



Institute for Apprenticeships
& Technical Education

COMMERCIAL LAUNDRY OPERATIVE

Key information

Reference: ST0604

Version: 1.1

Level: 2

Minimum duration to gateway: 12 months

Typical EPA period: 3 months

Maximum funding: £6000

Route: Engineering and manufacturing

Date updated: 24/10/2022

Approved for delivery: 22 June 2018

Lars code: 296

EQA provider: Ofqual

Example progression routes:

Team leader or supervisor

Review: This apprenticeship standard will be reviewed after three years

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End-point assessment plan

1.1

Introduction and overview

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

Commercial laundry operative apprentices, their employers and training providers should read this document.

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

A full-time apprentice typically spends 12 months on-programme (this means in training before the gateway) working towards competence as a commercial laundry operative. The apprentice must spend at least 12 months on-programme. The apprentice must complete the required amount of off-the-job training specified by the apprenticeship funding rules.

This EPA has 3 assessment methods.

The grades available for each assessment method are:

Assessment method 1 - observation with questions:

- fail
- pass
- distinction

Assessment method 2 - interview underpinned by a portfolio of evidence:

- fail
- pass
- distinction

Assessment method 3 - multiple-choice test:

- fail
- pass

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

- fail
- pass

- merit
- 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>The apprentice must compile a portfolio of evidence.</p>
<p>End-point assessment gateway</p>	<p>The apprentice's 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 commercial laundry operative • has the evidence required to pass the gateway and is ready to take the EPA <p>The apprentice must have achieved English and maths qualifications in line with the apprenticeship funding rules.</p> <p>For the interview underpinned by a portfolio of evidence, the apprentice must submit a portfolio of evidence.</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>Observation with questions</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Interview underpinned by a portfolio of evidence</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Multiple-choice test</p>

	<ul style="list-style-type: none"> • fail • pass <p>Overall EPA and apprenticeship can be graded:</p> <ul style="list-style-type: none"> • fail • pass • merit • distinction
Re-sits and re-takes	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically 2 months • Re-take timeframe: typically 4 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 expectation is that the EPAO will confirm the gateway requirements have been met and the EPA starts 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
- for the interview underpinned by a portfolio of evidence, the apprentice must submit: portfolio of evidence

Portfolio of evidence requirements:

The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed by this assessment method. It will typically contain 10 discrete pieces of evidence. Evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence sources may include:

- workplace documentation and records
- workplace policies and procedures
- witness statements
- annotated photographs
- video clips (maximum total duration 10 minutes); the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources can be included.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions. The evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this.

The EPAO should not assess the portfolio of evidence directly as it underpins the interview. The independent assessor should review the portfolio of evidence to prepare questions for the interview. They are not required to provide feedback after this review.

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.

Observation with questions

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 permitted. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because:

- this is a practical role, best demonstrated through completing tasks in a real work setting
- observation makes use of the employer's resources and equipment which will be familiar to the apprentice and thus allows them to perform at their best
- tasks completed during the observation should contribute to workplace productivity and are valid
- questioning allows for the assessment of the breadth and depth of underpinning knowledge against the grading descriptors

- it is a holistic assessment method

Delivery

The observation with questions 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 questions.

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 an apprentice 2 weeks' notice of the observation with questions.

The observation with questions 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 may be split into discrete sections held on the same working day.

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 during the working day.

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:

- sorting
- washing
- drying
- finishing
- sorting and packaging

Activities may be completed in relation to the same textile product or different products.

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 independent assessor's questions is to assess the apprentice's depth of knowledge against the grading descriptors.

Questioning can occur both during and after the observation. The time for questioning is included in the overall assessment time. The independent assessor must ask at least 5 questions. To remain as unobtrusive as possible, the independent assessor should ask questions during natural stops between tasks and after completion of work 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 or create their own questions in-line with the EPAO's training.

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

The independent assessor must make the grading decision. The observation and responses to questions must be assessed holistically by the independent assessor when they are 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 questions 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 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 questions:

- 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, training, and moderation.

