

Motorcycle Technician (Repair and Maintenance) Apprenticeship Standard

Level 3

End-Point Assessment Plan

Introduction & Overview

A Motorcycle Technician (Repair and Maintenance) will service and repair motorcycles, motorised scooters, all-terrain vehicles (ATV's), tricycles and vehicles where the rider sits astride the frame, within either the franchised or independent motorcycle sector.

A motorcycle technician works on all of the systems of the motorcycle. The nature of the work ranges from replacing components through to rectifying complex faults with the aid of specific diagnostic methods and equipment. Today's motorcycle technician has to demonstrate expertise in the technical side of their role. They need strong problem-solving skills and a good grasp of the theoretical, practical and safety aspects of motorcycle systems.

This document sets out the requirements for end-point assessment (EPA) of the Motorcycle Technician (Repair and Maintenance) apprenticeship standard. It will be of interest to employers, apprentices, training providers and end-point assessment organisations.

Full time apprentices will typically spend 36 months on-programme working towards the apprenticeship standard, with a minimum of 20% off-the-job training.

The EPA cannot be undertaken until the employer has sanctioned that the apprentice has developed all the knowledge, skills and behaviours defined in the Motorcycle Technician (Repair and Maintenance) apprenticeship standard.

The EPA is typically completed within 6 months of commencement.

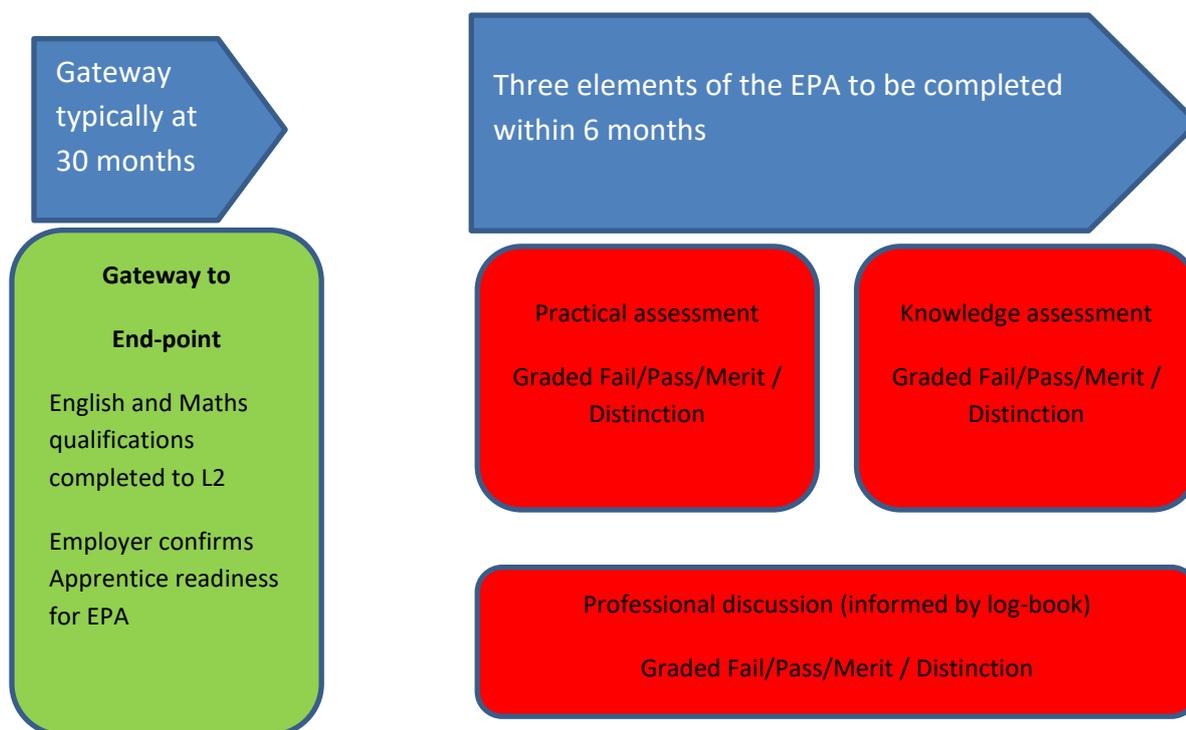
EPA must be conducted by an organisation approved to offer services against this standard, as selected by the employer, from the Education & Skills Funding Agency's Register of End-Point Assessment Organisations.

