



UNIVERSITY COLLEGE
OF ESTATE MANAGEMENT

Building Control End Point Assessment

Module Descriptor

Module Code: BCU6EPA

Version: 3.00

Status: Final

Date: 22/07/2020

Summary Module Details

Module details

Module Title: End-Point Assessment: Building Control Surveyor Apprenticeship

Module Leader: Jonathan Hubert

Module Mode: Supported online learning

Semester: Autumn (UK) and Spring (UK)

Level: 6

Credits: 20

Learning Hours: 200

Contact & Study Hours

Directed Study Time: 90 hrs (45%)

Self-Directed Study Time: 50 hrs (25%)

Assessment Study Time: 60 hrs (30%)

Assessment Type

Plan Evaluation Report Exam (Open book)

Panel Interview

Module Summary

This module is the final element of the student's apprenticeship journey. Having successfully achieved all mandatory elements of the apprenticeship programme to date, as signed off by the employer and UCEM, students will be enrolled on this unit in order to prepare for, and undertake, the government-approved End-Point Assessment (EPA).

Students will collate and present evidence in a variety of ways to demonstrate their achievement of the Standard's Knowledge, Skills and Behaviours (KSBs) competencies and how these have been developed and applied throughout the programme. Students will be required to attend a panel interview led by an independent assessor and an industry expert.

Taken on which Programmes

BSc (Hons) Building Control (C for apprentices)

Core (C) or Elective (E)

Module Aims

This module aims to:

- Confirm that each apprentice has developed, and can demonstrate, all the competencies required by the Apprenticeship Standard; and
- Ensure that each apprentice is prepared to undertake the End-Point Assessment of their programme.

Module Learning Outcomes

LO1. Demonstrate a deep and comprehensive understanding of the principles and practices of the building control surveyor.

LO2. Make judgements and communicate in a clear and professional manner.

LO3. Critically analyse complex plans, issues and problems and recommend solutions that align with legal, regulatory and ethical frameworks.

LO4. Reflect on, and evaluate, own practice and justify decisions taken and methods used in real world scenarios.

Indicative Module Content

Module topics

This module is the culmination of the student's apprenticeship journey and as such provides the space for the individual to reflect on their own development, evaluate their development throughout the programme and evidence their occupational competence.

This content will be reviewed and updated regularly to reflect the legal, moral and financial changes in professional standards and practice.

Learning, Teaching and Assessment Strategy

Apprentices will be supported on an individual basis, by their Professional Practice Session Facilitators (PPSFs) using both face-to-face and virtual mechanisms, and in their workplace by their Workplace Mentors to be able to undertake the end-point assessment. These support mechanisms will include use of Padlet (or similar) to enable students to gain tutor and peer review of their progress which then informs their reflection submission. At this time, further individual guidance by the tutor/mentor can occur before the final submission.

The assessment consists of two elements:

Plan Evaluation Report Exam

This is an open-book, 4-hour exam that will test the apprentice's ability to evaluate plans, determine deficiencies in the proposal, identify non-compliant details and write up and evaluation report to present to a client. The exam will consist of 6 essay questions and 4 must be chosen. It is estimated that each question will take 1 hour to complete.

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Panel Interview with Logbook

Logbook: in preparation for the interview, apprentices will submit their completed logbook which will have been developed over the previous two years (drafts of which are part of submission to the Case Study Project). The logbook will provide a comprehensive and detailed record of the apprentice's experience and achievement of each of the professional competencies required by the standard. Further details of how to collate and present the logbook can be found in the [Assessment Plan](#) (opens in new window) and will be available throughout the programme.

According to the guidance presented in the Building Surveyor Apprenticeship Standard Assessment Plan, the individual projects within the **Logbook** should include the following:

- *Introduction - outline details of the organisation the apprentice works in and their role.*
- *Definition of the task - outline the projects worked on and an evaluation of key considerations. Building work to extend, build new or carry out alterations to all building types, dangerous structures and demolitions would all class as a project.*
- *Description of the process/es utilised to ensure Building Regulation compliance of the project such as design options explored, or client meetings held.*
- *Identify consultation requirements and contributions made by key professionals and how this contributed to the project development both at desktop and on-site.*
- *Describe how all of the relevant knowledge skills and behaviours (KSBs) attributed to this method were met and demonstrated.*
- *Examples of work undertaken during the project including evaluation, consultation, communications, site work and meetings, building plans, notes, specifications, schedules, photographs, enforcement. All sections must include at least one illustration.*
- *Conclusion - appraisal of process and result explaining how the output met the project brief.*
- *The document should be provided as narrative text, illustrated with drawings, photographs, plans or specifications, along with descriptive annotations as required. All sections must include at least one illustration e.g. drawings, plans etc. The KSBs should be covered in the section(s) that illustrate how they have been met and applied.*

