



**Institute for Apprenticeships
& Technical Education**

CLEANING HYGIENE OPERATIVE

Key information

Reference: ST0843

Version: 1.1

Level: 2

Minimum duration to gateway: 12 months

Typical EPA period: 3 months

Maximum funding: £5000

Route: Health and science

Date updated: 02/01/2024

Approved for delivery: 3 February 2020

Lars code: 532

EQA provider: Ofqual

Review: This apprenticeship standard will be reviewed after three years

This apprenticeship has options. This document is currently showing the following option:

All



End-point assessment plan

V1.1

Introduction and overview

This document explains the requirements for end-point assessment (EPA) for the cleaning hygiene operative apprenticeship. End-point assessment organisations (EPAOs) must follow this when designing and delivering the EPA.

Cleaning hygiene operative apprentices, their employers and training providers should read this document.

This is a core and options apprenticeship. An apprentice must be trained and assessed against the core and one option. The options are:

- Healthcare Cleaning Operative
- Commercial Cleaning Operative

A full-time cleaning hygiene operative apprentice typically spends 12 months on-programme. The apprentice must spend at least 12 months on-programme and complete the required amount of off-the-job training in line with the apprenticeship funding rules.

The EPA should be completed within an EPA period lasting typically 3 months.

The apprentice must complete their training and meet the gateway requirements before starting their EPA. The EPA will assess occupational competence.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must select an approved EPAO from the apprenticeship provider and assessment register (APAR).

This EPA has 3 assessment methods.

The grades available for each assessment method are below.

Assessment method 1 - knowledge test:

- fail
- pass

Assessment method 2 - observation with questioning:

- fail
- pass
- distinction

Assessment method 3 - interview:

- fail
- pass
- distinction

The result from each assessment method is combined to decide the overall apprenticeship grade. The following grades are available for the apprenticeship:

- fail
- pass
- distinction

EPA summary table

<p>On-programme - typically 12 months</p>	<p>The apprentice must complete training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>The apprentice must complete training towards English and maths qualifications in line with the apprenticeship funding rules.</p>
<p>End-point assessment gateway</p>	<p>The employer must be content that the apprentice is working at or above the occupational standard.</p> <p>The apprentice's employer must confirm that they think the apprentice:</p> <ul style="list-style-type: none"> • is working at or above the occupational standard as a cleaning hygiene operative • has the evidence required to pass the gateway and is ready to take the EPA <p>The apprentice must achieve all of the qualifications listed in the Cleaning hygiene operative occupational standard ST0843 relevant to their chosen option.</p> <p>The apprentice must have achieved English and maths qualifications in line with the apprenticeship funding rules.</p> <p>The apprentice must submit any policies and procedures as requested by the EPAO.</p>
<p>End-point assessment - typically 3 months</p>	<p>Grades available for each assessment method:</p> <p>Knowledge Test</p> <ul style="list-style-type: none"> • fail • pass <p>Observation with questioning</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Interview</p> <ul style="list-style-type: none"> • fail • pass

	<ul style="list-style-type: none"> • distinction <p>Overall EPA and apprenticeship can be graded:</p> <ul style="list-style-type: none"> • fail • pass • distinction
Re-sits and re-takes	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically 1 months • Re-take timeframe: typically 3 months

Duration of end-point assessment period

The EPA is taken in the EPA period. The EPA period starts when the EPAO confirms the gateway requirements have been met and is typically 3 months.

The EPAO should confirm the gateway requirements have been met and the EPA should start as quickly as possible.

EPA gateway

The apprentice's employer must confirm that they think their apprentice is working at or above the occupational standard. The apprentice will then enter the gateway. The employer may take advice from the apprentice's training provider(s), but the employer must make the decision.

The apprentice must meet the gateway requirements before starting their EPA.

These are:

- achieved English and maths qualifications in line with the apprenticeship funding rules

The apprentice must submit any policies and procedures as requested by the EPAO.

Order of assessment methods

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

Knowledge Test

Overview

In the knowledge test, the apprentice answers questions in a controlled and invigilated environment. It gives the apprentice the opportunity to demonstrate the knowledge mapped to this assessment method.