The EPA consists of three distinct elements:

- On-line Knowledge assessment
- Practical assessment
- Professional discussion (informed by Log-book)

Performance in the EPA will determine the apprenticeship grade of fail, pass, merit or distinction.

Diagram 1. Summary of End-point Assessment



On Programme Assessment

It is recommended that on-programme gateways are used. The gateways will provide structure to a robust process of on-programme assessment that will be agreed between the employer and their training provider. Any on-programme training should enable the apprentice to achieve the knowledge, skills and behaviours outlined in the standard which can be found on the Institute for Apprenticeship’s website.

End-point Assessment Gateway

The EPA should only start once the employer is satisfied that the requirements for the EPA have been met and can be evidenced to an end-point assessment organisation and that the apprentice is consistently working at or above the level set out in the standard. Employers may wish to take advice from a training provider.

Apprentices without English and mathematics at level 2 must achieve level 2 prior to taking their end-point assessment. For those with an education, health and care plan or a legacy statement the apprenticeships English and Maths minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

Apprentices must also complete a Log-book (paper or electronic) which will be used to inform the professional discussion at EPA.

Log-book to inform professional discussion

The apprentice must complete a log-book that will inform the professional discussion. The log-book is a **compulsory** EPA requirement. During the on-programme period of the apprenticeship the apprentice must begin to retain a log-book, which must be finalised before submitting to the EPAO. The log-book will comprise of naturally occurring evidence from the apprentice's workplace, backed up by relevant company processes and procedures where relevant. The log-book can be in a paper based or electronic format. It is the quality of the evidence provided that is important, not the volume. Evidence must relate to work completed in full or part by the apprentice – where 'in part' the apprentice's contribution must be clearly detailed.

The log-book itself is not assessed, it is used to inform the questioning for the professional discussion. It is expected that each piece of evidence will demonstrate multiple KSBs, this will typically result in a minimum of 5 pieces of evidence to cover all KSBs assigned to the professional discussion. The employer must sign-off the log-book, thereby authenticating it and confirming the demonstration of competence against the KSBs assigned to the professional discussion.

The log-book must be submitted to the EPAO 2 (two) weeks in advance of the professional discussion to allow time for the Independent Assessor (IA) to review the contents of the log-book in preparation for the professional discussion.

The evidence for this log-book will typically cover the following criteria and can, for example, be presented as work place job cards, photographic evidence and/or video recordings:

- 3 pieces of evidence of a diagnostic and repair task from:
 - Engine mechanical
 - Starting or charging
 - Steering or suspension
 - Braking
 - Electrical system
- 2 full services

End-point summary of roles and responsibilities:

	Role
Employer	To ensure mandatory gateway requirements have been met and make the final decision that the apprentice is ready for end-point assessment. To ensure the mandatory gateway evidence is present. Liaise with End-point Assessment Organisation (EPAO) to agree apprentice end-point assessment.
Training Provider	Liaise with Employer, upon request, regarding apprentice's readiness for end-point assessment.

	<p>Work with the employer to ensure that the apprentice is given the opportunities to develop the KSBs outlined in the standard and monitor their progress during the on-programme period. Play no part in the EPA itself</p>
End-point Assessment Organisation (EPAO)	<p>Provide required documentation to the Employer to enable them to set up end-point assessment for apprentice(s). Provide Independent Assessor (IA) to carry out EPA practical assessments and professional discussion. Provide invigilators to carry out the EPA knowledge assessment. provide training and CPD to the independent assessors they employ to undertake the EPA. Create learner specifications detailing the EPA, process, content etc. Ensure there is no direct connection with the apprentice, their employer or training provider i.e. there must be no conflict of interest. Have processes in place to conduct internal quality assurance and do this on a regular basis. Organise standardisation events and activities in accordance with this plan's IQA section. Organise and conduct moderation of independent assessors' marking in accordance with this plan. Have, and operate, an appeals process. Conform to the requirements of the nominated EQA provider.</p>

End-point Assessment

A matrix outlining the knowledge, skills and behaviours as assessed at end-point by each assessment method can be found in **Annex A**.

The end-point assessment consists of 3 distinct assessment methods which can be taken in any order:

1. Knowledge assessment
2. Practical assessment
3. Professional discussion (informed by Log-book)

The end-point assessment (EPA) must be completed typically in 6 months following confirmation from the EPAO that the required gateway requirements have been met.

