Training Qualifications UK

TQUK Level 2 End-Point Assessment for ST0389 **Poultry Worker** V1.0

Qualification Number: 610/2111/8

Standard Specification

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Key Information

Reference:	ST0389
Version:	V1.0
Level:	2
Minimum duration to gateway:	12 months (this does not include EPA period)
Typical EPA period:	No window is prescribed
Maximum funding:	£5000
Route:	Agriculture, environmental and animal care
Approved for delivery:	7 June 2018
Date updated:	02/03/2023
Lars code:	284
EQA provider:	Ofqual

Apprenticeship Summary

Overview of the Role

Farming birds for their eggs or meat.

Occupation Summary

Role Profile (what the successful candidate should be able to do at the end of the apprenticeship)

The key role for a Poultry Worker is to raise the animals with optimal welfare and consideration for their needs throughout the different stages of their life. This is practical work involving a combination of technology and manual labour. Being a Poultry Worker requires compassion, self-motivation and the ability to work both independently and as a team player. Poultry Workers will be responsible for their own work, but will have close supervision. As animal welfare is a priority on farm, key to being a good Poultry Worker is understanding your limits and knowing when to ask for help. A Poultry Worker is responsible for supporting the bird development process, maintaining bird accommodation and preparing and monitoring the livestock production environment whether this is on a farm or in a hatchery. This will include ensuring they are looked after to meet health and welfare requirements as well as performance targets while maintaining effective biosecurity at site. This standard follows a 'core and options' approach. The core covers the generic requirements for looking after birds competently and the sector options provide more specific needs for different stages of the process, rearing, breeding and egg laying, hatchery and grow out farms. These are permanent stages in the process and not seasonal roles. To complete the standard, a Poultry Worker should complete the core elements and one option.

One option will be taken in addition to the core knowledge, skills and behaviours.

Typical Job Titles

The agriculture industry offers exciting and varied careers in the UK and abroad providing unique opportunities for young people to work in a technically advanced and innovative environment, producing one of the country's most important products – food. Businesses within the industry range from small family farms through to large integrated organisations working across the food supply chain.

Professional Recognition

On completion of the Level 2 Poultry Worker standard, suitably able candidates will be able to progress to a higher technical role in poultry agriculture.

Assessment Methods

This end-point assessment (EPA) for this standard consists of three assessment methods:

Multiple choice test

Observational practical assessment

Professional discussion

Assessment Order

Assessments are completed on the same day in the following order:

1. Multiple choice test
2. Observational practical assessment (see dispensation information)
3. Professional discussion

EPA Window

There is no prescribed EPA window.

Gateway Considerations

Before the apprentice can start their EPA, the training provider is required to upload the following:

- Photo ID
- Portfolio of evidence

At gateway, the training provider is also requested sign a declaration to confirm that the English and maths requirements have been met in line with the funding rules.

Dispensation

A temporary dispensation has been applied to the end point assessment plan for this apprenticeship. This dispensation supersedes any other dispensation information elsewhere in this document.

Please see https://www.instituteforapprenticeships.org/apprenticeship-standards/st0389-v1-0 for further information.

The key changes are:

The Observational Practical Assessment (OPA) will be replaced with an extended question and answer (Q&A) session informed by specific video and photographic evidence to set requirements.

The video evidence must be comprised of two set tasks that target a range of KSBs that are mapped to the OPA.

Each task will require video evidence (up to a maximum of 15 minutes each) and should be captured in the workplace or other suitable environment.

The tasks may be simulated where required (e.g. to support seasonal availability), though examples of genuine real-world activities that align with the evidence requirements are preferred where possible.

The photographic evidence will support the video evidence by capturing other areas of performance against the KSBs not covered by the two main tasks. The quantity of images will vary depending on the nature of the KSBs being captured.

The apprentice is required to collate video and photographic evidence during the post-gateway period, but it can be obtained a maximum of four weeks prior to the apprentice's gateway date in order to avoid any crossover with the portfolio of evidence.

All evidence must be submitted 10 days prior to the date that the Q&A session is due to take place. This is to allow the End-Point Assessor to generate appropriate questions.

The video and photographic evidence will be reviewed by both the apprentice and the assessor during the Q&A session.

The Q&A session will be a maximum of two hours (inclusive of reviewing all evidence such as playing the video evidence).

The Q&A session may take place remotely, by video conferencing using Microsoft Teams.

