



## **STANDARD ASSESSMENT SPECIFICATION**

Level 3  
Drinks Dispense Technician

**Disclaimer note**

Information made accessible through this document is as provided from the current published standard and assessment plan.

Guidance throughout our specification will be subject to final amends once there is an updated published standard and assessment plan.

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## Introduction

### Innovate Awarding

Innovate Awarding is an End-point Apprentice Assessment Organisation (EPAO) approved by the Education and Skills Funding Agency (ESFA) and a nationally regulated Awarding Organisation with a collaborative approach to doing business. We work with employers and training providers to deliver fit for purpose End-point Assessment and qualification services in several sectors. For further information, please see our website, [www.innovateawarding.org/apprenticeship-standards/end-point-assessment](http://www.innovateawarding.org/apprenticeship-standards/end-point-assessment).

## Apprenticeship overview

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

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

<b>STANDARD NAME</b>	Drinks Dispense Technician
<b>LEVEL</b>	3
<b>SECTOR</b>	Engineering / Hospitality
<b>PROGRAMME DURATION</b>	12 to 18 months
<b>MINIMUM TIME ON PROGRAMME</b>	12 months
<b>EPA DURATION</b>	Up to 3 months
<b>EPA METHODS</b>	<ul style="list-style-type: none"> <li>• Knowledge test</li> <li>• Workplace observation and questioning</li> <li>• Interview, underpinned by portfolio of evidence</li> </ul>
<b>OUTCOMES</b>	Fail, Pass, Distinction
<b>EXTERNAL QUALITY ASSURING CENTRE</b>	Institute for Apprenticeships & Technical Education (IfATE)

## Who is the apprenticeship for?

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

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

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

## Role of Innovate Awarding

Innovate Awarding is the End-point Assessment Organisation which will complete all aspects of the End-point Assessment requirements for the apprenticeship. Innovate Awarding will provide information on the processes that enable employers and training providers to support the apprentice to achieve the End-point Assessment.

## Support Materials

Support materials provided include:

- Guides for assessment methods
- Assessment specifications
- Assessment manual
- Module based multiple choice questions
- Practice papers
- Full mock papers
- Exemplar assessments

## On-Programme Requirements

The apprentice will be:

- Training to develop the drinks dispense occupation standard's knowledge, skills and behaviours
- Working towards English and mathematics level 2 (if required)
- Compiling the portfolio of evidence

## Gateway

To qualify for End-point Assessment, the apprentice must pass through the gateway. For this to happen, the apprentice must have:

- satisfied their Employer that the apprentice is consistently working at, or above, the level of the occupational standard
- compiled the portfolio of evidence (see requirements below)
- achieved L2 English and mathematics, as a minimum.
- For those with an education, health and care plan or a legacy statement the apprenticeship's English and mathematics minimum requirement is Entry Level 3

The employer and training provider / employer provider must confirm that the apprentice is ready to complete the End-point Assessment (EPA) before they can pass through the gateway. This includes confirming that the apprentice's portfolio meets the requirements of the knowledge, skills and behaviours set out within the standard. This will be confirmed at the gateway sign-off and documented on EPA Pro. This notifies Innovate Awarding that the apprentice is ready for their assessment and the EPA planning meeting will be organised.

### Portfolio of evidence requirements

The portfolio of evidence will underpin the interview and must be submitted to Innovate Awarding as a gateway requirement. It must include at least one piece of evidence that demonstrates each of the Knowledge, Skills and Behaviours assessed by the interview. Evidence must:

- be mapped against the KSBs, and it is expected that each piece of evidence could be mapped against multiple KSBs.
- relate to work completed in full by the apprentice
- relate to real work activity; simulated evidence is not allowed
- be accompanied by a statement by the apprentice's employer confirming that the evidence is attributable to the apprentice

The portfolio will typically contain 10-12 pieces of evidence, with a focus on quality, rather than quantity. Each piece of video evidence must not be longer than 10 minutes and a maximum of two video pieces are allowable (20 minutes maximum in total). The portfolio of evidence may be paper-based or electronic.