Rationale

This assessment method is being used because the occupation requires the ability to recall from memory the underpinning knowledge in relation to health and safety, legislation, and procedures. A multiple-choice knowledge test is an effective and cost-efficient method of assessing this ability.

Delivery

The knowledge test must be structured to give the apprentice the opportunity to demonstrate the knowledge mapped to this assessment method to the highest available grade.

The test can be computer or paper based.

The test will consist of 24 multiple-choice questions.

Multiple-choice questions must have four options, including one correct answer.

The apprentice must be given at least 14 days' notice of the date and time of the test.

Test administration

The apprentice must have 50 minutes to complete the test.

The test is closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The test must be taken in the presence of an invigilator who is the responsibility of the EPAO. The EPAO must have an invigilation policy setting out how the test must be conducted. It must state the ratio of apprentices to invigilators for the setting and allow the test to take place in a secure way.

The EPAO must verify the apprentice's identity and ensure invigilation of the apprentice for example, with 360-degree cameras and screen sharing facilities.

The EPAO is responsible for the security of the test including the arrangements for on-line testing. The EPAO must ensure that their security arrangements maintain the validity and reliability of the test.

Marking

The test must be marked by an independent assessor or marker employed by the EPAO. They must follow a marking scheme produced by the EPAO. Marking by computer is allowed where question types support this.

A correct answer gets 1 mark.

Any incorrect or missing answers get zero marks.

The EPAO is responsible for overseeing the marking of the test. The EPAO must ensure standardisation and moderation of tests with written answers.

Assessment location

The apprentice must take the test in a suitably controlled and invigilated environment that is a quiet room, free from distractions and influence. The EPAO must check the venue is suitable.

The test could take place remotely if the appropriate technology and systems are in place to prevent malpractice.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the test:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - test specification
 - sample test and mark schemes
 - live tests and mark schemes
 - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Observation with questioning

Overview

In the observation with questions, an independent assessor observes the apprentice in their workplace and asks questions. The apprentice completes their day-to-day duties under normal working conditions. Simulation is not allowed. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because:

- the occupation involves practical activity best assessed through observation.
- this is a practical role, best demonstrated through completing cleaning schedules in the workplace.
- questioning allows for the assessment of the breadth and depth of underpinning knowledge against the grading descriptors, which may not naturally occur as part of the assessment.
- this is a holistic assessment of the KSBs, in a real working situation, which ensures that the KSBs can be demonstrated to the highest level.

Delivery

The observation with questioning must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the observation with questioning.

The independent assessor must only observe one apprentice at a time to ensure quality and rigour. They must be as unobtrusive as possible.

The EPAO must give the apprentice 14 days' notice of the observation with questions.

The observation must take 2 hours.

The independent assessor can increase the time of the observation with questions by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary.

The observation with questions cannot be split, except for comfort breaks or to allow the apprentice to move from one location to another. Such breaks will not count towards the total observed time.

The EPAO must manage invigilation of the apprentice during the assessment, to maintain security of the EPA, in line with their malpractice policy. This includes breaks and moving between locations.

The independent assessor must explain to the apprentice the format and timescales of the observation with questions before it starts. This does not count towards the assessment time.

The independent assessor should observe the following during the observation:

- (Core) Prepare for cleaning
- (Core) Perform cleaning
- (Core) Policy and legislation
- (Healthcare Cleaning Operative) Perform cleaning in a health setting
- (Commercial Cleaning Operative) Perform cleaning in a commercial setting

The apprentice must be observed in their usual working environment, performing their daily cleaning schedules. It is expected the apprentices normal cleaning schedules will allow the apprentice to demonstrate their cleaning skills against the KSBs, supplemented by some questions when required.

These activities provide the apprentice with the opportunity to demonstrate the KSBs mapped to this assessment method.

The independent assessor must ask questions.

The purpose of the questions is to clarify further, any elements of a KSB, so as to allow the apprentice to demonstrate their full comprehension of the theme being performed.

Questioning can occur during the observation. The time for questions asked during the observation is included in the overall assessment time. The independent assessor must ask at least 5 questions during the observation. To remain as unobtrusive as possible, the independent assessor should ask questions during natural stops between tasks rather than disrupting the apprentice's flow. Follow-up questions are allowed where clarification is required. The independent assessor must use the questions from the EPAO's question bank.