Panel Interview: the panel will comprise of two people – an independent assessor and an industry expert – who will have reviewed the logbook in advance of the interview. This 2-hour interview will explore the practical application of the apprentice's learning, confirm and validate understand and application of behaviours and offer the opportunity to clarify points not made clear within the logbook. Questions will be drawn from a question bank in order to ensure consistency across all panel interviews.

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Overview of Summative Assessment

Module learning outcomes	Assessment	Word count or equivalent	Weighting
LO1, LO2, LO3	Assessment 1 Plan Evaluation Report Exam	4-hours Open Book Exam	See grid below
LO1, LO2, LO4	Assessment 2 Panel Interview supported by Logbook	2-hours Interview 6,000 words max Logbook excludes illustrations and attachments	

Module Pass – see grid below

Performance in the EPA will determine the apprenticeship grade of Distinction, Pass or Fail.

Each assessment method will be graded Distinction, Pass or Fail. In order to gain an apprenticeship pass or higher grade, the apprentice must achieve a minimum of a pass in each method.

An apprenticeship pass represents full competence against the standard. A grade of distinction means an apprentice is demonstrating competence above the standard. The following table shows the assessment grades to determine the overall grade.

Plan Evaluation Report Exam	Panel Interview supported by Logbook	Module grade (and overall apprenticeship award grade)
Distinction	Distinction	Distinction
Pass	Distinction	Pass
Distinction	Pass	Pass
Distinction	Fail	Fail
Fail	Distinction	Fail
Pass	Pass	Pass
Fail	Pass	Fail
Pass	Fail	Fail
Fail	Fail	Fail

The criterion for each assessment can be found in appendices A-C, extracted from the Building Control Surveyor Apprenticeship Assessment Plan.

If you fail the module your employer will decide whether you are eligible for a resit or retake and you will be notified of the course of action you need to take.

Key Module Learning Resources

Core Sources and Texts

The **core resources and further reading** for this module are all online materials, these resources have been specifically selected from a wide range of sources and brought together by the UCEM online library experts and have been collated into an online resource report.

A direct link will be added to the VLE Module page and referenced in the Apprenticeship Training Plan (ATP). This will enable the apprentice in conjunction with their Professional Practice Session Facilitators (PPSFs) and their workplace mentor to access the texts at the time these resources are most relevant to the competencies being developed as part of their EPA.

Module tools

The module content is delivered via audio, video, screen-based presentation, and e-learning. Formative feedback (i.e. non-graded advice and feedback) is provided via 1:1 tutorials.

Professional online resources

The e-Library provides access to trusted, quality online resources, selected by subject specialists, to support students' study. This includes journals, industry publications, magazines, academic books and a dissertation/work-based library. For a list of the key industry specific and education resources available please visit [the VLE e-Library](#).

Other relevant resources

Access is also provided to further information sources that include the British Library and Open University UK catalogues, as well as providing a monthly current awareness service entitled, **Knowledge Foundations** - a compendium of news, research and resources relating to the educational sector and the Built Environment.

The module resource list is available on the module website and is updated regularly to ensure materials are relevant and current.

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Appendices

Appendix A Mapping of Assessment Methods

The table below maps the assessment methods against the knowledge, skills and behaviours of the Building Control Surveyor Apprenticeship Standard.

Knowledge

KNOWLEDGE	What is required - In the context of building control:	Plan Evaluation Report Exam	Panel Interview supported by Logbook
K1. Legislation	Demonstrate a robust knowledge of the requirements contained within the Building Act, Statutory Framework and other associated legislation related to Building Regulations.	X	X
K2. Data Management	In-depth knowledge of accurate application of Regulatory processes within the constraints of timescale, data management and confidentiality, in-line with data protection laws.		X
K3. Building regulations approval	Interpret the Building Regulations in relation to all types of building work covering areas such as structural design, means of escape, active and passive fire protection, ventilation, thermal efficiency and access provisions.	X	X
K4. Health and safety	Describe the principles and responsibilities imposed by Health and Safety law, codes of practice and other regulations in fulfilling the building control function.		X
K5. Sustainability and Accessibility	Understand how the Building Regulations places a requirement in relation to sustainability and accessibility to achieve environmental and social objectives.		X
K6. Construction Technology	Knowledge of building pathology and construction technology used in buildings including the performance criteria of materials.		X
K7. Finance	Knowledge of the Charges Regulations and its relevance to service delivery.		X
K8. Enforcement	Knowledge of the enforcement framework and powers within the Building Act to achieve compliance with the Building Regulations.	X	

