



**SPECIFICATION - LEVEL 2 WATER
NETWORK OPERATIVE v1.2
(ST0898)**



Introduction

The Water Network Operative Level 2 apprenticeship develops the skills and knowledge to construct, maintain, and repair water supply network infrastructure. Operatives work in the field across a variety of sites, installing and repairing mains, pipes, and associated fittings to ensure a safe and reliable water supply. The role involves operating plant and equipment, working to industry standards and procedures, and ensuring the health, safety, and welfare of themselves, colleagues, and the public while providing excellent customer service.

Key Information	
Name	Water Network Operative ST0898
Level	2
Duration	18 months on-programme, 3 months EPA window
Funding Band	£13,000
Prerequisites and Entry Requirements	Before final assessment of the qualification, the Learner must be employed in a relevant role, meet Gateway requirements before taking the End-Point Assessment. have completed a portfolio of evidence and, if applicable, have passed the required Functional Skills. There are no mandatory qualifications required for this this End-Point Assessment.
Pathways	An apprentice must be trained and assessed against the core and one option. The options are: Clean water network operative and Waste water network operative.
Methods of Assessment	There are three assessment methods, practical assessment in a simulated environment, question and answer session (underpinned by a portfolio of evidence) and a multiple-choice test.
Simulated Assessment	The practical assessment will take place in a simulated environment selected by the EPAO. This may include the EPAO's premises, a training provider's premises, an employer's training facility, a test centre, or another suitable simulated environment.
Grading	Learners will be assessed across the three assessment components and awarded a grade of Fail, Pass, or Distinction. The overall result from each assessment method is combined to decide the overall grade of a Fail, Pass, or Distinction. Grading criteria are outlined in the End-Point Assessment Plan and associated guidance documents.
Link to assessment plan	Water network operative / Skills England

End-Point Assessment Objective

The End-Point Assessment (EPA) confirms the apprentice's ability to work independently as a Water Network Operative, installing, maintaining, and repairing water network assets to specification and industry standards. This includes working safely, operating tools and equipment effectively, responding to emergencies, and delivering high-quality service across a range of work environments.

Programme Structure

Throughout the programme, apprentices will gain practical skills and underpinning knowledge in a variety of settings. They will be employed in a relevant role for typically 18 months, during which they will compile a portfolio of evidence with support from their assessor. The assessor will monitor progress against the standard to ensure the apprentice is fully prepared for the EPA.

Available Support

Sample assessment materials for the practical assessment, question and answer session and the multiple-choice test are available to approved training providers to support learner preparation and ensure consistency in delivery.

KSB Mapping Table

Knowledge	Assessment Method
Core	
K1: Health and safety practice: risk assessments and safe systems of work, permits to work, working in confined spaces, Personal Protective Equipment (PPE), manual handling.	Multiple-choice test
K2: Health and safety regulations and procedures: Health and Safety at Work Act 1974, New Roads and Street Works Act 1991, Working at Heights, Provision and Use of Work Equipment Regulations (PUWER), Control of Substances Hazardous to Health (COSHH), Lifting Operations Lifting Equipment Regulations (LOLER), first aid, fire safety.	Multiple-choice test
K3: Types and uses of asbestos and where they may come into contact; safe work practices, control measures, and protective equipment needed to undertake asbestos mains work.	Multiple-choice test
K4: Pollution; the risks and consequences of pollution incidents on people and the environment. Including types of pollution, control measures, light, noise, smells, spills, and waste.	Question and answer session
K5: Environmental and sustainability regulations and guidance, including the Environmental Protection Act and hazardous waste regulation. The environmental impact of clean and waste water operations.	Question and answer session
K6: Policies and procedures for escalating environmental and pollution incidents.	Question and answer session
K7: Identify utility assets on maps or drawings.	Multiple-choice test
K8: Principles and processes that underpin the locating of utility network assets; health and safety guidance on avoiding damage to underground utility services.	Practical assessment
K9: Pre and post use checks, operation, maintenance, and storage requirements, for utility network operations equipment and tools including utility location equipment.	Practical assessment
K10: Gas detection equipment.	Practical assessment

K11: Principles of traffic management control and safe working practices when working on the highway and on site.	Multiple-choice test
K12: Trench support systems and when to use them. Including sheeting, mechanical sheeting, lightweight and proprietary systems.	Multiple-choice test
K13: Requirements for the backfill and reinstatement of road and pavement surfaces after water network construction or repair.	Multiple-choice test
K14: Excavation techniques: open cut, moling, vacuum extraction.	Question and answer session
K15: Pipe cutting techniques.	Practical assessment
K16: Escalation procedures for emergency situations, including emergency services, highways authorities, local authorities, Environment Agency, and utility companies.	Question and answer session
K17: Roles and responsibilities of industry stakeholders, including: Drinking Water Inspectorate, The Water Services Regulation Authority (OFWAT), Consumer Council for Water, Environment Agency, and DEFRA.	Multiple-choice test
K18: Ethical business practices, including Customer Experience Measure (CMEX), Regulatory and Legislative Performance Measures, Guaranteed Standards Scheme (GSS) and Director General (DG) in response to written complaints (DG7).	Multiple-choice test
K19: Reporting channels; limits of authority.	Question and answer session
K20: Verbal communication techniques – giving and receiving information using industry terminology. Matching style to audience.	Practical assessment
K21: Written communication techniques and documentation requirements including job sheets.	Practical assessment
K22: Equity, diversity and inclusion considerations in the workplace.	Question and answer session
K23: Information technology and digital: email, equipment digital interfaces, management information systems. General Data Protection Regulation (GDPR). Cyber security.	Question and answer session
K24: Work organisation and time management techniques.	Practical assessment
K25: Team working principles.	Question and answer session
K26: Standard operating procedures (SOP).	Practical assessment
Clean water network operative.	
K27: Regulation 31 of the Water Supply (Water Quality) Regulations	Multiple-choice test
K28: National Water Hygiene (water quality as a food source and product).	Practical assessment
K29: Procedures for the construction and connection of clean water network mains and services.	Practical assessment

