



**GQA LEVEL 2 NVQ DIPLOMA IN BUILDING
MAINTENANCE MULTI-TRADE REPAIR AND
REFURBISHMENT**

Qualification Number 601/2998/0

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GQA, Unit 1, 12 O' Clock Court, Attercliffe Road, Sheffield, S4 7WW
Tel: 01142 720033, Email: Info@gqaqualifications.com,
Website: www.gqaqualifications.com



Introduction to the Qualification

Who is this Qualification for?

This qualification is aimed at those who have responsibility for carrying out Building Maintenance work in the workplace. Because of the wide range of Construction related maintenance work it is not expected that all candidates will carry out the same activities; the qualification is structured to ensure that there is a high degree of flexibility within the units available, there are 6 pathways to cover a range of maintenance tasks that come under the following broad headings; Carpentry and Joinery, Painting and Decorating, , Tiling, Plastering, Roofing and Trowel Operations. Candidates must complete at least 2 of these pathways. All work must be completed following Industry recognised Safe Working Practices and in accordance with relevant legislation. This qualification is at Level 2, although some units may be at different levels and should be taken by those who are fully trained to deal with routine assignments. Candidates should require minimum supervision in undertaking the job. The qualification has been developed in a way to allow employees from companies of all sizes and specialisms equal opportunity to complete.

What is required from candidates?

This qualification is specifically aimed at those carrying out multi trade repair and refurbishment work; there is a Level 2 qualification for those involved in Construction Operations and Civil Engineering along with a suite of specific qualifications in a wide range of Construction occupations available through GQA. More information can be found at www.gqaqualifications.com.

Unit Ref	Unit Title	Level	Credit
Mandatory Units			
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
J/601/1210 J/601/1210	Deliver reliable customer service	2	5
Optional Units Group A (minimum of 8 credits)			
D/600/8281 250	Erecting and Dismantling Access/Working Platforms in the Workplace	2	8
T/503/9560 360v2	Establishing Work Area Protection and Safety in the Workplace	2	10
M/505/0217 524v2	Clearing the Site and Handing Over on Completion in the Workplace	2	12
Optional Group B Maintenance Carpentry and Joinery (minimum of 30 credits)			
T/503/2642 12v2	Maintaining Non-structural Carpentry Work in the Workplace	2	14
R/505/0274 525v2	Repairing, Replacing and Renewing Gates, Posts and Fencing in the Workplace	2	16
J/506/4978 25v3	Maintaining non-structural or structural components in the workplace	3	29
Optional Group C Maintenance Painting and Decorating (minimum of 29 credits)			
H/503/9683 333Av3	Applying Paint Systems by Brush and Roller in the Workplace	2	22
D/503/9696 336v2	Hanging Standard Paper Wallcoverings in the Workplace	3	26
Y/505/1832 527v2	Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating in the Workplace	2	7
Optional Group D Maintenance Tiling (minimum of 20 credits)			
L/503/2548 142v2	Tiling Wall and Floor Surfaces in the Workplace	2	13

Y/505/1832 527v2	Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating in the Workplace	2	7
K/505/1835 528v2	Removing and Renewing Floor Screeds in the Workplace	2	18
Optional Group E Maintenance Plastering (minimum of 30 credits)			
H/600/7679 62	Preparing Background Surfaces for Plasterwork in the Workplace	1	12
A/600/7686 65	Applying Finishing Plaster to Background Surfaces in the Workplace	2	18
Optional Group F Maintenance Roofing (minimum of 30 credits)			
K/503/9538 47v2	Maintaining Slate and Tile Roofing in the Workplace	2	14
Y/600/7050 98	Repairing Roof Sheeting and Cladding Systems in the Workplace	2	20
D/600/7177 228	Removing and Repairing Eaves and Verge Finishings in the Workplace	2	16
Y/506/2622 686	Repairing membrane roofing systems in the workplace	2	16
Optional Group G Maintenance Trowel Operations (minimum of 19 credits)			
L/503/9550 50v2	Repairing and Maintaining Masonry Structures in the Workplace	3	22
M/503/3126 196v2	Repairing Basic Stonemasonry Structures in the Workplace	2	19

Achieving all of the Mandatory units and the minimum credit value from the optional units will mean the qualification has been completed and GQA will provide the Certificate with the qualification title. Where a candidate has completed additional credits the Certificate will list these as “additional credits”, in cases where the candidate has not completed the full qualification and will not go on to do so, a Certificate of Credit can be issued for the credits achieved.

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, or by responding to questions.

Quantity of evidence:

Evidence should show that you can meet the requirements of the units on a minimum of three occasions, in a way that demonstrates that the standards can be achieved consistently over an appropriate period of time.

