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GQA NVQ LEVEL 2 DIPLOMA IN FLOORCOVERING  
OCCUPATIONS (CONSTRUCTION)

**Qualification Number**  
603/5285/1

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# PERSONAL COMPETENCE SUMMARY

Name	Company/Centre
Job Title	GQA Registration Number

Unit Number	UNITS OF COMPETENCE		ASSESSOR SIGNATURE Performance and knowledge assessment completed and supplemented with evidence overtime	DATE
	MANDATORY UNITS	Level		
A/503/1170 641	Conforming to General Health, Safety and Welfare in the Workplace	1	2	
J/503/1169 642	Conforming to Productive Working Practices in the Workplace	2	3	
F/503/1171 643	Moving, Handling and Storing Resources in the Workplace	2	5	
K/617/8823 303v2	Surface preparation to receive floorcoverings in the workplace	2	22	
H/617/8822 302v2	Setting out for laying floorcoverings in the workplace	2	19	
D/617/8821 301v2	Preparing and fitting underlays for floorcoverings in the workplace	2	14	
J/617/8828 ICSB2	Develop customer relationships	2	6	
Y/617/8820 300v2	Assessing and preparing background surfaces for floor-covering in the workplace	2	16	
F/617/8827 307v2	Assessing and evaluating conditions for floorcoverings in the workplace	2	22	

RELIABLE EVIDENCE: The forms of evidence available include ( mark as appropriate)

Observation in the workplace   
 Records of prior experience   
 Testimonial(s)   
 Work records

Assessment of knowledge   
 Witness statement(s)   
 Photographic evidence   
 External testing

Passport Style  
 Candidate Photo  
 (Mandatory)

## COMPETENCE COMPLETION SIGNATURES

By signing here, the Candidate and Assessor confirm that evidence presented is authentic and that the assessments took place in accordance with the relevant assessment strategy. Details of the assessments and evidence must be recorded in the assessment decision record/summaries at the end of each unit.

	Name and Signature	Date
Candidate		
Lead Assessor		
Internal Verifier		
EQA		

# Introduction to the Qualification

## Who is this Qualification for?

This is a work-based learning qualification for those involved in laying floorcoverings in a Construction related working environment. Although many of the skills and knowledge across floorcovering occupations are generic, not all those employed to fit floorcoverings will be fitting the same product. The group of optional units will allow specialisms of timber based, textile and resilient floorcoverings.

## What is required from candidates?

To achieve this pathway unit the survey work must be carried out in ways that will minimise the risk of damage to the work and surrounding area and using and maintaining equipment effectively.

This qualification is made up of 9 mandatory units and a group of optional units. The minimum credit value of this qualification is 127 credits.

Qualifications are now required to indicate the total qualification time (TQT), this is to show the typical time it will take someone to attain the required skills and knowledge to meet the qualification criteria, this qualification has a TQT of 1,270 hours.

Qualifications are also required to indicate the number of hours of teaching someone would normally need to gain the skills and knowledge to achieve the qualification. These are referred to as Guided Learning Hours (GLH). The GLH for this qualification is 543

Unit No	Mandatory units	Level	Credit
A/503/1170 641	Conforming to General Health, Safety and Welfare in the Workplace	1	2
J/503/1169 642	Conforming to Productive Working Practices in the Workplace	2	3
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J/617/8828 ICSB2	Develop customer relationships	2	6
Y/617/8820 300v2	Assessing and preparing background surfaces for floor-covering in the workplace	2	16
F/617/8827 307v2	Assessing and evaluating conditions for floorcoverings in the workplace	2	22
<b>Optional Units (Minimum of 18 credits)</b>			
A/617/8826 306v2	Installing timber-based floorcoverings in the workplace	2	22
M/617/8824 304v2	Installing textile floorcoverings in the workplace	2	18
T/617/8825 305v2	Installing resilient floorcoverings in the workplace	2	35

## Assessment guidance

Evidence should show that you can complete all of the learning outcomes for each unit being taken.

**Types of evidence:**

Evidence of knowledge is required. Evidence of knowledge through performance can contribute and if applicable should be demonstrated by completing projects and reports, by responding to questions or through Professional/Guided Discussions.

**Quantity of evidence:**

Evidence should show that you can meet the requirements of the units consistently over an appropriate period of time.

**Potential sources of evidence:**

Suggested sources of evidence are shown above, these can be supplemented by physical or documentary evidence, e.g.:

- Accident book/reporting system
- Safety record
- Training record
- Audio evidence
- Witness testimonies
- Photographic/ video evidence
- Notes and memos
- Telephone/e-mail records
- Customer and colleague feedback
- Records of equipment and materials
- Work records

**Please Note that photocopied or downloaded documents such as manufacturers or industry guidance, H&S policies, Risk Assessments etc, are not normally acceptable evidence for GQA qualifications unless accompanied by a record of a professional discussion or assessor statement confirming candidate knowledge of the subject. If you are in any doubt about the validity of evidence, please contact your GQA EQA.**

# GQA Qualification Implementation Requirements covering Centre Approval, Candidate Assessment and ongoing Quality Assurance

This document indicates the requirements of Approved Centres delivering GQA qualifications and / or units of credit.

## 1. Equality of Opportunity

Equality of access to fair and valid assessment is necessary for all candidates undergoing assessment. This may mean making reasonable adjustments to normal assessment methods for candidates with particular or special assessment requirements. Candidates work patterns should not become a barrier to assessment, the organisation of which may have to be flexible. In the same way, reasonable adjustment arrangements may be necessary for candidates with a disability. For example, a candidate who is unable, through disability, to produce oral or written evidence, may be allowed to use the method they normally use as a substitute for the required form of communication. Reasonable adjustments need to be approved by GQA.

## 2. Recognised/Approved Assessment Centres

2.1 Individual centres must be approved by GQA to offer specific qualifications and / or units of credit. A centre may be a single organisation or a partnership of two or more organisations. It may operate at a single location or have satellites. For further details see the GQA booklet "Guide to Centre Approval". The Centre Approval process is carried out by a GQA approved EQA. Each Centre must maintain a centre file. It is important to be clear what the steps in the assessment process are:

- plan evidence collection and opportunities for assessment
- collect evidence
- judge evidence
- determine whether sufficient evidence has been presented
- make an assessment decision and give feedback to the candidate

**NB Any deviation from the norm must be approved by a GQA EQA**

## 2.2 Assessors and Verifiers

All Assessors of candidate performance must be competent, to make qualitative judgements, both in the skills they are assessing and in the assessment of candidates and hold the appropriate Assessor national award. Assessor occupational knowledge related to the qualifications being assessed is essential and must be illustrated to GQA prior to approval.

Internal Verifiers are responsible for the quality assurance of the assessment process within a centre. They should have a relevant occupational background, be competent in internal verification and hold the Internal Verifier national award. It is recommended that Internal Verifiers work towards national recognition of assessor competence.

EQAs are responsible for ensuring accurate and consistent standards of assessment across centres, qualifications, units of credit and over time. They should have a relevant occupational background, be competent in external quality assurance and hold the relevant national external quality assurance award. GQA will approve and licence all individuals involved in the assessment and verification of its approved qualifications and / or units of credit. Individuals who are working towards the Assessor or Internal Verifier national awards can only be provisionally licensed. The judgement of provisional licence holders will need to be agreed/authorised by a fully qualified and GQA licensed individual who cannot carry out a dual role in relation to a specific candidate.

All GQA Assessors and Verifiers must undertake a minimum of 2 significant CPD activities in both occupational areas and assessment and verification. Reflective CPD records must be maintained and made available to GQA EQA's for review.

## 2.3 Centre Approval, Monitoring Reviews and Quality Assurance

The centre recognition/approval process is the start of a significant part of the awarding body's quality assurance system. The Approval process will begin with an EQA review of centre procedures to ascertain the potential centres ability to deliver GQA qualifications and / or units of credit. Centres will be expected to meet the relevant regulatory authority criteria for delivery of qualifications prior to initial approval; continued compliance with the criteria will be monitored through regular EQA visits. It is recommended that centre reviews are conducted at minimum every six months by a GQA EQA.

New or multi-site centres may be required to undertake quarterly or more frequent EV reviews to ensure that different

locations can be seen to satisfy the national requirements.