Multiple Choice Test

Assessment Overview

The multiple choice test consists of **30 questions**. Each question has four possible answers, one of which is correct. One mark is awarded for each correct answer.

The questions will assess the knowledge criteria assigned to this assessment method.

The apprentice will have a maximum of **45 minutes** to complete the test. This is a formal assessment, therefore it must take place in a controlled environment, free from any distractions. The apprentice will take their test online.

Grading

This assessment is graded according to the table below:

Marks	Grade
0-17	Fail
18-23	Pass
24-30	Distinction

Multiple Choice Test Core Knowledge

What is Being Assessed	The Statements Below Describe the Essential Core Knowledge
Species Knowledge	Relevant species/breed, its characteristics, behaviours, production cycle, and welfare requirements.
Food Safety	Importance of food safety including personal hygiene and good hygiene practice and procedures for the relevant site environment.
Health and Safety	Health and safety requirements for the individual and the workplace including relevant company procedures and legislative standards.
Maintaining Equipment	Safe and effective methods of operating and maintaining equipment appropriate to the site environment.
Biosecurity	Importance of good site biosecurity and the procedures and controls that have to be in place to maintain it including general security rules relevant to the site.
Dietary Requirements	Correct diet and water requirements relevant to the species and point in the life cycle and the impact of any change.
Environmental Conditions	Correct environmental conditions relevant to the species and point in the life cycle and the impact of any change.
Operational Procedures	Correct procedures for humane culling, storing and disposal.
Handling and Transportation	Correct procedures for handling, storing, moving, and transporting birds/eggs.
Welfare	Relevant welfare codes of practice including the five freedoms, (Freedom from hunger and thirst, Freedom from discomfort, Freedom from pain, injury or disease, Freedom to express normal behaviour, Freedom from fear and distress by ensuring conditions and treatment which avoid mental suffering. The impact of the poultry worker on welfare.
Industry Codes of Practice	Business/industry and legislative requirements including industry assurance standards.
Bird Health	Signals and behaviours to look for that indicate health or welfare issues and the actions required to mitigate them.
Stock Control	Methods for stock control, record keeping and reporting.
Performance Metrics	Relevant costs, waste management procedures, bird metrics and site targets necessary to deliver effective performance.
Technology	Relevant technology appropriate to the process, for example controls and software.

Observation

See dispensation information

Assessment Overview

Examples of scenarios an apprentice may be observed in have been designed to be conducted at any point in the production cycle or process when poultry or eggs are on site, and relate to the apprentice's chosen specialist option. Apprentices will be expected to complete the activities and demonstrate the required skills. In doing so, they will also be able to demonstrate the application of knowledge through responses to questions prepared by the End-Point Assessor.

The observation activity is designed to enable the apprentice to demonstrate the knowledge, skills and three behaviours assigned to this assessment method, listed in the table below.

The observational practical assessment will be conducted at the apprentice's workplace or a similar workplace. The observation must be face-to-face.

The observation period will last **120 minutes**. A 10% variance is permitted at End-Point Assessor's discretion to allow the apprentice to complete their task. No new tasks will be observed after the time limit has been reached.

Training providers are required to make the End-Point Assessor aware of any limitations in assessment premises or the available production cycle or process, which would constrain the skills to be assessed at the time of the observation.

Grading

This assessment is graded distinction, merit, pass or fail according to the grading criteria.

To achieve a pass in this assessment, the apprentice must meet all the pass criteria.

To be awarded a distinction, the apprentice must meet all the pass criteria and they must demonstrate that, in preparation for the assessment, they have identified and implemented improvements in at least one skill area, as well as the Improvement Focus in behaviours.

If the apprentice does not meet all the pass criteria, this assessment will be graded as a fail.

