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| Level 2 End-point Assessment for ST0537/AP01 Engineering Operative (9325) |

**(Maintenance) (9325-12)**

**(Mechanical Manufacturing) (9325-13)**

**(Electrical and Electronic) (9325-14)**

**(Fabrication) (9325-15)**

**(Materials, Processing and Finishing) (9325-16)**

**(Technical Support) (9325-17)**

**September 2023 Version 2.1**

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| --- | --- | --- |
| Version and date | Change detail | Section |
| May 2020 v1.0 | 1st published | All |
| May 2020 v1.1 | Format change to pathways | Front cover |
| November 2020 v2.0 | Gateway form removed |  |
| September 2023 v2.1 | Added missing Behaviours to 9325-17 | Final form, page 35 |

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1. Introduction

### What is in this document

Recording forms to be used by End-point Assessment customers/Employers/Training providers

* Portfolio Header and Declaration Forms
* Maintenance Engineering Operative
* Mechanical Manufacturing Engineering Operative
* Electrical and Electronic Engineering Operative
* Fabrication Engineering Operative
* Materials, Processing and Finishing Engineering Operative
* Technical Support Engineering Operative

This document must be used alongside the Assessment Pack for Centres/ End-point Assessment Customers/employers.

### How to use forms

Centres / End-point assessment customers / Employers / Training providers must use the forms provided by City & Guilds in the format laid out in this document.

**Portfolio Header and Declaration Forms**

In the evidence reference column the apprentice should provide a clear reference to the piece of evidence that links to that area of the standard, the evidence needs to be clearly referenced.

**Note: The evidence reference form must to be uploaded as a word processed document.**

Engineering Operative (Maintenance Engineering) Portfolio Header and Declaration Form

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

**Apprentice declaration:**

I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** | Signature | **Date** | DD/MM/YY |

**Employer representative declaration:**

I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice.

I confirm that the evidence presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.

|  |  |  |  |
| --- | --- | --- | --- |
| **Employer representative** | Name & Signature | **Date** | DD/MM/YY |

**Training Provider declaration (if appropriate):**

I confirm that the evidence presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.

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| --- | --- | --- | --- |
| **Training Provider** | Name & Signature | **Date** | DD/MM/YY |

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| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Portfolio header form** | | | | | |
| **Standard reference** | | **Write section reference(s) of where in the Portfolio this reference is covered Apprentice**  **only** | **Checked to ensure evidence is Valid Employer/**  **Centre only** | **IEPA reference check**  **IEPA only** | **IEPA notes**  **IEPA only** |
|  | | | | | |
| **S1** | Work safely at all times, complying with health and safety legislation, regulations, environmental compliance procedures and systems and other relevant guidelines |  |  |  |  |
|  | | | | | |
| **S2** | Identify and deal appropriately with any risks, hazards, hazardous situations and problems that may occur within the engineering environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S3** | Demonstrate effective communication skills which include oral, written, electronic |  |  |  |  |
|  | | | | | |
| **S4** | Complete appropriate documentation accurately, efficiently and legibly using the correct terminology where required |  |  |  |  |
|  | | | | | |
| **S6** | Select and use appropriate tools, equipment and materials to carry out the engineering operation |  |  |  |  |
|  | | | | | |
| **S7** | Deal appropriately with any problems that may occur within the manufacturing environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S9** | Carry out fault location on appropriate equipment using suitable maintenance diagnostic techniques |  |  |  |  |
|  | | | | | |
| **S10** | Carry out maintenance activities in line with work instructions |  |  |  |  |
|  | | | | | |
| **S11** | Carry out tests on the maintained equipment in accordance with test schedule/defined test procedure |  |  |  |  |
|  | | | | | |
| **S12** | Follow appropriate completion activities and restore equipment to service by replacing or repairing components |  |  |  |  |
|  | | | | | |
| **K2** | Relevant statutory, quality, environmental compliance procedures/systems, organisational and health and safety regulations relating to engineering operations |  |  |  |  |
|  | | | | | |
| **K4** | Engineering operational practices, processes and procedures |  |  |  |  |
|  | | | | | |
| **K6** | Maintenance planning |  |  |  |  |
|  | | | | | |
| **K7** | Diagnostic and fault finding techniques |  |  |  |  |
|  | | | | | |
| **B1** | **Personal responsibility and resilience** – Comply with the health and safety guidance and procedures, be disciplined and have a responsible approach to risk, work diligently regardless of how much they are being supervised, accept responsibility for managing time and workload and stay motivated and committed when facing challenges |  |  |  |  |
|  | | | | | |
| **B2** | **Work effectively in teams** – Integrate with the team, support other people, consider implications of their own actions on other people and the business whilst working effectively to get the task completed |  |  |  |  |
|  | | | | | |
| **B3** | **Effective communication and interpersonal skills** – An open and honest communicator, communicates clearly using appropriate methods, listen well to others and have a positive and respectful attitude |  |  |  |  |
|  | | | | | |
| **B4** | **Focus on quality and problem solving** – Follow instructions and guidance, demonstrate attention to detail, follow a logical approach to problem solving and seek opportunities to improve quality, speed and efficiency |  |  |  |  |
|  | | | | | |
| **B5** | **Continuous personal development** – Reflect on skills, knowledge and behaviours and seek opportunities to develop, adapt to different situations, environments or technologies and have a positive attitude to feedback and advice |  |  |  |  |
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|  | |  | | | |
|  | **IEPA only** | **Notes of any themes or areas to follow up in Professional Discussion** | | | |
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Engineering Operative (Mechanical Manufacturing Engineering) Portfolio Header and Declaration Form