GQA will ensure that unacceptable barriers relating to the assessment and internal verification of candidates in small companies do not deny recognition of competence to competent young workers. In such circumstances, GQA will demonstrate that its quality assurance procedures remain sufficient and rigorous to ensure that the competence outcomes have standing and credibility in the occupational area.

Enhanced quality procedures to ensure consistency of assessment and verification will be necessary and will include:

- a high level of sampling of assessment decisions N.B. In some instances the EQA may visit each assessment location and qualification / unit of credit candidate (e.g. single candidates dispersed throughout different small companies on government funded programmes)
- an in-depth scrutiny of assessment plans, materials and records
- specific centre guidance aimed at the successful implementation of qualifications and / or units of credit in SMEs via approved centre partnerships. This can include guidance on the quantity and quality of valid, authentic, and transferable evidence expected to be attributed to individual candidates
- ensuring centres are following the requirements prescribed in any appropriate assessment strategies and applicable codes of practice
- the identification and publication of good practice in centres

As part of the Quality Assurance process Proskills require an Enhanced external quality assurance process. This will be in the form of 1 significant underpinning knowledge question answered by the candidate for each unit of the qualification. The questions will be decided by GQA, and guideline answers must be submitted for approval and once approved kept in the Centre File to allow independent assessment

### **3. Qualification / Unit of Credit Candidates**

All candidates must register with a GQA recognised/approved centre. The centre must maintain appropriate candidate personal details for external audit purposes etc.

The centre will provide candidates with advice and guidance on how to prepare for assessment and allocate an Assessor who will assess candidate ability to meet the requirements of the relevant qualifications / unit of credit. It is the candidate's responsibility to demonstrate competence and to do this they must:

- prove they can consistently meet all the qualification and / or unit of credit criteria
- provide evidence from work, that they can perform competently in all the contexts specified in the qualification / unit of credit requirements
- prove that they have the knowledge and understanding required to perform competently, even where they have not provided evidence from the workplace

It is therefore critical that quality evidence is provided in a format to allow the Assessor to make a decision and for the Internal Verifier to audit/verify his/her decision.

### **4. Evidence**

A qualification and / or credit is awarded when a person has achieved the necessary outcomes of the qualification and / or unit of credit.

The specific combination of units necessary to achieve a qualification is detailed in the qualification structure. Certificates of Unit Credit can be awarded when candidates achieve any one, or more, units from the qualification.

The evidence the candidate brings forward is primarily evidence of performance of what he/she can do, not just what he/she knows. The assessment criteria / qualification requirements are described within the qualification and / or unit of credit itself and can incorporate practical skills and knowledge.

The assessor's role is to judge each relevant item of evidence. Each must be judged against the qualification and / or unit of credit requirements. It is not sensible to collect evidence against individual criteria. Nor is it effective. If items of evidence were collected for each of the criteria, the candidate may have to produce many items of evidence, well above the number actually required. GQA recommend holistic assessment.

When judging each item of evidence, the assessor is deciding whether the evidence:

- is authentic – i.e. actually produced by the candidate
- meets the criteria
- relates as appropriate to a context defined within the qualification and / or unit of credit
- confirms that the candidate has the required underpinning knowledge

When the assessor makes a decision about the candidate's competence, he or she examines all the evidence available to determine:

- if the evidence, as a whole, covers all the evidence of achievement
- whether the evidence indicates consistency in competent performance
- whether there is enough evidence on which to base an inference of competence

The answer can only be:

- yes (the candidate is competent)

- no (the candidate is not yet competent)
- there is insufficient evidence to make a decision

Consistency means that the individual is likely to achieve the standard in their work role, in the different activities defined in the qualification and / or unit of credit over time and range of work. The assessor must judge how long a time period is enough to be confident that the candidate can perform reliably to the standard. Unsupported evidence i.e. based on a single assessment/visit will not normally prove consistency.

## Performance evidence

Performance evidence can be what the individual actually produces, or the way the individual achieves the standard. One is called product evidence and the other process evidence.

Product evidence is tangible – you can look at it and feel it. Products can be inspected and the candidate can be asked questions about them.

In order to make a fair and objective assessment, the assessor must be able to answer the question: Is there sufficient evidence that the candidate can consistently meet the requirements of the qualification and / or unit of credit?

Process evidence describes the way the candidate has achieved an outcome – how they went about it. This may be, for example, the way the quality of products is checked or the way customer complaints are handled. This usually means observing the candidate in action.

Performance evidence may cover a number of outcomes. It makes sense to plan evidence collection so that what the candidate does, in the normal course of their job, can be related to different outcomes and units. The activities that clearly link to the qualification and / or unit of credit requirements are the things to concentrate on when planning evidence collection and assessment and when monitoring the candidate's progress. Look for opportunities in the candidate's job when evidence can be collected against a number of units at the same time.

Performance evidence can be:

- Naturally occurring – evidence produced in the normal course of work. Evidence of this sort is usually of high quality and reliable. It is also cost effective to collect naturally occurring evidence
- Taken from previous achievements – the candidate may be able to bring forward evidence from previous work experience to show that they are still competent to the standard.
- Evidence of prior achievement can be used when it can be shown to support a judgment that the candidate can still achieve the standard. So, the assessor must be satisfied that the evidence of prior achievement is sufficiently reliable to justify saying that the candidate is currently competent.
- Simulated – from circumstances specially designed to enable the candidate's performance to be assessed. Simulation is generally not acceptable. The exceptions to this are:
  - o Dealing with emergencies
  - o Dealing with accidents
  - o Certain pre-approved real time simulators
  - o Limited other procedures that cannot be practically performed in the workplace, and for which sufficient evidence can be collected through other means.

**NB: It is not always possible or feasible to collect naturally occurring evidence. It is likely that some simulation may be needed, when it may take too long to wait for the evidence to arise e.g. it may be an aspect of performance which occurs infrequently. An example of this may be evidence of how to deal with emergencies i.e. it makes sense to look for evidence from sources other than naturally occurring ones, rather than for, say, waiting for the building to burn down. Centres must obtain GQA EQA approval prior to the use of simulation.**

## Knowledge evidence

Being able to achieve a standard requires the ability to put knowledge to work. The qualification and / or unit of credit indicates the knowledge each person should use if they are to perform competently.

It should not be necessary to test all of the candidate's knowledge separately; however, any exception to this would be detailed in the relevant Assessment Strategy. Performance evidence could show that the candidate knows what he or she is doing. When this is not the case, or if the assessor is not convinced from the performance evidence, it may be necessary to check the individual's knowledge separately.

Oral or written assessments must clearly provide a suitable means of checking the breadth and depth of an individual's knowledge. Assessors will need to judge the best mix of knowledge evidence according to individual circumstances. Knowledge evidence is useful when deciding the quality of performance evidence, but must not be used in isolation to judge competence or as an alternative to performance evidence. Care must be taken that candidate evidence is auditable and verifiable.

**NB: These Qualification implementation guidelines are generic across the full range of GQA qualifications. Further guidance on acceptable evidence on each qualification will be found in the Introduction to the Qualification section of the candidate booklet**

# Candidate Declaration

Candidate Name.....

Centre/Company Name.....

Assessor(s) Name(s).....

I acknowledge receipt of this copy of GQA qualification booklet. The unit structure provides information on which units must be achieved to be awarded the qualification. The individual units detail the necessary requirements etc that I must achieve.

I understand that I will have an important role in preparing for and planning assessments and with guidance from the Assessor I will collect and record relevant evidence.

I have been informed of the appeals system, should I want to appeal against any part of the assessment process.

I understand the assessments will be carried out with regard to the company's/centre's Equal Opportunities Policy.

Candidate signature.....

Date.....



