

# Marina and Boatyard Operative Apprenticeship Standard Level 2 End Point Assessment Plan

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## Introduction and summary of the end point assessment process

This document sets out the requirements for the end point assessment (EPA) for the Level 2 Marina and Boatyard Operative Apprenticeship Standard. It is written for end point assessment organisations (EPAOs) who need to know how the EPA for this apprenticeship must operate. It will also be of interest to those undertaking the Marina and Boatyard Operative apprenticeship, their employers, and training providers.

Full time apprentices typically take 18/24 months working towards the apprenticeship standard, depending on relevant prior experience and qualifications. A minimum of 20% of the apprenticeship is spent undertaking off the job training. The EPA is undertaken during the last 4 months of the apprenticeship.

The EPA commences once the employer is satisfied that the apprentice:

- is consistently working at or above the level set out in the standard
- has met the pre-requisite gateway requirements for EPA, and these can be evidenced to the selected EPAO.

As a gateway requirement, an apprentice must have compiled a Record of Achievement, which is used to direct the EPA professional discussion assessment method.

Apprentices without English and mathematics at level 2 must achieve level 1 English and mathematics and take the test for level 2, prior to commencing the EPA. For those with an education, health and care plan, or a legacy statement the apprenticeships' English and maths minimum requirement is Entry level 3. British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

All assessment methods must be successfully completed within a four month period, after the EPA gateway has been triggered, including any resits/retakes. The EPA must be completed over a maximum assessment time of no more than five hours. (This time does not include any breaks or down time between tasks.)

The EPA comprises 2 distinct assessment methods that are undertaken in the order below:

1. Observation of the apprentice conducting certain Marina and Boatyard Operative work operations.
2. A professional discussion that assesses the application of knowledge, skills and behaviours across the standard (core and specialist areas). The discussion is directed by the contents of a Record of Achievement compiled by an apprentice during the apprenticeship.

Performance in the EPA will determine the apprenticeship grade (fail, pass, or merit). To gain final apprenticeship certification, an apprentice must gain a pass in each of the above EPA methods.

The EPA must be conducted by an organisation approved to offer services against this standard, as selected by the employer, from the Education and Skills Funding Agency's

Register of End Point Assessment Organisations (RoEPAO). The selected EPAO appoints independent assessors who are qualified to assess the requirements of the standard and have had no connection with an apprentice, their training provider(s), or employer.

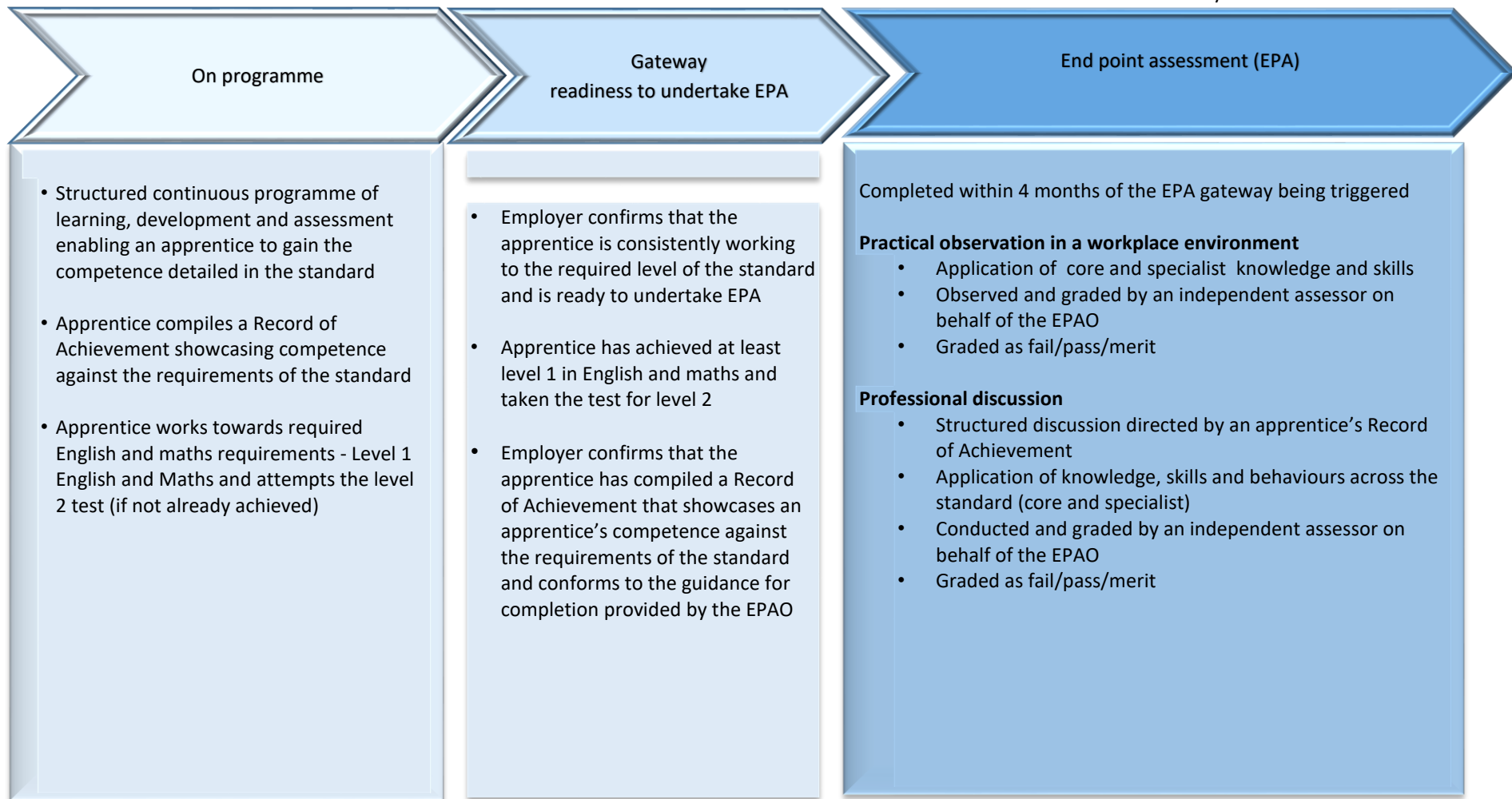


Diagram 1 - Typical apprenticeship journey

## Apprentice's Record of Achievement

The Record of Achievement is a mandatory requirement of the on-programme phase, as it is used to inform and help direct the professional discussion within the EPA. The Record of Achievement itself is not however graded.