Observation/Video Tasks Grading Criteria

	Grading Descriptors	
Knowledge	**Species Knowledge** Relevant species/breed, its characteristics, behaviours, production cycle, and welfare requirements.	
	Pass	**Distinction**
	• Monitor and maintain the health of the bird/egg. • Diagnose bird/egg condition and act appropriately.	N/A
	Food Safety Importance of food safety including personal hygiene and good hygiene practice and procedures for the relevant site environment.	
	Pass	**Distinction**
	• Implement site and personal hygiene procedures, including relevant protocols for entering and leaving site. • Maintain a clean environment in line with agreed standards for the facility.	N/A
	Health and Safety Health and safety requirements for the individual and the workplace including relevant company procedures and legislative standards.	
	Pass	**Distinction**
	• Work in a safe manner and maintain a safe working environment. • Carry out the relevant site procedures and report incidents/unsafe conditions.	N/A

Knowledge	**Maintaining Equipment** Safe and effective methods of operating and maintaining equipment appropriate to the site environment.	
	Pass	**Distinction**
	• Maintain and operate equipment (relevant to age/breed/bird requirement) safely and effectively. • Utilise technology and systems appropriate to the operation. • Conduct appropriate checks in a timely manner and maintain/update/keep records as relevant. • Monitor and report performance metrics for their operation.	N/A
	Biosecurity Importance of good site biosecurity and the procedures and controls that have to be in place to maintain it including general security rules relevant to the site.	
	Pass	**Distinction**
	• Implement and monitor site biosecurity rules and procedures. • Implement corrective actions when required. • Apply site security rules.	N/A
	Environmental Conditions Correct environmental conditions relevant to the species and point in the life cycle and the impact of any change.	
	Pass	**Distinction**
	• Operate environmental control systems in line with instruction/ procedure (as relevant for the species, point in life cycle).	N/A

Knowledge	**Operational Procedures** Correct procedures for humane culling, storing and disposal.	
	Pass	**Distinction**
	• Implement and monitor site biosecurity rules and procedures. Implement corrective actions when required. Apply site security rules. • Adhere to and apply welfare codes of practice including the 5 freedoms. Apply and act on business/industry and legislative requirements including industry assurance standards relevant to the operation. • Display the communication skills needed to work effectively in the appropriate environment. • Demonstrate appropriate reading, writing and numeracy skills in carrying out roles and tasks. • Demonstrate problem-solving skills in carrying out roles and tasks. Interact effectively with colleagues, managers, and site visitors.	N/A
	Handling and Transportation Correct procedures for handling, storing, moving, and transporting birds/eggs.	
	Pass	**Distinction**
	• Prepare facilities for arrival/departure of birds. • Move and transport birds safely, effectively, and compassionately without undue stress. • Apply and use appropriate manual handling techniques.	N/A

Knowledge

Welfare

Relevant welfare codes of practice including the five freedoms, (Freedom from hunger and thirst, Freedom from discomfort, Freedom from pain, injury or disease, Freedom to express normal behaviour, Freedom from fear and distress by ensuring conditions and treatment which avoid mental suffering.

The impact of the poultry worker on welfare.

Pass	Distinction
• Monitor and maintain the health of the bird/egg. • Diagnose bird/egg condition and act appropriately.	N/A

Industry Codes of Practice

Business/industry and legislative requirements including industry assurance standards.

Pass	Distinction
• Prepare facilities for arrival/departure of birds. • Move and transport birds safely, effectively, and compassionately without undue stress. • Apply and use appropriate manual handling techniques. • Monitor and maintain the health of the bird/egg. • Diagnose bird/egg condition and act appropriately. • Environment. • Operate environmental control systems in line with instruction/ procedure (as relevant for the species, point in life cycle). • Adhere to and apply welfare codes of practice including the 5 freedoms. • Apply and act on business/industry and legislative requirements including industry assurance standards relevant to the operation.	N/A

Knowledge	**Bird Health** Signals and behaviours to look for that indicate health or welfare issues and the actions required to mitigate them.	
	Pass	**Distinction**
	• Monitor and maintain the health of the bird/egg. • Diagnose bird/egg condition and act appropriately.	N/A
	Stock Control Methods for stock control, record keeping and reporting.	
	Pass	**Distinction**
	• Maintain and operate equipment (relevant to age/breed/bird requirement) safely and effectively. • Utilise technology and systems appropriate to the operation. • Conduct appropriate checks in a timely manner and maintain/update/keep records as relevant. • Monitor and report performance metrics for their operation.	N/A
	Performance Metrics Relevant costs, waste management procedures, bird metrics and site targets necessary to deliver effective performance.	
	Pass	**Distinction**
	• Maintain and operate equipment (relevant to age/breed/bird requirement) safely and effectively. • Utilise technology and systems appropriate to the operation. • Conduct appropriate checks in a timely manner and maintain/update/keep records as relevant. • Monitor and report performance metrics for their operation.	N/A

	Specialist Options - Rearing
Knowledge	**Brooding Knowledge**
	• Equipment (e.g. brooders/heaters, feeders, drinkers, lights'), resources, appropriate conditions and feed and water provision required for brooding birds.
	Bird Handling Knowledge
	• How birds should be handled and placed in their new environment.
	Growth Impactors
	• The growth targets required for organisational purposes.
	Male Breeding Characteristics
	• The condition/physical characteristics of males suitable and unsuitable for breeding.
	Basic Principles of Vaccination
	• Basic principles of vaccination and the importance of correct administration.