A/503/1170	Conforming to General Health, Safety and Welfare in the Workplace	Level 1	2 Credits
641			

The aim of this unit is to ensure that the Candidate has the skills and knowledge required to work safely in the Construction Industry, in accordance with Organisation guidance, legislation and statutory requirements. Candidates must understand safety and warning notices, potential hazards, risk assessments, health risks and the recording and reporting of all Health and Safety related matters. Knowledge of protective and Health and Safety control equipment, accident and emergency procedures including evacuation and types of fire extinguishers are also required. This knowledge must cover the safety of the general public as well as site personnel and resources. All work carried out must also comply with legislation that covers the disposal of waste or consumable items.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1 Comply with all workplace health, safety and welfare legislation requirements.	1.1 Comply with information from workplace inductions and any health, safety and welfare briefings attended relevant to the occupational area.			
	1.2 Use Health and safety equipment safely to carry out the activity in accordance with legislation and organisational requirements.			
	1.3 Comply with statutory requirements, safety notices and warning notices displayed within the workplace and/or on equipment.			
	1.4 State why and when health and safety control equipment, identified by the principles of protection, should be used relating to types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to: <ul style="list-style-type: none"> <li>– collective protective measures</li> <li>– personal protective equipment (PPE)</li> <li>– respiratory protective equipment (RPE)</li> <li>– local exhaust ventilation (LEV).</li> </ul>			
	1.5 State how the health and safety control equipment relevant to the work should be used in accordance with the given instructions.			
	1.6 State which types of health, safety and welfare legislation, notices and warning signs are relevant to the occupational area and associated equipment.			
	1.7 State why health, safety and welfare legislation, notices and warning signs are relevant to the occupational area.			
	1.8 State how to comply with control measures that have been identified by risk assessments and safe systems of work.			
2 Recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures.	2.1 Report any hazards created by changing circumstances within the workplace in accordance with organisational procedures.			
	2.2 List typical hazards associated with the work environment and occupational area in relation to resources, substances, asbestos, equipment, obstructions, storage, services and work activities.			
	2.3 List the current Health and Safety Executive top ten safety risks.			
	2.4 List the current Health and Safety Executive top five health risks.			
	2.5 State how changing circumstances within the workplace could cause hazards.			
	2.6 State the methods used for reporting changed circumstances, hazards and incidents in the workplace.			

A/503/1170 641	Conforming to General Health, Safety and Welfare in the Workplace (continued)	Level 1	2 Credits	
3 Comply with organisational policies and procedures to contribute to health, safety and welfare.	3.1 Interpret and comply with given instructions to maintain safe systems of work and quality working practices.			
	3.2 Contribute to discussions by offering/providing feedback relating to health, safety and welfare.			
	3.3 Contribute to the maintenance of workplace welfare facilities in accordance with workplace welfare procedures.			
	3.4 Safely store health and safety control equipment in accordance with given instructions.			
	3.5 Dispose of waste and/or consumable items in accordance with legislation.			
	3.6 State the organisational policies and procedures for health, safety and welfare, in relation to: – dealing with accidents and emergencies associated with the work and environment – methods of receiving or sourcing information – reporting – stopping work – evacuation – fire risks and safe exit procedures – consultation and feedback.			
	3.7 State the appropriate types of fire extinguishers relevant to the work.			
	3.8 State how and when the different types of fire extinguishers are used in accordance with legislation and official guidance.			
4 Work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area.	4.1 Demonstrate behaviour which shows personal responsibility for general workplace health, safety and welfare.			
	4.2 State how personal behaviour demonstrates responsibility for general workplace health, safety and welfare, in relation to: – recognising when to stop work in the face of serious and imminent danger to self and/or others – contributing to discussions and providing feedback – reporting changed circumstances and incidents in the workplace – complying with the environmental requirements of the workplace.			
	4.3 Give examples of how the behaviour and actions of individuals could affect others within the workplace.			
5 Comply with and support all organisational security arrangements and approved procedures.	5.1 Provide appropriate support for security arrangements in accordance with approved procedures: – during the working day – on completion of the day's work – for unauthorised personnel (other operatives and the general public) – for theft.			
	5.2 State how security arrangements are implemented in relation to the workplace, the general public, site personnel and resources.			

**Assessor comments**

J/503/1169	<b>Conforming to Productive Working Practices in the Workplace</b>	<b>Level 2</b>	<b>3 Credits</b>
642			

The aim of this unit is to ensure that the candidate has the skills and knowledge required to communicate with colleagues, management and customers to plan, implement and record information in the Construction working environment. This includes the use and completion of documentation in line with Organisational guidelines, meeting deadlines and specifications while maintaining effective working relationships. Candidates will also have to understand the importance of working relationships have on productive working and how to ensure equality and diversity principles are applied when working and communicating with others. Candidates must also have an understanding of how work activities can make a positive contribution to the environment, including knowledge of low and zero carbon requirements.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Communicate with others to establish productive work practices.	1.1 Communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively.			
	1.2 Describe the different methods of communicating with line management, colleagues and customers.			
	1.3 Describe how to use different methods of communication to ensure that the work carried out is productive.			
2 Follow organisational procedures to plan the sequence of work.	2.1 Interpret relevant information from organisational procedures in order to plan the sequence of work.			
	2.2 Plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively.			
	2.3 Describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to: <ul style="list-style-type: none"> <li>– using resources for own and other’s work requirements</li> <li>– allocating appropriate work to employees</li> <li>– organising the work sequence</li> <li>– reducing carbon emissions.</li> </ul>			
	2.4 Describe how to contribute to zero/low carbon work outcomes within the built environment.			
3 Maintain relevant records in accordance with the organisational procedures.	3.1 Complete relevant documentation according to the occupation as required by the organisation.			
	3.2 Describe how to complete and maintain documentation in accordance with organisational procedures, in relation to: <ul style="list-style-type: none"> <li>– job cards</li> <li>– worksheets</li> <li>– material/resource lists</li> <li>– time sheets.</li> </ul>			
	3.3 Explain the reasons for ensuring documentation is completed clearly and within given timescales.			

**Assessor comments/feedback**

<b>J/503/1169</b>	<b>Conforming to Productive Working Practices in the Workplace</b>	<b>Level 2</b>	<b>3 Credits</b>
<b>642</b>			

4 Maintain good working relationships when conforming to productive working practices.	4.1 Carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/ or other relevant people involved in the work to maintain good working relationships.			
	4.2 Apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others.			
	4.3 Describe how to maintain good working relationships, in relation to: – individuals – customer and operative – operative and line management – own and other occupations.			
	4.4 Describe why it is important to work effectively with line management, colleagues and customers.			
	4.5 Describe how working relationships could have an effect on productive working.			
	4.6 Describe how to apply principles of equality and diversity when communicating and working with others.			

**Assessor comments/feedback**

<b>F/503/1171</b>	<b>Moving, Handling and Storing Resources in the Workplace</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>643</b>			

The aim of this unit is to ensure that the candidate has the skills and knowledge required to move, handle and store Construction related materials, e.g. sheet material, loose material, bagged or wrapped material, fragile material, tools and equipment, components or liquids in accordance with safe working practices, legislation and Organisational guidance on safety and security. Candidates must have knowledge of safe use of lifting and handling aids, containers and fixing, holding and securing systems and how to dispose of waste and packaging in accordance with legislation. All work must be carried out in accordance with safe working practices, minimising risk of damage to the materials and surrounding area. Candidates must understand their responsibilities and the hazards associated with this type of work including how the needs of other occupations have to be considered when moving resources, the accident and emergency procedures, and the different types and purposes of fire extinguishers. Finally Candidates must understand the types of problems that can occur when carrying out this type of work and the Organisational procedures for dealing with them.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Comply with given information when moving, handling and/or storing resources.	1.1 Interpret the given information relating to moving, handling and/or storing resources, relevant to the given occupation.			
	1.2 Interpret the given information relating to the use and storage of lifting aids and equipment.			
	1.3 Describe the different types of technical, product and regulatory information, their source and how they are interpreted.			
	1.4 Describe the different types of technical, product and regulatory information, their source and how they are interpreted.			
	1.5 Describe how to obtain information relating to using and storing lifting aids and equipment.			
2 Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources.	2.1 Describe their responsibilities under current legislation and official guidance whilst working: – in the workplace, in confined spaces, below ground level, at height, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting.			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 Explain what the accident reporting procedures are and who is responsible for making the reports.			
	2.4 State the appropriate types of fire extinguishers relevant to the work.			
	2.5 Describe how and when the different types of fire extinguishers, relevant to the given occupation, are used in accordance with legislation and official guidance.			
3 Describe how and when the different types of fire extinguishers, relevant to the given occupation, are used in accordance with legislation and official guidance.	3.1 Use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements when moving, handling and/or storing resources.			
	3.2 Use lifting aids safely as appropriate to the work.			
	3.3 Protect the environment in accordance with safe working practices as appropriate to the work.			

