

## FDQ - Qualification Specification

FDQ number	Qualification title	EPA Plan number	EQF Level	Qualification Number
701-367	FDQ Level 3 End-point Assessment for Drinks Dispense Technician	ST0752 V1.1	4	610/4008/3

### Qualification objective

This End-point Assessment (EPA) qualification is designed for learners who have completed the on-programme training for the Drinks Dispense Technician standard apprenticeship. Successful completion of this EPA confers the correct level of knowledge, skills and behaviours specified in the apprenticeship standard, and contributes towards the achievement of the Level 3 Drinks Dispense Technician apprenticeship. FDQ provides an EPA statement of results but certification of the complete apprenticeship standard is provided by the Education and Skills Funding Agency (ESFA).

### Regulation

The EPA qualification is externally quality assured by Ofqual.

### Entry Requirements

Learners need to be 16 years old or over to take this qualification, employed or contracted in a workplace and enrolled on the Drinks Dispense Technician standard apprenticeship.

Prior to taking this EPA qualification, entrants should meet the Level 3 Drinks Dispense Technician gateway requirements as specified in the assessment plan:

- On and off the job training to develop knowledge, skills and behaviours as specified in the apprenticeship standard
- Achieved functional skills in English and Maths at level 2 (unless the apprentice has a special educational need or learning difficulty or disability as specified by the apprenticeship funding rules)
- Compiled a portfolio of evidence to underpin the interview underpinned by portfolio of evidence component, clearly mapped to the relevant KSBs

## Qualification Content

This qualification tests the mandatory knowledge, skills and behaviours set out in the Drinks Dispense Technician standard including: knowledge and application of cellar health and safety, installation and maintenance of cellar and drinks dispense equipment and supporting pipework, plumbing and electrical considerations. In addition they will be tested on their skills in problem solving, customer service and improvement techniques, as well as the behaviours expected of a drinks dispense technician. Apprentices will have a solid grounding in most aspects of drinks dispense and have a good level of product knowledge.

Entrants will undergo three test components as detailed on the following pages, which must all be passed to achieve the apprenticeship. The apprentice is awarded a final grade of fail, pass or distinction.

## This qualification could lead to

This qualification will support progression to further learning in:

### 1. Subject areas including:

- Food safety and quality
- Hygiene and plant safety
- Continuous improvement

### 2. Further qualifications and apprenticeships including:

- Team leader apprenticeship

- Hospitality manager apprenticeship
- Operations manager apprenticeship
- Hospitality and Business Management qualifications
- Management and leadership qualifications

## Qualification support

The Level 3 Drinks Dispense Technician standard and assessment plan has been developed by the Drinks Dispense Technician apprenticeship employer group and approved by the Institute for Apprenticeships and Technical Education (IfATE); Ofqual carries out external quality assurance of the EPA. The FDQ EPA qualification is supported by the Food and Drink Training and Education Council and a range of employers and training providers.

## Fitness for purpose

FDQ has in place a comprehensive quality system built to ensure its EPA qualification assessments are valid and fair. Built on validity principles - reliability, comparability, manageability, minimising bias, moderation and fairness - our policies, procedures and operational practice including assessment development and maintenance, Internal Quality Assurance and Moderation ensure our EPA qualifications are developed, delivered and remain fit for purpose.

## Further information

Further information can be obtained from our website at: <http://www.fdq.org.uk>

Or by contacting FDQ:

Tel: 0113 859 1266

E mail: [fdq@fdq.org.uk](mailto:fdq@fdq.org.uk)

## Methods of Assessment

The qualification includes 3 assessment components, each of which must achieve a pass in order to pass the EPA requirement of the Level 3 Drinks Dispense Technician apprenticeship.

Specifications for each of the assessment components are available on FDQ's secure system FDQAwards. Please contact FDQ's EPA team at [epa@fdq.org.uk](mailto:epa@fdq.org.uk) for more information.

Overall grading of the EPA qualification is fail, pass or distinction, which is calculated from the combination of grades achieved in each of the three assessment instruments.

The three assessment instruments may be undertaken in any order within the typical 12 weeks gateway period and assessment on each may be undertaken by a number of different independent examiners.