The independent assessor must ask questions about KSBs that were not observed to gather assessment evidence. These questions are in addition to the set number of questions for the observation with questions and should be kept to a minimum.

The observation must be terminated if at any time during the assessment the independent assessor observes unsafe practice. In these circumstances, the apprentice will be awarded a fail grade.

The independent assessor must make the grading decision. The independent assessor must assess the observation and responses to questions holistically when deciding the grade.

The independent assessor must keep accurate records of the assessment. They must record:

- the KSBs observed
- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The observation with questioning must take place in the apprentice's normal place of work for example, their employer's premises or a customer's premises. Equipment and resources needed for the observation must be provided by the employer and be in good and safe working condition.

Questioning that occurs after the observation should take place in a quiet room, free from distractions and influence.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined

and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must produce the following materials to support the observation with questioning:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Interview

Overview

In the interview, an independent assessor asks the apprentice questions. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because it is an appropriate method for the knowledge, skills and behaviours, which cannot be reliably assessed in the other chosen assessment methods in the plan.

Delivery

The interview must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the interview.

The purpose is to assess the apprentice's competence against the following themes:

- Recording results
- Soil classification and contaminated waste

The EPAO must give an apprentice 14 days' notice of the interview.

The interview must last for 30 minutes. The independent assessor can increase the time of the interview by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

The independent assessor must ask at least 5 questions. The independent assessor must use the questions from the EPAO's question bank.

The independent assessor must make the grading decision.

The independent assessor must keep accurate records of the assessment. They must record:

- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The interview must take place in a suitable venue selected by the EPAO for example, the EPAO's or employer's premises.

The interview should take place in a quiet room, free from distractions and influence.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the interview:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Grading

Observation with questioning

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL THE PASS DESCRIPTORS	DISTINCTION APPRENTICES MUST DEMONSTRATE ALL THE PASS DESCRIPTORS AND ALL OF THE DISTINCTION DESCRIPTORS
(Core) Prepare for cleaning S2 S5 S25	Assembles and uses appropriate uniforms and personal protective equipment to maintain the correct levels of hygiene. Identifies and selects correct cleaning products for the surface to be cleaned and prepares any machinery ensuring all electrical equipment complies with PAT requirements. (S2, S5, S25)	N/A

<p>(Core) Perform cleaning K16 K18 S1 S6 S10 S11 S12 S15 S18 S19 S20 S22 B1 B2 B3 B4 B5</p>	<p>Applies cleaning products following the colour code system and in accordance with documented ways of working and ensures all equipment and machinery is clean on completion of the cleaning task. (S1, S6, S19)</p> <p>Completes scheduled and periodic cleaning and disinfection tasks, working with respect and professionalism and prioritising work flexibly where required. Works in a consistent manner using sustainable practices. Takes responsibility for work and visually checking results on completion. On completion of cleaning tasks all records are updated. (K18, S10, S11, S15, S20, S22, B1, B3, B4, B5)</p> <p>Maintains a clean storage environment and ensures correct stock rotation and maintenance of equipment. Works independently and as part of a team, using correct procedures to seek support whilst demonstrating evidence based best practice and escalating concerns. (K16, S12, S18 ,B2)</p>	<p>Adapts scheduled and periodic cleaning and disinfection tasks in response to changing circumstances. (S10, S11)</p>
<p>(Core) Policy and legislation K15 S3 S4 S17 S23</p>	<p>Uses data plans when dealing with routine and non-routine waste, applying COSHH correctly when disposing of waste and using chemicals. Reports correct data in line with data protection legislation. (K15, S3, S4, S17, S23)</p>	<p>Explains the importance of adhering to COSHH regulations, organisation policies and environmental disposal legislation when using and disposing of chemicals and routine and non-routine waste. (S3, S4)</p>