Examples of evidence include:

- site survey
- risk assessment
- job planning
- completed worksheets
- training records
- annotated photographs of completed installation
- narrated video of completed installation

This list is not definitive and other evidence sources are permissible. Self-reflective accounts are not valid evidence sources. Any employer contributions should focus on direct observation of evidence (for example witness statements) rather than opinions.

## What will the End-point Assessment look like?

A planning meeting will take place once the gateway has been passed and the apprentice has been deemed ready for the End-point Assessment. The purpose is to:

- plan when the assessments will take place
- identify the requirements of each assessment method
- answer any questions/concerns the apprentice may have about the assessment process
- aid in the preparation requirements (e.g. arranging access, facilities and resources)

This meeting is conducted remotely.

The End-Point Assessment will use three assessment methods:

1. knowledge test
2. workplace observation and questioning
3. interview underpinned by portfolio of evidence

## What is the knowledge test?

The test is an online test that covers the knowledge element of the standard. The apprentice will have 90 minutes to complete the knowledge test.

The knowledge test will comprise of 50 multiple-choice questions with four options, from which the apprentice must select one correct option. Each question answered correctly will be assigned one mark, and any incorrect or missing questions will be assigned zero marks. There will be five safety critical questions, relating to: pressure x 1, risk assessment x 1, confined spaces x 1 and general health and safety x 2; the apprentice must correctly answer four out of five in order to pass.

The knowledge will be closed book, meaning the apprentice cannot refer to reference books or materials, and will take place under controlled conditions – free from distraction and influence, in the presence of an EPAO invigilator.

## What is the workplace observation and questioning?

This assessment method has two components: observation and questioning.

The observation and questioning will for last 4 hours (+/-10% at the discretion of the independent assessor to allow the apprentice to complete an activity). Breaks may be taken during the observation, for example to move to a different part of the workplace and comfort breaks; such time will not contribute to the observation and questioning duration. The observation and questioning may be taken over one or two days (two days maximum).

### **OBSERVATION:**

The practical observation is an observation of the apprentice in the workplace by an independent end-point assessor one a one-to-one basis under normal working conditions. Where this is not feasible, alternative premises that must not disadvantage the apprentice can be used, for example an appropriate centre replicating a realistic working environment. Such situations and environment must be approved in advance of the EPA by Innovate Awarding. The apprentice must use equipment with which they are familiar.

The observation will require the apprentice to undertake the following duties:

- install additional equipment to dispense a product on an existing system. For example, an extra product line or a brand product change
- Remove and decommission redundant equipment, enabling assess management and re-use refurbishment or disposal as necessary. For example, remove a lager dispense system
- Conduct maintenance, servicing and repairs to drinks equipment ensuring continuity and quality of dispense, in line with brand owners' specifications. For example, replace a base pump in a remote cooler
- Provide information and guidance to key stakeholders and end users of the system

- Offer customer service to stakeholders. For example, Licensee, brewers, brand owner
- Plan daily tasks/schedule. For example, route planning, equipment and stock required, and carrying out vehicle checks

Maintain product lines – removing foreign bodies and ensuring the quality of the product

#### **QUESTIONING:**

The end-point assessor will ask a minimum of 15 open questions to assess underpinning knowledge and understanding; follow up questions are allowed for clarification purposes. All questions must be asked during the workplace observation and questioning time period. Questions may be asked during and/or after activity completion. The end-point assessor will ensure questioning does not interrupt the apprentice's flow of work or cause a distraction that could impact on the apprentice's work. The assessors will devise the questions based on what has been observed however, Innovate Awarding will supply sample questions. Independent assessors will consider the level of English that the apprentice is working at and pitch questions using appropriate language to ensure inclusivity.

The independent end-point assessor will plan the observation in conjunction with the apprentice and employer, considering workplace schedules.

