



Professional  
Assessment Ltd

Level 2  
Cleaning Hygiene  
Operative

ST0843

End-Point Assessment

Programme Duration:  
Typically 12 months





## The Independent End-Point Assessment

Once a successful Gateway review has been completed, the training provider will notify Professional Assessment Ltd (PAL). We will then organise an assessment planning meeting with the employer and apprentice and will advise all parties of the requirements of this meeting. At the planning stage, we will agree timings and dates for all the required assessment components. The end-point assessment begins when PAL confirms that the apprentice has successfully passed through the Gateway and has English and maths qualifications in line with the apprenticeship funding rules, unless in the opinion of PAL exceptional circumstances apply

## Summary of the End-Point Assessment Process

The apprentice will be assessed to the apprenticeship standard using three discrete assessment methods:

1. Knowledge Test
2. Observation with Questioning
3. Interview

The assessments are synoptic and take a view of the overall performance of the apprentice in their specific job role. The assessment activities can be completed in any order within the 3-month end-point assessment period. All assessment methods are equally weighted in their contribution to the overall grade.

There are 2 options for this standard:

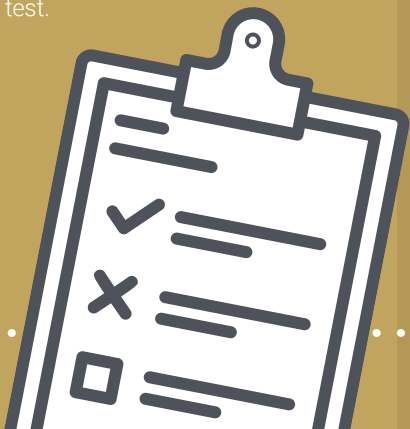
1. Healthcare Cleaning Operative
2. Commercial Cleaning Operative





## Knowledge Test

- The test will comprise of 24 multiple choice questions.
- The apprentice will have 50 minutes to complete the test.
- The test is closed book (the apprentice cannot refer to reference books/materials).
- Set and marked by the end-point assessment organisation.
- Undertaken either off site using remote assessment where appropriate, or on the employer's premises.
- The apprentice must take the test in a suitably controlled environment, that is a quiet space, free from distractions and influence, in the presence of an invigilator.
- The pass mark for the test is 18 out of 24. There is no distinction grade for the test.



## Observation with Questioning

- The observation of the apprentice completing their day-to-day duties under normal working conditions must take 2 hours assessment (+10% at the discretion of the independent assessor).
- The independent assessor should observe the following during the observation:
  - (Core) Prepare for cleaning
  - (Core) Perform cleaning
  - (Core) Policy and legislation
  - (Healthcare Cleaning Operative) Perform cleaning in a health setting
  - (Commercial Cleaning Operative) Perform cleaning in a commercial setting.
- The independent assessor must ask at least 5 questions to clarify any elements of the observation to allow the apprentice to demonstrate their full comprehension of the theme being performed. The time for questions asked during the observation is included in the overall assessment time.
- This method of assessment has fail, pass and distinction grades.



## Interview

- The interview must last for 30 minutes (+10% at the independent assessor's discretion).
- The interview will assess the apprentice's competence against the themes of:
  - Recording results
  - Soil classification and contaminated waste.
- The independent assessor must ask at least 5 questions.
- Webinar or video conferencing software can be used for the assessment.
- The interview must take place in a quiet room, free from distractions and influence.
- This method of assessment has fail, pass and distinction grades.

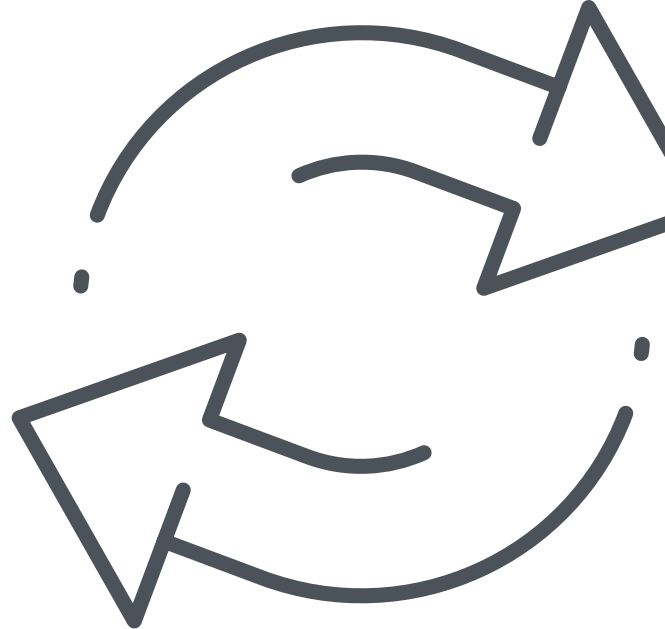
# Grading

Apprentices must achieve at least a pass in all the end-point assessment methods to get an overall pass.

To achieve an overall EPA distinction, the apprentice must achieve a pass in the knowledge test and a distinction in the observation with questions and the interview.

Grades from individual assessment methods should be combined in the following way to determine the grade of the end-point assessment as a whole:

Knowledge Test	Observation with Questioning	Interview	Overall Grading
Fail	Any grade	Any grade	<b>Fail</b>
Any grade	Fail	Any grade	<b>Fail</b>
Any grade	Any grade	Fail	<b>Fail</b>
Pass	Pass	Pass	<b>Pass</b>
Pass	Pass	Distinction	<b>Pass</b>
Pass	Distinction	Pass	<b>Pass</b>
Pass	Distinction	Distinction	<b>Distinction</b>



## Resits and Retakes

An apprentice who fails an assessment method, and therefore the end-point assessment in the first instance, will be required to resit any failed assessment methods only.

A resit is typically taken within 1 month of the EPA outcome notification. The timescale for a retake is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

Failed end-point assessment methods must be resat or retaken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be resat or retaken in full.

For more information on grading criteria please refer to the apprenticeship standard assessment plan by searching via:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>

For more information on resits, retakes and cancellations please contact:

[info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)



# Independent End-Point Assessment Organisations

Professional Assessment is a registered end-point assessment organisation.

Professional Assessment is responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable, and consistent, in line with the relevant regulatory requirements for end-point assessment.

...find out more

Email: [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)

Call: **0800 160 1899**

Visit: [professionalassessment.co.uk](https://professionalassessment.co.uk)



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