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

**Apprentice declaration:**

I confirm that all work submitted is my own, and that I have acknowledged any sources I have used.

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** | Signature | **Date** | DD/MM/YY |

**Line manager declaration:**

I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice.

I confirm that the evidence presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager** | Signature | **Date** | DD/MM/YY |

**Training Provider declaration (if appropriate):**

I confirm that the evidence presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard.

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| --- | --- | --- | --- |
| **Training Provider** | Name & Signature | **Date** | DD/MM/YY |

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| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

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| --- | --- | --- | --- | --- | --- |
| **Portfolio header form** | | | | | |
| **Standard reference** | | **Write section reference(s) of where in the Portfolio this reference is covered Apprentice only** | **Checked to ensure evidence is Valid Employer/**  **Centre only** | **IEPA reference check**  **IEPA only** | **IEPA notes**  **IEPA only** |
|  | | | | | |
| **S1** | Work safely at all times, complying with health and safety legislation, regulations, environmental compliance procedures and systems and other relevant guidelines |  |  |  |  |
|  | | | | | |
| **S2** | Identify and deal appropriately with any risks, hazards, hazardous situations and problems that may occur within the engineering environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S3** | Demonstrate effective communication skills which include oral, written, electronic |  |  |  |  |
|  | | | | | |
| **S4** | Complete appropriate documentation accurately, efficiently and legibly using the correct terminology where required |  |  |  |  |
|  | | | | | |
| **S6** | Select and use appropriate tools, equipment and materials to carry out the engineering operation |  |  |  |  |
|  | | | | | |
| **S7** | Deal appropriately with any problems that may occur within the manufacturing environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S13** | Plan the mechanical manufacturing operation before they start |  |  |  |  |
|  | | | | | |
| **S14** | Mount and set the required work holding devices |  |  |  |  |
|  | | | | | |
| **S15** | Produce individual components, sub-assemblies or completed assemblies using mechanical manufacturing techniques |  |  |  |  |
|  | | | | | |
| **S16** | Carry out quality checks during and after mechanical manufacturing operations |  |  |  |  |
|  | | | | | |
| **K2** | Relevant statutory, quality, environmental compliance procedures/systems, organisational and health and safety regulations relating to engineering operations |  |  |  |  |
|  | | | | | |
| **K4** | Engineering operational practices, processes and procedures |  |  |  |  |
|  | | | | | |
| **K9** | Specific equipment operating parameters |  |  |  |  |
|  | | | | | |
| **K10** | Mechanical manufacturing techniques |  |  |  |  |
|  | | | | | |
| **B1** | **Personal responsibility and resilience** – Comply with the health and safety guidance and procedures, be disciplined and have a responsible approach to risk, work diligently regardless of how much they are being supervised, accept responsibility for managing time and workload and stay motivated and committed when facing challenges. |  |  |  |  |
|  | | | | | |
| **B2** | **Work effectively in teams** – Integrate with the team, support other people, consider implications of their own actions on other people and the business whilst working effectively to get the task completed. |  |  |  |  |
|  | | | | | |
| **B3** | **Effective communication and interpersonal skills** – An open and honest communicator, communicates clearly using appropriate methods, listen well to others and have a positive and respectful attitude. |  |  |  |  |
|  | | | | | |
| **B4** | **Focus on quality and problem solving** – Follow instructions and guidance, demonstrate attention to detail, follow a logical approach to problem solving and seek opportunities to improve quality, speed and efficiency. |  |  |  |  |
|  | | | | | |
| **B5** | **Continuous personal development** – Reflect on skills, knowledge and behaviours and seek opportunities to develop, adapt to different situations, environments or technologies and have a positive attitude to feedback and advice. |  |  |  |  |
|  | | | | | |
|  | |  | | | |
|  | **IEPA only** | **Notes of any themes or areas to follow up in Professional Discussion** | | | |
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Engineering Operative (Electrical and Electronic Engineering) Portfolio Header and Declaration Form