An apprentice is required to compile the Record of Achievement, populating it with valid and accurate evidence that demonstrates competence against the requirements of the standard. The Record of Achievement must have been compiled appropriately to progress through the EPA gateway.

The minimum content requirement for the Record of Achievement is:

- Job description to reflect an apprentice's role requirements and relevant specialist area.
- An organisational structure and short outline of the work of the marina/boatyard to provide context to the apprentice's work and competence.
- Evidence demonstrating an apprentice's competence against the standard;
  - employer feedback in the form of reviews/appraisals
  - how the apprentice has applied relevant processes, procedures, methods and applied the required knowledge, skills and behaviours detailed in the standard (these should cover a minimum of 10 different work aspects and no more than 15 covering the depth and breadth of the standard – including core and relevant specialist option)
  - observations, reports, witness testimonies, assignments, checklists, projects that support an apprentice's competence against the requirements of the standard.
- A declaration from the employer that the evidence provided by an apprentice is original, and relates to work undertaken by the apprentice.

Apprentices should be allowed to provide photographic and video evidence within their portfolio, should they wish.

The above list is not exhaustive, the EPAO must provide detailed guidance to those involved in the assessment process (apprentices, employers, and assessors) as to the structure and format of the Record of Achievement, the content required, what evidence and material is acceptable, and the means of submitting the Record of Achievement. This guidance should be readily available and communicated to apprentices and their employers once an EPAO has been selected.

Evidence provided in the Record of Achievement must not have been formally assessed, via an NVQ for example, during the on-programme phase. The information detailed in the Record of Achievement is critical to the independent assessor in directing the professional discussion.

The completion of the Record of Achievement requires sign off from the employer before being submitted to the selected EPAO. When signing off the Record of Achievement and before it is sent

off to the EPAO, the employer must be satisfied that the evidence is authentic, reflects the apprentice's own work, and relates to the competence requirements of the standard.

The Record of Achievement containing all evidence should, where possible, be sent electronically in accordance with the EPAO's processes, which will have been clearly communicated to all interested parties.

An apprentice's Record of Achievement should be sent to the EPAO, for forwarding to the appointed independent assessor, at least 15 working days ahead of the professional discussion taking place. This allows the independent assessor sufficient time to review the contents and prepare questions and structure of the professional discussion.

## The EPA gateway

The EPA should only commence once an employer is satisfied that an apprentice is consistently working at or above the level set out in the standard, the pre-requisite gateway requirements for the EPA have been met and that these requirements can be evidenced to an EPAO. Employers may wish to take advice from their apprentice's training provider(s).

In addition, apprentices must have achieved at least level 1 in both English and maths and have also taken the test for level 2. 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 qualification are an alternative to English qualifications for whom this is their primary language.

Employers must also confirm that the apprentice has compiled a Record of Achievement and that it meets the guidance provided by the EPAO.

Appropriate remedial support should be in place for any apprentice who is struggling to meet the requirements to progress to EPA.

## EPA methods

The apprentice must have been on the apprenticeship programme for at least 12 months and 1 day before the EPA is scheduled, but typically, this will be 18/24 months.

The EPA is triggered once an apprentice has met the EPA gateway requirements and it must be completed within 4 months, unless by exception, of the EPA being triggered. It is anticipated that both EPA assessment methods will occur on the same day, however this is not a requirement and EPAOs have flexibility in their scheduling and the allocation of independent assessors.

Both EPA methods must be undertaken by an apprentice, with the practical observation being undertaken first.

## Practical observation of marina/boatyard operative work operations

**Outline** – This is the first EPA method undertaken by an apprentice.

The observation will encompass some core areas and elements of the selected specialist area.

The focus of the observation for the core skills is on the following:

- Move and prepare vessel - deliver vessel to hoist dock/slipway
- Lift vessel out of water
- Clean vessel hulls safely
- Block off vessel
- Move - relaunch vessel
- Store/berth - tow to berth and secure.

Observation of the core skills should be undertaken on a vessel which could be either power or sail of between 21' to 60' in length (6.4m to 18.3m length overall - LOA)

In addition to the above, **one** of the following specialist options must also be observed:

1. Safely handle and dispense marine fuel within the marina/boatyard
  - Check fuelling equipment is safe and ready for operational use, including emergency equipment (fire extinguishers and emergency spill kit)
  - Safely dispense correct level of fuel at a marina/boatyard fuel berth in accordance with organisational policy and procedures
  - Complete transaction correctly, including taking payment and updating fuel records in accordance with organisational policy and procedures
2. Safely prepare a yacht for rigging and de-rigging on a single-masted vessel not exceeding 12.0m LOA
  - Safely step or unstep a mast using appropriate lifting equipment and processes in line with company procedure. Secure standing and running rigging as required
  - Check and maintain components associated with the rig of a yacht following relevant documentation and work instructions
  - Complete relevant documentation, for example maintenance /renewal reports, defect reports, repair documentation, relevant test certificates



3. Safely operate lifting or swing bridges and locks in accordance with relevant guidance and information

- Prepare locks/bridges for operation including communication as appropriate with waiting vessels
- Safely operate locks and/or lifting bridges adhering to organisational policies and procedures
- Monitor vessels traveling through the lock/bridge; complete relevant organisational records as appropriate

4. Apply principles of sales and marketing and display of products within the marina/boatyard chandlery or shop

- Check levels of stock on sale using the appropriate stock control systems and price items in accordance with company guidelines
- Take correct payment for sales made in accordance with organisational sales policy and procedures, recording sales transaction as appropriate
- Assist customers select products using approved sales/marketing skills.

For the purposes of Specialist option 4 only, if customer interaction does not naturally occur during the time permitted for assessment then simulation may be used, with the Independent Assessor taking on the role of the customer.