It is anticipated that all assessments will take place on the same day but, this is not a requirement to allow assessment organisations flexibility in scheduling and cost-effective allocation of resources.

Assessment Method 1 – Knowledge assessment

The Knowledge assessment will consist only of multiple-choice questions. The questions must cover all the mandatory requirements in **Annex B**.

Knowledge test grading will be established by a straightforward calculation of the percentage of questions answered correctly. The knowledge assessment will contain 5 distinct question areas (**Annex B**) and the apprentice must achieve a minimum of 60% in each of the topic areas to achieve a pass. Any score below 60% in any one topic area will result in an overall fail.

Grades are detailed in the table below:

Knowledge Test Grading out of 50 possible marks			
Fail	Pass	Merit	Distinction
0-29 marks	30 to 35 marks	36 to 40 marks	41 marks and above

The subject areas that will be assessed with the on-line knowledge test and related technical content can be found within **Annex B**.

Specific knowledge assessment requirements:

- The assessment can be electronic or paper based.
- The knowledge assessment will contain 50 multiple choice knowledge based questions
- Each question must present the apprentice with 4 (four) options with 1 (one) correct option and 3 (three) incorrect options.
- The knowledge assessment will have a duration of 100 minutes.
- Each question answered correctly will be assigned 1 (one) mark. Any incorrect or missing answers will score 0 (zero) marks.
- The knowledge assessment is closed book.
- EPAOs must develop ‘practical specification banks’ of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose.
- EPAOs must develop questions in consultation with representative employers , while ensuring that measures are in place to ensure the security and confidentiality of the questions.
- The knowledge assessment must be marked by EPAO independent assessors or markers following a marking guide produced by the EPAO. Electronic marking is permissible.
- The knowledge assessment must take place in a quiet controlled environment free from distraction and influence.
- The knowledge assessment may be conducted in person or via an online platform.

- EPAOs must ensure appropriate methods to prevent misrepresentation are in place should an online option be used. For example, screen share and web camera function with an administrator/invigilator when taking the knowledge test on-line.
- In person there must be an invigilator supplied by the EPAO, the maximum ratio of apprentices to invigilators must be 1 to 10. Online the maximum ratio of apprentices to invigilators must be 1 to 5.
- Knowledge assessment questions must be set so that a pass will represent competence in knowledge (**Annex B**).

Assessment Method 2 – Practical assessment

Apprentices must be observed by an independent assessor at either an assessment centre approved by the EPAO or the apprentice’s place of work.

Ratios of candidates to IA during these practical assessments **must not** exceed 3:1 at any time.

The Practical assessments will consist of four tasks. The tasks may be taken in any order and each task will allow a 10% tolerance for the duration of the task. A candidate can finish at any time. 120 minutes is allowed for task 1; 60 minutes each are allowed for tasks 2, 3 and 4. The overall time allowed for the practical assessment is 300 minutes.

Task Descriptions	Vehicle	Max duration
Task 1: Complex diagnostic and repair on any two of the following systems <ul style="list-style-type: none"> • engine mechanical • cooling system • lubrication system • fuel system • ignition system • electrical system • starting system • charging system • steering system • suspension system or • braking system 	Live vehicle	120 minutes
Task 2: A technical measuring and adjustment task	Rig accepted	60 minutes
Task 3: Diagnostic interrogation and interpretation of data	Live vehicle	60 minutes
Task 4: Full motorcycle appraisal (not including road test)	Live vehicle	60 minutes

- Independent assessors will allow apprentices reasonable breaks between tasks and use these to accommodate the preparation of tasks.
- EPAOs will provide a standard template for IAs to record assessment outcomes.
- Apprentices must be provided with both written and verbal instructions on the tasks they must complete including timescales. The instructions are not included in the test time.
- During or after each task completion the independent assessor must ask a minimum of 3 set open questions to assess related underpinning knowledge and behaviours. IAs may ask follow up questions where clarification is required. Questioning must be completed within the total time allowed for the task.
- KSBs observed and answers to questions must be documented by the IA.