**Assessor comments/feedback**

<b>F/503/1171</b>	<b>Moving, Handling and Storing Resources in the Workplace</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>643</b>	<b>(continued)</b>		

	<p>3.4 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to moving, handling and/or storing resources, and the types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to:</p> <ul style="list-style-type: none"> <li>– collective protective measures</li> <li>– personal protective equipment (PPE)</li> <li>– respiratory protective equipment (RPE)</li> <li>– local exhaust ventilation (LEV).</li> </ul>			
	3.5 Describe how the health and safety control equipment relevant to the work should be used in accordance with the given instructions.			
	3.6 State how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.			
4 Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources.	4.1 Select the relevant resources to be moved, handled and/or stored, associated with own work.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the occupational resources in relation to:			
	<ul style="list-style-type: none"> <li>– lifting and handling aids</li> <li>– container(s)</li> <li>– fixing, holding and securing systems.</li> </ul>			
	4.3 Describe how the resources should be handled and how any problems associated with the resources are reported.			
	4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.			
	4.5 Describe any potential hazards associated with the resources and methods of work.			
5 Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources.	5.1 Protect occupational resources and their surrounding area from damage in accordance with safe working practices and organisational procedures.			
	5.2 Dispose of waste and packaging in accordance with legislation.			
	5.3 Maintain a clean work space when moving, handling or storing resources.			
	5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions			
	5.5 Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.			

**Assessor comments/feedback**

<b>F/503/1171</b>	<b>Moving, Handling and Storing Resources in the Workplace (continued)</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>643</b>			

6. Complete the work within the allocated time when moving, handling and/or storing resources.	6.1 Demonstrate completion of the work within the allocated time.			
	6.2 State the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> <li>• Progress charts, timetables and estimated times</li> <li>• Organisational procedures for reporting circumstances which will affect the work programme</li> </ul>			
7. Comply with the given occupational resource information to move, handle and/or store resources to the required guidance.	7.1 Demonstrate the following work skills when moving, handling and/or storing occupational resources: <ul style="list-style-type: none"> <li>• Moving, positioning, storing, securing and/or using lifting aids and kinetic lifting techniques</li> </ul>			
	7.2 Move, handle and/or store occupational resources to meet product information and organisational requirements relating to three of the following: <ul style="list-style-type: none"> <li>• Sheet material</li> <li>• Loose material</li> <li>• Bagged or wrapped material</li> <li>• Fragile material</li> <li>• Tools and equipment</li> <li>• Components</li> <li>• Liquids</li> </ul>			
	7.3 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them when moving, handling and/or storing occupational resources.			
	7.4 Describe the needs of other occupations when moving, handling and/or storing resources.			

**Assessor comments/feedback**

<b>K/617/8823</b>	<b>Surface preparation to receive floorcoverings in the workplace</b>	<b>Level 2</b>	<b>22 Credits</b>
<b>303v2</b>			

The aim of this unit is to ensure the candidate has the skills and knowledge required when preparing surfaces to receive floorcoverings.

Candidates must demonstrate the following work skills when preparing surfaces to receive floorcoverings: measuring, marking out, scraping, abrading, smoothing, conditioning, applying, finishing, positioning and securing.

Candidates must be able to prepare the following surfaces to given working instructions to receive floorcoverings:

- cementitious surfaces
- proprietary screeds
- timber-based surfaces
- uneven floor areas
- suspended flooring
- staircases.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Interpret the given information relating to the work and resources when preparing surfaces to receive floorcoverings.	1.1 Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.			
	1.4 Describe different types of information, their source and how they are interpreted in relation to: – drawings, specifications, schedules, method statements, risk assessments, electronic data, manufacturers' information and current regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when preparing surfaces to receive floorcoverings.	2.1 Describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working: – in the workplace, below ground level, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting.			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 Explain what the accident reporting procedures are and who is responsible for making reports.			
3 Maintain safe and healthy working practices when preparing surfaces to receive floorcoverings.	3.1 Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when preparing surfaces to receive floorcoverings.			
	3.2 Demonstrate compliance with given information and relevant legislation when preparing surfaces to receive floorcoverings in relation to: – safe handling of materials – safe use and storage of materials, tools and equipment – specific risks to health			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to preparing surfaces to receive floorcoverings, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: –collective protective measures –personal protective equipment (PPE) –respiratory protective equipment (RPE) –local exhaust ventilation (LEV).			

K/617/8823 303v2	Surface preparation to receive floorcoverings in the workplace (continued)	Level 2	22 Credits	
	3.4 Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.			
	3.5 Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.			
4 Select the required quantity and quality of resources for the methods of work to prepare surfaces to receive floorcoverings.	4.1 Select resources associated with own work in relation to materials, components, fixings, tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: – timber-based sheets, smoothing underlays, sheet membranes – bonding agents, adhesives, primers, levelling compounds, cleansing agents, repair materials – moisture control systems – mechanical fixings – hand tools, portable power tools and equipment.			
	4.3 Describe how the resources should be used correctly and how problems associated with the resources are reported.			
	4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.			
	4.5 Describe any potential hazards associated with the resources and methods of work.			
	4.6 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to prepare surfaces to receive floorcoverings.			
5 Minimise the risk of damage to the work and surrounding area when preparing surfaces to receive floorcoverings.	5.1 Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Dispose of waste in accordance with current legislation.			
	5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.5 Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.			
6 Complete the work within the allocated time when preparing surfaces to receive floorcoverings.	6.1 Demonstrate completion of the work within the allocated time.			
	6.2 Describe the purpose of the work programme and explain why deadlines should be kept in relation to: – types of progress charts, timetables and estimated times – organisational procedures for reporting circumstances which will affect the work programme.			
7 Comply with the given contract information to prepare surfaces to receive floorcoverings to the required specification.	7.1 Demonstrate the following work skills when preparing surfaces to receive floorcoverings: – measuring, marking out, scraping, abrading, smoothing, conditioning, applying, finishing, positioning and securing.			
	7.2 Use and maintain hand tools, portable power tools and ancillary equipment			

K/617/8823	Surface preparation to receive floorcoverings in the workplace (continued)	Level 2	22	Credits
303v2				

	<p>7.3 Prepare the following surfaces to given working instructions to receive floorcoverings:</p> <ul style="list-style-type: none"> <li>–cementitious surfaces</li> <li>–proprietary screeds</li> <li>–timber–based surfaces</li> <li>–uneven floor areas</li> <li>–suspended flooring</li> <li>–staircases.</li> </ul>			
	<p>7.4 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> <li>–prepare surfaces, (cementitious surfaces, proprietary screeds, timber–based floors, uneven floor areas, suspended flooring and staircases) to receive floorcoverings</li> <li>–repair and secure boards</li> <li>–cut, fit and install plywood or hardboard</li> <li>–apply smoothing underlays</li> <li>–apply moisture control systems</li> <li>–apply bonding agents and primers</li> <li>–apply surface levellers</li> <li>–apply sheet membranes</li> <li>–scrape, abrade, clean and smooth floor surfaces</li> <li>–repair minor surface faults</li> <li>–recognise and determine if underfloor heating is in-situ and respond accordingly</li> <li>–recognise and determine when specialist skills and knowledge are required and report accordingly</li> <li>–determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance</li> <li>–use hand tools, portable power tools and equipment.</li> </ul>			
	<p>7.5 Recognise and determine if underfloor heating is in-situ and respond accordingly</p> <ul style="list-style-type: none"> <li>–recognise and determine when specialist skills and knowledge are required and report accordingly</li> <li>–determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance</li> <li>–use hand tools, portable power tools and equipment</li> </ul>			
	<p>7.6 Describe the needs of other occupations and how to effectively communicate within a team when preparing surfaces to receive floorcoverings.</p>			
	<p>7.7 Describe how to maintain the tools and equipment used when preparing surfaces to receive floorcoverings.</p>			

**Assessor comments/feedback**

<b>H/617/8822</b>	<b>Setting out for laying floorcoverings in the workplace</b>	<b>Level 2</b>	<b>19</b>
<b>302v2</b>			<b>Credits</b>

The aim of this unit is to ensure the candidate has the skills and knowledge required when setting out for laying floorcoverings.