## Assessment Instruments and Time Allowed

Level 3 EPA for Drinks Dispense Technician ST0752 V1.1	
Assessment Instruments and possible grades	
Instrument	Possible grades
Knowledge Test (KT)	Fail/pass/distinction
Observation with Questions (OQ)	Fail/pass/distinction
Interview underpinned by portfolio of evidence (IPE)	Fail/pass/distinction
Overall apprenticeship grading	Fail/pass/distinction

Test structure		Time allowed
KT	50 multiple-choice questions Marks available: 50 (4 out of 5 safety critical questions must be correctly answered to achieve a pass)	90 minutes
OQ	Number of activities assessed: 6 Number of questions: 15 minimum	240 minutes (+10% if required)
IPE	Minimum of 15 open questions based on portfolio of evidence	60 mins (+10% if required)

## Qualification scope

The qualification will assess the following knowledge, skills and behaviours:

Standard Ref	Core Knowledge to be assessed	Assessment Method		
		KT	OQ	IPE
K1	Drinks dispense system installation, commissioning and decommissioning requirements including site survey, system components, system limitations, testing.		•	
K2	Drinks dispense system maintenance requirements and techniques including fault-finding, troubleshooting, diagnostic techniques, repair, preventative maintenance, testing; common faults and causes.		•	
K3	System specifications for example, keg, cask, soft drinks, nitro coffee, frozen, carbonated, manufacturer specifications, temperature, gas type, flow speed, couplers, post-mix; what they are, the effects they have and how to use them.	•		
K4	Product specifications including pipework and plumbing, temperature, gas pressures, fluid mechanics/dynamics, management, composition, characteristics, brewing process, ingredients, cask ale conditioning, manufacturer's specification, stock rotation; what they are and how to use them.	•		
K5	Electrical systems including polarity testing, codes, Portable Appliance Testing (PAT), use of a multimeter; principles of electricity, voltage, types of current: Alternating Current/Direct Current (AC/DC).	•		
K6	Refrigeration principles, types of refrigerant, integral and split systems, requirements relating to hydrochlorofluorocarbons (HCFCs), both gas and water cooled systems.	•		
K7	Pipework and plumbing including different materials, joints and routing; requirements including length and building restrictions.	•		

K8	Asset management, including identification of equipment/parts, value of stock and equipment, correct handling of parts, salvageability of parts to be removed, returns process, disposal.		•	
K9	Stock management for example stock requirements, lead times, stock management systems.			•
K10	Proper tool usage including hand tools, power tools, carbonation tester, refractometer, ratio cup, PAT tester, multimeter, gas monitors, hygrometer, pressure gauges, CO2 monitors, correct/appropriate tool selection.		•	
K11	Cleaning (line & glass) including different systems, symptoms of infected/contaminated line, cleaning process, health and safety dangers, fault- finding, effect of bacteria in lines, the need for effective pest control around products and manufacturers guidelines.	•		
K12	Perfect pour for example how to create, problem solving, environment, cleaning of vessels/glassware, operation of glasswashers and icemakers.		•	
K13	Codes of Practice (COP) and guidelines, including British Soft Drinks Association, British Beer and Pub Association, Brewing Food & Beverage Industry Trade Association, Brand Dispense Association, British Soft Drinks Association electrical guidelines, British Beer and Pub Association electrical guidelines, brand matrix, Brands Dispense Association Drinks Installation Manual.	•		
K14	Legal requirements and compliance including authority to work, trading standards, transport regulations (for example. RBUS (Return Beer Unfit for Sale)/ullage, overloading, gas canisters), General Data Protection Regulations, electric compliance, pressure systems compliance	•		
K15	Health and & safety including Control Of Substances Hazardous to Health (COSHH), Risk Assessment, Method Statements, Manual Handling, Personal Protective Equipment, Asbestos, Confined Spaces, Working at Height, Construction Skills Certification Scheme Compliance, food hygiene, vehicle safety.	•		

K16	Environmental considerations including Waste Electrical and Electronic Equipment Directive (WEEE), recycling, fluorinated greenhouse gas (F Gas)	•		
K17	Planning techniques including time management skills, work flow (e.g. job acquisition point)		•	
K18	Improvement techniques including the 5 S' (sort, set, shine, standardise and sustain), PDCA (Plan, Do, Check, Act)			•
K19	Training, mentoring and coaching techniques: how to pass on knowledge, and provide guidance to customer/stakeholder, in a clear, concise and easy to understand manner.			•
K20	Team leadership and management techniques.			•
K21	Equality and diversity in the workplace considerations.	•		
K22	Professional relationships including etiquette; expectations, responsibilities.			•
K23	Documentation requirements, for example job sheets, bar records, Written Scheme of Examination, vehicle safety checklist, cleaning logs.			•
K24	Information technology, for example processing software, email systems, handheld devices, job management systems, asset tracking systems.			•
K25	Service Level Agreements for example employer/employee responsibilities, limitations, expectations, response times.			•
K26	Industry insight, for example appropriate timing, peak business hours, local geography, parking restrictions, access, dispense system ownership (Must Buy Must Sell system), position in supply chain, identity of stakeholders and motivations.			•