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| Apprentice | Name | Enrolment  number | 1234567 |

**Apprentice declaration:**

I confirm that all work submitted is my own, and that I have acknowledged any sources I have used

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| **Apprentice** | Signature | **Date** | DD/MM/YY |

**Line manager declaration:**

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I confirm that the evidence presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard

|  |  |  |  |
| --- | --- | --- | --- |
| **Line manager** | Signature | **Date** | DD/MM/YY |

**Training Provider declaration (if appropriate):**

I confirm that the evidence presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard

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| --- | --- | --- | --- |
| **Training Provider** | Name & Signature | **Date** | DD/MM/YY |

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| Apprentice | Name | Enrolment  number | 1234567 |

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| **S1** | Work safely at all times, complying with health and safety legislation, regulations, environmental compliance procedures and systems and other relevant guidelines |  |  |  |  |
|  | | | | | |
| **S2** | Identify and deal appropriately with any risks, hazards, hazardous situations and problems that may occur within the engineering environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S3** | Demonstrate effective communication skills which include oral, written, electronic |  |  |  |  |
|  | | | | | |
| **S4** | Complete appropriate documentation accurately, efficiently and legibly using the correct terminology where required |  |  |  |  |
|  | | | | | |
| **S6** | Select and use appropriate tools, equipment and materials to carry out the engineering operation |  |  |  |  |
|  | | | | | |
| **S7** | Deal appropriately with any problems that may occur within the manufacturing environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S17** | Wire and terminate different types of cabling e.g. single core, multi core, screened, fire resistant, armoured, etc. |  |  |  |  |
|  | | | | | |
| **S18** | Assemble and test a range of electrical components e.g. component panels, isolator switches, fuses, circuit breakers, contactors, relays, rail mounted terminal blocks, etc |  |  |  |  |
|  | | | | | |
| **S19** | Assemble and test a range of electronic components e.g. resistors, capacitors, diodes, transistors, etc. |  |  |  |  |
|  | | | | | |
| **S20** | Follow appropriate completion activities and restore equipment/system to service after the assembly and testing has been completed |  |  |  |  |
|  | | | | | |
| **K12** | Cable types and where they should be used |  |  |  |  |
|  | | | | | |
| **K13** | Electrical and electronic assembly and testing techniques |  |  |  |  |
|  | | | | | |
| **B1** | **Personal responsibility and resilience** – Comply with the health and safety guidance and procedures, be disciplined and have a responsible approach to risk, work diligently regardless of how much they are being supervised, accept responsibility for managing time and workload and stay motivated and committed when facing challenges |  |  |  |  |
|  | | | | | |
| **B2** | **Work effectively in teams** – Integrate with the team, support other people, consider implications of their own actions on other people and the business whilst working effectively to get the task completed. |  |  |  |  |
|  | | | | | |
| **B3** | **Effective communication and interpersonal skills** – An open and honest communicator, communicates clearly using appropriate methods, listen well to others and have a positive and respectful attitude. |  |  |  |  |
|  | | | | | |
| **B4** | **Focus on quality and problem solving** – Follow instructions and guidance, demonstrate attention to detail, follow a logical approach to problem solving and seek opportunities to improve quality, speed and efficiency. |  |  |  |  |
|  | | | | | |
| **B5** | **Continuous personal development** – Reflect on skills, knowledge and behaviours and seek opportunities to develop, adapt to different situations, environments or technologies and have a positive attitude to feedback and advice. |  |  |  |  |
|  | | | | | |
|  | |  | | | |
|  | **IEPA only** | **Notes of any themes or areas to follow up in Professional Discussion** | | | |
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Engineering Operative (Fabrication Engineering) Portfolio Header and Declaration Form