Potential sources of evidence:

The main source of evidence for each unit will be observation of the candidate’s performance and knowledge demonstrated during the completion of the unit. This can be supplemented by the following types of physical or documentary evidence:

- Accident books/reporting systems
- Telephone logs
- Safety records
- Job specifications and documentation
- Work diaries
- Materials
- Training records
- Work schedules and records
- Timesheets
- Witness testimonies
- Audio evidence
- Equipment
- Photo/video evidence
- Correspondence with customers
- Notes and memos

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	Level 1	2 Credits
641	Workplace		

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 Comply with information from workplace inductions and any health, safety and welfare briefings attended relevant to the occupational area.			
	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"> – collective protective measures – personal protective equipment (PPE) – respiratory protective equipment (RPE) – local exhaust ventilation (LEV). 			
	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	Conforming to Productive Working Practices in the Workplace	Level 2	3 Credits
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"> – using resources for own and other’s work requirements – allocating appropriate work to employees – organising the work sequence – reducing carbon emissions. 			
	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"> – job cards – worksheets – material/resource lists – time sheets. 			
	3.3 Explain the reasons for ensuring documentation is completed clearly and within given timescales.			

Assessor comments/feedback

J/503/1169	Conforming to Productive Working Practices in the Workplace	Level 2	3 Credits
642	(continued)		

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: <ul style="list-style-type: none"> – 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

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

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

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

	<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"> – collective protective measures – personal protective equipment (PPE) – respiratory protective equipment (RPE) – local exhaust ventilation (LEV). 			
	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"> – lifting and handling aids – container(s) – fixing, holding and securing systems. 			
	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

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

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"> • Progress charts, timetables and estimated times • Organisational procedures for reporting circumstances which will affect the work programme 			
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"> • Moving, positioning, storing, securing and/or using lifting aids and kinetic lifting techniques 			
	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"> • Sheet material • Loose material • Bagged or wrapped material • Fragile material • Tools and equipment • Components • Liquids 			
	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

J/601/1210	Deliver reliable customer service	Level 2	5 Credits
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The aim of this unit is to ensure the candidate has the skills and knowledge to deal with customers and customer requests in a professional manner through an understanding of the organisation's services and products. This includes ensuring work areas are clean and tidy and knowledge of relevant Health and Safety matters. Candidates are also expected to understand how to review the customer's experience and look for ways to improve this.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1 prepare to deal with customers	1.1 keep their knowledge of their organisation's services or products up-to-date			
	1.2 ensure that the area they work in is tidy, safe and organised efficiently			
	1.3 prepare and arrange everything they need to deal with customers before their shift or period of work commences			
2 give consistent service to customers	2.1 make realistic customer service promises to customers			
	2.2 ensure that their promises balance the needs of their customers and their organisation			
	2.3 keep their promises to customers			
	2.4 inform their customers if they cannot keep their promises due to unforeseen circumstances			
	2.5 recognise when their customers' needs or expectations have changed and adapt their service to meet the new requirements			
	2.6 keep their customers informed if delivery of the service needs to involve passing them on to another person or organisation			
3 check customer service delivery	3.1 check that the service they have given meets their customers' needs and expectations			
	3.2 identify when they could have given better service to customers and how their service could have been improved			
	3.3 share information with colleagues and service partners to maintain and improve their standards of service delivery.			
4 know how to deliver reliable customer service	4.1 describe their organisation's services or products			
	4.2 explain their organisation's procedures and systems for delivering customer service			
	4.3 describe methods or systems for measuring an organisation's effectiveness in delivering customer service			
	4.4 explain their organisation's procedures and systems for checking service delivery			
	4.5 explain their organisation's requirements for health and safety in their area of work			

Assessor comments/feedback

D/600/8281	Erecting and Dismantling Access/Working Platforms in the	Level 2	8 Credits
250	Workplace		

The aim of this unit is to ensure that the candidate has the skills and knowledge required to erect and dismantle access/working platforms in accordance with job specifications, safe working practices and in the allocated time. Candidates will have to demonstrate competence in the positioning, erection, dismantling and storage of 2 of the following: ladders/crawler boards, stepladders/platform steps, proprietary towers, trestle platforms, mobile scaffold towers or proprietary staging/podiums. The candidate must also understand how to communicate with others to ensure work is carried out effectively. All work must be carried out in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively, including protective screens and signage. Candidates must understand their responsibilities and the hazards associated with this type of work including the uses and limitations of different types of access equipment. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities, and the accident and emergency procedures. 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 Interpret the given information relating to the work and resources when erecting and dismantling access/working platforms.	1.1 Interpret and extract information from specifications, method statements, risk assessments and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statement.			
	1.3 State 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: – specifications, current legislation, method statements, risk assessments and manufacturers' information.			
2 Know how to comply with relevant legislation and official guidance when erecting and dismantling access/working platforms.	2.1 Describe their responsibilities under current legislation and official guidance whilst working: – in the workplace, at height, in confined areas, with tools and equipment, 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 State what the accident reporting procedures are and who is responsible for making reports.			
3 Maintain safe working practices when erecting and dismantling access/working platforms.	3.1 Use personal protective equipment (PPE) and access equipment safely to carry out the activity in accordance with legislation and organisational requirements when erecting and dismantling access/working platforms			
	3.2 Explain why, when and how personal protective equipment (PPE) should be used, relating to erecting and dismantling access/working platforms, and the types, purpose and limitations of each type.			
	3.3 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.			