Standard Ref	Core Skills to be assessed	KT	OQ	IPE
S1	Interpreting, following and adhering to Service Level Agreements, legal requirements, COPs, specifications and customer needs.		•	
S2	Planning, organising and scheduling own/others' work for example task delegation, work-flow, route planning, time management.		•	
S3	Conducting site survey, including risk assessments.		•	
S4	Interpreting job requirements for example job specification, technical drawings, instruction booklets, identifying trends.		•	
S5	Determining and sourcing resources for example materials, time and equipment.			•
S6	Managing stock levels.			•
S7	Plumbing of pipework for drinks dispense equipment or components.		•	
S8	Conducting electrical installation or maintenance of drinks dispense equipment or components.		•	
S9	Installing or maintaining refrigeration components for drinks dispense equipment.		•	
S10	Installing or maintaining gas dispense pressure system.		•	
S11	Operating tools and instruments for example drills, power tools, spirit levels, specialist tools/instruments.		•	
S12	Commissioning and connecting specified equipment and/or components in adherence to Service Level Agreements, legal requirements, COPs, specifications and customer needs.		•	
S13	Assessing condition of components and equipment and identifying action.		•	

S14	Decommissioning and disconnecting specified equipment or components in adherence to Service Level Agreements, legal requirements, COPs, specifications and customer needs.		•	
S15	Diagnosing dispense, product or equipment faults and identifying solutions.			•
S16	Testing equipment and quality assuring product dispensed for example sampling final product.		•	
S17	Cleaning of lines, vessels and other equipment.		•	
S18	Categorising decommissioned equipment for reuse, disposal or recycling.		•	
S19	Packing decommissioned equipment to prevent further deterioration/damage.		•	
S20	Isolating and documenting unsaleable product for return, destruction or further investigation.			•
S21	Completing documentation for example asset management records, work sheets, waste environmental records.			•
S22	Collecting, recording and providing data, for example pressure readings, stock usage.			•
S23	Communicating with stakeholders, internal or external for example customers, colleagues, managers, general public.			•
S24	Providing information, guidance or training to colleagues and/or stakeholders.			•
S25	Conducting all duties in adherence with health and safety directives and environmental policy and procedures.		•	

Standard Ref	Core Behaviours to be assessed	KT	OQ	IPE
B1	Health & Safety first attitude.		•	
B2	Reliable, for example, acts with integrity, punctual, meticulous, trustworthy, honest, determined, perseveres.			•
B3	Adaptable, for example, responds to unforeseen circumstances, improvises in environment or time challenged conditions, resilient under pressure.			•
B4	Takes responsibility for job, for example, a desire to see a job through from start to finish and verify that it has been completed to a high standard.		•	
B5	Quality focus for example attention to detail, accuracy, customer orientated, 'right fix first time,' implements quality and lasting repairs.		•	
B6	Professional, for example, represents themselves/employer well, presentable, passion for product, ambassadorial nature, instils confidence.			•
B7	Team player, for example works with others toward a common goal, with an obvious willingness and positive attitude, has regard for equality and diversity considerations.			•
B8	Maintains a commitment to continuous professional development in order to ensure growth in ability and standards of work.			•

## Grading Criteria

The three assessment components are assessed using the grading criteria on the following pages.

### OQ Grading Criteria

Theme KSBs	Pass Apprentices must demonstrate all the pass descriptors	Distinction Apprentices must demonstrate all the pass descriptors and all 7 of the distinction descriptors
Work instructions K1 K2 S1 S4 S7 S8 S9 S10 S12 S14 S18 B4 B5	<ol style="list-style-type: none"> <li>1.Extracts the correct information and uses it to inform work</li> <li>2.Work completed in line with the Service Level Agreements, legal requirements, Codes of Practice, employer's specifications and customer needs</li> <li>3. Ensures product is dispensing as per the specification, as part of completing the job</li> <li>4. Demonstrates understanding of potential implications of not meeting job/standard requirements</li> </ol>	<ol style="list-style-type: none"> <li>1.Explains reasons behind Codes of Practice and brand specification</li> <li>2.Explains why issues occur</li> </ol>
Parts K8 S13	<ol style="list-style-type: none"> <li>5.In line with manufacturer's instructions and organisational guidelines, undertakes process to assess condition of components, correctly identifies broken/worn parts, providing reasoned justification for resulting action</li> </ol>	<ol style="list-style-type: none"> <li>3.Explains why parts may become worn or broken and possible preventative measures.</li> </ol>