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| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

**Apprentice declaration:**

I confirm that all work submitted is my own, and that I have acknowledged any sources I have used

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| **Employer representative** | Name & Signature | **Date** | DD/MM/YY |

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| Apprentice | Name | Enrolment  number | 1234567 |

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| **Portfolio header form** | | | | | |
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|  | | | | | |
| **S1** | Work safely at all times, complying with health and safety legislation, regulations, environmental compliance procedures and systems and other relevant guidelines |  |  |  |  |
|  | | | | | |
| **S2** | Identify and deal appropriately with any risks, hazards, hazardous situations and problems that may occur within the engineering environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S3** | Demonstrate effective communication skills which include oral, written, electronic |  |  |  |  |
|  | | | | | |
| **S4** | Complete appropriate documentation accurately, efficiently and legibly using the correct terminology where required |  |  |  |  |
|  | | | | | |
| **S6** | Select and use appropriate tools, equipment and materials to carry out the engineering operation |  |  |  |  |
|  |  |  |  |  |  |
| **S7** | Deal appropriately with any problems that may occur within the manufacturing environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S21** | Shape the materials using the appropriate methods and techniques |  |  |  |  |
|  | | | | | |
| **S22** | Join the materials using the appropriate methods and techniques |  |  |  |  |
|  | | | | | |
| **S23** | Produce components which meet the specification requirements |  |  |  |  |
|  | | | | | |
| **S24** | Carry out quality checks during and after the fabrication activities |  |  |  |  |
|  | | | | | |
| **K2** | Relevant statutory, quality, environmental compliance procedures/systems, organisational and health and safety regulations relating to engineering operations |  |  |  |  |
|  | | | | | |
| **K4** | Engineering operational practices, processes and procedures |  |  |  |  |
|  | | | | | |
| **K15** | Specific marking out and preparation techniques |  |  |  |  |
|  | | | | | |
| **K16** | Different fabrication and joining techniques |  |  |  |  |
|  | | | | | |
| **B1** | **Personal responsibility and resilience** – Comply with the health and safety guidance and procedures, be disciplined and have a responsible approach to risk, work diligently regardless of how much they are being supervised, accept responsibility for managing time and workload and stay motivated and committed when facing challenges |  |  |  |  |
|  | | | | | |
| **B2** | **Work effectively in teams** – Integrate with the team, support other people, consider implications of their own actions on other people and the business whilst working effectively to get the task completed. |  |  |  |  |
|  | | | | | |
| **B3** | **Effective communication and interpersonal skills** – An open and honest communicator, communicates clearly using appropriate methods, listen well to others and have a positive and respectful attitude. |  |  |  |  |
|  | | | | | |
| **B4** | **Focus on quality and problem solving** – Follow instructions and guidance, demonstrate attention to detail, follow a logical approach to problem solving and seek opportunities to improve quality, speed and efficiency. |  |  |  |  |
|  | | | | | |
| **B5** | **Continuous personal development** – Reflect on skills, knowledge and behaviours and seek opportunities to develop, adapt to different situations, environments or technologies and have a positive attitude to feedback and advice. |  |  |  |  |
|  | | | | | |
|  | |  | | | |
|  | **IEPA only** | **Notes of any themes or areas to follow up in Professional Discussion** | | | |
|  | | | | | |

Engineering Operative (Materials, Processing and Finishing Engineering) Portfolio Header and Declaration Form

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

**Apprentice declaration:**

I confirm that all work submitted is my own, and that I have acknowledged any sources I have used

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| **Apprentice** | Signature | **Date** | DD/MM/YY |

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| **Employer representative** | Name & Signature | **Date** | DD/MM/YY |

**Training Provider declaration (if appropriate):**

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| --- | --- | --- | --- |
| **Training Provider** | Name & Signature | **Date** | DD/MM/YY |