<p>(Healthcare Cleaning Operative) Perform cleaning in a health setting S26 S27 S28</p>	<p>Carries out cleaning tasks by applying correct hygiene standards to ensure infection prevention and control of a healthcare environment, communicating with service users in an appropriate manner, taking account of each individual's condition. (S26, S28)</p> <p>Disassembles and reassembles healthcare service equipment in line with manufacturer's instructions and National Standards of Healthcare Cleanliness. (S27)</p>	N/A
<p>(Commercial Cleaning Operative) Perform cleaning in a commercial setting S29 S30 S31</p>	<p>Prepares the cleaning area in line with the correct commercial safety considerations and conducts routine and specialist cleaning tasks according to contract requirements. (S29, S30, S31)</p>	N/A

Interview

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS	DISTINCTION APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS AND ALL OF THE DISTINCTION DESCRIPTORS
(Core) Recording results K4 K19 S8 S13 S14 S21 S24	<p>Outlines the process for identifying, monitoring and reporting infestations in accordance with the local procedures, and the importance of ensuring that communication with colleagues, clients and stakeholders is professional. (S8, S14)</p> <p>Explains the procedures for reporting shortages, incidents, accidents, issues with delivering cleaning services and ensuring the security of cleaning equipment, materials and premises in line with company policy. (K19, S13, S21)</p> <p>Outlines the procedures when dealing with routine and non-routine waste including segregation into containers for storage, complying with environmental legislation, and recording in line with company audit and quality assurance processes. (K4, S24)</p>	Explains the importance of following local procedures when dealing with infestations (S8)
(Core) Soil classification and contaminated waste K14 S9 S16	<p>Outlines soil classification and the soil contaminant removal methods used for different levels of soiling. (K14)</p> <p>Explains how to respond to rapid response clean requests and safely remove any contaminated materials using the appropriate removal method. (S9, S16)</p>	Justifies removal methods for contaminated materials based on soil identifications (K14)

Knowledge Test

GRADE	MINIMUM MARKS REQUIRED	MAXIMUM MARKS REQUIRED
Fail	0	17
Pass	18	24

Overall EPA grading

Performance in the EPA determines the apprenticeship grade of:

- fail
- pass
- distinction

An independent assessor must individually grade the: observation with questioning and interview in line with this EPA plan.

The EPAO must combine the individual assessment method grades to determine the overall EPA grade.

If the apprentice fails one or more assessment methods, they will be awarded an overall fail.

To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods. To achieve an overall EPA distinction, the apprentice must achieve a pass in the Knowledge test and a distinction in the Observation with questions and the Interview.

Grades from individual assessment methods must be combined in the following way to determine the grade of the EPA overall.

KNOWLEDGE TEST	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	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Pass	Distinction	Distinction	Distinction

Re-sits and re-takes

If the apprentice fails one or more assessment method, they can re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does.

The apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and EPAO agree the timescale for a re-sit or re-take. A re-sit is typically taken within 1 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full.

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

The apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless the EPAO determines there are exceptional circumstances.

Roles and responsibilities

ROLES	RESPONSIBILITIES
Apprentice	<p>As a minimum, the apprentice should:</p> <ul style="list-style-type: none"> • complete on-programme training to meet the KSBs as outlined in the apprenticeship standard for a minimum of 12 months • complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider • understand the purpose and importance of EPA • prepare for and undertake the EPA including meeting all gateway requirements
Employer	<p>As a minimum, the apprentice's employer must:</p> <ul style="list-style-type: none"> • select the EPAO and training provider • work with the training provider, where applicable, to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the apprenticeship standard and is ready for EPA • ensure the apprentice is prepared for the EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • confirm arrangements with the EPAO for the EPA in a timely manner, including who, when, where • provide the EPAO with access to any employer-specific documentation as required for example, company policies • ensure that the EPA is scheduled with the EPAO for a date and time which allows appropriate opportunity for the apprentice to meet the KSBs • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete the EPA • ensure that any required supervision during the EPA period, as stated within this EPA plan, is in place • ensure the apprentice has access to the resources used to fulfil their role and carry out the EPA for workplace based assessments • remain independent from the delivery of the EPA • pass the certificate to the apprentice upon receipt