#### **What is the interview?**

The interview is underpinned by a portfolio of evidence, enabling the apprentice to demonstrate the application of skills and behaviours as well as knowledge. The interview must last 60 minutes, +10% at the discretion of the independent assessor to allow the apprentice to complete an answer to a question asked. It will be carried out on a one-to-one basis between the apprentice and their end-point assessor.

To ensure efficient use of resources and time, it is envisaged that the interview will take place after the knowledge test or workplace observation and questioning but this is not a requirement.

The interview must be conducted under controlled conditions, in a quiet space free from distraction and influence. It is anticipated that the employer's premises will be used, however, other venues may be sourced if necessary.

The independent assessor will ask a minimum of 12 open questions; follow up questions are allowed to seek clarification. All questions must be asked in the total time allowed.

Questions will cover the following themes:

- stock and resource management
- team leadership
- documentation and information technology
- service level agreements
- industry insight
- diagnosing dispense, product and equipment faults
- isolating and documenting unsaleable products for return
- collecting and recording data
- reliability
- adaptability
- team working
- continued professional development

Independent assessors will use questions devised by the EPAO, which will be tailored to the apprentice by the independent assessor following a review of the apprentice's portfolio of evidence.

The apprentice must refer to evidence within their portfolio of evidence when answering the questions.

The three assessment methods can be taken in any order. The result of one assessment method does not need to be known before taking another.



# Apprenticeship Standard Coverage

## Module A Roles and responsibilities

### ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard
AK1	Describe the role of the drinks dispense technician in the context of the wider sector	K26
AK2	Describe the responsibilities of a drinks dispense technician	K22
AK3	Identify the industry constraints relevant to the drinks dispense technician's role	K26
AK4	Give examples of Service Level Agreements and why they are important	K25

### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard
AK2	Use verbal and written communication	K22
AK3	Have insight of the industry, for example, appropriate timing, peak business hours, local geography, parking restrictions, access, out of hours cover, use of sub-contractors, dispense system ownership (Must Buy Must Sell system)	K26
AK4	Respond to customer requests for maintenance and installations, timescales.	K25

## Module B Legislation, policy and guidance

### ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
BK1	Describe the codes of conduct applicable to drinks dispense technicians	K13	BS1	Work safely in line with health and safety legislation and environmental policy and procedure	S25
BK2	Describe the legislation, codes of practice and compliance requirements relevant to the drinks dispense technician	K14			
BK3	Explain the health and safety requirements for drinks dispense technicians	K15			
BK4	Describe the environmental considerations of working practices	K16			
BK5	Explain how you recycle refrigerant gases	K16			
BK6	Describe the documentation requirements to support drinks dispense installation and maintenance	K23			

### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
BK1	Understand and apply COPs and guidelines of industry bodies, including: British Soft Drinks Association, British Beer and Pub Association, Brewing Food & Beverage Industry Trade Association, Brand Dispense Association, British Soft Drinks Association electrical guidelines, British Beer and Pub Association electrical guidelines, brand matrix, Brands Dispense Association Drinks Installation Manual.	K13	BS1	Complete all work to pressure, electrical COSHH and H&S policies and procedures	S25

### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
BK4	Understand and comply with regulatory requirements such as Waste Electrical and Electronic Equipment Directive (WEEE)	K16			
BK5	Safely handle equipment and be capable of employing the correct procedures used to vacuum gases	K16			
BK7	Be able to complete data records. These can be either written job sheets or via IT input. May include: site survey forms, installation completion forms, pressure COP documents, electrical COP documentation	K23			

## Module C Working with others

### ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
CK1	Outline planning techniques to support day to day working practice	K17	CS1	Plan own and others' work	S2
CK2	Identify coaching and mentoring techniques to develop customer's knowledge of drinks dispense systems and requirements	K19	CS2	Communicate with internal or external stakeholders	S23
CK3	Describe how to plan and deliver training/coaching for customers and their staff	K19	CS3	Provide information or training to colleagues on the equipment or installation process	S24
CK4	Describe the techniques used to supervise the work of others	K20	CS4	Demonstrate how dispense equipment works to customer and staff.	S24
CK5	Explain how to develop professional relationships with colleagues and stakeholders	K22			

### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
CK1	How to plan work to meet customer and company standards that meet SLAs for maintenance installations and quality, time management techniques and workflow (e.g. job acquisition points)	K17	CS1	Meeting company and customer expectations, covering task delegation, route planning, time management	S2
CK2		K19	CS2	Communication may be in writing (e.g. completing documentation) or verbally conveying the key information such as discussion points and agreements with customer, contractors etc., dates, equipment required/to be removed, manpower needed and timings. Communication style and language should be appropriate to the audience	S23

### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
CK3	Include training on any new equipment or system installed. How to deal with customers who are not cleaning equipment correctly	K19	CS3	Explain in a language appropriate to your audience how a system works and how to keep it clean	S24
CK4	Include sub-contractors and other work colleagues	K20			
CK5	Maintain professional relationships including etiquette, expectations, responsibilities, treating everyone fairly	K22			

## Module D Asset Management

### ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
DK1	Explain asset management processes and procedures	K8	DS1	Commission and connect equipment and/or components in line with regulatory requirements, policy and processes	S12
DK2	Explain stock management systems, including how this is documented	K9	DS2	Complete documentation to support the commissioning of equipment	S12
DK3	Explain improvement techniques for drinks dispense	K18	DS3	Assess the condition of components and equipment	S13
			DS4	Identify equipment to be decommissioned and removed.	S14
			DS5	Isolate and remove equipment safely to COP and SLA and to meet customer needs	S14
			DS6	Carry maintenance calls to identify faults, repair or exchange equipment	S15
			DS7	Identify solutions to diagnosed faults with dispense equipment	S15
			DS8	Categorise decommissioned equipment for reuse, disposal or recycling.	S18
			DS9	Pack decommissioned equipment to prevent further deterioration or damage	S19

### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
DK1	To include full removal and installation of a full system as well as a single point installation; parts used/removed equipment/parts, value of stock and equipment, correct handling of parts, salvageability of parts to be removed, returns process, disposal.	K8	DS1	Complete installation checks. Check everything is installed and working to specification, COP and legal requirements. Ensure specification, SLAs, COPs, legal requirements are met and in line with customer needs	S12

### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
DK2	Include equipment, pipework, labels, and consumable items, considering stock requirements and lead times	K9	DS3	Maintain all types of dispense equipment to COP and legislation, identifying actions as required	S13
DK3	Including 5 S' (sort, set, shine, standardize and sustain), PDCA (Plan, Do, Check, Act). Process should include identifying equipment upgrades to enhance product dispense.	K18	DS4	Safely carry out decommissioning and remove dispense equipment and complete systems.	S14
			DS6	Maintain all types of dispense equipment to COP and legislation	S15
			DS8	Complete documentation which identifies equipment for reuse and equipment that will be recycled	S18
			DS9	Document and package removed equipment as per company standards and specifications and to COPs. Label and package equipment safely.	S19

## Module E Planning drinks dispense and maintenance

### ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
EK1	Explain the purpose of system specifications and how they are used	K3	ES1	Complete a site survey for an installation	S3
EK2	Explain the purpose of product specifications and how they are used	K4	ES2	Identify resources and equipment for an installation	S5
EK3	Describe the features of electrical systems used in drinks dispense	K5			
EK4	Describe the types of refrigerant used in drinks dispense	K6			
EK5	Describe the different types of cooling systems used in drinks dispense	K6			
EK6	Describe the different types of plumbing and pipework and where these may be subject to restrictions	K7			
EK7	Describe the role of IT in drinks dispense installation and maintenance	K24			
EK8	Identify the tools and test equipment required for installation and maintenance	K10			
EK9	Explain how to use required tools	K10			

### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
EK1	To include the effect of specifications. Types of system may include keg, cask, soft drinks, nitro coffee, frozen, carbonated, manufacturer specifications, temperature, gas type, flow speed, couplers, post-mix	K3	ES1	Produce a site survey document to meet pressure, electrical and H&S COP	S3



### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
EK2	To include the effect of specifications. Product specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturers' specification, stock rotation	K4	ES2	Should include equipment, manpower, timing to meet other contractors and customer requirements.	S5
EK3	To include low and high voltage equipment, polarity testing, codes, Portable Appliance Testing (PAT), use of a multimeter; principles of electricity, types of current: Alternating Current/Direct Current (AC/DC)	K5			
EK4	Types of refrigerant may include integral and split systems, requirements relating to hydro chlorofluorocarbons (HCFCs), both gas and water-cooled systems.	K6			
EK5	To include remote coolers, split systems and under bar coolers	K6			
EK6	To include different materials, length of pipe run, joints and routing, beer ducts, bends, heat etc.	K7			
EK7	For example, processing software, email systems, handheld devices, job management systems, asset tracking systems	K24			
EK8	To include at least four power or handheld tools and four pieces of test equipment	K10			
EK9	Considering manufacturer's guidelines	K10			

## Module F Carrying out drinks dispense and maintenance

### ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
FK1	Explain the installation process for a drinks dispense system	K1	FS1	Carry out an installation following site survey documentation to company and dispense standards	S1
FK2	Explain the commissioning and decommissioning process for a drinks dispense system	K1	FS2	Manage stock levels for day to day activities	S6
FK3	Explain the maintenance requirements and techniques for a DDS	K2	FS3	Plumb pipework for drinks dispense equipment or components	S7
FK4	Explain cleaning procedures for drinks dispense equipment	K11	FS4	Carry out electrical installation and/or maintenance of drinks dispense equipment or components	S8
FK5	Identify signs of contamination in drinks lines	K11	FS5	Install and/or maintain refrigeration components	S9
FK6	Explain the impact of contaminated or infected equipment	K11	FS6	Carry out an installation and/or maintain gas pressure systems	S10
FK7	Describe pest control procedures	K11	FS7	Use tools and instruments safely to company standards and COP	S11
FK8	Describe how to create the "perfect pour"	K12	FS8	Carry out equipment tests	S16
FK9	Identify how to overcome barriers to achieving the "perfect pour"	K12	FS9	Ensure product pours to the correct dispense specification	S16
			FS10	Carry out full clean of dispense equipment	S17
			FS11	Isolate unsaleable product for return, destruction or further investigation	S20
			FS12	Follow documentary processes for unsaleable product	S20
			FS13	Complete documentation for installations and/or maintenance in line with policy and process	S21
			FS14	Record and provide data in line with regulatory requirements	S22

### DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
FK1	Process should include site survey, system components, system limitations, testing	K1	FS1	Install equipment to specification and COPs	S4
FK2	To include H&S, pressure and electrical regulations	K1	FS2	This should include equipment for small installations and maintenance as well as consumable items	S6
FK3	Should include the techniques applied to meet maintenance requirements such as fault-finding, troubleshooting, diagnostic techniques, repair, total preventative maintenance, testing; common faults and causes	K2	FS3	Should include a single dispense tap and a more complex installation	S7
FK4	Should include glass and line, in line with manufacturer's guidelines	K11	FS4	This should include isolating electrics and product and carrying out maintenance as required to make sure product is dispensed safely to COPs, including a cooler	S8
FK5	Including the effect of bacterial infection	K11	FS5	This should include isolating electrics and product and carrying out maintenance as required to make sure product is dispensed safely to COPs	S9
FK6	Considering health and safety requirements	K11	FS6	Install and maintain primary and secondary gas equipment to company standards and COP	S10
FK7	Considering health and safety requirements	K11	FS7	Use power tool (including battery operated), pressure test equipment and slide rules	S11
FK8	Should include at least one of: ales, lagers, ciders, soft drinks or hot drinks	K12	FS8	Test all types of dispense systems for speed, temperature and clarity	S16
			FS10	Check and clean equipment, vessels and lines following legal requirements and COP	S17
			FS11	Remove equipment safely. Label and package equipment using correct labels to identify good, faulty and warranty	S20