The observation is carried out by an independent assessor appointed by the selected EPAO

**When and where this is undertaken** – The EPAO is responsible for agreeing a suitable environment for the practical observation to take place with the employer.

The observation must be scheduled and administered in a controlled marina/boatyard environment and where possible at an apprentice's usual place of work. Where this is not possible, it must be undertaken at an appropriate site(s) with all relevant facilities for the practical work activities being observed. Where the assessment is being undertaken away from the apprentice's usual place of work, time to familiarise themselves with the site premises is required prior to the assessment being undertaken.

Where possible observation of the core and also the selected specialist work operation should be conducted on the same day and if possible at the same site. However if this is not possible, apprentices must not be disadvantaged. Additional time to travel to another site, or undertaking the required assessment observation activities on another day needs to be factored into costs and assessor schedules.

The assessment location and work operations being observed must be agreed between the employer and the EPAO, prior to the assessment taking place.

The EPAO must communicate information about the practical observation to those involved in the assessment process - the independent assessor, apprentice, the apprentice's employer or nominated other person at the site where the practical observation is taking place (if not being undertaken at the apprentice's usual place of work) at least 10 working days before the assessment is due to take place. This information must include information about where and when the observation will take place and the timings involved.

An apprentice should only be advised upon what the assessment will include immediately before it takes place.

The observation of the actual work operations should take 3 hours with a +/- 10% tolerance permitted. This time is broken down as follows:

2.5 hours +/- 10% tolerance for the core area.

30 mins +/- 10% tolerance for the selected specialist area.

This time does not include time required to move between work operations or include any observation briefing time.

The work operations involving vessels do not need to be undertaken on the same vessel, allowing flexibility in scheduling and cost-effective allocation of resources. The vessels used must however comply with the requirements detailed in this document. The vessels used should also be in keeping with the type of craft familiar to the apprentice, to support fair and reliable assessment and should not present any unusual characteristics that would require additional planning, other than the normal practices used as part of the daily boatyard routine.

**Assessed areas** – The work operations detailed on the previous page and undertaken during the practical observation are assessed against the following criteria, which are an amalgamation of relevant knowledge, skills and behaviours (as mapped in Appendix A).

OB1 – Contribute to maintaining the safety of self, others along with the marina/boatyard environment.

OB2 – Follow approved operational practices, processes, principles and procedures when undertaking the practical observation work operations within required time frames.

OB3 – Adhere to required legislation, regulations and other relevant information and guidance when undertaking the defined work operations.

OB4 – Select and use the appropriate resources safely and correctly (tools, equipment, machinery, or consumables).

OB5 – Take appropriate action to address difficulties and problems experienced when undertaking the work operations within their area of responsibility.

OB6 – Use appropriate communication and interpersonal techniques and skills to provide a quality safe service when undertaking the observed work operations.

OB7 – Complete the appropriate documentation and records within own area of responsibility.

OB8 – (This is relevant to specialist option 4 only). The product display and pricing is arranged by the apprentice in line with stock levels available and reflects relevant organisational policy, procedures and practice. The apprentice takes all customer payments accurately and customer interaction is always polite and professional. The apprentice demonstrates at least one example of supporting a customer's purchase choices in order to help maximise sales.

Appendix A at the end of this document maps the detailed knowledge, skills and behaviours of the standard to these amalgamated higher level competence areas.

**Administering the practical observation** – It is the independent assessor's responsibility to plan the observation and inform and co-ordinate with the apprentice's employer as to the facilities required for the assessment to take place and gaining any organisational policies and procedures relevant to their organisation.

The employer must co-operate with the independent assessor, ensuring that the required facilities are available to enable a safe environment for the assessment to be undertaken. The employer is not involved in delivering any aspect of the EPA.

The observation activities must adhere to the agreed specification and templates provided by the EPAO to the independent assessor.

Independent assessors may observe a maximum of 2 apprentices at any one time, to allow for the cost-effective use of resources. Where this occurs, the independent assessor must ensure that the quality and rigour of the assessment method is maintained. Where 2 apprentices are being observed at the same time, they should undertake tasks on the same vessel and the independent assessor must ensure that all required observed areas are conducted by each apprentice and that neither apprentice is held up or placed at a disadvantage.

The independent assessor must hold a briefing with an apprentice to ensure that the apprentice is sure of the work operations to be conducted and is clear about the assessment process that will be followed.

Where an apprentice is completing the assessment away from their usual place of work, the independent assessor must investigate in advance any special points that need to be given to the apprentice, possibly including a tour of the premises.

An additional 15 minutes of questioning time is allocated at the end of the practical observation to give an apprentice the opportunity to answer questions that can demonstrate competence that may not naturally occur. The questions asked must relate directly to the observed work operations. The independent assessor should otherwise ordinarily be silent during the observation.

An independent assessor must record evidence during the observation and document evidence of an apprentice's competence on the assessment forms produced and provided by the EPAO.

The independent assessor will be responsible for ensuring that there are measures in place to stop the observation, if an apprentice is deemed to be endangering themselves, others, or there is significant risk to a vessel or the marina/boatyard property, or wider environment.

**After the observation has taken place** – The independent assessor must grade the apprentice's competence, using the grading criteria and documentation provided by the EPAO. The independent assessor must complete the relevant EPAO grading and reporting documentation and send this to the EPAO within 5 working days of the assessment taking place.

The EPAO will inform the apprentice and employer of the outcome in accordance with the EPAO's published and communicated process and procedures, including moderation.

**Assessment results** – Appendix B at the end of this document provides details of the assessment grading criteria relevant to this assessment method.

If an apprentice does not achieve a pass, then the resit/retake requirements are implemented. These are covered later in this document.

The grade awarded for this assessment method contributes towards the overall apprenticeship grade.

## Professional discussion

**Outline** - The professional discussion is the second EPA method undertaken. The evidence provided by apprentices in their Record of Achievement will direct the professional discussion and enable apprentices to evidence areas of competence across the standard and across those areas that are best assessed verbally. The professional discussion assists in validating judgements on how apprentices have met the requirements across the depth and breadth of the standard.

**Conducted by** - The professional discussion is a one to one discussion between an apprentice and an independent assessor, appointed by the EPAO. The professional discussion should, wherever possible, be undertaken by the independent assessor who conducted the practical observation.