EPAO	<p>As a minimum, the EPAO must:</p> <ul style="list-style-type: none">• conform to the requirements of this EPA plan and deliver its requirements in a timely manner• conform to the requirements of the RoEPAO• conform to the requirements of the external quality assurance provider (EQAP)• understand the apprenticeship including the occupational standard and EPA plan• make all necessary contractual arrangements including agreeing the price of the EPA• develop and produce assessment materials including specifications and marking materials, for example mark schemes, practice materials, training material• maintain and apply a policy for the declaration and management of conflict of interests and independence. This must ensure, as a minimum, there is no personal benefit or detriment for those delivering the EPA or from the result of an assessment. It must cover:<ul style="list-style-type: none">• apprentices• employers• independent assessors• any other roles involved in delivery or grading of the EPA• have quality assurance systems and procedures that ensure fair, reliable and consistent assessment and maintain records of internal quality assurance (IQA) activity for external quality assurance (EQA) purposes• appoint independent, competent, and suitably qualified assessors in line with the requirements of this EPA plan• appoint administrators, invigilators and any other roles where required to facilitate the EPA• deliver induction, initial and on-going training for all their independent assessors and any other roles involved in the delivery or grading of the EPA as specified within this EPA plan. This should include how to record the rationale and evidence for grading decisions where required• conduct standardisation with all their independent assessors before allowing them to deliver an EPA, when the EPA is updated, and at least once a year• conduct moderation across all of their independent assessors' decisions once EPAs have started according to a sampling plan, with associated risk rating of independent assessors
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	<ul style="list-style-type: none"> • monitor the performance of all their independent assessors and provide additional training where necessary • develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • use language in the development and delivery of the EPA that is appropriate to the level of the apprenticeship • arrange for the EPA to take place in a timely manner, in consultation with the employer • provide information, advice, and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • confirm the gateway requirements have been met before they start the EPA for an apprentice • arrange a suitable venue for the EPA • maintain the security of the EPA including, but not limited to, verifying the identity of the apprentice, invigilation and security of materials • where the EPA plan permits assessment away from the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary • confirm overall grade awarded • maintain and apply a policy for conducting appeals
Independent assessor	<p>As a minimum, an independent assessor must:</p> <ul style="list-style-type: none"> • be independent, with no conflict of interest with the apprentice, their employer or training provider, specifically, they must not receive a personal benefit or detriment from the result of the assessment • have, maintain and be able to evidence up-to-date knowledge and expertise of the occupation • have the competence to assess the EPA and meet the requirements of the IQA section of this EPA plan • understand the apprenticeship's occupational standard and EPA plan • attend induction and standardisation events before they conduct an EPA for the first time, when the EPA is updated, and at least once a year

	<ul style="list-style-type: none"> • use language in the delivery of the EPA that is appropriate to the level of the apprenticeship • work with other personnel, where used, in the preparation and delivery of assessment methods • conduct the EPA to assess the apprentice against the KSBs and in line with the EPA plan • make final grading decisions in line with this EPA plan • record and report assessment outcome decisions • comply with the IQA requirements of the EPAO • comply with external quality assurance (EQA) requirements
Training provider	<p>As a minimum, the training provider must:</p> <ul style="list-style-type: none"> • conform to the requirements of the register of apprenticeship training providers (RoATP) • ensure procedures are in place to mitigate against any conflict of interest • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the KSBs as outlined in the occupational standard • deliver training to the apprentice as outlined in their apprenticeship agreement • monitor the apprentice's progress during any training provider led on-programme learning • ensure the apprentice is prepared for the EPA • advise the employer, upon request, on the apprentice's readiness for EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • remain independent from the delivery of the EPA
Invigilator	<p>As a minimum, the invigilator must:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • not invigilate an assessment, solely, if they have delivered the assessed content to the apprentice • invigilate and supervise the apprentice during tests and in breaks during assessment methods to prevent malpractice in line with the EPAO's invigilation procedures

Reasonable adjustments

The EPAO must have reasonable adjustments arrangements for the EPA.