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KNOWLEDGE	What is required - In the context of building control:	Plan Evaluation Report Exam	Panel Interview supported by Logbook
K9. Non-Statutory duties	Knowledge of non-statutory duties carried out by Local Authority Building Control teams as a delegated function of their Authority e.g. dangerous structures, demolitions.	X	
K10. People management	Knowledge of the dynamics of the design team to be able to offer support and guidance where required.		X
K11. Specialist functions	Knowledge of specialist functions of building control e.g. Fire Engineering, Access Officer, Acoustic Engineer, Thermal Engineer.		X
K12. Consultation	Knowledge of why consultation is required with other local authority functions and external statutory bodies and organisations.		X
K13. Marketing	Awareness of how to promote the building control service through effective marketing.		X

Skills

SKILLS	What is required - In the context of building control:	Plan Evaluation Report Exam	Panel Interview supported by Logbook
S1. Legislation	Apply the principles contained within the Building Act, Statutory Framework and other associated legislation related to Building Regulations.	X	X
S2. Data management	Undertake the administrative process of a Building Regulation application and use the data to ensure performance standards are met in compliance with relevant quality assurance standards.		X
S3. Building regulations approval	Utilise the Building Regulations to evaluate plans, drawings, specifications and other documents submitted for building regulation approval for all types of building work to ensure appropriate decisions are issued on applications.	X	X
S4. Health and safety	Identify and manage risks of health, safety and welfare in-line with legislation, hazards and safe systems of work.		X

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SKILLS	What is required - In the context of building control:	Plan Evaluation Report Exam	Panel Interview supported by Logbook
S5. Sustainability and Accessibility	Advise on the Building Regulation requirement in relation to sustainability and accessibility to achieve environmental and social objectives.	X	X
S6. Construction technology	Utilise knowledge of construction technology to provide advice and guidance in connection with the design or construction of building projects.	X	X
S7. Finance	Calculate charges for the building control function.		X
S8. Information Technology Skills	Utilise proficient Information Technology (IT) skills and have a good knowledge of relevant technologies, including Building information modelling (BIM).		X
S9. Site Inspections	Inspect building work in progress as may be necessary to ensure compliance with the Building Regulations.		X
S10. Building Control Best Practice	Uphold high technical standards and best practice in building control in all aspects of building regulation compliance and its application to construction types and methods.		X
S11. Communication skills	Communicate effectively and appropriately - both verbally and in writing - with people at all levels to achieve a compliant outcome.		X
S12. Personal and Professional effectiveness	Manage own time and tasks, communicate and negotiate effectively within a commercial environment.		X
S13. Diplomacy	Applies diplomacy, tact and persuasive skills when dealing with difficult situations while remaining impartial.		X

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Behaviours

BEHAVIOURS	What is required - In the context of building control:	Plan Evaluation Report Exam	Panel Interview supported by Logbook
B1. Provide a high standard of service	Always ensure your client, or others to whom you have a professional responsibility, receive the best possible advice, support or performance of the terms of engagement you have agreed to and ensure you always give attention to detail.		X
B2. Act in a way that promotes trust in the profession	Demonstrate a personal commitment to professional and ethical standards, recognising one's obligations to society and the profession.		X
B3. Act with integrity	<p>Always be trustworthy, open, transparent and challenge where necessary.</p> <p>Respect confidential information of your clients or potential clients and do not allow bias, conflict of interest or the undue influence of others to override your professional or business judgments or obligations.</p> <p>Always act consistently in the public interest when making decisions or providing advice.</p>		X
B4. Treat others with respect	Treat everyone with courtesy, politeness and respect.		X
B5. Take responsibility	Always act with skill, care and diligence and deal with any complaint in an appropriate professional manner.		X
B6. Adaptability and Resilience	Be open to the changing environment of the workplace and regulatory framework.		X

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Appendix B Grading Standards for Plan Evaluation Report Exam

The table below maps the grading standards against the knowledge, skills and behaviours of the Building Control Surveyor Apprenticeship Standard to be assessed by the Plan Evaluation Report Exam.