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| Apprentice | Name | Enrolment  number | 1234567 |

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| **S1** | Work safely at all times, complying with health and safety legislation, regulations, environmental compliance procedures and systems and other relevant guidelines |  |  |  |  |
|  | | | | | |
| **S2** | Identify and deal appropriately with any risks, hazards, hazardous situations and problems that may occur within the engineering environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S3** | Demonstrate effective communication skills which include oral, written, electronic |  |  |  |  |
|  | | | | | |
| **S4** | Complete appropriate documentation accurately, efficiently and legibly using the correct terminology where required |  |  |  |  |
|  | | | | | |
| **S6** | Select and use appropriate tools, equipment and materials to carry out the engineering operation |  |  |  |  |
|  | | | | | |
| **S7** | Deal appropriately with any problems that may occur within the manufacturing environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S25** | Plan the materials, processing, finishing operation before they start |  |  |  |  |
|  | | | | | |
| **S26** | Prepare equipment, tooling, materials, etc. and complete set up activities before carrying out the materials, processing, finishing operation |  |  |  |  |
|  | | | | | |
| **S27** | Carry out the material, processing, finishing operation in line with specific safe working practices and specification requirements |  |  |  |  |
|  | | | | | |
| **S28** | Carry out quality checks during and after the materials, processing, finishing |  |  |  |  |
|  | | | | | |
| **K2** | Relevant statutory, quality, environmental compliance procedures/systems, organisational and health and safety regulations relating to engineering operations |  |  |  |  |
|  | | | | | |
| **K4** | Engineering operational practices, processes and procedures |  |  |  |  |
|  | | | | | |
| **K18** | Specific machinery, equipment and tooling required for the materials, processing, finishing operation |  |  |  |  |
|  |  |  |  |  |  |
| **K19** | Different materials, processing, finishing techniques |  |  |  |  |
|  |  |  |  |  |  |
| **B1** | **Personal responsibility and resilience** – Comply with the health and safety guidance and procedures, be disciplined and have a responsible approach to risk, work diligently regardless of how much they are being supervised, accept responsibility for managing time and workload and stay motivated and committed when facing challenges |  |  |  |  |
|  |  |  |  |  |  |
| **B2** | **Work effectively in teams** – Integrate with the team, support other people, consider implications of their own actions on other people and the business whilst working effectively to get the task completed |  |  |  |  |
|  |  |  |  |  |  |
| **B3** | **Effective communication and interpersonal skills** – An open and honest communicator, communicates clearly using appropriate methods, listen well to others and have a positive and respectful attitude |  |  |  |  |
|  |  |  |  |  |  |
| **B4** | **Focus on quality and problem solving** – Follow instructions and guidance, demonstrate attention to detail, follow a logical approach to problem solving and seek opportunities to improve quality, speed and efficiency |  |  |  |  |
|  |  |  |  |  |  |
| **B5** | **Continuous personal development** – Reflect on skills, knowledge and behaviours and seek opportunities to develop, adapt to different situations, environments or technologies and have a positive attitude to feedback and advice |  |  |  |  |
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|  | **IEPA only** | **Notes of any themes or areas to follow up in Professional Discussion** | | | |
|  | | | | | |

Engineering Operative (Technical Support Engineering) Portfolio Header and Declaration Form

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

**Apprentice declaration:**

I confirm that all work submitted is my own, and that I have acknowledged any sources I have used

|  |  |  |  |
| --- | --- | --- | --- |
| **Apprentice** | Signature | **Date** | DD/MM/YY |

**Employer representative declaration:**

I confirm that all work was conducted under conditions designed to assure the authenticity of the Apprentice’s work, and am satisfied that, to the best of my knowledge, the work produced is solely that of the apprentice.