More specifically candidates must be competent to set out the following floor areas to given working instructions for laying floorcoverings: horizontal surfaces, inclined surfaces, stepped surfaces and shaped/coved areas.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Interpret the given information relating to the work and resources when setting out for laying floorcoverings.	1.1 Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments, schedules and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.			
	1.4 Describe different types of information, their source and how they are interpreted in relation to: – drawings, specifications, schedules, method statements, risk assessments, electronic data, manufacturers' information and current regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when setting out for laying floorcoverings.	2.1 Describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working: – in the workplace, below ground level, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling.			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 Explain what the accident reporting procedures are and who is responsible for making reports.			
3 Maintain safe and healthy working practices when setting out for laying floorcoverings.	3.1 Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when setting out for laying floorcoverings.			
	3.2 Demonstrate compliance with given information and relevant legislation when setting out for laying floorcoverings in relation to: – safe use and storage of tools and equipment – specific risks to health			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to setting out for laying floorcoverings, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: – collective protective measures – personal protective equipment (PPE) – respiratory protective equipment (RPE) – local exhaust ventilation (LEV).			
	3.4 Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.			
	3.5 Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.			

<b>H/617/8822</b>	<b>Setting out for laying floorcoverings in the workplace</b>	<b>Level 2</b>	<b>19</b>
<b>302v2</b>	<b>(continued)</b>		<b>Credits</b>

4 Select the required quantity and quality of resources for the methods of work to set out for laying floorcoverings.	4.1 Select resources associated with own work in relation to tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: – hand tools (levels, lines, fixings, profiles, tape measures, lasers) – setting out equipment.			
	4.3 Describe how the resources should be used correctly and how problems associated with the resources are reported			
	4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.			
	4.5 Describe any potential hazards associated with the resources and methods of work.			
	4.6 Describe how to calculate quantity, length and area associated with the method/procedure to set out floor areas for laying floorcoverings.			
5 Minimise the risk of damage to the work and surrounding area when setting out for laying floorcoverings.	5.1 Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Dispose of waste in accordance with current legislation.			
	5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.5 Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.			
6 Complete the work within the allocated time when setting out for laying floorcoverings.	6.1 Demonstrate completion of the work within the allocated time.			
	6.2 Describe the purpose of the work programme and explain why deadlines should be kept in relation to: – types of progress charts, timetables and estimated times – organisational procedures for reporting circumstances which will affect the work programme.			
7 Comply with the given contract information to set out for laying floorcoverings to the required specification.	7.1 Demonstrate the following work skills when setting out for laying floorcoverings: – measuring and marking out.			
	7.2 Use and maintain hand tools and setting out equipment			
	7.3 Set out the following floor areas to given working instructions for laying floorcoverings: – horizontal surfaces – inclined surfaces – stepped surfaces – shaped/coved areas.			

**Assessor comments/feedback**

H/617/8822	Setting out for laying floorcoverings in the workplace (continued)	Level 2	19 Credits
302v2			

	<p>7.4 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> <li>– maximise material efficiency within client guidelines</li> <li>– transfer lines and datums</li> <li>– set out starting points, lines and grid systems to horizontal, inclined, stepped, shaped and covered areas</li> <li>– recognise and determine when specialist skills and knowledge are required and report accordingly</li> <li>– determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance</li> <li>– use hand tools and setting out equipment.</li> </ul>			
	<p>7.5 Describe the needs of other occupations and how to effectively communicate within a team when setting out for laying floorcoverings.</p>			
	<p>7.6 Describe how to maintain the tools and equipment used when setting out for laying floorcoverings.</p>			

**Assessor comments/feedback**

<b>D/617/8821</b>	<b>Preparing and fitting underlays for floorcoverings in the workplace</b>	<b>Level 2</b>	<b>14 Credits</b>
<b>301v2</b>			

The aim of this unit is to ensure the candidate has the skills and knowledge required when preparing and fitting underlays for floorcoverings. Candidates must demonstrate the following work skills when preparing and fitting underlays for floorcoverings; measuring, marking out, cutting, fitting, positioning and securing. This requires candidates to prepare and fit underlays and associated fittings on solid and/or timber-based floors to given working instructions.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Interpret the given information relating to the work and resources when preparing and fitting underlays for floorcoverings.	1.1 Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.			
	1.4 Describe different types of information, their source and how they are interpreted in relation to: – drawings, specifications, schedules, method statements, risk assessments, electronic data, manufacturers' information and current regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when preparing and fitting underlays for floorcoverings.	2.1 Describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working: – In the workplace, below ground level, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting.			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 Explain what the accident reporting procedures are and who is responsible for making reports.			
3 Maintain safe and healthy working practices when preparing and fitting underlays for floorcoverings.	3.1 Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when preparing and fitting underlays for floorcoverings.			
	3.2 Demonstrate compliance with given information and relevant legislation when preparing and fitting underlays for floorcoverings in relation to: – safe handling of materials – safe use and storage of materials, tools and equipment – specific risks to health			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to preparing and fitting underlays for floorcoverings, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: – collective protective measures – personal protective equipment (PPE) – respiratory protective equipment (RPE) – local exhaust ventilation (LEV).			
	3.4 Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.			

D/617/8821 301v2	Preparing and fitting underlays for floorcoverings in the workplace (Continued)	Level 2	14 Credits	
	3.5 Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.			
4 Select the required quantity and quality of resources for the methods of work to prepare and fit underlays for floorcoverings.	4.1 Select resources associated with own work in relation to materials, components, fixings, tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: – adhesives, tapes – interlayments, underlays – associated fixings, fittings and components – hand tools, portable power tools and equipment.			
	4.3 Describe how the resources should be used correctly and how problems associated with the resources are reported.			
	4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.			
	4.5 Describe any potential hazards associated with the resources and methods of work.			
	4.6 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to prepare and fit underlays for floorcoverings.			
5 Minimise the risk of damage to the work and surrounding area when preparing and fitting underlays for floorcoverings.	5.1 Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Dispose of waste in accordance with current legislation			
	5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.5 Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance			
6 Complete the work within the allocated time when preparing and fitting underlays for floorcoverings.	6.1 Demonstrate completion of the work within the allocated time.			
	6.2 Describe the purpose of the work programme and explain why deadlines should be kept in relation to – types of progress charts, timetables and estimated times – organisational procedures for reporting circumstances which will affect the work programme.			
7 Comply with the given contract information to prepare and fit underlays for floorcoverings to the required specification.	7.1 Demonstrate the following work skills when preparing and fitting underlays for floorcoverings: – measuring, marking out, cutting, fitting, positioning and securing.			
	7.2 Use and maintain hand tools, portable power tools and ancillary equipment			
	7.3 Prepare and fit underlays and associated fittings on solid and/or timber-based floors to given working instructions			

D/617/8821	Preparing and fitting underlays for floorcoverings in the workplace (Continued)	Level 2	14 Credits	
301v2				

	7.4 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to: <ul style="list-style-type: none"> <li>– check and ensure that background surfaces are suitable to receive underlays</li> <li>– acclimatise materials</li> <li>– position, fit and secure interlayment and underlay materials and fittings to given setting out points/lines</li> <li>– recognise and determine if underfloor heating is in-situ and respond accordingly</li> <li>– recognise and determine when specialist skills and knowledge are required and report accordingly</li> <li>– determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance</li> <li>– use hand tools, portable power tools and equipment.</li> </ul>			
	7.5 Describe the needs of other occupations and how to effectively communicate within a team when preparing and fitting underlays for floorcoverings.			
	7.6 Describe how to maintain the tools and equipment used when preparing and fitting underlays for floorcoverings.			