**When and where conducted** - The professional discussion takes place after the apprentice has completed the practical observation, and after the appointed independent assessor conducting the professional discussion has reviewed the apprentice's submitted Record of Achievement.

EPAOs must schedule the professional discussion and give apprentices and their employers sufficient time to prepare for the professional discussion and ensure that the completed Record of Achievement is supplied to the independent assessor appointed by the EPAO no less than 15 working days prior to the professional discussion's scheduled date.

The Record of Achievement is not graded and only informs the professional discussion.

The professional discussion will typically last for 60 minutes with a +/-10% tolerance. It must be conducted at a mutually convenient time and venue. Ideally, it should be conducted on the same day as the practical observation, ensuring that the apprentice has a break of at least 90 minutes between the end of the practical observation and the start of the professional discussion. If this is not possible the professional discussion may be conducted on a subsequent day either at the apprentice's workplace, or elsewhere, including remotely (for example by using an internet video link in agreement with the EPAO, the independent assessor and the apprentice and the apprentice's employer).

The professional discussion must be undertaken in a suitably controlled environment, e.g. a quiet room free from distraction and influence. Where technology is used (online options, video conferencing, etc.) to facilitate the professional discussion, the EPAO must ensure that appropriate processes are in place to prevent misrepresentation.

**Assessed areas** - The professional discussion encompasses the apprentice's application of higher order knowledge, skills and behaviours using the apprentice's Record of Achievement as a base to direct the discussion and assessed against the following criteria. The criteria is an amalgamation of knowledge, skills and behaviours in the standard (see Appendix A for how the criteria map to the standard).

The following must be covered during the professional discussion. A minimum of at least one question must be asked on each area.

PD1 – Embrace a safety culture and situational awareness and apply this in accordance with relevant information and guidance in a way that identifies and minimises risks and hazards, adopt safe working practices that protect the health and safety of any person whilst ensuring the protection of property at all times, to include both on and near water and when working at height. Report and address any safety issues and concerns in accordance with relevant guidance and information (core and relevant specialist area).

PD2 – Embrace a working culture of environmental good practice, using appropriate resources when undertaking marina and boatyard operative operations and services (core and relevant specialist area).

PD3 – Follow security principles and organisational procedures to maintain the security of those using the marina/boatyard and its wider environment at all times.

PD4 – Demonstrate appropriate communication skills to aid effective interactions and working with colleagues, customers, contractors, suppliers and others, to achieve required work and task outcomes (core and relevant specialist area).

PD5 – Meet a range of different customer needs (internal/external) and deliver required customer service in accordance with organisational policy and processes when undertaking both core and specialist marina/boatyard operative work operations.

PD6 – Take responsibility for own work within confines of job responsibility level; take command of situations, as required within areas of responsibility (core and relevant specialist area).

PD7 – Undertake and complete marina and boatyard operative operations to the required standards and time frames in accordance with required legislation, regulations and other information and guidance (across core and specialist areas not covered under the practical observation).

PD8 – Seek to achieve best work results ensuring quality of work and continuous improvement and demonstrate improvement of self and organisational practices and processes (core and relevant specialist area).

**How the assessment is conducted** – The appointed independent assessor will confirm the validity and coverage of the evidence presented in the apprentice's Record of Achievement and following this review, prepare discussion areas to ascertain how the apprentice has applied both core and relevant specialist knowledge, understanding, skills and behaviours, prior to the assessment taking place. The independent assessor will also prepare 8 questions in advance, to provide a focus and outline structure to the discussion. Further questions to be asked during the professional discussion in response to an apprentice's answers to clarify and expand the discussion and confirm competence.

During the professional discussion, the independent assessor may use several techniques to ensure that the discussion remains focussed and relevant. At the beginning of the discussion, the independent assessor should explain the purpose of the discussion and inform the apprentice about how the discussion will be assessed and recorded. Questioning may be used but should not form the sole basis of the discussion. The discussion should be recorded (audio, video or detailed written notes on forms provided by the EPAO). The independent assessor should ensure that the evidence outcomes from the discussion are clearly referenced to appropriate areas.

EPAOs will provide the independent assessor with the following before an apprentice's professional discussion taking place:

- Apprentice's Record of Achievement.
- Professional discussion brief and guidance.
- Assessment criteria and grading requirements.
- Example questions that could be asked.
- Professional discussion recording forms.
- Guidance regarding the independent assessor's role and responsibilities.

The EPAO must provide the apprentice with details about the structure and timing of the professional discussion.

Apprentices may refer to contents of their Record of Achievement during the discussion to illustrate competence and aid areas/issues being discussed.

**After the assessment has taken place** – The assessment forms completed by the independent assessor along with gradings are completed contemporaneously and must be submitted with 5 working days following the assessment taking place.

On receipt of the independent assessor's gradings, the EPAO will advise the apprentice of the outcome, in accordance with the EPAO's processes, including moderation.

**Assessment results** - The professional discussion will be graded fail/pass/merit.

The fail, pass and merit criteria to be used by the independent assessors is provided later in this document, see Appendix B.

If an apprentice does not achieve a pass, then the resit/retake requirements are implemented. These are covered later in this document.

The grading achieved for this assessment method contributes towards an apprentice's overall apprenticeship grading.

## Apprenticeship grading

Independent assessors must individually grade each assessment method, fail, pass, or merit, according to the requirements set out in this plan. See Appendix B for the grading criteria to be applied to each assessment method.

Restrictions on grading apply where apprentices resit or retake an assessment method (see later in this document).

An independent assessor must combine the grades of all assessment methods to determine the overall EPA grade. Apprentices must pass both the assessment methods in order to pass the overall apprenticeship.

Where more than one independent assessor is involved, the independent assessor responsible for the assessment method completed last will be responsible for combining the grades.

<b>Practical observation</b>	Fail	Fail	Pass or Merit	Pass	Pass	Merit	Merit
<b>Professional discussion</b>	Fail	Pass or Merit	Fail	Pass	Merit	Pass	Merit
<b>OVERALL GRADE</b>	Fail	Fail	Fail	Pass	Pass	Pass	Merit

Independent assessors' decisions must be subject to moderation by the EPAO. The overall grading decision must be communicated to the apprentice within 4 weeks of the final EPA method having taken place, and in line with any moderation procedures.