## DELIVERY CONTENT

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
			FS12	Use correct documentation to identify condition of removed equipment.	S20
			FS13	Examples may include asset management records, work sheets, waste environmental records. Fill out correct documentation or correctly use handheld terminal (HHT) or use computer to document work done, equipment used/ removed. Use correct company method to identify all work carried out, equipment used/ removed and any stock disposed of	S21
			FS14	Document equipment tested/ exchanged e.g. complete pressure COP check, stock usage, pressure readings. Documentation may include asset management records, work sheets, waste environmental records,	S22

## Module G Behaviours

### ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard
GB1	Exhibit a Health and Safety first attitude at all times	B1
GB2	Be reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres	B2
GB3	Be adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure	B3
GB4	Take responsibility for the job, for example a desire to see a job through from start to finish and verify that it has been completed to a high standard	B4
GB5	Have a quality focus, for example attention to detail, accuracy, customer orientated "right fix first time", implements quality preventative maintenance and lasting repairs	B5
GB6	Be professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence	B6
GB7	Be a Team player, for example works with others toward a common goal, with an obvious willingness and positive attitude, has regard for equality and diversity considerations	B7
GB8	Maintain a commitment to continuous professional development in order to ensure growth in ability and standards of work	B8

## End-point Assessment Coverage

### Knowledge test

MODULE	COVERAGE
B	BK1, BK2, BK3, BK4, BK5, BK6
E	EK1, EK2, EK3, EK4, EK5, EK6
F	FK5, FK6, FK7, FK8

## Workplace Observation

MODULE	COVERAGE
A	AK2
B	BS1
C	CK1, CK2, CK3, CK5 CS1, CS2, CS3, CS4
D	DK1 DS1, DS2, DS3, DS4, DS5, DS8, DS9
E	EK8, EK9 ES1, ES2, ES3
F	FK1, FK2, FK3, FK4, FK9, FK10 FS1, FS2, FS3, FS4, FS5, FS6, FS7, FS8, FS9, FS10
G	GB1, GB4, GB5, GB6

## Interview underpinned by professional discussion

MODULE	COVERAGE
A	AK1, AK3, AK4
B	BK6
C	CK4
D	DK2, DK3 DS6, DS7
E	EK7 ES2
F	FS11 FS12, FS13, FS14
G	GB2, GB3, GB7, GB8

## Re-Assessment

If an apprentice fails an assessment, this will need to be completed again. For a list of the re-sit costs, please see the Innovate website. It is the responsibility of the employer and the employer provider / training provider to ensure that apprentices are ready to pass the End-point Assessments and Innovate Awarding will provide support materials to help prepare apprentices for their assessments.

## Assessment Overview

The end-point assessor will review the evidence for each apprentice and grade the apprentice on the following scale: Fail / Pass / Distinction. The End-point Assessment Organisation will make the final decision as to whether or not the standard has been met.

## Grading Requirements

KNOWLEDGE TEST	WORKPLACE OBSERVATION WITH QUESTIONING	INTERVIEW	OVERALL GRADING
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Distinction	Pass	Distinction	Pass
Distinction	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Distinction	Distinction
Distinction	Distinction	Pass	Distinction
Distinction	Distinction	Distinction	Distinction

## Internal Quality Assurance

Internal quality assurance is conducted by Innovate Awarding. All assessments completed by an apprentice are subject to Innovate Awarding's Internal Quality Assurance Policy.

## External Quality Assurance

The external quality assurance organisation for the Drinks Dispense Technician standard is the Institute for Apprenticeships and Technical Education. The external quality assurance organisation may require access to an apprentice's assessments and they may need to speak to the apprentice directly. Innovate Awarding has a responsibility to accommodate any reasonable request made by the external quality assurance organisation.

## Further Information

[www.innovateawarding.org/apprenticeshipstandards](http://www.innovateawarding.org/apprenticeshipstandards)



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