This should include:

- how an apprentice qualifies for reasonable adjustment
- what reasonable adjustments may be made

Adjustments must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Internal quality assurance

Internal quality assurance refers to how the EPAO ensures valid, consistent and reliable EPA decisions. The EPAO must adhere to the requirements within the roles and responsibilities section:

The EPAO must also:

- have quality assurance systems and procedures that ensure fair, reliable and consistent EPA regardless of employer, place, time or independent assessor
- appoint independent assessors who are competent to deliver the EPA and who:
 - have recent relevant experience of the occupation or sector to at least occupational level gained in the last 5 years or significant experience of the occupation or sector
- operate induction training for anyone involved in the delivery or assessment of the EPA
- provide training for independent assessors in good assessment practice, operating the assessment tools and making grading decisions
- provide ongoing training for markers and invigilators
- provide standardisation activity for this apprenticeship standard for all independent assessors:
 - before they conduct an EPA for the first time
 - if the EPA is updated
 - periodically as appropriate (a minimum of annually)
- conduct effective moderation of EPA decisions and grades
- conduct appeals where required, according to the EPAO's appeals procedure, reviewing and making final decisions on EPA decisions and grades
- have no direct connection with the apprentice, their employer or training provider.

Value for money

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

- completing applicable assessment methods online (for example computer-based assessment)
- using the employer's premises

Professional recognition

Professional body recognition is not relevant to this occupational apprenticeship.

KSB mapping table

KNOWLEDGE	ASSESSMENT METHODS
<p>K1: Core. Manage risk and identify when there is a need for change from routine to enhanced cleaning protocols.</p>	Knowledge Test
<p>K2: Core. Select and use the most appropriate cleaning agent for different surface types.</p>	Knowledge Test
<p>K3: Core. Handle, use and dispose of cleaning chemicals following Control of Substances Hazardous to Health Regulations (COSHH).</p>	Knowledge Test
<p>K4: Core. Disposal of routine and non-routine waste, including segregation of waste into appropriate containers for storage, and disposal in line with environmental disposal legislation.</p>	Interview
<p>K5: Core. Selection and safe use of cleaning equipment and machinery for routine and specialist cleaning tasks, including importance of Portable Appliance Testing (PAT).</p>	Knowledge Test
<p>K6: Core. Clean cleaning equipment and machinery after use.</p>	Knowledge Test
<p>K7: Core. Principles of infection prevention and control.</p>	Knowledge Test
<p>K8: Core. Recognise and report the signs of pest infestation.</p>	Knowledge Test
<p>K9: Core. The principle of rapid response cleans.</p>	Knowledge Test
<p>K10: Core. The principles of scheduled work priorities and periodic cleaning.</p>	Knowledge Test
<p>K11: Core. The difference between disinfection and cleaning.</p>	Knowledge Test

K12: Core. Correct storage of equipment, chemicals, and consumables.	Knowledge Test
K13: Core. The reasons for security of premises, cleaning equipment and materials, and the implications of a security breach.	Knowledge Test
K14: Core. Soil classification, soil contaminant removal methods appropriate to levels of soiling.	Interview
K15: Core. The importance of accurate data reporting.	Observation with questioning
K16: Core. The importance gaining guidance and support.	Observation with questioning
K17: Core. The principles of colour coding.	Knowledge Test
K18: Core. Sustainable practices in the workplace.	Observation with questioning
K19: Core. The principle of reporting shortages, incidents, accidents, and issues with delivering cleaning services.	Interview
K20: Core. The principles of using supplied data to inform the demand for cleaning.	Knowledge Test
K21: Core. Audit and quality assurance processes.	Knowledge Test
K22: Core. The principles of personal hygiene and PPE requirements in the workplace.	Knowledge Test
K23: Core. Data protection legislation.	Knowledge Test
K24: Healthcare Cleaning Operative.	Knowledge Test

The use of Standard Operating Procedures (SOPs) in line with national healthcare standards.	
K25: Healthcare Cleaning Operative. Disassembling and assembling a range of service user and patient equipment for cleaning.	Knowledge Test
K26: Healthcare Cleaning Operative. Different ways to appropriately interact with a range of service users who may have complex needs or illnesses.	Knowledge Test
K27: Commercial Cleaning Operative. The importance of preparing areas of work to be cleaned in line with contract requirements.	Knowledge Test
K28: Commercial Cleaning Operative. The principles of cleaning according to specialist commercial requirements.	Knowledge Test
K29: Commercial Cleaning Operative. Routine cleans according to a contract.	Knowledge Test