## Resits and retakes

Where an apprentice does not achieve the EPA grading requirements for a pass, the EPAO must advise the apprentice and their employer on the shortcomings identified during the end point assessment.

Apprentices who fail an EPA method will be offered the opportunity to undertake a resit/retake for that method. Resits/retakes must not be offered to apprentices wishing to move from pass to merit.

A resit does not require further learning, whereas a retake does.

An apprentice's employer must agree that a resit/retake is an appropriate course of action. Apprentices should have a supportive action plan to prepare for the resit/retake.

An individual EPA method resit/retake must be taken during the maximum 4-month EPA period, otherwise the entire EPA must be retaken.



The maximum grade awarded to a resit/retake will be a pass, unless the EPAO identifies exceptional circumstances accounting for the original fail.

Any appeals regarding the outcome of the EPA grading will be dealt with in accordance with the EPAO's stated appeals policy.

## EPAOs

Employers must choose an independent EPAO approved to deliver the EPA for this apprenticeship from the Education and Skills Funding Agency (ESFA) Register of End Point Assessment Organisations (RoEPAO).

### Requirements for independent assessors

#### Independent assessors

- Must be independent of the apprentice, their employer and training provider(s) to ensure that there is no conflict of interest.
- Have received appropriate training from the EPAO in terms of good assessment practice, operating the assessment methods and associated documentation and grading.
- Have relevant experience working in a marina/boatyard environment and have appropriate knowledge and skills detailed in the standard.
- Have completed a minimum of 5 days continuous professional development relevant to marina and boatyard operations in the previous year.
- Undertake a minimum of 1 day's EPAO training per year.

They must:

- Fully understand the different EPA methods being delivered.
- Be able to apply relevant assessment principles in accordance with the EPAO's EPA assessment guidelines and policies.
- Carry out independent assessment of the apprentice and decide whether the apprentice meets the competence requirements set out in the standard in accordance with the guidance provided by the EPAO.
- Inform the EPAO of the marks achieved in the EPA and complete relevant paperwork, as directed by the EPAO in the required time frames.
- Contribute information as requested by the EPAO regarding any appeals against EPA outcomes, in accordance with the EPAO's appeals process.
- Contribute to standardisation meetings, as requested.
- Act in a professional and courteous manner at all times when conducting EPAs.

## Quality assurance

### Internal quality assurance of end point assessment

EPAOs undertaking the EPA must have their own quality assurance systems and processes that support consistent and accurate assessment decisions.

#### EPAOs

- Must be registered on the RoEPAO for this apprenticeship standard.
- Have developed documented processes and resources for the delivery of EPA (tracking, communication, scheduling, recording, standardisation, process flows, quality assurance, etc.) and communicate these to the independent assessors.
- Offer a full range of standard EPA tools and materials and full range of guidance and supporting documentation and templates for apprentices, employers, and independent assessors, to assist them in EPA planning and preparation, completion of documentation, submission, and delivery in accordance with this plan.
- Appoint sufficient independent assessors that meet the demand for EPA and the requirements detailed in this plan.
- Provide training for independent assessors in terms of good practice, operating the assessment tools and grading.
- Plan, schedule, and organise apprentices' EPA ensuring sufficient geographical coverage across England and regularity to fit the demand from apprentices and their employers.
- Inform apprentices of the outcomes of the different EPA methods and provide (where appropriate) feedback to apprentices that fail.
- Have quality assurance systems and procedures that support fair, reliable and consistent assessment across organisations and over time.
- Operate regular standardisation events that enable independent assessors to attend a minimum of 1 event per year.
- Operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, with a minimum of 15% of each independent assessor's assessments moderated.
- Have an appropriate appeal process to cater for issues arising from EPA and communicate this to interested parties.
- Regularly review and make available details of EPA costs.

## External quality assurance

The Institute for Apprenticeships (IFA) will oversee the external quality assurance of the EPA.

## Implementation

In developing the assessment approach, the employer group has prescribed EPA methods that enable apprentices to demonstrate their competence whilst ensuring that the EPA is affordable, manageable, and can be applied appropriately to reflect the different operational needs of those operating within the industry and aid transferability of skills in the industry.

The employer group will continue to work closely with those involved in the development and delivery of the training and assessment to learn from experience and to identify any required remedial actions and share best practice.

## Affordability

The practicality and affordability of the EPA has been a key consideration in the development of this assessment plan.

The following factors should ensure that the EPA is affordable:

- Employer premises should be used for the practical observation, where possible.
- A maximum of two apprentices can be observed by an independent assessor at a given time, where this can be proven to aid cost efficiency without compromising quality or impacting negatively on apprentices.
- Remote assessment for the professional discussion is permissible, if this cannot be undertaken on the same day as the practical observation, thus reducing additional travel costs.

## Anticipated volumes

This is a new standard that will replace the older pathway within the Maritime Framework which is itself relatively new. It is expected that there will be around 30 apprentices employed by Marina and Boatyard employers in the first year. It is anticipated that this will increase year on year, as information about the new standard is advertised and it becomes established.

## Appendix A - End point assessment matrix

The amalgamated areas for each assessment method are shown below.

The information on the following pages map these areas to each of the knowledge, skills and behaviours detailed on the apprenticeship standard.