Interview underpinned by a portfolio of evidence

Overview

In the interview, an independent assessor asks the apprentice questions. The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because:

- it allows for assessment of KSBs that do not occur on a predictable or regular basis
- it allows for testing of responses where there are a range of potential answers that cannot be tested through the multiple-choice test
- it can be conducted remotely, potentially reducing cost

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 of the independent assessor's questions is to cover the following themes:

- textile care services industry
- commercial laundry operative's role
- work organisation
- environment and sustainability
- common faults and problem solving
- continuous improvement
- documentation
- digital technology and information technology
- team working

The EPAO must give an apprentice 2 weeks' notice of the interview.

The independent assessor must have at least 2 weeks to review the supporting documentation.

The apprentice must have access to their portfolio of evidence during the interview.

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

The interview must last for 60 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 9 questions. Follow-up questions are allowed where clarification is required. The independent assessor must use the questions from their EPAO's question bank or create their own questions in-line with the EPAO's training.

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 can be conducted by video conferencing. The EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

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 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 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 underpinned by a portfolio of evidence:

- 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, training, and moderation.

Multiple-choice test

Overview

In the multiple-choice 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:

- it allows for the efficient testing of knowledge where there is a right or wrong answer
- it allows for flexibility in terms of when, where, and how it is taken
- it allows larger volumes of apprentices to be assessed at one time

Delivery

The multiple-choice test must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

The multiple-choice test can be computer or paper based.

The multiple-choice test will consist of 40 multiple-choice questions.

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

The apprentice must be given at least 2 weeks' notice of the date and time of the multiple-choice test.

Test administration

The apprentice must have 60 minutes to complete the test.

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

The multiple-choice 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 multiple-choice 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 identity of the apprentice.

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

Marking

The multiple-choice test must be marked by an independent assessors or marker employed by the EPAO. They must follow a marking scheme produced by the EPAO. Marking by computer is allowed.

A correct answer gets 1 mark.

Any incorrect or missing answers get zero marks.

The EPAO is responsible for overseeing the marking of the multiple-choice test. The EPAO must ensure standardisation and moderation of the multiple-choice test.

Assessment location

The apprentice must take the multiple-choice 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 multiple-choice test could take place remotely if the appropriate technology and systems are in place to prevent malpractice. The EPAO must verify the apprentice's identity and ensure invigilation of the apprentice for example with, and not limited to, 360-degreecameras and screen sharing facilities.

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 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 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 multiple-choice 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, training, and moderation.

Grading

Observation with questions

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
Task organisation S1 B3	Takes ownership of given work, following verbal or written work instructions to complete tasks. (S1, B3)	None
Work environment K4 S3 B1	Prioritises safe systems of work, following procedures in compliance with health and safety regulations, standards and guidance. (K4, S3, B1)	Explains reasons why it is important to follow health and safety procedures and prioritise health and safety. (K4, S3, B1)
Machinery and equipment K8 S9 S10	Checks and operates equipment and machinery to process textile products in line with operating instructions or manufacturers' guidelines for the task. (K8, S9, S10)	Achieves efficient and effective production. For example, applying product feeding techniques that avoid quality issues such as creasing, exceeding individual machine targets without compromising quality, or identifying early indicators of machine issues that could impact product quality such as black marks or repetitive creasing. (K8, S10)
Commercial laundry operations K7 S6 S7 S8 S11 S12	<p>Follows work procedures in line with laundry industry regulations, standards and guidance meeting product requirements. (K7, S6, S7)</p> <p>Sorts, classifies and identifies products correctly for processing either manually or via operating equipment. Identifies items requiring special cleaning processes. (S8)</p> <p>Conducts quality checks, identifying any items that do not meet specification. (S11)</p> <p>Sorts and packs items in line with instructions. (S12)</p>	Implements and follows procedures and instructions without error, mitigating against potential issues, supporting a right first-time outcome with no back tracking. (K7, S6, S7, S11, S12)
Communication K24 S15	Communicates with others using verbal or written techniques, in a way that is suitable for the context	None

	and supports task completion. (K24, S15)	
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Interview underpinned by a portfolio of evidence