- EPAOs must develop ‘practical specification banks’ of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose.
- Practical specifications must be determined and standardised by EPAOs, in consultation with representative employers, while ensuring that measures are in place to ensure the security and confidentiality of the questions.
- Questions should be generated based on the KSBs on the standard and grading criteria provided
- Apprentices are not to have prior sight of the practical tasks to be completed.
- The EPAO must ensure that whilst in the assessment centre or workplace there is no interaction between the apprentices and non-assessment staff once the assessments have started.

The Practical assessments are graded as Fail, Pass Merit or Distinction following the criteria laid out in **Annex C**.

Assessment Method 3 – Professional discussion

Independent Assessor (IA) will conduct a professional discussion on a one-to-one basis as part of the end-point assessment, either in person or electronically as approved by the EPAO. The professional discussion will take place in a quiet room or location away from the workshop free from distraction and influence.

Prior to the professional discussion the Independent Assessor must have reviewed the apprentice's Log-book and prepared a minimum of 6 questions on a template developed by the EPAO. Follow up questions are allowed to seek further clarification of applied skills and behaviours. These questions should be used to gain an insight into the candidate's thought process during the task, and can question any aspect of the candidate's decision making process.

The apprentice can refer to the Log-book during the assessment.

The professional discussion will last **45 minutes** with a +10% tolerance and will be graded **Fail, Pass, Merit, Distinction**.

Questioning should be recorded electronically, subject to the apprentice's agreement; where permission is not given it is permissible for another independent assessor to be present to document evidence presented.

Guidance for the grading of this professional discussion can be found in **Annex D**.

Apprenticeship Grading

The three assessment methods are equally weighted and an independent assessor must combine the results of the 3 assessments to determine the apprenticeship grade, in line with the requirements outlined below. If there is more than one independent assessor involved in assessing the apprentice, the EPAO will designate one to combine the results. Results must be provided to the apprentice by the EPAO within a maximum of 21 days.

The Final grades are determined:

- **Pass** - In order to achieve a pass the apprentice must gain a minimum of a pass in every assessment
- **Merit** - In order to achieve a merit the apprentice must achieve a minimum of a merit in every assessment
- **Distinction** - In order to achieve a distinction the apprentice must achieve a minimum of a distinction in every assessment
- **Failure** in any one of the EPA elements will result in an overall Fail.

Re-sit and re-take information

Apprentices who fail one or more of the EPA assessment methods will be offered the opportunity to take a re-sit/retake. Re-sits/re-takes must not be offered to apprentices wishing to move from pass to merit or distinction or from merit to distinction. A re-sit does not require further learning, whereas a re-take does.

The apprentice's employer will need to agree that a re-sit/re-take is an appropriate course of action. Apprentices should have a supportive action plan to prepare for the re-sit/re-take.

The timescales for a resit/retake of the entire EPA is agreed between the employer and EPAO. A resit is typically taken within 6 months of the EPA outcome notification. The timescale for a retake is dependent on how much re-training is required and is also typically taken within 6 months of the EPA outcome notification.

There will be no apprenticeship grading penalty for apprentices who undertake a resit/retake of any element of the EPA they have failed. The grading of the apprenticeship will be determined by the result achieved in the retake.

If a resit/retake relates to a practical assessment the apprentice must be presented with a different practical assessment. This may be on the same vehicle system but not an identical task. The apprentice will only need to retake the assessment they failed and not the whole bank.

If the resit/retake relates to the knowledge assessment the apprentice will be presented with a new randomised selection of questions.

If the resit/retake relates to the professional discussion the IA will select different evidence from the Log-book that has not been previously entered into a professional discussion. It will be the responsibility of the EPAO to provide tracking for this.

End-point Assessment Organisations

Employers must choose an End-point Assessment Organisation (EPAO) approved to deliver the end-point assessment for this apprenticeship from the Education & Skills Funding Agency's Register of End-point Assessment Organisations (RoEPAO).

Requirements for Independent Assessors (IA)

EPAOs must appoint IAs to conduct the end-point practical assessments and professional discussion.