Knowledge, Skills, Behaviours	Fail	Pass To achieve a pass grade the evidence must show that the apprentice is able to:	Distinction To achieve a distinction grade the evidence must show that, in addition to the pass criteria, the apprentice is able to:
K1. Legislation	'fails to meet the pass criteria'	Demonstrates knowledge of requirements contained within the Building Act, Statutory Framework and other associated legislation related to Building Regulations e.g. Planning, Licensing, Regulatory Reform Order.	Evaluates solutions in order to suggest and justify suitable alternatives.
K3. Building Regulations approval	'fails to meet the pass criteria'	Applies the Building Regulations in relation to all types of building work - covering areas such as structural design, means of escape, active and passive fire protection, ventilation, thermal efficiency and access provisions.	Offers alternative solutions to achieve compliance.
K8. Enforcement	'fails to meet the pass criteria'	Explains how the enforcement framework and powers within the Building Act work together to achieve compliance with the Building Regulations.	Evaluates advantages and disadvantages of the enforcement framework.
K9. Non-Statutory duties	'fails to meet the pass criteria'	Demonstrates an understanding of non- statutory duties carried out by Building Control teams as a delegated function of a Local Authority e.g. dangerous structures, demolitions, accessible alterations to premises.	Explains how statutory duties apply to a range of work types.
S1. Legislation	'fails to meet the pass criteria'	Demonstrates correct application of the principles contained within the Building Act and Statutory Framework related to the Building Regulations e.g. Planning, Licensing, Regulatory Reform Order.	Evaluates solutions in order to suggest and justify suitable alternatives.

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Knowledge, Skills, Behaviours	Fail	Pass To achieve a pass grade the evidence must show that the apprentice is able to:	Distinction To achieve a distinction grade the evidence must show that, in addition to the pass criteria, the apprentice is able to:
S3. Building Regulations approval	'fails to meet the pass criteria'	<p>Applies the minimum standards of the Building Regulations to evaluate plans, drawings, specifications and other documents submitted for Building Regulation approval for all types of building work to ensure appropriate decisions are issued on applications.</p> <p>Makes appropriate recommendations where required to support compliance.</p>	Proposes appropriate options to benefit design outcomes over and above those in the Building Regulations.
S5. Sustainability and Accessibility	'fails to meet the pass criteria'	Advises on the functional requirements of the Building Regulations in relation to sustainability and accessibility to achieve environmental and social objectives.	<p>Recommends appropriate innovative solutions available in order to achieve environmental and social objectives.</p> <p>Demonstrates an ability to evaluate and apply the principles of inclusive design and modern methods of construction.</p>
S6. Construction technology	'fails to meet the pass criteria'	Utilises knowledge of construction technology to provide advice and guidance in connection with the design or construction of building projects.	<p>Offers a range of compliant alternative solutions during the design or construction of building projects.</p> <p>Shows awareness of particular benefits or limitations of compliant solutions.</p>

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Appendix C Grading Standards against KSB's for Panel Interview supported by a Logbook

The table below maps the grading standards against the knowledge, skills and behaviours of the Building Control Surveyor Apprenticeship Standard to be assessed by the Panel Interview supported by a Logbook.

Knowledge, Skills, Behaviours	Fail	Pass To achieve a pass grade the evidence must show that the apprentice is able to:	Distinction To achieve a distinction grade the evidence must show that, in addition to the pass criteria, the apprentice is able to:
K1. Legislation	'fails to meet the pass criteria'	Demonstrates an understanding of the requirements contained within the Building Act and Statutory Framework and other associated legislation related to Building Regulations e.g. Planning, Licensing, Regulatory Reform Order.	Evaluates solutions in order to suggest and justify suitable alternatives.
K2. Data management	'fails to meet the pass criteria'	Shows an understanding of Regulatory processes within the constraints of timescale, data management and confidentiality, in-line with data protection laws.	Demonstrates an understanding of the interaction of Regulatory processes. Evaluates processes to suggest improvements where needed.
K3. Building Regulations approval	'fails to meet the pass criteria'	Demonstrates understanding of the Building Regulations in relation to all types of building work - covering areas such as structural design, means of escape, active and passive fire protection, ventilation, thermal efficiency and access provisions.	Offers alternative solutions to achieve compliance.
K4. Health and safety	'fails to meet the pass criteria'	Shows an understanding of the basic principles and responsibilities imposed by Health and Safety law, codes of practice and other regulations in fulfilling the building control function.	Evaluates and applies the principles and responsibilities in fulfilling other site-based functions.