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
Commercial laundry industry K1	Describes the commercial laundry services sector including its background, the services provided, and future trends, and identifies the customer service expectations in different sectors. (K1)	None
Commercial laundry operative's role K2 S18 B7	<p>Outlines their role and responsibilities as a commercial laundry operative and the limits of autonomy. (K2)</p> <p>Outlines learning and development they have completed and recorded to support competence in their role. (S18, B7)</p>	Identifies how their role impacts on wider commercial laundry operations. (K2)
Work organisation K23 S2 B6	Describes how they organise and prioritise work and adapt to changing work requests, applying work organisation and time management techniques, to meet performance targets. (K23, S2, B6)	None
Environment and sustainability K5 S4 S5 B2	<p>Explains the impact that sector processes have on the environment.</p> <p>Describes how they follow procedures in line with environmental and sustainability regulations standards, and guidelines and consider the environment through the efficient use of resources.</p> <p>Describes how they identify and segregate resources for reuse, recycling and disposal in line with company procedures.</p> <p>(K4, S4, S5, B2)</p>	Explains how following their company's procedures reduces the impact of operations on the environment. (K5, S4, B2)
Common faults and problem	Describes how they identify production issues and resolve or escalate them in line with procedures and how they escalate	None

solving K19 S13	<p>maintenance requirements in line with procedures.</p> <p>Explains impact of breakdowns, stoppages, and failure on production.</p> <p>(K19, S13)</p>	
Continuous improvement K20	Outlines basic continuous improvement processes. (K20)	None
Documentation K27 S17	Records information on paper or electronically in line with task requirements. (K27, S17)	Explains the importance of recording information and completing documentation correctly. (K27, S17)
Digital technology and Information technology K21 K22 S14	<p>Describes digital technology used in the sector, including stock management information systems and equipment digital interfaces. (K21)</p> <p>Describes how they use IT in the workplace for example, virtual learning platforms and email, and the importance of data protection and security. (K22, S14)</p>	None
Team working K25 K26 S16 B4 B5	<p>Describes how they apply team working principles to meet their team's work goals. (K25, S16, B4)</p> <p>Describes how they take account of individuals needs in relation to equality, diversity, and inclusion in line with regulations and guidance. (K26, B5)</p>	Explains how their team focus supports wider teams to meet their goals. (K25, S16, B4)

Multiple-choice test

GRADE	MINIMUM MARKS REQUIRED	MAXIMUM MARKS REQUIRED
Fail	0	27
Pass	28	40

Overall EPA grading

Performance in the EPA determines the apprenticeship grade of:

- fail
- pass
- merit
- distinction

An independent assessor must individually grade the: observation with questions and interview underpinned by a portfolio of evidence 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 merit, the apprentice must achieve a distinction in one of the assessment methods (observation with questions or interview underpinned by a portfolio of evidence), and a pass in the other two assessment methods. To achieve an overall EPA distinction, the apprentice must achieve a distinction in the observation with questions and interview underpinned by a portfolio of evidence, and a pass in the multiple-choice test.

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

OBSERVATION WITH QUESTIONS	INTERVIEW UNDERPINNED BY A PORTFOLIO OF EVIDENCE	MULTIPLE-CHOICE TEST	OVERALL GRADING
Any grade	Any grade	Fail	Fail
Any grade	Fail	Any grade	Fail
Fail	Any grade	Any grade	Fail
Pass	Pass	Pass	Pass
Distinction	Pass	Pass	Merit
Pass	Distinction	Pass	Merit
Distinction	Distinction	Pass	Distinction

Re-sits and re-takes

If the apprentice fails one or more assessment methods, they can take a 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 2 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 4 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"> • participate in and complete on-programme training to meet the KSBs as outlined in the occupational 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 • meet the gateway requirements • undertake the EPA
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 occupational standard and is ready for EPA • ensure that supporting evidence required at the gateway is submitted in line with this EPA plan • liaise with the training provider and EPAO to ensure the EPA is booked in a timely manner <p>Post-gateway, the employer must:</p> <ul style="list-style-type: none"> • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing 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 the opportunity for the apprentice to be assessed against the KSBs • remain independent from the delivery of the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete all post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place

	<ul style="list-style-type: none"> • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a regular basis • pass the certificate to the apprentice upon receipt from the EPAO
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 register of end-point assessment organisations (RoEPAO) • conform to the requirements of the external quality assurance provider (EQAP) for this apprenticeship • understand the occupational standard • make the EPA contractual arrangements, including agreeing the price of the EPA • develop and produce assessment materials as detailed for each assessment method in this EPA plan • appoint qualified and competent independent assessors in line with the requirements of this EPA plan to conduct assessments and oversee their working • appoint administrators (and invigilators where required) to administer the EPA • provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading • provide information, advice, guidance and documentation to enable apprentices, employers and training providers to prepare for the EPA • confirm all gateway requirements have been met as quickly as possible • arrange for the EPA to take place, in consultation with the employer • ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary, where the apprentice is not assessed in the workplace • develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to stakeholders