**Assessor comments/feedback**

J/617/8828	Develop customer relationships	Level 2	6 Credits
ICSB2			

The aim of this unit is to ensure the candidate has the skills and knowledge to deliver customer service professionally and in a way that will build positive working relationships with customers.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Build their customer's confidence that the service they give will be excellent	1.1 show that they behave assertively and professionally with customers			
	1.2 allocate the time they take to deal with their customer following organisational guidelines			
	1.3 reassure their customer that they are doing everything possible to keep the service promises made by the organisation			
2 Meet the expectations of their customers	2.1 recognise when there may be a conflict between their customer's expectations and your organisation's service offer			
	2.2 balance their customer's expectations with their organisation's service offer by offering an alternative or explaining the limits of the service offer			
	2.3 work effectively with others to resolve any difficulties in meeting their customer's expectations			
3 Develop the long-term relationship between their customer and their organisation	3.1 give additional help and information to their customer in response to customer questions and comments about their organisation's services or products			
	3.2 discuss expectations with their customer and explain how these compare with their organisation's services or products			
	3.3 advise others of feedback received from their customer			
	3.4 identify new ways of helping customers based on the feedback customers have given them			
	3.5 identify added value that their organisation could offer to long-term customers			
4 Know how to develop customer relationships	4.1 describe their organisation's services or products			
	4.2 explain the importance of customer retention			
	4.3 explain how their own behaviour affects the behaviour of the customer			
	4.4 describe how to behave assertively and professionally with customers			
	4.5 describe how to defuse potentially stressful situations			
	4.6 identify the limitations of their organisation's service offer			
	4.7 compare how customer expectations may change as the customer deals with their organisation			
	4.8 identify the cost and resource implications of an extension of the service offer to meet or exceed customer expectations			
	4.9 explain the cost implications of bringing in new customers as opposed to retaining existing customers			
	4.10 identify who to refer to when considering any variation to their organisation's service offer			

**Assessor comments/feedback**

<b>Y/617/8820</b>	<b>Assessing and preparing background surfaces for floor-covering in the workplace</b>	<b>Level 2</b>	<b>16 Credits</b>
<b>300 v2</b>			

The aim of this unit is to ensure the candidate has the skills and knowledge required when Assessing and preparing background surfaces for floorcovering in the workplace. This includes the removal of existing floorcoverings, removal of surface contaminants, application of repair compounds and application of smoothing underlay.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Interpret the given information relating to the work and resources when assessing and preparing background surfaces for floorcovering.	1.1 Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.			
	1.4 Describe different types of information, their source and how they are interpreted in relation to: – drawings, specifications, schedules, method statements, risk assessments, electronic data, manufacturers' information and current regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when assessing and preparing background surfaces for floorcovering.	2.1 Describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working: – in the workplace, below ground level, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting.			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 Explain what the accident reporting procedures are and who is responsible for making reports.			
3 Maintain safe and healthy working practices when assessing and preparing background surfaces for floorcovering.	3.1 Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when assessing and preparing background surfaces for floorcovering.			
	3.2 Demonstrate compliance with given information and relevant legislation when assessing and preparing background surfaces for floorcovering in relation to: – safe handling of materials – safe use and storage of materials, tools and equipment – specific risks to health			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to assessing and preparing background surfaces for floorcovering, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: – collective protective measures – protective equipment (PPE) – respiratory protective equipment (RPE) – local exhaust ventilation (LEV)			
	3.4 Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.			
	3.5 Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.			

Y/617/8820 300 v2	Assessing and preparing background surfaces for floor-covering in the workplace (Continued)	Level 2	16 Credits	
4 Select the required quantity and quality of resources for the methods of work to assess and prepare background surfaces for floorcovering.	4.1 Select resources associated with own work in relation to materials, components, tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: – repair compounds, smoothing underlayments, moisture measuring equipment, moisture control systems, contaminant removers – hand tools, portable power tools and ancillary equipment.			
	4.3 Describe how the resources should be used correctly and how problems associated with the resources are reported.			
	4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.			
	4.5 Describe any potential hazards associated with the resources and methods of work.			
	4.6 Describe how to calculate quantity, length, area and waste materials associated with the method/procedure to assess and prepare background surfaces for floorcovering.			
5 Minimise the risk of damage to the work and surrounding area when assessing and preparing background surfaces for floorcovering.	5.1 Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Dispose of waste in accordance with current legislation.			
	5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.5 Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.			
6 Complete the work within the allocated time when assessing and preparing background surfaces for floorcovering.	6.1 Demonstrate completion of the work within the allocated time.			
	6.2 Describe the purpose of the work programme and explain why deadlines should be kept in relation to: – types of progress charts, timetables and estimated times – organisational procedures for reporting circumstances which will affect the work programme.			
7 Comply with the given contract information to assess and prepare background surfaces for floorcovering.	7.1 Demonstrate the following work skills when assessing and preparing background surfaces for floorcovering: – assessing, scraping, cleaning, stripping, measuring, marking out			
	7.2 Use and maintain hand tools, portable power tools moisture measuring equipment and ancillary equipment`			
	7.3 Assess and prepare background surfaces to given working instructions, relating to the following: –removal of existing floorcoverings –removal of surface contaminants –application of repair compounds –application of smoothing underlays			

Y/617/8820	Assessing and preparing background surfaces for floor-covering in the workplace (Continued)	Level 2	16	
300 v2			Credits	

	<p>7.4 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> <li>– determine the state and composition of background surfaces</li> <li>– remove existing floorcoverings</li> <li>– make good surfaces</li> <li>– use moisture measuring equipment</li> <li>– recognise and determine requirements for various floorcoverings (moisture content of subfloor, application of moisture control systems, acclimatisation of materials prior to installation)</li> <li>– recognise types of contaminants and carry out methods of removal</li> <li>– recognise and determine if underfloor heating is in-situ and respond accordingly</li> <li>– recognise and determine when specialist skills and knowledge are required and report accordingly</li> <li>– determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance</li> <li>– use hand tools, portable power tools and equipment.</li> </ul>			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when assessing and preparing background surfaces for floorcovering.			
	7.7 Describe how to maintain the tools and equipment used when assessing and preparing background surfaces for floorcovering.			

**Assessor comments/feedback**

<b>F/617/8827</b>	<b>Assessing and evaluating conditions for floorcoverings in the workplace</b>	<b>Level 2</b>	<b>22 Credits</b>
<b>307v2</b>			

The aim of this unit is to ensure the candidate has the skills and knowledge required when assessing and evaluating conditions for floorcoverings.

Candidates must demonstrate the following work skills when assessing and evaluating conditions for floorcoverings: calibrating, testing, recording, measuring and reading

Candidates must be able to carry out tests on the following floor surfaces, to given working instructions

- cementitious surfaces
- proprietary screeds
- timber-based surfaces
- existing floorcoverings

Candidates must also be able to assess and evaluate test results for suitability to receive floorcoverings and record and report findings, to given working instructions

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Interpret the given information relating to the work and resources when assessing and evaluating conditions for floorcoverings.	1.1 Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.			
	1.4 Describe different types of information, their source and how they are interpreted in relation to: – drawings, specifications, schedules, method statements, risk assessments, electronic data, manufacturers' information and current regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when assessing and evaluating conditions for floorcoverings.	2.1 Describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working: – in the workplace, below ground level, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 Explain what the accident reporting procedures are and who is responsible for making reports.			
3 Maintain safe and healthy working practices when assessing and evaluating conditions for floorcoverings.	3.1 Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with legislation and organisational requirements when assessing and evaluating conditions for floorcoverings.			
	3.2 Demonstrate compliance with given information and relevant legislation when assessing and evaluating conditions for floorcoverings in relation to: – safe use and storage of tools and equipment – specific risks to health			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to assessing and evaluating conditions for floorcoverings, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: – collective protective measures – personal protective equipment (PPE) – respiratory protective equipment (RPE) – local exhaust ventilation (LEV).			

F/617/8827 307v2	Assessing and evaluating conditions for floorcoverings in the workplace (Continued)	Level 2	22 Credits	
	3.4 Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.			
	3.5 Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.			
4 Select the required quantity and quality of resources for the methods of work to assess and evaluate conditions for floorcoverings.	4.1 Select resources associated with own work in relation to components and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: – testing and recording equipment/instruments			
	4.3 Describe how the resources should be used correctly and how problems associated with the resources are reported.			
	4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.			
	4.5 Describe any potential hazards associated with the resources and methods of work.			
	4.6 Describe how to calculate quantity, length and area associated with the method/procedure to assess and evaluate conditions for floorcoverings.			
5 Minimise the risk of damage to the work and surrounding area when assessing and evaluating conditions for floorcoverings.	5.1 Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Dispose of waste in accordance with current legislation.			
	5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.5 Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.			
6 Complete the work within the allocated time when assessing and evaluating conditions for floorcoverings.	6.1 Demonstrate completion of the work within the allocated time.			
	6.2 Describe the purpose of the work programme and explain why deadlines should be kept in relation to: – types of progress charts, timetables and estimated times – organisational procedures for reporting circumstances which will affect the work programme.			
7 Comply with the given contract information to assess and evaluate conditions for floorcoverings to the required specification.	7.1 Demonstrate the following work skills when assessing and evaluating conditions for floorcoverings: – calibrating, testing, recording, measuring and reading.			
	7.2 Use and maintain testing and recording equipment, and ancillary equipment			
	7.3 Carry out tests on the following floor surfaces, to given working instructions – cementitious surfaces – proprietary screeds – timber-based surfaces – existing floorcoverings.			