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Knowledge, Skills, Behaviours	Fail	Pass To achieve a pass grade the evidence must show that the apprentice is able to:	Distinction To achieve a distinction grade the evidence must show that, in addition to the pass criteria, the apprentice is able to:
K5. Sustainability and Accessibility	'fails to meet the pass criteria'	Shows an understanding of how the Building Regulations places a requirement in relation to sustainability and accessibility to achieve environmental and social objectives.	Evaluates and offer outcomes that exceed the minimum requirements of the Building Regulations.
K6. Construction Technology	'fails to meet the pass criteria'	Demonstrates an understanding of building pathology and construction technology used in buildings including the performance criteria of materials.	Evaluates and applies principles of building pathology and construction technology to a wide range of buildings including the performance criteria of materials.
K7. Finance	'fails to meet the pass criteria'	Demonstrates an understanding of the Charges Regulations and its relevance to service delivery.	Evaluates and applies the Charges Regulations to a range of projects requiring individual quotations.
K10. People management	'fails to meet the pass criteria'	Demonstrates an understanding of the dynamics of the design team and is familiar with what support and guidance can be offered where required.	Makes appropriate recommendations (drawing on support and guidance where required) in a wide range of contexts.
K11. Specialist functions	'fails to meet the pass criteria'	Demonstrates an understanding of specialist functions of building control e.g. Fire Engineering, Access Officer, Acoustic Engineer, Thermal Engineer.	Illustrates the application of a specialist function(s) with reference to personal experience or involvement.
K12. Consultation	'fails to meet the pass criteria'	Demonstrates an understanding of why consultation is required with other local authority functions and external statutory bodies and organisations.	Evaluates and applies through experience where consultation could or should have been improved.

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Knowledge, Skills, Behaviours	Fail	Pass To achieve a pass grade the evidence must show that the apprentice is able to:	Distinction To achieve a distinction grade the evidence must show that, in addition to the pass criteria, the apprentice is able to:
K13. Marketing	'fails to meet the pass criteria'	Demonstrates an understanding of how the building control service can be promoted through effective marketing.	Demonstrates an ability to promote the building control service through experience implementing a targeted and measurable marketing initiative. Evaluate successful and unsuccessful initiatives.
S1. Legislation	'fails to meet the pass criteria'	Accurately applies the principles contained within the Building Act and Statutory Framework and other associated legislation related to Building Regulations e.g. Planning, Licensing, Regulatory Reform Order.	Explains principles using language that would be understood by different audiences. Evaluate solutions in order to suggest and justify suitable alternatives.
S2. Data management	'fails to meet the pass criteria'	Demonstrates understanding of administrative processes of a Building Regulation application and uses of the data to ensure performance standards are met in compliance with relevant quality assurance standards.	Accurately appraises the relevance, confidentiality and value of information. Evaluate processes and suggest improvements where needed.
S3. Building Regulations approval	'fails to meet the pass criteria'	Correctly applies the Building Regulations to evaluate plans, drawings, specifications and other documents submitted for Building Regulation approval for all types of building work to ensure appropriate decisions are issued on applications. Recommend appropriate options where required to support compliance.	Provides evidence of appropriate recommendations proposed to achieve greater design outcomes.

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Knowledge, Skills, Behaviours	Fail	Pass To achieve a pass grade the evidence must show that the apprentice is able to:	Distinction To achieve a distinction grade the evidence must show that, in addition to the pass criteria, the apprentice is able to:
S4. Health and safety	'fails to meet the pass criteria'	Identifies and manages risks of health, safety and welfare in-line with legislation, hazards and safe systems of work.	Provides examples of where H&S has impacted on their role through a range of projects covering personal and site based H&S issues. Makes best practice recommendations where possible.
S5. Sustainability and Accessibility	'fails to meet the pass criteria'	Advises on the functional requirements of the Building Regulations in relation to sustainability and accessibility to achieve environmental and social objectives.	Recommends appropriate innovative solutions available to achieve environmental and social objectives. Demonstrates an ability to evaluate and apply the principles of inclusive design and modern methods of construction.
S6. Construction technology	'fails to meet the pass criteria'	Provides advice and guidance in connection with the design or construction of building projects using their knowledge of construction technology.	Offers a range of compliant solutions during the design or construction of building projects. Provides evidence demonstrating benefits or limitations of specific compliant solutions using personal experience.
S7. Finance	'fails to meet the pass criteria'	Demonstrates ability to calculate charges for the building control function.	Demonstrate successes through pricing in relation to desired inspection frameworks across a wide range of construction projects and contexts.
S8. Information Technology Skills	'fails to meet the pass criteria'	Utilises proficient Information Technology (IT) skills and shows an understanding of relevant technologies, including Building information modelling (BIM).	Provides examples showing considered application of relevant and appropriate technologies to projects.