<b>Key: OB – practical observation (amalgamated areas)</b>	<b>PD – professional discussion (amalgamated areas)</b>
OB1 – Contribute to maintaining the safety of self, others along with the marina/boatyard environment.	PD1 – Embrace a safety culture and situational awareness and apply this in accordance with relevant information and guidance in a way that identifies and minimises risks and hazards, adopt safe working practices that protect the health and safety of any person whilst ensuring the protection of property at all times, to include both on and near water and when working at height. Report and address any safety issues and concerns in accordance with relevant guidance and information (core and relevant specialist area).
OB2 – Follow approved operational practices, processes, principles and procedures when undertaking the work operations within required time frames.	PD2 – Embrace a working culture of environmental good practice, using appropriate resources when undertaking marina and boatyard operative operations and services (core and relevant specialist area).
OB3 – Adhere to required legislation, regulations and other relevant information and guidance when undertaking the defined work operations.	PD3 – Follow security principles and organisational procedures to maintain the security of those using the marina/boatyard and its wider environment at all times.
OB4 – Select and use the appropriate resources safely and correctly (tools, equipment, machinery, or consumables).	PD4 – Demonstrate appropriate communication skills to aid effective interactions and working with colleagues, customers, contractors, suppliers and others, to achieve required work and task outcomes (core and relevant specialist area).
OB5 – Take appropriate action to address difficulties and problems experienced when undertaking the work operations within their area of responsibility.	PD5 – Meet a range of different customer needs (internal/external) and deliver required customer service in accordance with organisational policy and processes when undertaking both core and specialist marina/boatyard operative work operations.
OB6 – Use appropriate communication and interpersonal techniques and skills to provide a quality safe service when	PD6 – Take responsibility for own work within confines of job responsibility level; take command of situations, as required within areas of responsibility (core and relevant specialist area).

undertaking the observed work operations.	
OB7 – Complete the appropriate documentation and records within own area of responsibility.	PD7 – Undertake and complete marina and boatyard operative operations to the required standards and time frames in accordance with required legislation, regulations and other information and guidance (across core and specialist areas not covered under the practical observation assessment method).
OB8 – (This is relevant to specialist option 4 only). The product display and pricing is arranged by the apprentice in line with stock levels available and reflects relevant organisational policy, procedures and practice. The apprentice takes all customer payments accurately and customer interaction is always polite and professional. The apprentice demonstrates at least one example of supporting a customer's purchase choices in order to help maximise sales.	PD8 – Seek to achieve best work results ensuring quality of work and continuous improvement and demonstrate improvement of self and organisational practices and processes (core and relevant specialist area).

## Mapping above to the detail of the standard

<b><i>Core Knowledge and understanding</i></b>	<b><i>EPA area</i></b>	<b><i>Core skills</i></b>	<b><i>EPA area</i></b>
Role and activities of marinas and boatyards, the services provided by them and their place in the marine leisure industry (nationally and internationally)	PD5	Discuss the industry and how marinas and boatyards support design, production, employment and tourism etc.	PD4 & 5
Risks and hazards in the workplace and how to implement safe working practices (on and near water) taking into account all relevant information and guidance	OB1, 2 & 3 PD1	Keep themselves and others safe and secure within the marina and boatyard environment (both ashore and afloat) adhering to relevant legislation, regulations, codes of practice, etc.	OB1, 2 & 3 PD1
Environmental best practice, information and guidance and the relevant control measures to minimise hazards and risks to the environment	OB1, 2, 3 PD2	Maintain environmental good practice ensuring decisions, actions and tasks comply with appropriate information and guidance	OB1, 2 & 3 PD2
Relevant regulations, guidelines, policies, procedures and practices for the safe and efficient handling of vessels afloat and ashore (prepare, move, block off, load on to transporter, dry stack or dry dock)	OB1, 2, 3	Prepare, lift, move, and/or store vessels in accordance with relevant guidance and information, including oversight of the lift as banksman and/or plant operator	OB 1 to 7 PD1, 2, 4, 5, 6, 7
Information and guidance that must be adhered to when receiving visiting vessels, allocating berths and berthing vessels and the records and documentation completed (information to include tides, weather and relevant navigational hazards)	PD7	Receive vessels safely in accordance with relevant guidance and information and complete appropriate records in accordance with procedures	PD1, 2, 3, 4, 5, 6, 7
Issues relating to the routine care and maintenance of marine equipment and company assets to maximise operational life	OB4 PD2	Perform routine maintenance on marina /boatyard facilities within wider estate as required and within their area of responsibility	PD1, 2, 4, 5, 6, 7

Procedures for safely preparing vessels for cleaning and safely cleaning hulls and the required guidance and other information that must be followed	OB2 PD7	Clean hulls safely and in accordance with relevant guidance and information	OB1 to 7 PD1, 2, 4, 6, 7
Factors that can affect security of a marina / boatyard, customers and their properties and other users within the marina/boatyard boundaries and the information and guidance that must be followed to ensure security is maintained	OB2	Maintain security in the marina/boatyard and conduct required security checks in accordance with organisational requirements and guidelines in relation to their role	PD3
Incidents, accidents, and emergencies that can occur and ways of handling these within own area of responsibility.  The information and guidance that need to be followed to reduce the incidence of the above and deal with any that occur	OB1 & 2 PD1	Respond safely and efficiently to incidents, accidents and emergencies within their area of responsibility following all relevant guidance and information	OB1 & 2 PD1 & 2
Role, purpose and types of formal and informal communication	PD4	Communicate effectively with customers and other members of staff and visitors to the site	OB6 PD4
Principles in providing quality customer service and the needs, rights and expectations of others	OB6 PD5	Apply quality customer service principles and best practice in accordance with required information and guidance within their level of responsibility to ensure internal/external customer needs are met	OB6 PD4 & 5
The range of records and documentation for different tasks undertaken	OB7 PD7	Complete appropriate documentation and records, as dictated by activity being undertaken and relevant guidance and information	OB7 PD7

<b>Core behaviours</b>	<b>EPA area</b>
<b>Safety awareness</b> – Embrace a safety culture and situational awareness and apply this proactively acting in a way that does not endanger the health and safety of any person while ensuring the protection of property at all times, to include both on and near water and when working at height. Report and address any safety issues and concerns in accordance with relevant guidance and information.	OB1 to 4 PD1 & 3
<b>Environmental awareness</b> – Embrace a working culture of environmental and sustainable good practice, taking responsibility for the appropriate use of resources and own actions in accordance with relevant guidance and information.	OB1, 2 & 3 PD2 & 6, 7
<b>Customer service</b> – Seek to provide outstanding customer service and meet requirements of all customers.	OB8 PD4 & 5
<b>Independent working and logical decision making</b> – Take responsibility for completion of own work within confines of job responsibility level; take command of situations and give clear instructions when needed to ensure the safety of self, others, and property.	PD6 & 8
<b>Personal commitment /strong work ethics</b> – Seek to achieve best work results ensuring quality and continuous improvement and demonstrate improvement of self and organizational practices and processes. Is motivated, committed, reliable, proactive and adaptable and adopts a ‘right first time’ approach.	PD8
<b>Working with others</b> - communicate and work efficiently with colleagues, customers, contractors, suppliers and others, as needed to achieve positive outcomes. Display commitment to integrity and diversity, treating others with courtesy and respect.	OB4, 6 PD4, 8
<b>Time management</b> - Use own time efficiently to complete work tasks to schedule.	OB2 PD7, 8