	<ul style="list-style-type: none"> • have no direct connection with the apprentice, their employer or training provider in all instances; there must be no conflict of interest • have policies and procedures for internal quality assurance (IQA), and maintain records of IQA activity and moderation for external quality assurance (EQA) purposes • deliver induction training for independent assessors, and for invigilators and markers (where used) • undertake standardisation activity on this apprenticeship for an independent assessor before they conduct an EPA for the first time, if the EPA is updated and periodically (a minimum of annually) • manage invigilation of the apprentice to maintain security of the assessment in line with the EPAO's malpractice policy • verify the identity of the apprentice • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard
Independent assessor	<p>As a minimum, an independent assessor must:</p> <ul style="list-style-type: none"> • have the competence to assess the apprentice at the level of this apprenticeship and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan • understand the occupational standard and the requirements of this EPA • have, maintain and be able to evidence, up-to-date knowledge and expertise of the occupation • deliver the end-point assessment in-line with this EPA plan • comply with the IQA requirements of the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances; there must be no conflict of interest • attend induction training • attend standardisation events when they start working for the EPAO, before they conduct an EPA for the first time and a minimum of annually for this apprenticeship • assess each assessment method, as determined by the EPA plan • assess the KSBs assigned to each assessment method, as shown in the mapping of KSBs to assessment methods in this EPA plan

	<ul style="list-style-type: none"> • make the grading decisions • record and report assessment outcome decisions, for each apprentice, following instructions and using assessment recording documentation provided by the EPAO, in a timely manner • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • mark open (constructed) test answers accurately according to the EPAO's mark scheme and procedures
Training provider	<p>As a minimum, the training provider must:</p> <ul style="list-style-type: none"> • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the KSBs as listed in the occupational standard • conduct training covering the KSBs agreed as part of the Commitment Statement or the Individual Learning Plan • monitor the apprentice's progress during any training provider led on-programme learning • advise the employer, upon request, on the apprentice's readiness for EPA • remain independent from the delivery of the EPA
Marker	<p>As a minimum, the marker must:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider in all instances • mark test answers in line with the EPAO's mark scheme and procedures
Invigilator	<p>As a minimum, the invigilator must:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider in all instances • invigilate and supervise apprentices during tests and in breaks during assessment methods to prevent malpractice in accordance 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 3 gained in the last 3 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)
- utilising digital remote platforms to conduct applicable assessment methods
- assessing multiple apprentices simultaneously where the method of assessment permits this
- using the employer's premises
- conducting assessment methods on the same day

Professional recognition

Professional body recognition is not relevant to this occupational apprenticeship.

Mapping of KSBs to assessment methods

KNOWLEDGE	ASSESSMENT METHODS
<p>K1 The commercial laundry sector: background, services provided, and future trends. Customer service expectations in different sectors.</p>	Interview underpinned by a portfolio of evidence
<p>K2 The commercial laundry operative role and responsibilities. Limits of autonomy.</p>	Interview underpinned by a portfolio of evidence
<p>K3 Awareness of health and safety regulations, standards, and guidance and impact on role. Confined spaces. Control of Substances Hazardous to Health (CoSHH). Fire safety (dust and lint control). Health and Safety at Work Act. Slips, trips, and falls. Working in confined spaces. Working at height</p>	Multiple-choice test
<p>K4 Safe systems of work. Risk assessment and hazard identification in the work area. Isolation and emergency stop procedures. Manual handling. Personal Protective Equipment (PPE). Situational awareness.</p>	Observation with questions
<p>K5 Impact of the sector processes on the environment. Efficient use of resources. Recycling, re-use and the safe disposal of waste.</p>	Interview underpinned by a portfolio of evidence
<p>K6 Awareness of quality standards and impact on role: ISO 9001 Quality Management, ISO 14001 Environmental Management, and ISO 18001 Health and Safety.</p>	Multiple-choice test
<p>K7 Work procedures. What they are and why they are important.</p>	Observation with questions
<p>K8 Machinery and equipment used in commercial laundries: batch washing machines, wash extractors, dryers, towel folders, ironers, and calenders. Purpose and operation.</p>	Observation with questions
<p>K9 The chemistry and mechanical function behind the cleaning process to produce a quality product: stain removal, creasing, colour loss, greying and yellowing; impact on different fabric types.</p>	Multiple-choice test