	Specialist Options - Breeding
Knowledge	**Production Targets**
	• Production targets for the appropriate breed/species.
	Breeding Conditions
	• The appropriate conditions and resources necessary to bring birds into lay.
	Fertility Factors
	• The correct dosage and quality of semen used for artificial insemination and frequency required to maximise fertility where relevant to species.

Knowledge	Specialist Options - Egg Production
	Production Understanding
	• Production targets for the appropriate breed/species.
	Understanding of Environment
	• Appropriate conditions and resources necessary to bring birds into lay.

Knowledge	Specialist Options - Hatching
	Egg Storage
	• Correct storage conditions for eggs.
	Egg Knowledge
	• Why eggs would be unsuitable for incubation.
	Incubation Understanding
	• Appropriate incubation conditions/times relevant to the species.
	Egg Condition
	• How to recognise infertile eggs.
	Bird Condition
	• Conditions of birds unfit for transport and the correct despatch method in-line with legislation.
	Basic Principles of Vaccination
	• Basic principles of vaccination.

	Specialist Options - Grow Out
Knowledge	**Bird Growth Conditions**
	• Equipment e.g., brooders/heaters, feeders, drinkers, lights', resources, appropriate conditions and feed and water provision required for brooding birds where applicable.
	Bird Handling Knowledge
	• How birds should be handled and placed in their new environment.
	Growth Impactors and Targets
	• Growth targets required for organisational purposes.

Skills	Grading Descriptors
	Health and Safety
	Pass
	• Work in a safe manner and maintain a safe working environment. • Carry out the relevant site procedures and report incidents/unsafe conditions.
	Biosecurity
	Pass
	• Implement and monitor site biosecurity rules and procedures. • Implement corrective actions when required. • Apply site security rules.
	Hygiene and Food Safety
	Pass
	• Implement site and personal hygiene procedures, including relevant protocols for entering and leaving site. • Maintain a clean environment in line with agreed standards for the facility.
	Bird Handling
	Pass
	• Prepares facilities for arrival/ departure of birds. • Moves and transports birds safely, effectively, and compassionately without undue stress. • Applies and uses appropriate manual handling techniques.

Skills	**Welfare**
	Pass
	• Monitors and maintains the health of the bird/egg. • Diagnoses bird/egg condition and acts appropriately.
	Environment
	Pass
	• Operate environmental control systems in line with instruction/ procedure (as relevant for the species, point in life cycle).
	Operations
	Pass
	• Maintain and operate equipment (relevant to age/breed/bird requirement) safely and effectively. • Utilise technology and systems appropriate to the operation. • Conduct appropriate checks in a timely manner and maintain/update/keep records as relevant. • Monitor and report performance metrics for their operation.
	Standards
	Pass
	• Adheres to and applies welfare codes of practice including the 5 freedoms (as described in knowledge). • Applies and acts on business/industry and legislative requirements including industry assurance standards relevant to the operation.
	People
	Pass
	• Communicates effectively in the appropriate environment. • Uses reading, writing and numeracy skills in carrying out roles and tasks. • Uses problem solving skills in carrying out roles and tasks. • Interacts effectively with colleagues, managers, and site visitors.

	Specialist Options - Rearing
Skills	**Brooding Procedures**
	• Assist with preparing necessary equipment and appropriate conditions for new birds. Prepare/provide appropriate feed and water.
	Bird Handling Technique
	• Handle birds in the appropriate manner and place them in the correct area/quantity.
	Effective Rearing
	• Assisting with rearing birds to suitable/target weight and condition for breeding – assess, according to instruction, that the growth of young birds meets production targets in line with organisational requirements.
	Breeding Selection
	• Assisting with selection of suitable males for breeding - correctly identify males suitable and unsuitable for breeding.
	Vaccine Assistance
	• Assist with preparing and administering vaccine – follow instructions precisely and correctly when assisting with administering a treatment.