<b><i>Specialised knowledge and skills</i></b>	<b><i>EPA area</i></b>
<b>Fuel and pump out</b>	
Safely handle and dispense marine fuels (bulk delivery and fuelling of vessels) in accordance with relevant guidance and information.	OB1 to OB7
Understand relevant legislative and environmental requirements relating to fuel and pump out, such as those relating to fuel spillages	PD1, 2, 3, 4, 5, 6, 7
Understand fuel costs, stock control, mark up and required profit margins	PD7
Correctly calculate fuel mark up and margins and fuel payments and obtain correct payment	PD7
Safely operate waste pump out facilities in accordance with relevant guidance and information	PD1, 2, 3, 4, 5, 6, 7
<b>Rigging</b>	
Safely prepare a yacht for rigging and derigging in accordance with organisational policy	OB1 to OB7
Safely check yacht rigging in accordance with organisational policy	OB1 to OB7
Understand the requirements and processes for the supply of standing and running rigging including splicing and associated rope work	PD1, 3, 4, 5, 6, 7
Complete relevant rigging and derigging records and information	OB7
<b>Chandlery and retail</b>	
Understand marine related products and identify customer needs to make effective sales	OB2, OB6, OB8
Understand stock control, mark up and required profit margins	PD7
Perform stock control principles to organisational requirements	OB2, OB3, OB6, OB8
Understand and apply principles of sales and marketing and display of goods	OB2, 3, 4, 5, 6, 7, 8
<b>Lock and bridge operations</b>	
Safely operate lifting or swing bridges and locks in accordance with relevant guidance and information	OB1 to OB7
Undertake required weekly, monthly and annual maintenance of locks and bridges	PD1, 2, 4, 6, 7
Complete relevant maintenance and repair logs, including the effective planning for scheduled maintenance work whilst managing the impact of customer needs and vessel movement	PD5, 6, 7

## Appendix B – Assessment grading criteria

In order to achieve the EPA and complete the apprenticeship all pass criteria need to be reached for each assessed area.

### Observation of practical work operations

	<b><i>Fail</i></b>	<b><i>Pass</i></b>	<b><i>Merit</i></b>
		In order to attain a pass an apprentice must display all of the following	In addition to the pass criteria an apprentice must display all of the following to gain a merit
OB1 - Contribute to maintaining the safety of self, others along with the marina/boatyard environment	Has failed to meet the pass criteria	<p>Followed relevant H&amp;S safety information and guidance</p> <p>Identified main hazards and risks and took appropriate actions to minimise these within limits of own influence and in accordance with relevant information and guidance</p> <p>Maintained work areas correctly, ensuring that these were kept clean, tidy, and free of obstructions and tripping hazards</p> <p>Worked in a way that minimised damage to the environment in compliance with relevant information and guidance</p> <p>Selected and correctly used any appropriate PPE for the work operation being undertaken in accordance with safety information and guidance</p> <p>Selected and used appropriate equipment and materials ensuring damage to the environment is minimised</p>	<p>Considered all hazards and risks and took measures to reduce these</p> <p>Ensured the safety of others when conducting the work operations</p>

		Disposed of any waste materials safely and in accordance with relevant information and guidance	
OB2 – Follow approved operational practices, processes, principles and procedures when undertaking the work operations within required time frames	Failed to meet the pass criteria	<p>Demonstrated a grasp of the techniques/methods/ procedures required for the work operations without serious errors – allowing the work operation to succeed technically with the execution showing consistency and dexterity in most aspects of the work operation</p> <p>Demonstrated the ability to plan and prepare for the task operation with minimal guidance or help on requirements</p> <p>Attention to detail was demonstrated across the observed operations</p> <p>Undertook work operations following organisational policy and procedures and other relevant guidance and instructions</p> <p>Identified and used relevant information to inform actions</p> <p>Completed task in timely manner</p>	<p>Demonstrated a secure grasp of the detail/ complexities/ techniques/ methods allowing the quality of the processes and procedures to stand out, with the execution of the work operations showing consistency and dexterity across the whole of the work operations</p> <p>Demonstrated an ability to plan and prepare for the task without guidance on requirements</p>
OB3 – Adhere to required legislation, regulations and other relevant information and guidance when undertaking the defined work operations	Failed to meet the pass criteria	A secure grasp of the required legislation, regulations, guidance and other information was demonstrated when undertaking the core observed work operations	Assessed all required information and guidance and demonstrated clear adherence to these when undertaking the work operations

OB4 - Select and use the appropriate resources safely and correctly (tools, equipment, machinery, or consumables)	Failed to meet the pass criteria	Identified, selected and used resources appropriately to undertake the observed work operations efficiently	<p>Demonstrated a secure grasp of the use and purpose of a range of resources in planning, undertaking and completing the work operations</p> <p>Secure consideration displayed to ensure that resources were fit for purpose</p>
OB5 - Take appropriate action to address difficulties and problems experienced when undertaking the work operations within their area of responsibility	Failed to meet the pass criteria	<p>Attempts were made to rectify problems within their own areas of influence</p> <p>Areas of complexity attempted well showing only minor signs of difficulty in undertaking the work operations</p>	Problems encountered were anticipated and successfully rectified
OB6 - Use appropriate communication and interpersonal techniques and skills to provide a quality safe service when	Failed to meet the pass criteria	<p>Appropriate communication demonstrated with relevant information communicated, as required to the relevant people</p> <p>Understood and took account of the priorities, expectations and authority of colleagues in decisions and actions for work operation being carried out</p>	<p>Communication showed confidence that contributed towards ensuring successful work outcomes</p> <p>Took ownership of issues that arose within area of own responsibility taking the appropriate action ensuring internal/ external customers' needs were met</p>