<p>K10 Finishing processes and how they impact on finished product quality and on different fabric types.</p>	Multiple-choice test
<p>K11 Healthcare sector. Decontamination in laundering quality standards: Risk and Bio-Contamination in the Laundry Environment (British Standard European Norm BS EN 14065), Decontamination of Linen in health and social care (Health Technical Memorandum HTM 01-04), and BS EN 13795. Surgical drapes, gowns and clean air suits used as medical devices for patients, clinical staff, and equipment.</p>	Multiple-choice test
<p>K12 Food sector. Risk and Bio-Contamination Control (RABC). Processes required to remove foreign bodies and risk of biological cross-contamination.</p>	Multiple-choice test
<p>K13 Workwear performance standards of garments: ISO 20471 High Visibility, ISO 11612 Protection against Heat and Flame, ISO 11611 Protection against welding and allied processes, and BS EN 13034 Protective clothing against liquid chemicals.</p>	Multiple-choice test
<p>K14 Clean room: control measures for product and people exposure and BS EN 13795.</p>	Multiple-choice test
<p>K15 Continuous Batch Washer (CBW) and Continuous Tunnel Washer (CTW) health and safety. The Textile Services Association (TSA) code of practice on the safe access and entry to a CBW and CTW.</p>	Multiple-choice test
<p>K16 International care label symbols, garment labelling, and different types of fibres and fabrics for professional industrial cleaning.</p>	Multiple-choice test
<p>K17 Types of dry-cleaning solvents and their safe handling, standards for use, storage, and disposal.</p>	Multiple-choice test
<p>K18 Stain classification. Removal techniques for different stains.</p>	Multiple-choice test

<p>K19 Escalation procedures for breakdowns, maintenance, stoppages, and failure. The impact of issues on production.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>K20 Basic continuous improvement processes.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>K21 Digital technology in the industry: stock management information systems, and equipment digital interfaces.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>K22 Information technology: virtual learning platforms, email. General data protection regulation (GDPR). Cyber security.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>K23 Performance targets. Work organisation and time management techniques.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>K24 Communication techniques: verbal and written.</p>	<p>Observation with questions</p>
<p>K25 Principles of good team working.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>K26 Equality, diversity, and inclusion in the workplace.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>K27 Documentation requirements for the role.</p>	<p>Interview underpinned by a portfolio of evidence</p>

SKILL	ASSESSMENT METHODS
S1 Follow work instructions - verbal or written.	Observation with questions
S2 Organise and prioritise work.	Interview underpinned by a portfolio of evidence
S3 Follow health and safety procedures in line with regulations, standards, and guidance.	Observation with questions
S4 Follow procedures in line with environmental and sustainability regulations, standards, and guidance.	Interview underpinned by a portfolio of evidence
S5 Identify and segregate resources for reuse, recycling, and disposal.	Interview underpinned by a portfolio of evidence
S6 Comply with laundry industry regulations, standards, and guidance.	Observation with questions
S7 Follow work procedures.	Observation with questions
S8 Sort, classify and identify products for processing either manually or via operating equipment. Identify any special cleaning processes for example, stain removal.	Observation with questions
S9 Check equipment and machinery.	Observation with questions
S10 Operate equipment and machinery to process textile products for example, batch washing machines, wash extractors, dryers, towel folders, ironers, and calenders.	Observation with questions
S11 Conduct quality checks for example, identify any rejects or rewash, inspect items for damage.	Observation with questions

<p>S12 Sort and pack items.</p>	<p>Observation with questions</p>
<p>S13 Identify production issues for example, product mis-feed, machinery issues, or product flow issues. Resolve or escalate issues in line with procedures. Escalate maintenance requirements.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S14 Use information technology.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S15 Communicate with others for example, internal and external customers, colleagues, and managers.</p>	<p>Observation with questions</p>
<p>S16 Apply team working principles.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S17 Record task information (text or data) - paper based or electronic.</p>	<p>Interview underpinned by a portfolio of evidence</p>
<p>S18 Carry out and record learning and development activities.</p>	<p>Interview underpinned by a portfolio of evidence</p>