	Specialist Options - Breeding
Skills	**Breeding Process Implementation**
	• Assist with bringing birds into lay – accurately and correctly measure the development of the birds using the appropriate method and equipment. Assist with providing the appropriate conditions and resources necessary to bring birds into lay.
	Egg collection, grading and storage
	• Collection, grading and storage of eggs for breeding purposes– Handle, grade, mark, and store eggs in line with organisational requirements.
	Semen collection
	• Assist with artificial insemination if relevant to species including the insemination of hens in-line with organisation requirements.

	Specialist Options - Egg Production
Skills	**Lay Process**
	• Assist with bringing birds into lay– accurately and correctly measure the development of the birds using the appropriate method and equipment. • Assist with providing the appropriate conditions and resources necessary to bring birds into lay.
	Egg Process
	• Collection, grading and storage of eggs for human consumption– Handle, grade, mark, and store eggs in line with organisational requirements.

	Specialist Options - Hatching
Skills	**Egg Receipt**
	• Receive and select eggs for hatching – Store eggs in suitable environment/conditions. • Select eggs for incubation in line with organisation requirements.
	Incubation Process
	• Prepare, load, and incubate hatching eggs –prepare eggs for incubation at set times, prepare the incubator correctly to receive eggs, load eggs into the incubator correctly. • Assist with checking egg fertility and selecting eggs for transfer in line with organisational requirements.
	Hatch and Despatch Process
	• Hatch and despatch poultry – Take off poultry, correctly recognise and dispose of sub-standard products in-line with legal and organisational requirements, prepare birds for transportation.
	Vaccine Administration
	• Assist with preparing and administering vaccine – follow instructions precisely and correctly when assisting with administering a treatment.

	Specialist Options - Grow Out
Skills	**Growing Preparation**
	• Brooding/growing procedures appropriate to species - assist with preparing necessary equipment and appropriate conditions for new birds. • Prepare/provide appropriate feed and water.
	Bird Handling Techniques
	• Handle birds in the appropriate manner and place in correct area/quantities.
	Growing Process
	• Assisting with rearing birds to suitable/target weight and condition for processing - assess, according to instruction, that the growth of young birds meets production targets in line with organisational requirements.

Behaviours

Grading Descriptors	
Responsibility and Ownership Take appropriate responsibility and ownership, for good welfare practice, care of animals' integrity/ethics in the process and site standards.	
Pass	**Distinction**
• Monitors and maintains the health of the bird/egg. • Diagnoses bird/egg condition and acts appropriately.	NA
Improvement Focus Adapts to changes in conditions, technologies, situations and working environments, willing to accept changing priorities and work patterns when new jobs need to be done, or requirements change.	
Pass	**Distinction**
• Maintains and operates equipment e.g. ventilation, feeding equipment, drinking equipment, incubators and nest boxes (relevant to age/breed/bird requirement) safely and effectively. • Utilises technology and systems appropriate to the operation (some examples may include computerised shed environmental management equipment, hatchery processing equipment, environmental testing equipment, egg grading and packing equipment). • Conducts appropriate checks in a timely manner and maintains/ updates/keeps records as relevant. • Monitors and reports performance metrics for operations.	• Able to adapt to changes in conditions, technologies, situations and working environments, willing to accept changing priorities and work patterns when new jobs need to be done, or requirements change. • This behaviour is intrinsically linked to the demonstration of the skills improvements necessary to achieve distinction.
Resilience and Commitment Resilience and determination, shown in their commitment to their work, consistency in results and willingness to do more.	
Pass	**Distinction**
• Adheres to and applies welfare codes of practice including the 5 freedoms (as described in knowledge). • Applies and acts on business/industry and legislative requirements including industry assurance standards relevant to the operation.	NA

Portfolio of Evidence

Overview

To support the professional discussion the apprentice must produce a portfolio of evidence.

The portfolio, which is completed with the support of the training provider and the employer during the On-Programme element of the apprenticeship, will detail the progress made in learning the KSBs needed to be put forward for the EPA.

The evidence in the portfolio will be referenced and used by the End-Point Assessor to validate behaviours through further questioning in the professional discussion. The portfolio will not be assessed.