undertaking the observed work operations		Exchanged information and resources with colleagues to ensure that all involved worked effectively	
OB7 - Complete the appropriate documentation and records within own area of responsibility	Failed to meet the pass criteria	The necessary documentation was obtained and completed as required in accordance with company process and methods	Documentation was completed competently with full and accurate information being recorded
OB8 – Contribute towards achieving chandlery sales objectives and delivery of quality customer service in accordance with relevant organisational policy, procedures and practices	Failed to meet the pass criteria	<p>Talked to customer(s) to identify sales opportunities using appropriate language and terminology</p> <p>Gave accurate information that identified /explained product knowledge and where necessary, shared knowledge on how the product should be used</p> <p>Demonstrated attitude and behaviour that had a positive impact on the customer(s)' opinion of the business and their purchasing decisions</p> <p>Used relevant selling techniques appropriate to the situation and products required</p> <p>Correctly calculated cost of customer sales and took appropriate payment for goods purchased using appropriate equipment in accordance with organisational processes</p>	<p>Discussed relevant / alternative product options, giving customer(s) the opportunity to ask questions and clarify information</p> <p>Confidently demonstrated a belief in the product being sold and how it should be utilised</p> <p>Made recommendations to enhance sales and customer satisfaction</p> <p>Accurately described product features and benefits in a way that helped customer to identify differences</p> <p>Delivered excellent customer service in line with the organisation's culture and values</p>

## Professional discussion

<b><i>Summary title of each PD provided below, please refer to earlier in this document for full explanation</i></b>	<b><i>Fail</i></b>	<b><i>Pass</i></b>	<b><i>Merit</i></b>
PD1 – Embrace a safety culture and situational awareness	Did not meet pass criteria	<p>In order to attain a pass an apprentice must demonstrate the following</p> <p>Correct and logical explanations given on how actions taken when undertaking different work activities support a safety culture (on and near the water and when working at height)</p> <p>Explained the safety issues and concerns that impacted on work operations conducted and actions taken to minimise these</p> <p>Provided explanations as to how they have contributed to the protection of marina/boatyard property and users when at work</p> <p>Correctly explained how they responded to safety concerns in accordance with organisational requirements</p>	<p>In addition to the pass criteria an apprentice must demonstrate all the following</p> <p>Able to describe what a good safety culture includes and demonstrates what this looks like in the workplace</p> <p>Identified practices to ensure health and safety of self and others in the workplace</p> <p>Identified potential hazards and risks when undertaking work activities and how these should be minimised</p>
PD2 – Embrace culture of environmental good practice	Did not meet pass criteria	Logical explanations given on how actions taken when undertaking work activities supported environmental good practice	Provided detailed explanations, drawn on knowledge of legislation, regulations and other information and guidance that directed their actions and contributed towards environmental good practice

		<p>Explained how they have applied policies and procedures that support environmental good practice</p> <p>Provided logical explanations as to the correct resources selected and used when undertaking a range of work operations (core and specialist)</p> <p>Explained appropriate checks undertaken when selecting required resources</p>	<p>Evaluated different resources used when undertaking different work operations (core and specialist)</p>
PD3 – Apply security principles and organisational procedures	Did not meet pass criteria	<p>Logical explanations given on how actions taken had contributed towards the security of the marina /boatyard and those who use it</p> <p>Discussed the application of the company's security principles and procedures in their day to day work operations</p>	<p>Evaluated the potential impact on the organisation in failing to adhere to security principles and procedure</p>
PD4 – Appropriate communication skills	Did not meet pass criteria	<p>Demonstrated the use of a range of appropriate communication styles, techniques when communicating with different marina/boatyard users and staff to achieve positive outcomes across core and specialist work operations</p> <p>Provided and explained occasions when they had taken account of the priorities, expectations and authority of colleagues and customers in decisions and actions when performing core and specialist work outcomes</p> <p>Presented information in a clear, concise and accurate way, promoting understanding</p>	<p>Identified and evaluated the effectiveness of communication styles and techniques used when undertaking different core and specialist work operations and how these informed further communications and actions and the impact of the communication on team working and interactions with customers</p>

PD5 – Meet customer needs	Did not meet pass criteria	<p>Demonstrated the application of appropriate customer services principles and processes to meet customer requirements in different circumstances</p> <p>Explained the skills and behaviours that were applied in order to show respect, helpfulness and co-operation with others in order to meet customers' needs when undertaking core and specialist work operations</p>	Identified and critiqued how their actions had contributed to positive outcomes and quality customer service, balancing the needs of the organisation and the customer
PD6 – Responsibility for own work	Did not meet pass criteria	Provided logical explanations and examples showing how they had taken appropriate responsibility for their own work actions within their area of responsibility when undertaking core and specialist work operations	Demonstrated confidence in taking responsibility for their own work within confines of their job responsibility when undertaking core and specialist work operations
PD7 – Undertake work operations correctly across core and specialist areas not covered by practical observation	Did not meet pass criteria	<p>Provided examples of how work operations had been undertaken and completed to required standards, in accordance with relevant information and guidance and within required time frames</p> <p>Commitment and effort demonstrated enabling the completion of work tasks to the required standard for safety and completeness</p>	<p>Discussed the means of ensuring how work was completed to required standards and to required time frames, taking account of all required procedures and work methods</p> <p>Evidenced high level of skills in undertaking work operations (core and specialist)</p> <p>Demonstrated a secure grasp of the specific processes and procedures ensuring technical execution and consistency</p>
PD8 – Achieve best work results	Did not meet pass criteria	<p>Identified quality processes and procedures and discussed the ways in which they had contributed to these</p> <p>Explained problems that could be encountered when undertaking work operations (core and specialist) and</p>	<p>Discussed challenges and issues facing their organisation (marina/boatyard) and how these had impacted on their work</p> <p>Explained how they had undertaken continuous professional development and</p>



		<p>how these could be overcome within their level of responsibility</p> <p>Explained the checks conducted to ensure work operations undertaken met required standards</p>	<p>how this could contribute towards company goals and objectives</p>
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