<b>F/617/8827</b>	<b>Assessing and evaluating conditions for floorcoverings in the workplace (Continued)</b>	<b>Level 2</b>	<b>22 Credits</b>	
<b>307v2</b>				

	7.4 Assess and evaluate test results for suitability to receive floorcoverings and record and report findings, to given working instructions.			
	7.5 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to: <ul style="list-style-type: none"> <li>– calibrate equipment</li> <li>– use testing and recording equipment to assess floor suitability</li> <li>– test air conditions (temperature, humidity)</li> <li>– test floor conditions (dampness)</li> <li>– survey site conditions</li> <li>– record and evaluate test results</li> <li>– determine treatment methods</li> <li>– assess findings and produce a report</li> <li>– determine treatment methods</li> <li>– recognise and determine if underfloor heating is in-situ and report accordingly</li> <li>– recognise and determine when specialist skills and knowledge are required and report accordingly</li> <li>– determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance.</li> </ul>			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when assessing and evaluating conditions for floorcoverings.			
	7.7 Describe how to maintain the tools and equipment used when assessing and evaluating conditions for floorcoverings.			

***Assessor comments/feedback***

<b>A/617/8826</b>	<b>Installing timber-based floorcoverings in the workplace</b>	<b>Level 2</b>	<b>22</b>
<b>306v2</b>			<b>Credits</b>

The aim of this unit is to ensure the candidate has the skills and knowledge required when installing timber-based floorcoverings in the workplace. Candidates must demonstrate the following work skills when installing timber-based floorcoverings: measuring, marking out, cutting, positioning, securing, and finishing. Candidates must be able to install and finish two of the following floorcoverings, in domestic and/or contract situations, to given working instructions:

- wood block
- timber-based
- engineered wood
- laminate

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Interpret the given information relating to the work and resources when installing timber-based floorcoverings.	1.1 Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.			
	1.4 Describe different types of information, their source and how they are interpreted in relation to: – drawings, specifications, schedules, method statements, risk assessments, electronic data, manufacturers' information and current regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when installing timber-based floorcoverings.	2.1 Describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working: – In the workplace, below ground level, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting.			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 Explain what the accident reporting procedures are and who is responsible for making reports.			
3 Maintain safe and healthy working practices when installing timber-based floorcoverings.	3.1 Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with legislation and organisational requirements when installing timber based floorcoverings.			
	3.2 Demonstrate compliance with given information and relevant legislation when installing timber-based floorcoverings in relation to: – safe handling of materials – safe use and storage of materials, tools and equipment – specific risks to health			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to installing timber-based floorcoverings and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: – collective protective measures – personal protective equipment (PPE) – respiratory protective equipment (RPE) – local exhaust ventilation (LEV).			
	3.4 Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.			

A/617/8826 306v2	Installing timber-based floorcoverings in the workplace (continued)	Level 2	22 Credits		
	3.5 Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.				
4 Select the required quantity and quality of resources for the methods of work to install timber-based floorcoverings	4.1 Select resources associated with own work in relation to materials, components, fixings, tools and equipment.				
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: – wood block, timber-based, engineered wood and laminate floorcoverings – undercarriage systems, expansion joints – adhesives, surface treatments, finishes – thresholds, skirtings, cover strips, stair nosings, trims, protection materials – associated fixings, fittings and components – hand tools, portable power tools and equipment.				
	4.3 Describe how the resources should be used correctly and how problems associated with the resources are reported.				
	4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.				
	4.5 Describe any potential hazards associated with the resources and methods of work.				
	4.6 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to install timber-based floorcoverings.				
5 Minimise the risk of damage to the work and surrounding area when installing timber based floorcoverings	5.1 Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.				
	5.2 Minimise damage and maintain a clean work space.				
	5.3 Dispose of waste in accordance with current legislation.				
	5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.				
	5.5 Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.				
6 Complete the work within the allocated time when installing timber-based floorcoverings.	6.1 Demonstrate completion of the work within the allocated time.				
	6.2 Describe the purpose of the work programme and explain why deadlines should be kept in relation to: – types of progress charts, timetables and estimated times – organisational procedures for reporting circumstances which will affect the work programme.				
7 Comply with the given contract information to install timber-based floorcoverings to the required specification.	7.1 Demonstrate the following work skills when installing timber-based floorcoverings: – measuring, marking out, cutting, positioning, securing, and finishing.				
	7.2 Use and maintain hand tools, portable power tools and ancillary equipment				

A/617/8826	<b>Installing timber-based floorcoverings in the workplace</b>	<b>Level 2</b>	<b>22</b>
306v2	<b>(continued)</b>		<b>Credits</b>

	<p>7.3 Install and finish two of the following floorcoverings, in domestic and/or contract situations, to given working instructions:</p> <ul style="list-style-type: none"> <li>– wood block</li> <li>– timber-based</li> <li>– engineered wood</li> <li>– laminate</li> </ul>			
	<p>7.4 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> <li>– check and ensure that backgrounds are suitable for installing timber-based floorcoverings</li> <li>– install undercarriage systems</li> <li>– apply adhesives</li> <li>– position, fit, secure and finish wood block, and timber based, laminate and engineered wood floorcoverings, in domestic and/or contract situations, to setting out points and to predetermined patterns</li> <li>– form provision for expansion</li> <li>– finish the laid flooring</li> <li>– protect finished floor surfaces</li> <li>– recognise and determine if underfloor heating is in-situ and respond accordingly</li> <li>– recognise and determine when specialist skills and knowledge are required and report accordingly</li> <li>– determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance</li> <li>– use hand tools, portable power tools and equipment.</li> <li>– protect finished floor surfaces</li> <li>– recognise and determine if underfloor heating is in-situ and respond accordingly</li> <li>– recognise and determine when specialist skills and knowledge are required and report accordingly</li> <li>– determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance</li> <li>– use hand tools, portable power tools and equipment</li> </ul>			
	<p>7.5 State the needs of other occupations and how to communicate within a team when installing timber based floorcoverings.</p>			
	<p>7.6 Describe how to maintain the tools and equipment used when installing timber-based floorcoverings.</p>			

**Assessor comments/feedback**

<b>M/617/8824</b>	<b>Installing textile floorcoverings in the workplace</b>	<b>Level 2</b>	<b>18</b>
<b>304v2</b>			<b>Credits</b>

The aim of this unit is to ensure the candidate has the skills and knowledge required when installing textile floorcoverings. Candidates must demonstrate the following work skills when installing textile floorcoverings: measuring, marking out, cutting, joining, stretching, matching and securing. Candidates must be competent to install textile sheet and tile floorcoverings in domestic and/or contract situations to the following to given working instructions, horizontal, inclined, stepped, shaped and upstands.

To complete the unit candidates must be able to install textile sheet and tile floorcoverings in domestic and/or contract situations on the following surfaces/areas to given working instructions:

- solid floors
- timber-based floors
- suspended floors
- steps

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Interpret the given information relating to the work and resources when installing textile floorcoverings.	1.1 Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.			
	1.4 Describe different types of information, their source and how they are interpreted in relation to: – drawings, specifications, schedules, method statements, risk assessments, electronic data, manufacturers' information and current regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when installing textile floorcoverings.	2.1 Describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working: – in the workplace, below ground level, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting.			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 Explain what the accident reporting procedures are and who is responsible for making reports.			
3 Maintain safe and healthy working practices when installing textile floorcoverings.	3.1 Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing textile floorcoverings.			
	3.2 Demonstrate compliance with given information and relevant legislation when installing textile floorcoverings in relation to: – safe handling of materials – safe use and storage of materials, tools and equipment – specific risks to health			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to installing textile floorcoverings, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: – collective protective measures – personal protective equipment (PPE) – respiratory protective equipment (RPE) – local exhaust ventilation (LEV).			