The portfolio will include at least one piece of evidence per skill criteria, including the apprentice's specialist option, which should also demonstrate sufficient knowledge. One piece of evidence can be used to support multiple outcomes.

The portfolio will contain evidence to support progress, which can include, but is not limited to:

- Examples of Behaviours
- Written Examples
- Responses and Illustrations
- Written Summaries
- Reports
- Support Documentation.

The portfolio Mapping and Tracking Form allows the apprentice to identify which piece of evidence meets each KSB. They must provide evidence for all the KSBs. Incomplete portfolios will be rejected at the gateway stage.

If completing the Mapping and Tracking Form, apprentices are encouraged to pinpoint the location of any evidence so the End-Point Assessor can easily identify where it is located.

Professional Discussion

Assessment Overview

The professional discussion can take place face-to-face or remotely.

The training provider will submit the apprentice's portfolio of evidence at gateway. The End-Point Assessor will then have **10 days** to prepare questions for the professional discussion, based on the contents of the apprentice's portfolio and relevant to the KSBs assigned to this assessment.

The professional discussion will take place on the same day as all other assessment components.

The professional discussion will last **45 minutes**. A 10% variance is permitted at the End-Point Assessor's discretion to allow the apprentice to finish their final answer or point. No new questions will be asked after the time limit has been reached. This is a formal assessment which must take place in a controlled environment.

During the discussion, the apprentice may refer to their portfolio and notes.

Grading

This assessment is graded as distinction, pass or fail according to the grading criteria.

To achieve a pass in this assessment, an apprentice must meet all the pass criteria. To be awarded a distinction, they must meet all the pass criteria and all the distinction criteria.

If an apprentice does not meet all the pass criteria, this assessment will be graded as a fail.

Professional Discussion Grading Criteria

Behaviours	Grading Descriptors	
	Attitude and Diligence A strong work ethic through punctuality, consistent standards, diligence in the quality of their work quality, a positive attitude and good attention to detail.	
	Pass	**Distinction**
	• Show a strong work ethic through punctuality, consistent standards, diligence in the quality of their work quality, a positive attitude and good attention to detail.	NA
	Responsibility and Ownership Take appropriate responsibility and ownership, for good welfare practice, care of animals' integrity/ethics in the process and site standards.	
	Pass	**Distinction**
	• Monitors and maintains the health of the bird/egg. • Diagnoses bird/egg condition and acts appropriately.	NA
	Challenge and Initiative A positive mind set, through their willingness to learn, proactive approach, ability to act on their initiative, and willingness to solve problems and acquire.new skills.	
	Pass	**Distinction**
	• Display a positive mind set, through their willingness to learn, proactive approach, ability to act on their initiative, and willingness to solve problems and acquire new skills.	NA
	Respect For Others Works well with others, give and receive information, show respect for other people, help colleagues and share what they know.	
	Pass	**Distinction**
	• Ability to work well with others, give and receive information, show respect for other people, help colleagues, and share what they know.	NA

Behaviours		
	Improvement Focus Adapts to changes in conditions, technologies, situations and working environments, willing to accept changing priorities and work patterns when new jobs need to be done, or requirements change.	
	Pass	**Distinction**
	• N/A	• Looks to continuously improve their operation, and adapt quickly to changing conditions, technologies, situations and working environments. • Able to prioritise effectively and adapt to changing circumstances.
	Resilience and Commitment Resilience and determination, shown in their commitment to their work, consistency in results and willingness to do more.	
	Pass	**Distinction**
	• Demonstrates resilience and determination, shown in their commitment to their work, consistency in results and willingness to do more.	NA

Overall Grading

This standard is graded as distinction, pass or fail. Each assessment component is graded individually. Once all assessment components have been completed, the grades are combined as described in the table below to determine the overall grade.

The apprentice needs to get the relevant grade in every single assessment component to achieve that grade overall. This means three passes, equals a pass, and three distinctions equals a distinction.

Knowledge Test	Observation	Professional Discussion	Overall Grade
Pass	Pass	Pass	Pass
Distinction	Distinction	Distinction	Distinction
A fail in any assessment component will result in a fail overall.			

Resits and Retakes

If an apprentice fails any of the assessment components, they will be eligible for a resit or retake. A resit does not require further learning, whereas a retake does. Resits/retakes will not be offered to apprentices wishing to move from pass to distinction.

Appeals

Training Qualifications UK's Appeals Policy, including time frames, can be found here.