Independent assessors must meet the following requirements:

- Have been appointed by the EPAO
- Be independent of the apprentice, their employer and training provider(s) i.e. there must be no conflict of interest
- Not have contributed to any training or been employed by the training centre of the apprentice during their apprenticeship
- Hold industry experience, at least three out of the last five years in a technical industry role, or qualifications that are equal to or above that of the standard
- Hold or be working towards an assessor award (A1, TAQA L3 or equivalent)
- Maintain industry relevant CPD totalling 10 hours per year

Internal quality assurance

EPAOs for this standard must undertake the following to ensure consistent (reliable) and accurate (valid) assessment decisions:

- Appoint independent assessors that meet the requirements as detailed in this plan
- Provide training and CPD for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- Have quality assurance systems and procedures that support fair, reliable and consistent assessment across organisation and over time
- Operate regular standardisation events that enable assessors to attend a minimum of 1 event per year
- Operate moderation of assessment activity and decisions, through examination of documentation and observation of activity, with a minimum of 15% of each independent assessor's assessments moderated

External Quality Assurance

External quality assurance for the End-Point Assessment for this apprenticeship standard will be managed by the **Institute for Apprenticeships and Technical Education**.

Affordability and costings

The costs and practicality of assessments have been an important consideration in the development of this assessment plan and at this stage we do not anticipate high numbers due to this being a niche and specialised occupation within the automotive industry. This has resulted in an approach which will be very easy to manage, through allowing maximum flexibility and digitisation of as many elements as possible, such as the Knowledge Assessment and log-book. It will be affordable regardless of size or numbers of apprenticeships or the geographical location.

Consistency

The EQA provider will work to ensure consistency in the EPAO implementation of EPAs. This will ensure that the assessment meets the core knowledge, skills and behaviours as outlined in the Standard.

It is predicted that the EPA will be accessible to apprentices across the England. However, given the nature of the motorcycle industry it is envisaged that the majority of apprentices will take the EPA at their place of work or will travel to an assessment centres at regional location.

Volumes

It is predicted that in the first year there will be around 150 new starts on this apprenticeship standard. In the following years as this standard becomes recognised across the industry those number are expected to rise to around 200-250 new starts per year.

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments for this apprenticeship standard. This should include how an apprentice qualifies for Reasonable Adjustment and what Reasonable Adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this assessment plan.

Annex A – Knowledge, Skills and Behaviours to be assessed by each assessment method

Assessment method	Key
Practical assessment	P
Knowledge test	K
Professional discussion	D

	Knowledge statement	Assessment method
K1	Frame construction and knowledge of welding and brazing methods	K
K2	Handle bar direct control, steering setup and geometry systems	K
K3	Differing front and rear suspension systems, including set up and adjustment	K
K4	Front and rear, and combined braking systems: disc, drum, cable and hydraulic	K
K5	Wheels and tyre specifications, characteristics and uses to include competition, off road, road use and touring etc.	K
K6	Engine / power source, including two stroke, four stroke, single and multiple cylinder construction, plus electric propulsion	K
K7	Cooling and lubrication systems including air and liquid cooled, wet and dry sump engines.	K
K8	Fuel and ignition systems including carburettor and injection plus ECU controls.	K
K9	Intake and exhaust systems including emission control.	K
K10	Transmission to include chain, belt and shaft drive, CVT driveline systems	K
K11	Electrical systems including engine management, lighting, monitoring and instrumentation, security and accessory fitting (including electronic fault diagnosis)	K
K12	How to service, inspect and maintain motorcycles to ensure safe operation meeting all legal, licensing and customer expectations and requirements	K
K13	Understand the benefits of on road testing, to diagnose faults and to verify correct rectifications.	K, P
K14	Diagnostic principles, trouble shooting, logical problem solving and repair techniques	K
K15	Health and safety knowledge and environmental awareness to carry out work safely	K, D
K16	Emerging technologies and legislation including electric motorcycle developments and the impact they will have	K

	Skills statements	Assessment method
S1	Perform the fundamental engineering tasks which most procedures include, such as: cutting, drilling, filing, removing and replacing bolts, screws and clips, replacing seals, extracting damaged fasteners and using fabrication skills etc.	P
S2	Assist in upholding high standards of safety and efficiency in the workshop, adhere to the requisite business processes (e.g. environmental awareness, health and safety practices, record keeping, and customer contact) and standard workshop practises.	P, D
S3	Safely secure motorcycles to ramps and use specialised supporting stands in order to remove road wheels and major components, including: brake systems, suspension and drive (chain, belt or drive shaft) system.	P
S4	Successfully inspect and prepare a motorcycle to the required quality standard for handover to the customer e.g. following a service, complex repair, pre-delivery inspection by checking work against schedules.	P
S5	Service and maintain motorcycles in line with manufacturer specifications logged in manuals and online procedures.	P
S6	Remove, repair and replace components in line with manufacturers' defined instruction standards.	P
S7	Use diagnostic methods, mechanical and electrical measuring tools and equipment to check compliance and rectify faults	P
S8	Investigate symptoms of motorcycle fault(s) and identify the underlying causes prior to repair.	P
S9	Access specific information e.g. motorcycle repair information, wiring diagrams, maintenance tables, technical production information, safety recalls and apply.	D
S10	Apply advanced diagnostic principles, logical problem-solving techniques and complex rectifications.	D