M/617/8824 304v2	Installing textile floorcoverings in the workplace (continued)	Level 2	18 Credits	
	3.4 Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.			
	3.5 Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.			
4 Select the required quantity and quality of resources for the methods of work to install textile floorcoverings.	4.1 Select resources associated with own work in relation to materials, components, fixings, tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: – textile sheet and tile floorcoverings – adhesives: tape, liquid – interlayments (domestic work), textile underlays; finishing trims; nosings (contract work), protection materials – associated fixings, fittings and components – hand tools, portable power tools and equipment.			
	4.3 Describe how the resources should be used correctly and how problems associated with the resources are reported.			
	4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.			
	4.5 Describe any potential hazards associated with the resources and methods of work.			
	4.6 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to install textile floorcoverings.			
5 Minimise the risk of damage to the work and surrounding area when installing textile floorcoverings.	5.1 Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Dispose of waste in accordance with current legislation.			
	5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.5 Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.			
6 Complete the work within the allocated time when installing textile floorcoverings.	6.1 Demonstrate completion of the work within the allocated time.			
	6.2 Describe the purpose of the work programme and explain why deadlines should be kept in relation to: – types of progress charts, timetables and estimated times – organisational procedures for reporting circumstances which will affect the work programme.			

**Assessor comments/feedback**

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<b>M/617/8824</b>	<b>Installing textile floorcoverings in the workplace (continued)</b>	<b>Level 2</b>	<b>18 Credits</b>		
<b>304v2</b>					

7 Comply with the given contract information to install textile floorcoverings to the required specification.	7.1 Demonstrate the following work skills when installing textile floorcoverings: – measuring, marking out, cutting, joining, stretching, matching and securing.			
	7.2 Use and maintain hand tools, portable power tools and ancillary equipment			
	7.3 Install textile sheet and tile floorcoverings in domestic and/or contract situations to the following to given working instructions – horizontal – inclined – stepped – shaped – upstands			
	7.4 Install textile sheet and tile floorcoverings in domestic and/or contract situations on the following surfaces/areas to given working instructions: – solid floors – timber-based floors – suspended floors – steps.			

**Assessor comments/feedback**

M/617/8824	Installing textile floorcoverings in the workplace (continued)	Level 2	18
304v2			

	<p>7.5 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> <li>– check and ensure that background surfaces are suitable for installing textile floorcoverings</li> <li>– evaluate floor moisture content</li> <li>– acclimatise materials and products</li> <li>– ensure that the correct interlays (domestic work) have been installed</li> <li>– ensure that the correct underlays have been installed</li> <li>– install textile sheet and tile floorcoverings, in domestic and/or contract situations, to horizontal, inclined and stepped surfaces, to setting out points, lines and with the correct pile direction</li> <li>– install textile sheet and tile floorcoverings, in domestic and/or contract situations, onto solid, timber-based, suspended floors and steps</li> <li>– install trims</li> <li>– install nosings (contract work)</li> <li>– form shapes and upstands</li> <li>– form straight and winding staircases</li> <li>– protect finished floorcoverings</li> <li>– install trims</li> <li>– install nosings (contract work)</li> <li>– form shapes and upstands</li> <li>– form straight and winding staircases</li> <li>- protect finished floorcoverings</li> <li>– recognise and determine if underfloor heating is in-situ and respond accordingly</li> <li>– recognise and determine when specialist skills and knowledge are required and report accordingly</li> <li>– determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance</li> <li>– use hand tools, power tools and equipment.</li> </ul>			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when installing textile floorcoverings.			
	7.7 Describe how to maintain the tools and equipment used when installing textile floorcoverings.			

**Assessor comments/feedback**

<b>T/617/8825</b>	<b>Installing resilient floorcoverings in the workplace</b>	<b>Level 2</b>	<b>35 Credits</b>
<b>305v2</b>			

The aim of this unit is to ensure the candidate has the skills and knowledge required when installing resilient floorcoverings.

Candidates must demonstrate the following work skills when installing resilient floorcoverings: measuring, marking out, positioning, fitting, joining, rolling, levelling and welding

Candidates must be competent to Install resilient sheet and tile floorcoverings, in domestic and/or contract situations, to the following surfaces/areas to given working instructions: horizontal , inclined , stepped, skirtings and wet areas, including dressing into drains and gulleys

To complete the unit candidates must be able to Install resilient sheet and tile floorcoverings, in domestic and/or contract situations, on the following floors to given working instructions:

- solid (concrete, screed)
- timber-based.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 Interpret the given information relating to the work and resources when installing resilient floorcoverings.	1.1 Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.			
	1.4 Describe different types of information, their source and how they are interpreted in relation to: – drawings, specifications, schedules, method statements, risk assessments, electronic data, manufacturers' information and current regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when installing resilient floorcoverings.	2.1 Describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working: – in the workplace, below ground level, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting.			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 Explain what the accident reporting procedures are and who is responsible for making reports.			
3 Maintain safe and healthy working practices when installing resilient floorcoverings.	3.1 Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing resilient floorcoverings.			
	3.2 Demonstrate compliance with given information and relevant legislation when installing resilient floorcoverings in relation to: – safe handling of materials – safe use and storage of materials, tools and equipment – specific risks to health			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to installing resilient floorcoverings, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: – collective protective measures – personal protective equipment (PPE) – respiratory protective equipment (RPE) – local exhaust ventilation (LEV).			

T/617/8825	Installing resilient floorcoverings in the workplace	Level 2	35 Credits	
305v2				
	3.4 Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.			
	3.5 Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.			
4 Select the required quantity and quality of resources for the methods of work to install resilient floorcoverings.	4.1 Select resources associated with own work in relation to materials, components, fixings, tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: – resilient sheet and tile floorcoverings – adhesives, welding materials – finishing trims, stair nosings, pre-formed coves, cover former, skirtings, cappings, protection materials – associated fixings, fittings and components – hand tools, portable power tools and equipment.			
	4.3 Describe how the resources should be used correctly, how problems associated with the resources are reported.			
	4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.			
	4.5 Describe any potential hazards associated with the resources and methods of work.			
	4.6 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to install resilient floorcoverings.			
5 Minimise the risk of damage to the work and surrounding area when installing resilient floorcoverings.	5.1 Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Dispose of waste in accordance with current legislation.			
	5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.5 Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.			
6 Complete the work within the allocated time when installing resilient floorcoverings.	6.1 Demonstrate completion of the work within the allocated time.			
	6.2 Describe the purpose of the work programme and explain why deadlines should be kept in relation to: – types of progress charts, timetables and estimated times – organisational procedures for reporting circumstances which will affect the work programme.			

<b>T/617/8825</b>	<b>Installing resilient floorcoverings in the workplace</b>	<b>Level 2</b>	<b>35</b>
<b>305v2</b>			

7 Comply with the given contract information to install resilient floorcoverings to the required specification.	7.1 Demonstrate the following work skills when installing resilient floorcoverings: – measuring, marking out, positioning, fitting, joining, rolling, levelling and welding.			
	7.2 Use and maintain hand tools, portable power tools and ancillary equipment			
	7.3 Install resilient sheet and tile floorcoverings, in domestic and/or contract situations, to the following surfaces/areas to given working instructions: – horizontal – inclined – stepped – skirtings – wet areas, including dressing into drains and gulleys			
	7.4 Install resilient sheet and tile floorcoverings, in domestic and/or contract situations, on the following floors to given working instructions: – solid (concrete, screed) – timber-based.			
	7.5 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to: – check and ensure that backgrounds surfaces are suitable for installing resilient floorcoverings – acclimatise materials and products – position, fit and secure resilient sheet and tile floorcovering, in domestic and/or contract situations, with appropriate components, to horizontal, inclined and stepped surfaces and to setting out points/lines and predetermined shapes – install resilient sheet and tile floorcoverings, in domestic and/or contract situations, to solid and timber-based floors – identify levels, falls and gradient to dress resilient floorcoverings, in domestic and/or contract situations, into drains and gulleys in wet areas			
	– form upstands and skirtings – weld seams – secure nosings – form straight and winding staircases – protect finished floor surfaces – recognise and determine if underfloor heating is in-situ and respond accordingly – recognise and determine when specialist skills and knowledge are required and report accordingly – determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance – use hand tools, portable power tools and equipment.			
	7.7 Describe the needs of other occupations and how to communicate within a team when installing resilient floorcoverings.			
	7.8 Describe how to maintain the tools and equipment used when installing resilient floorcoverings.			

**Assessor comments/feedback**

# ***Notes***

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