SKILL	ASSESSMENT METHODS
S1: Core. Conduct tasks according to documented safe ways of working.	Observation with questioning
S2: Core. Select and use the most appropriate cleaning agent appropriate to different surface types.	Observation with questioning
S3: Core. Use and dispose of chemicals following COSHH regulations and apply safety data sheets and dilution rates.	Observation with questioning
S4: Core. Deal with routine and non-routine waste in line with organisation policies and environmental disposal legislation.	Observation with questioning
S5: Core. Prepare cleaning materials and machinery and check that all electrical equipment complies with PAT testing requirements.	Observation with questioning
S6: Core. Clean cleaning equipment and machinery after use.	Observation with questioning
S7: Core. Identify potential sources of infection and put controls in place.	Knowledge Test
S8: Core. Recognise the signs of infestation and report and monitor the problem according to local procedures.	Interview
S9: Core. Recognise and respond to rapid response clean requests.	Interview
S10: Core. Conduct scheduled and periodic cleaning, prioritising work where required.	Observation with questioning
S11: Core. Conduct cleaning and disinfection tasks.	Observation with questioning
S12: Core. Deliver housekeeping services including maintaining a clean storage environment, maintenance of equipment, stock control	Observation with questioning

and rotation.	
S13: Core. Take measures to ensure the security of cleaning equipment and materials, and premises.	Interview
S14: Core. Communicate with colleagues, clients, and other stakeholders professionally.	Interview
S15: Core. Use visual checks and objective auditing techniques to ensure that cleaning has been completed to contractual standards.	Observation with questioning
S16: Core. Identify and use correct methods for removal of contaminating material.	Interview
S17: Core. Comply with data protection legislation.	Observation with questioning
S18: Core. Use procedures for obtaining support.	Observation with questioning
S19: Core. Apply colour coding correctly to conduct cleaning safely and effectively.	Observation with questioning
S20: Core. Apply sustainable practices when carrying out duties.	Observation with questioning
S21: Core. Apply procedures for reporting shortages, incidents, accidents, and issues with delivering cleaning services.	Interview
S22: Core. Carry out and record different types of cleaning methods.	Observation with questioning
S23: Core. Use supplied data to plan cleaning tasks.	Observation with questioning
S24: Core.	Interview

Engage with the audit and quality assurance process.	
S25: Core. Use PPE and comply with the organisational uniform policy to maintain required levels of hygiene.	Observation with questioning
S26: Healthcare Cleaning Operative. Conduct cleaning tasks to the appropriate hygiene standard to ensure infection prevention and control of the healthcare environment.	Observation with questioning
S27: Healthcare Cleaning Operative. Disassemble and reassemble healthcare service user equipment in line with manufacturers' instructions and National Standards of Healthcare Cleanliness.	Observation with questioning
S28: Healthcare Cleaning Operative. Communicate with service users considering their possible emotional, mental health and physical issues.	Observation with questioning
S29: Commercial Cleaning Operative. Safely prepare an area for commercial cleaning.	Observation with questioning
S30: Commercial Cleaning Operative. Conduct cleaning tasks according to specialist commercial requirements.	Observation with questioning
S31: Commercial Cleaning Operative. Carry out routine cleans in line with client contract requirements.	Observation with questioning

BEHAVIOUR	ASSESSMENT METHODS
B1: Core. Work with respect and professionalism.	Observation with questioning
B2: Core. Work independently and as part of a team; escalating areas of concern and working to evidence based best practice.	Observation with questioning
B3: Core. Work in a consistent manner, taking responsibility for your own actions and completed work.	Observation with questioning
B4: Core. A flexible approach to your work when required.	Observation with questioning
B5: Core. Work in a sustainable way, considering the environment and making best use of products and materials.	Observation with questioning