	Behaviour statements	Assessment method
B1	Work cohesively with team colleagues and company ethics to ensure quality workmanship.	D
B2	Ensure all work processes are carried out safely and report any concerns or risks.	P
B3	Communicate effectively and treat customers with respect when discussing topics that will support the process of diagnosing and rectifying faults and specific component set up requirements	D
B4	Behave in accordance with the values of the company they work for, operate as an effective team member and be able to manage own time effectively	D

B5	Take responsibility being honest and accountable for own actions and work flow.	D
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Annex B – Knowledge test

The online test will contain 5 distinct question areas and the apprentice must achieve a minimum of 60% in each of the topic areas to achieve a pass.

Topic & Area of standard	Mandatory content
<u>Motorcycle engines and engine management systems</u> K6, K7, K8, K9, K10	<ul style="list-style-type: none"> • Engine mechanical systems and components • Cooling and lubrication systems • Fuel systems • Engine management sensors • Electrical components and systems • Engine faults and repair techniques
<u>Motorcycle electrical systems</u> K11	<ul style="list-style-type: none"> • Starting and Charging systems • Ignition systems • Lighting systems • Monitoring and instrumentation • Security systems • accessory fitting • Electronic fault diagnosis and repair techniques
<u>Motorcycle chassis systems</u> K1, K2, K3, K4, K5	<ul style="list-style-type: none"> • Wheels and tyres • Steering systems • Suspension systems • Braking systems • Chassis system faults and repair techniques
<u>Motorcycle servicing and inspection</u> K12, K13	<ul style="list-style-type: none"> • Inspecting and maintaining motorcycle including legal requirements • Servicing motorcycles • The benefits of on road testing, to diagnose faults and to verify correct rectifications
<u>Motorcycle workplace, diagnostic skills and future trends</u> K14, K15, K16	<ul style="list-style-type: none"> • Diagnostics tools and their use • Health and safe working practices • Environmental awareness to carry out work safely • Managing customer expectations and requirements • Emerging technologies

Annex C - Practical Assessment grading

Area of the standard	Distinction	Merit	Pass	Fail
<u>Diagnostics</u> S7, S8	<u>As Merit plus;</u> Carries out secondary tests to confirm result. Explains underlying technologies that applies to the diagnosis of the fault. Applies a high level of logical problem solving to resolving complex problems.	<u>As Pass plus;</u> Evaluates potential problems in advance and use tools, especially technical information, to circumvent these challenges. Shows good use of logical problem solving to resolving these problems.	Correctly uses diagnostic methods, tools and equipment to carry out diagnostics and identify the fault.	Fault NOT identified, does not understand components. Unable to recognise the ways necessary to diagnose the fault and the principals and equipment required. May or may not operate in a safe manner.
<u>Fitting, Repairing & Skills</u> S2, S3, S6, S1	<u>As Merit plus;</u> Shows total understanding of the tasks required by categorising procedures by their importance. Explains the consequences of not carrying out the repair correctly in a planned and documented way and appraises the outcomes.	<u>As Pass plus;</u> plans a greater level of care to complete the job, compiles lists of parts needed and re-checks that the repair is complete and ensures everything worked on is cleaned.	Understands requirements and carries out the task in a safe competent way, ensures the repair and component fitting is completed eliminating the fault and explains the repair. Upholds workshop standards and adheres to health and safety principles.	Unable to carry out the tasks correctly to fit or repair the motorcycle and or works in an unsafe way.
<u>Inspection & Service Maintenance</u> K13, S4, S5, B2	<u>As Merit plus;</u> distinguishes between the complexity of varying procedures and evaluates best practice and demonstrates detailed record keeping.	<u>As Pass plus;</u> completes complex tasks and verifies correct rectifications. Explains checking schedules to ensure reliable and correct repairs.	Follows the protocols and policies for inspecting and maintaining motorcycles, including road testing, recognises principals of good	Unable to carry out set procedures correctly to maintain or inspect tasks on the motorcycle and could be working in an unsafe manner.