	6. Correctly names parts and identifies their use	
Operation of tools K10 S11	7.Explains process for proper tool maintenance  8.Uses tools for the correct purpose and in a safe manner, in line with manufacturer’s guidelines	
The perfect pour K12	9.Explains routine issues affecting the perfect pour and how to resolve them, for example fobbing, dirty glass washer, fabric conditioner	4.Explain non-routine issues affecting the perfect pour and how to resolve them, for example undesired aromas, faults with dispense systems, such as cooler not working
Planning and time management K17 S2	10.Tasks completed within the allocated time  11.Necessary materials, equipment and stock determined and arranged  12.Rationale given for planning approach taken demonstrating planning  13.Demonstrates understanding of implications of not planning	5.Work completed in logical order, without need to back track
Quality assurance S16	14.Test(s) and quality assurance correctly carried out; failings identified and adjustments made (where applicable)	6.Explains why issues occur

<p>Cleaning S17</p>	<p>15.Cleans lines, vessels and other equipment using appropriate system and products in line with manufacturer guidelines; ensures removal of foreign bodies and integrity of the system.</p> <p>16.Explains the symptoms and potential impact of infected/contaminated lines</p>	<p>7.Explains the pros and cons of different cleaning systems</p>
<p>Packing S19</p>	<p>17.Components correctly labelled in accordance with collection/disposal guidelines and suitably packaged for refurbishment/returning to base,to reduce risk of damage during transit</p>	
<p>Health and safety S3 S25 B1</p>	<p>18.Site survey completed, all hazards identified and suitable control methods put in place</p> <p>19.Work conducted in a way that ensures safety of others and self</p>	

### PD Grading Criteria

<p>Theme KSBs</p>	<p>Pass Apprentices must demonstrate all the pass descriptors</p>	<p>Distinction Apprentices must demonstrate all the pass descriptors and 9 of the following distinction descriptors</p>
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<p>ResourcesK9 S5 S6</p>	<p>1.Demonstrates correct identification and sourcing of resources and stock to meet job requirements</p> <p>2.Explains factors that affect stock management decisions in relation to at least three different items</p>	<p>1.Explains at least two ways in which costs are impacted by stock</p>
<p>Improvement techniques K18</p>	<p>3.Explains how to use different improvement techniques including the 5 S' (sort, set, shine, standardise and sustain), PDCA (Plan, Do, Check, Act)</p>	<p>2.Justifies use of one improvementtechnique over another</p>
<p>Providing information, guidance or training K19 S24</p>	<p>4. Describes how they provide information, guidance or training to colleagues or stakeholders using training, mentoring and coaching techniques to pass on knowledge in a clear, concise and easy to understand manner</p>	<p>3. Justifies techniques they use for a particular audience</p>
<p>Communication K22 S23 B6</p>	<p>5. Describes how they communicate with stakeholders - internal or external – in a professional manner outlining what impacts on professional relationships including, etiquette, expectations and responsibilities.</p>	
<p>Team leadership K20</p>	<p>6.Describes at least one example of leading and contributing to the success of a team</p>	<p>4.Provides at least one example of overcoming issues within a team, explaining and evaluating the strategysused</p>

Documentation K23 K24 S21	<p>7. Demonstrates correct completion of documentation</p> <p>8. States purpose and requirements for correct documentation completion</p> <p>9. Demonstrates correct use of IT and explains factors important to its correct use</p>	<p>5. Identifies the potential implications of not completing documentation correctly</p> <p>6. Identifies benefits and potential pitfalls of using IT</p>
Customer service K25	<p>10. Identifies the key customer requirements of a service level agreement and how they impact on their approach to work</p>	<p>7. Evaluates the pros and cons of different service level agreements from customer and supplier perspective</p>
Industry insight K26	<p>11. Outlines at least three factors taken into account when planning a job</p>	<p>8. Justifies planning decisions in terms of commercial gain</p>
Faults S15	<p>12. Demonstrates steps undertaken to diagnose at least two different faults and implement solutions</p> <p>13. Demonstrates how they would adapt approach in a scenario provided</p>	<p>9. Identifies underlying cause of faults</p>
Returns S20	<p>14. Demonstrates steps required to isolate a product for return, destruction or further investigation and the basis for the decision</p>	
Data collection S22	<p>15. Demonstrates data collection, recording and reporting process</p>	



	and checks undertaken to ensure accuracy	
Reliability B2	16.Provides evidence of reliable conduct	10.Identifies at least three possible implications of unreliable workforce for stakeholders
Adaptability B3	17.Provides at least one example of how they responded to an unforeseen circumstance	11.Describes pre-empting issues and pro-actively adapting approach to an issue or circumstance
Team working B7	18.Provides at least one example of working effectively as part of a team	12.Explains at least two reasons why team working was more effective in stated instance
CPD B8	19.Identifies at least three types of CPD undertaken and explains how they applied the learning	13.Demonstrates how they shared learning with others