BEHAVIOUR	ASSESSMENT METHODS
B1 Put health and safety first.	Observation with questions
B2 Consider the environment when using resources and carrying out processes.	Interview underpinned by a portfolio of evidence
B3 Take ownership of given work.	Observation with questions
B4 Team-focus to meet work goals.	Interview underpinned by a portfolio of evidence
B5 Support an inclusive workplace for example, respectful of different views.	Interview underpinned by a portfolio of evidence
B6 Adapt to changing work requests.	Interview underpinned by a portfolio of evidence
B7 Seek learning and development opportunities.	Interview underpinned by a portfolio of evidence

Mapping of KSBs to grade themes

Observation with questions - Observation

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Task organisation S1 B3	N/A	Follow work instructions - verbal or written. (S1)	Take ownership of given work. (B3)
Work environment K4 S3 B1	Safe systems of work. Risk assessment and hazard identification in the work area. Isolation and emergency stop procedures. Manual handling. Personal Protective Equipment (PPE). Situational awareness. (K4)	Follow health and safety procedures in line with regulations, standards, and guidance. (S3)	Put health and safety first. (B1)
Machinery and equipment K8 S9 S10	Machinery and equipment used in commercial laundries: batch washing machines, wash extractors, dryers, towel folders, ironers, and calenders. Purpose and operation. (K8)	Check equipment and machinery. (S9) Operate equipment and machinery to process textile products for example, batch washing machines, wash extractors, dryers, towel folders, ironers, and calenders. (S10)	N/A
Commercial laundry operations K7 S6 S7 S8 S11 S12	Work procedures. What they are and why they are important. (K7)	Comply with laundry industry regulations, standards, and guidance. (S6) Follow work procedures. (S7) Sort, classify and identify products for processing either manually or via operating	N/A

		<p>equipment. Identify any special cleaning processes for example, stain removal. (S8)</p> <p>Conduct quality checks for example, identify any rejects or rewash, inspect items for damage. (S11)</p> <p>Sort and pack items. (S12)</p>	
<p>Communication K24 S15</p>	<p>Communication techniques: verbal and written. (K24)</p>	<p>Communicate with others for example, internal and external customers, colleagues, and managers. (S15)</p>	<p>N/A</p>

Interview underpinned by a portfolio of evidence - Discussion

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Commercial laundry industry K1	The commercial laundry sector: background, services provided, and future trends. Customer service expectations in different sectors. (K1)	N/A	N/A
Commercial laundry operative's role K2 S18 B7	The commercial laundry operative role and responsibilities. Limits of autonomy. (K2)	Carry out and record learning and development activities. (S18)	Seek learning and development opportunities. (B7)
Work organisation K23 S2 B6	Performance targets. Work organisation and time management techniques. (K23)	Organise and prioritise work. (S2)	Adapt to changing work requests. (B6)
Environment and sustainability K5 S4 S5 B2	Impact of the sector processes on the environment. Efficient use of resources. Recycling, re-use and the safe disposal of waste. (K5)	Follow procedures in line with environmental and sustainability regulations, standards, and guidance. (S4) Identify and segregate resources for reuse, recycling, and disposal. (S5)	Consider the environment when using resources and carrying out processes. (B2)
Common faults and problem solving K19 S13	Escalation procedures for breakdowns, maintenance, stoppages, and failure. The impact of issues on production. (K19)	Identify production issues for example, product mis-feed, machinery issues, or product flow issues. Resolve or escalate issues in line with procedures. Escalate maintenance requirements. (S13)	N/A

Continuous improvement K20	Basic continuous improvement processes. (K20)	N/A	N/A
Documentation K27 S17	Documentation requirements for the role. (K27)	Record task information (text or data) - paper based or electronic. (S17)	N/A
Digital technology and Information technology K21 K22 S14	Digital technology in the industry: stock management information systems, and equipment digital interfaces. (K21) Information technology: virtual learning platforms, email. General data protection regulation (GDPR). Cyber security. (K22)	Use information technology. (S14)	N/A
Team working K25 K26 S16 B4 B5	Principles of good team working. (K25) Equality, diversity, and inclusion in the workplace. (K26)	Apply team working principles. (S16)	Team-focus to meet work goals. (B4) Support an inclusive workplace for example, respectful of different views. (B5)

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	standard, funding band and end-point assessment plan revised	22/10/2022	Not set	Not set
1.0	Approved for delivery	22/06/2018	21/10/2022	Not set

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