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Knowledge, Skills, Behaviours	Fail	Pass To achieve a pass grade the evidence must show that the apprentice is able to:	Distinction To achieve a distinction grade the evidence must show that, in addition to the pass criteria, the apprentice is able to:
S9. Site Inspections	'fails to meet the pass criteria'	Explains the purpose of the site inspection function and can describe the inspections necessary during construction to ensure compliance with the Building Regulations. Provides evidence of appropriate inspections of building work in progress.	Provides evidence where intervention has resulted in a successful solution to ensure compliance with the Building Regulations.
S10. Building Control Best Practice	'fails to meet the pass criteria'	Demonstrates adherence to high technical standards and best practice in building control in all aspects of Building Regulation compliance and its application to construction types and methods.	Acts as a role model of high technical, ethical and best practice standards in all aspects of Building Regulation compliance including technology, material performance and installation methods. Demonstrates involvement in initiatives to promote best practice such as Performance Standards and Competencies.
S11. Communication skills	'fails to meet the pass criteria'	Demonstrates effective communication with a range of audiences, both verbally and in writing, in order to achieve a compliant outcome.	Provides examples of interactions across a range of audiences e.g. working closely with customers, internal and external colleagues, companies and organisations.
S12. Personal and Professional effectiveness	'fails to meet the pass criteria'	Demonstrates efficient time and task management, communication and negotiation skills within a commercial environment.	Demonstrates an ability to initiate appropriate actions to improve effectiveness. Provides examples of how effectiveness has been improved.
S13. Diplomacy	'fails to meet the pass criteria'	Shows an understanding of how to apply diplomacy, tact and persuasive skills when dealing with difficult situations while remaining impartial.	Provides evidence of their impartial judgments across a range of audiences.

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Knowledge, Skills, Behaviours	Fail	Pass To achieve a pass grade the evidence must show that the apprentice is able to:	Distinction To achieve a distinction grade the evidence must show that, in addition to the pass criteria, the apprentice is able to:
B1. Provide a high standard of service	'fails to meet the pass criteria'	Demonstrates commitment to ensuring clients, or others to whom they have a professional responsibility, receive the best possible advice, support or performance of the terms of engagement they have agreed to, ensuring attention to detail.	Provides evidence of how they have delivered services with exceptional efficiency, precision and accuracy.
B2. Act in a way that promotes trust in the profession	'fails to meet the pass criteria'	Shows a personal commitment to professional and ethical standards, recognition of their obligations to society and the profession.	Demonstrates through examples how they have exceeded their required obligations and identified opportunities to make further contributions to society and the profession.
B3. Act with integrity	'fails to meet the pass criteria'	Demonstrates an understanding of the importance of being trustworthy, open, transparent, and to challenge where necessary, in order to act in the public interest when making decisions or providing advice. Shows respect of confidential information of their clients or potential clients and does not allow bias, conflict of interest or the undue influence of others to override their professional or business judgments or obligations.	Provides examples to show how integrity has been achieved.

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Knowledge, Skills, Behaviours	Fail	Pass To achieve a pass grade the evidence must show that the apprentice is able to:	Distinction To achieve a distinction grade the evidence must show that, in addition to the pass criteria, the apprentice is able to:
B4. Treat others with respect	'fails to meet the pass criteria'	Demonstrates ability to treat everyone with courtesy, politeness and respect.	Demonstrates an awareness of the underlying principles and adjustments necessary to ensure individual needs are taken into account. Provides examples of how individual needs have been met.
B5. Take responsibility	'fails to meet the pass criteria'	Explains how to act with skill, care and diligence and how to deal with any complaint in an appropriate professional manner.	Describes the importance of taking responsibility for their work to ensure a successful outcome can be achieved and make amends when necessary. Provides evidence of how they have taken responsibility for their work e.g. customer complaints.
B6. Adaptability and Resilience	'fails to meet the pass criteria'	Recognises the implications of the changing environment of the workplace and regulatory framework.	Explains how to embrace and champion the changing environment. Provides examples of how they adapted to different situations.