Mapping of KSBs to grade themes

Observation with questioning

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
<p>(Core) Prepare for cleaning</p> <p>S2 S5 S25</p>	<p>None</p>	<p>Select and use the most appropriate cleaning agent appropriate to different surface types. (S2)</p> <p>Prepare cleaning materials and machinery and check that all electrical equipment complies with PAT testing requirements. (S5)</p> <p>Use PPE and comply with the organisational uniform policy to maintain required levels of hygiene. (S25)</p>	<p>None</p>
<p>(Core) Perform cleaning</p> <p>K16 K18</p> <p>S1 S6 S10 S11 S12 S15 S18 S19 S20 S22</p> <p>B1 B2 B3 B4 B5</p>	<p>The importance gaining guidance and support. (K16)</p> <p>Sustainable practices in the workplace. (K18)</p>	<p>Conduct tasks according to documented safe ways of working. (S1)</p> <p>Clean cleaning equipment and machinery after use. (S6)</p> <p>Conduct scheduled and periodic cleaning, prioritising work where required. (S10)</p> <p>Conduct cleaning and disinfection tasks. (S11)</p> <p>Deliver housekeeping services including maintaining a clean storage</p>	<p>Work with respect and professionalism. (B1)</p> <p>Work independently and as part of a team; escalating areas of concern and working to evidence based best practice. (B2)</p> <p>Work in a consistent manner, taking responsibility for your own actions and completed work. (B3)</p> <p>A flexible approach to your work when required. (B4)</p> <p>Work in a sustainable way,</p>

		<p>environment, maintenance of equipment, stock control and rotation. (S12)</p> <p>Use visual checks and objective auditing techniques to ensure that cleaning has been completed to contractual standards. (S15)</p> <p>Use procedures for obtaining support. (S18)</p> <p>Apply colour coding correctly to conduct cleaning safely and effectively. (S19)</p> <p>Apply sustainable practices when carrying out duties. (S20)</p> <p>Carry out and record different types of cleaning methods. (S22)</p>	<p>considering the environment and making best use of products and materials. (B5)</p>
<p>(Core) Policy and legislation K15 S3 S4 S17 S23</p>	<p>The importance of accurate data reporting. (K15)</p>	<p>Use and dispose of chemicals following COSHH regulations and apply safety data sheets and dilution rates. (S3)</p> <p>Deal with routine and non-routine waste in line with organisation policies and environmental disposal legislation. (S4)</p> <p>Comply with data protection</p>	<p>None</p>

		<p>legislation. (S17)</p> <p>Use supplied data to plan cleaning tasks. (S23)</p>	
<p>(Healthcare Cleaning Operative) Perform cleaning in a health setting</p> <p>S26 S27 S28</p>	None	<p>Conduct cleaning tasks to the appropriate hygiene standard to ensure infection prevention and control of the healthcare environment. (S26)</p> <p>Disassemble and reassemble healthcare service user equipment in line with manufacturers' instructions and National Standards of Healthcare Cleanliness. (S27)</p> <p>Communicate with service users considering their possible emotional, mental health and physical issues. (S28)</p>	None
<p>(Commercial Cleaning Operative) Perform cleaning in a commercial setting</p> <p>S29 S30 S31</p>	None	<p>Safely prepare an area for commercial cleaning. (S29)</p> <p>Conduct cleaning tasks according to specialist commercial requirements. (S30)</p> <p>Carry out routine cleans in line with client contract requirements. (S31)</p>	None

Interview

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
<p>(Core) Recording results K4 K19 S8 S13 S14 S21 S24</p>	<p>Disposal of routine and non-routine waste, including segregation of waste into appropriate containers for storage, and disposal in line with environmental disposal legislation. (K4)</p> <p>The principle of reporting shortages, incidents, accidents, and issues with delivering cleaning services. (K19)</p>	<p>Recognise the signs of infestation and report and monitor the problem according to local procedures. (S8)</p> <p>Take measures to ensure the security of cleaning equipment and materials, and premises. (S13)</p> <p>Communicate with colleagues, clients, and other stakeholders professionally. (S14)</p> <p>Apply procedures for reporting shortages, incidents, accidents, and issues with delivering cleaning services. (S21)</p> <p>Engage with the audit and quality assurance process. (S24)</p>	None
<p>(Core) Soil classification and contaminated waste K14 S9 S16</p>	<p>Soil classification, soil contaminant removal methods appropriate to levels of soiling. (K14)</p>	<p>Recognise and respond to rapid response clean requests. (S9)</p> <p>Identify and use correct methods for removal of contaminating material. (S16)</p>	None

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	Occupational standard, end-point assessment plan and funding band revised	01/01/2024	Not set	Not set
1.0	Approved for delivery	03/02/2020	31/12/2023	Not set

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