K30: Principles of working with asbestos in the clean water network.	Multiple-choice test
K31: Procedures for the repair of clean water network assets.	Practical assessment
K32: Principles to assess and test the integrity of the repair on the water asset.	Practical assessment
K33: Common faults and issues in the clean water network. Problem solving techniques.	Question and answer session
K34: Consequences of bursts and leaks on people and the environment.	Question and answer session
K35: Procedures for the disposal of chlorinated water.	Question and answer session
K36: Continuous supply procedures.	Question and answer session
K37: Pumping equipment.	Question and answer session
K38: The use and removal of chemicals to avoid contamination in the water network, in line with regulations.	Question and answer session
K39: Disinfection procedures for clean water mains and services.	Practical assessment
K40: Principles and reasons for taking water samples.	Multiple-choice test
K41: The safe operation of hydrants and valves, in line with company procedures.	Question and answer session
Waste water network operative.	
K42: Procedures for the construction and connection of waste water network assets, including sewers, drains, and combined sewer overflows.	Practical assessment
K43: Procedures for repairs in waste water.	Practical assessment
K44: Procedures for dealing with contamination and pollution.	Question and answer session
K45: Principles of working with asbestos in the waste water network.	Multiple-choice test
K46: Personal hygiene measures.	Practical assessment
K47: The operating principles of sewerage pumps and pumping stations and their impact on the network.	Question and answer session
K48: Pumping stations - lock off and isolation procedures for pumps.	Question and answer session
K49: Preparations needed for a no dig team.	Question and answer session
K50: Principles of wastewater flows.	Practical assessment
Skill	Assessment Method
Core.	
S1: Identify hazards and implement controls to reduce risks to people and the environment.	Practical assessment

S2: Comply with a safe system of work, including permits, work and engineering instructions.	Practical assessment
S3: Identify and organise resources.	Practical assessment
S4: Comply with workplace health, safety and environmental policy and practice; use of Personal Protective Equipment (PPE) and safety equipment.	Practical assessment
S5: Follow procedures for signing, lighting and guarding as well as public and pedestrian segregation and escalate issues if required.	Practical assessment
S6: Identify, locate and avoid damage to underground utility services.	Practical assessment
S7: Carry out safe excavation practices for utility network services.	Question and answer session
S8: Monitor and maintain site conditions; good housekeeping.	Practical assessment
S9: Select, check and operate equipment and tools; report faults if required.	Practical assessment
S10: Maintain and store equipment and tools, for example charge batteries, clean equipment, grease machines, re-fuel.	Practical assessment
S11: Communicate with others verbally for example, internal and external customers, colleagues and managers.	Practical assessment
S12: Use gas detection equipment.	Practical assessment
S13: Communicate in writing with others and record task information, for example, job sheets.	Practical assessment
S14: Follow standard operating procedures (SOP).	Practical assessment
S15: Use information technology and digital systems. Comply with GDPR and cyber security.	Question and answer session
S16: Carry out learning and development activities.	Question and answer session
S17: Organise and prioritise own work.	Practical assessment
S18: Apply equity, diversity and inclusion rules.	Question and answer session
S19: Apply team working principles.	Question and answer session
S20: Carry out pipe cutting.	Practical assessment
Clean water network operative.	
S21: Carry out squeeze off activities.	Question and answer session
S22: Join materials by fusion techniques.	Question and answer session
S23: Join materials by mechanical means on clean water assets.	Practical assessment
S24: Drill and tap clean water assets.	Question and answer session

S25: Install clean water assets.	Practical assessment
S26: Conduct disinfection procedures for clean water mains and services.	Practical assessment
S27: Check the performance of the asset and escalate issues if necessary.	Practical assessment
S28: Use continuous supply procedures.	Question and answer session
S29: Repair water network asset.	Practical assessment
S30: Identify and solve common issues within the clean water network.	Question and answer session
S31: Use pumping equipment.	Question and answer session
S32: Follow hygiene procedures.	Practical assessment
Waste water network operative.	
S33: Install or replace waste water assets.	Practical assessment
S34: Replace and join materials by flexible seals, for example band seals on waste water services.	Question and answer session
S35: Prepare the site for a no dig team.	Question and answer session
S36: Carry out excavation and shoring of deep excavations.	Question and answer session
S37: Repair waste water network assets.	Practical assessment
S38: Use mitigation methods to maintain flow, for example using pumps, stopping or diverting.	Practical assessment
S39: Identify and solve common issues within the waste water network.	Question and answer session
S40: Decontaminate equipment, tooling and PPE.	Practical assessment
Behaviours	Assessment Method
Core.	
B1: Put health and safety first.	Practical assessment
B2: Take ownership of given work.	Practical assessment
B3: Team-focus to meet work goals.	Question and answer session
B4: Support an inclusive workplace for example, respectful of different views.	Question and answer session
B5: Seek learning and development opportunities.	Question and answer session
B6: Consider the impact on the environment when using resources and carrying out work.	Question and answer session