	<p>Evidence includes:</p> <p>Distinguishing between the complexity of varying procedures and evaluating best practice would be demonstrated in the candidate being able ascertain areas unnecessary to consider in the service and maintenance of a machine.</p>	<p>Evidence Includes:</p> <p>Complex tasks require the candidate to eliminate multiple possibilities causing a problem in the service.</p>	<p>practice, gives examples of work carried out.</p>	
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A candidate's final grade from the Practical Assessment is determined as follows:

- **Fail:** a fail grade for any grading descriptor will result in an overall fail
- **Pass:** all grading descriptors must be demonstrated at a minimum of a pass grade
- **Merit:** all grading descriptors must be demonstrated at a minimum of merit or higher
- **Distinction:** all grading descriptors must be demonstrated at distinction

Annex D – Professional discussion

Area of the standard	Distinction	Merit	Pass	Fail
<p><u>Diagnostics Application with Customer Interaction</u></p> <p>B3, S9, S10</p>	<p><u>As Merit plus;</u> Describes in detail the link between the symptom and the fault including all technical data obtained.</p> <p>Provides explanation of elimination methods used to disregard other possible faults. Including the details of how customer comment would have contributed to their elimination methods.</p> <p>Describes when they have received customer feedback, which describes them as performing beyond the customer’s expectations.</p>	<p><u>As Pass plus;</u> Describes a specific fault and the methods used to identify it including the customer comments that would contribute to its identification. Uses more advanced problem solving techniques. Such as either the removal or disconnection of allied components that would clarify the diagnosis is correct.</p>	<p>Knows and is able to demonstrate how a fault is identified and using diagnostic principles to identify the underlying causes prior to repair and use logical problem solving techniques. Is aware that customer comment contributes to this understanding.</p> <p>Discussion with a customer leads to relevant information being provided to diagnose a bike’s issue.</p>	<p>Unable to make the link between symptoms and faults.</p> <p>Unable to describe how to communicate with customers in a manner which is effective for their position or provide an example of when they communicated effectively with a customer.</p>
<p><u>Workplace standards</u></p> <p>B1, B4, B5</p>	<p>N/A</p>	<p>N/A</p>	<p>Accurately describes company values and ethics. Is able to demonstrate cohesive work with team colleagues. Explains satisfactorily how work process and management of time is effective. Detail when</p>	<p>Unable to describe how to company values, team member names and roles or workflow process.</p>

			<p>they have made an error and how they have informed their team and worked to resolve it.</p> <p>Evidence includes:</p> <p>Talking through a past job and where relevant using recorded evidence to explain work process and interaction with colleagues.</p>	
<p>Health and Safety</p> <p>K15, S2</p>	N/A	N/A	<p>Identifies risk in the workplace.</p> <p>Knows how and who to report a risk or concern in the workplace.</p> <p>Describes in detail how they maintained a safe working environment. Provides and explanation of the risks and how to rectify them during the task. Provide a detailed explanation of their workplace reporting procedure and the</p>	<p>Any reasonable risks directly relating to the activity that are not identified.</p> <p>Unable to fully describe relevant reporting structures within the workplace.</p>

			process followed when a risk is identified.	
<u>Efficiency</u> <u>S2</u>	Demonstrates how they consistency work efficiently (using efficiency ratings chart if available) and talks through verified reviews from the customer showing an efficient service explaining how efficiency was achieved.	Explains the effects of efficiency on the business from a commercial and financial perspective.	Ensure that while prescribed times are given to carry out specific jobs/tasks to a motorcycle, this never compromises their ability to plan and carry out the task safely with their and colleagues' safety in mind.	

A candidate's final grade from the Professional Discussion is determined as follows:

- **Fail:** a fail grade for any grading descriptor will result in an overall fail
- **Pass:** all grading descriptors must be demonstrated at a minimum of a pass grade
- **Merit:** all grading descriptors must be demonstrated at a minimum of merit*
- **Distinction:** all grading descriptors must be demonstrated at distinction*

*The Workplace standards and Health and Safety grading descriptors only require a pass for the professional discussion