Grades for each component are calculated as follows:

Assessment component	Grading calculation
KT	<p>50 multiple choice questions with 1 mark available per question.</p> <p><b>Fail:</b> 0 – 39 marks  <b>Pass:</b> 40 – 45 marks  <b>Distinction:</b> 46 – 50 marks</p> <p>4 out of 5 safety critical questions must be correctly answered to achieve a pass/distinction</p>
OQ	<p>The observation and questions are marked against the grading criteria above and using the following grade calculation as a guide:</p> <p><b>Available grades:</b> Fail/pass/distinction</p> <p><b>Grade boundaries:</b>  <b>Fail:</b> One or more pass criteria not achieved  <b>Pass:</b> All pass criteria and up to 6 distinction criteria achieved  <b>Distinction:</b> All pass criteria and all 7 distinction criteria achieved</p>
IPE	<p>The IPE is marked against the grading criteria below.</p> <p><b>Available grades:</b> Fail/pass/distinction</p> <p><b>Grade boundaries:</b>  <b>Fail:</b> One or more pass criteria not achieved  <b>Pass:</b> All pass criteria and up to 8 distinction criteria achieved  <b>Distinction:</b> All pass criteria and 9 or more distinction criteria achieved</p>

### Overall EPA grade calculation:

Grades from individual assessment methods are combined in the following way to determine the grade of the EPA as a whole:

(Any grade = fail, pass, distinction)

Assessment method KT	Assessment method OQ	Assessment method IPE	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	Distinction	Pass	<b>Pass</b>
Distinction	Pass	Distinction	<b>Pass</b>
Distinction	Pass	Pass	<b>Pass</b>
Pass	Pass	Distinction	<b>Pass</b>
Pass	Distinction	Distinction	<b>Distinction</b>
Distinction	Distinction	Pass	<b>Distinction</b>
Distinction	Distinction	Distinction	<b>Distinction</b>

## Specimen assessments

### KT sample questions

#### Question 1

Before commencing line cleaning on a fixed ringmain system, what should the technician do?

- a. Disconnect the gas supply to the keg coupler
- b. Connect the keg coupler to the gas supply
- c. Sterilise cleaning seals and sockets with a sanitiser
- d. Remove tap nozzles, orifice plates and sparklers

Correct answer: a

#### Question 2

What is equilibrium pressure?

- a. The maximum pressure required in the keg
- b. The minimum pressure required to dispense beer quickly
- c. The pressure required to dissolve the additional carbon dioxide into the beer at a specific temperature
- d. The pressure required to maintain the carbon dioxide content of the beer at a specific storage temperature

Correct answer: d

### Question 3

Why is carbon dioxide used in soft drinks systems?

- a. To balance the pressure inside the syrup container
- b. To carbonate the water and drive the syrup pump
- c. To force the syrup into the carbonator
- d. To prevent excessive foam formation in the carbonator

Correct answer: b

### OQ Sample Questions

S13, K2, K18	Give 3 reasons why parts become worn or broken. How can you prevent these problems happening?
K12	Outline 2 routine and 2 non-routine issues that affect the perfect pour. How can you resolve them?
S16, S17	How do contaminated lines affect the quality and safety of a drink product? How would you mitigate against contamination?

### IPE Sample Questions

K9, S5, S6	State three items you use during routine maintenance. Explain the stock management issues you have to consider in ensuring their availability.
S20	Describe the process you would take if you had to return an air compressor. How would you decide whether it should be returned for stock, for further investigation or destroyed.
K18	Give an example of an improvement technique you have used. What value do these sorts of techniques give to the business?

## Additional information and guidance

Additional information relating to the EPA and Drinks Dispense Technician apprenticeship can be found in the following documents:

- Drinks Dispense Technician standard and End-point Assessment Plan ST0752 V1.1, available from [Drinks dispense technician / Institute for Apprenticeships and Technical Education](#)
- Drinks Dispense Technician Standard ST0752 V1.1 – Employer and Training Provider Guide to End-point Assessment, available from [epa@fdq.org.uk](mailto:epa@fdq.org.uk)

FDQ has produced a number of guidance documents and specimen assessments to support apprentices, training providers and employers. Please contact [epa@fdq.org.uk](mailto:epa@fdq.org.uk) for further details.

## Record of revisions to this document

Version	Description of change	Date

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