist Tyre Operative Standard.

### Knowledge Requirements

Knowledge Ref:	Apprentice Satisfied (Yes/No)	Employer Satisfied (Yes/No)	Comments
K1			
K2			
K3			
K4			
K3			
K6			
K6			
K8			
K9			
K10			
K11			

**Skills Requirements:**

<b>Skill Ref:</b>	<b>Apprentice Satisfied (Yes/No)</b>	<b>Employer Satisfied (Yes/No)</b>	<b>Comments</b>
<b>S1</b>			
<b>S2</b>			
<b>S3</b>			
<b>S4</b>			
<b>S5</b>			
<b>S6</b>			
<b>S7</b>			
<b>S8</b>			
<b>S9</b>			
<b>S10</b>			
<b>S11</b>			
<b>S12</b>			
<b>S13</b>			
<b>S14</b>			

**Behaviours Requirements:**

<b>Behaviour Ref:</b>	<b>Apprentice Satisfied (Yes/No)</b>	<b>Employer Satisfied (Yes/No)</b>	<b>Comments</b>
<b>B1</b>			
<b>B2</b>			
<b>B3</b>			
<b>B4</b>			
<b>B5</b>			
<b>B6</b>			
<b>B7</b>			

**Further Comments/Actions**

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**Gateway meeting outcome**

Based on the information discussed and evidenced during the gateway meeting which is documented in the tables above, the following outcome has been agreed:

Gateway meeting outcome					
Has the learner successfully achieved all the apprenticeship standards whilst on-Programme?		If so, is the learner ready for End-Point assessment?			
<b>The decisions above have been agreed by the following parties:</b>					
Employer name:		Employer signature:		Date:	
Apprentice name:		Apprentice signature:		Date:	