I confirm that the evidence presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard

|  |  |  |  |
| --- | --- | --- | --- |
| **Employer representative** | Name & Signature | **Date** | DD/MM/YY |

**Training Provider declaration (if appropriate):**

I confirm that the evidence presented by the Apprentice is ready for End-Point Assessment. It is valid, authentic, reliable and current and sufficient to meet the requirements of the relevant standard

|  |  |  |  |
| --- | --- | --- | --- |
| **Training Provider** | Name & Signature | **Date** | DD/MM/YY |

|  |  |  |  |
| --- | --- | --- | --- |
| Apprentice | Name | Enrolment  number | 1234567 |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Portfolio header form** | | | | | |
| **Standard reference** | | **Write section reference(s) of where in the Portfolio this reference is covered Apprentice only** | **Checked to ensure evidence is Valid Employer/**  **Centre only** | **IEPA reference check**  **IEPA only** | **IEPA notes**  **IEPA only** |
|  | | | | | |
| **S1** | Work safely at all times, complying with health and safety legislation, regulations, environmental compliance procedures and systems and other relevant guidelines |  |  |  |  |
|  | | | | | |
| **S2** | Identify and deal appropriately with any risks, hazards, hazardous situations and problems that may occur within the engineering environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S3** | Demonstrate effective communication skills which include oral, written, electronic |  |  |  |  |
|  | | | | | |
| **S4** | Complete appropriate documentation accurately, efficiently and legibly using the correct terminology where required |  |  |  |  |
|  | | | | | |
| **S6** | Select and use appropriate tools, equipment and materials to carry out the engineering operation |  |  |  |  |
|  | | | | | |
| **S7** | Deal appropriately with any problems that may occur within the manufacturing environment within the limits of their responsibility |  |  |  |  |
|  | | | | | |
| **S29** | Plan the technical support operation before they start |  |  |  |  |
|  | | | | | |
| **S30** | Prepare equipment, tooling, materials, etc. and complete set up activities before carrying out the technical support activity |  |  |  |  |
|  | | | | | |
| **S31** | Carry out the technical support operation in line with specific safe working practices and specification requirements |  |  |  |  |
|  | | | | | |
| **S32** | Carry out quality checks during and after the technical support operation |  |  |  |  |
|  | | | | | |
| **K2** | Relevant statutory, quality, environmental compliance procedures/systems, organisational and health and safety regulations relating to engineering operations |  |  |  |  |
|  | | | | | |
| **K4** | Engineering operational practices, processes and procedures |  |  |  |  |
|  | | | | | |
| **K21** | Specific machinery, equipment and tooling required for the technical support operation |  |  |  |  |
|  |  |  |  |  |  |
| **K22** | Different technical support techniques |  |  |  |  |
|  |  |  |  |  |  |
| **B1** | **Personal responsibility and resilience** – Comply with the health and safety guidance and procedures, be disciplined and have a responsible approach to risk, work diligently regardless of how much they are being supervised, accept responsibility for managing time and workload and stay motivated and committed when facing challenges |  |  |  |  |
|  |  |  |  |  |  |
| **B2** | **Work effectively in teams** – Integrate with the team, support other people, consider implications of their own actions on other people and the business whilst working effectively to get the task completed |  |  |  |  |
|  |  |  |  |  |  |
| **B3** | **Effective communication and interpersonal skills** – An open and honest communicator, communicates clearly using appropriate methods, listen well to others and have a positive and respectful attitude |  |  |  |  |
|  |  |  |  |  |  |
| **B4** | **Focus on quality and problem solving** – Follow instructions and guidance, demonstrate attention to detail, follow a logical approach to problem solving and seek opportunities to improve quality, speed and efficiency |  |  |  |  |
|  |  |  |  |  |  |
| **B5** | **Continuous personal development** – Reflect on skills, knowledge and behaviours and seek opportunities to develop, adapt to different situations, environments or technologies and have a positive attitude to feedback and advice |  |  |  |  |
|  |  |  |  |  |  |
|  | |  | | | |
|  | **IEPA only** | **Notes of any themes or areas to follow up in Professional Discussion** | | | |
|  | | | | | |

Useful contacts

|  |  |
| --- | --- |
| Centres  Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results | E: centresupport@cityandguilds.com |
| Learners  General qualification information | E: learnersupport@cityandguilds.com |
| Other contacts  For other contacts visit the Contact Us page of our website | W: www.cityandguilds.com/help/contact-us |

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City & Guilds Group

Our vision is for a world in which everyone has the skills and opportunities to succeed. We support over 4 million people each year to develop skills that help them into a job, develop on that job and to prepare for their next job. As a charity, we’re proud that everything we do is focused on achieving this purpose. Whether that’s through delivering work-based learning programmes that build competency, providing flexible pathways that support lifelong employability or through the City & Guilds Foundation funding initiatives that help remove barriers to work and learning.

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