Assessor comments/feedback

D/600/8281	Erecting and Dismantling Access/Working Platforms in the	Level 2	8 Credits
250	Workplace (continued)		

4 Select the required quantity and quality of resources for the methods of work to erect and dismantle access/working platforms.	4.1 Describe the characteristics, quality, uses, limitations and defects associated with the resources in relation to: – ladders/crawler boards – stepladders/platform steps – trestles – proprietary staging/podiums – proprietary towers – mobile scaffold towers – protection equipment and notices – tools and ancillary equipment.			
	4.2 Select resources associated with own work in relation to materials, components, tools and equipment.			
	4.3 State how the resources should be used correctly, how problems associated with the resources are reported and how the organisational procedures are used.			
	4.4 Describe how to calculate quantity of equipment required associated with the method/procedure to erect and dismantle access equipment/working platforms.			
5 Minimise the risk of damage to the work and surrounding area when erecting and dismantling access/working platforms.	5.1 Protect the work and its surrounding area from damage.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.4 Dispose of waste in accordance with legislation.			
	5.5 State why the disposal of waste should be carried out in relation to the work.			
6 Complete the work within the allocated time when erecting and dismantling access/working platforms.	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:– organisational procedures for reporting circumstances which will affect the work programme.			
7 Comply with the given contract information to erect and dismantle access/ working platforms to the required specification.	7.1 Demonstrate the following work skills when erecting and dismantling access/working platforms:– moving, positioning/erecting, securing, checking, dismantling and removing.			
	7.2 Erect, dismantle and store two of the following access equipment to given access regulations:– ladders/crawler boards– stepladders/platform steps– proprietary towers– trestle platforms– mobile scaffold towers– proprietary staging/podiums.			
	7.3 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to: – provide protection to the work area – establish a base for equipment – erect proprietary access equipment to manufacturer’s instructions suitable for the work – erect non-proprietary access equipment suitable for the work – place protective screens and notices – check/monitor equipment during the period of use – dismantle and store access equipment – use tools and equipment – work at height.			
	7.4 Safely use and store materials, hand tools and ancillary equipment.			

D/600/8281	Erecting and Dismantling Access/Working Platforms in the	Level 2	8 Credits
250	Workplace (continued)		

	7.5 State the needs of other occupations and how to communicate within a team when erecting and dismantling access/working platforms.			
	7.6 Describe how to maintain the tools and equipment used when erecting and dismantling access/working platforms.			

Assessor comments/feedback

T/503/9560	Establishing Work Area Protection and Safety in the Workplace	Level 2	10 Credits
360v2			

The aim of this unit is to ensure that the candidate has the skills and knowledge required to establish work area protection and safety in the construction industry, more specifically in the installation, maintenance and removal of temporary protection and safety arrangements for the work area, relating to barriers/temporary structures and one of the following: protection and safety notices or safety lighting in accordance with organisation guidance, legislation and statutory requirements. The candidate must also understand how to communicate with others to ensure work is carried out effectively. This unit includes identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate quantity, length and area. To achieve this unit candidates must carry out measuring, setting out, positioning, assembling, constructing, securing and dismantling activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the specific issues associated with working below ground level, in confined spaces and at heights. Also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

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 establishing work area protection and safety.	1.1 Interpret and extract relevant information from drawings, plans, risk assessments, method statements, specifications, schedules, site inspections 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.			
2 Know how to comply with relevant legislation and official guidance when establishing work area protection and safety.	2.1 Describe their responsibilities regarding potential accidents and health hazards, whilst working: <ul style="list-style-type: none"> – in the workplace, below ground level, in confined spaces, 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 reports.			
3 Maintain safe and healthy working practices when establishing work area protection and safety.	3.1 Use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when establishing work area protection and safety.			
	3.2 Comply with information relating to specific risks to health when establishing work area protection and safety.			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to establishing work area protection and safety, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> – 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 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 hazards.			

T/503/9560	Establishing Work Area Protection and Safety in the	Level 2	10	
360v2	Workplace (continued)			Credits
4 Select the required quantity and quality of resources for the methods of work to establish work area protection and safety.	4.1 Select resources associated with own work in relation to materials, components and fixings, and tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> – safety and security barriers – protection and safety notices – temporary structures – signs and lighting – hand and/or powered 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 and area associated with the method/procedure to establish work area protection and safety.			
5 Minimise the risk of damage to the work and surrounding area when establishing work area protection and safety.	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 establishing work area protection and safety.	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: <ul style="list-style-type: none"> – types of progress charts, timetables and estimated times – organisational procedures for reporting circumstances which will affect the work programme. 			

Assessor comments/feedback

T/503/9560	Establishing Work Area Protection and Safety in the Workplace (continued)	Level 2	10 Credits
360v2			

7 Comply with the given contract information to establish work area protection and safety to the required specification.	7.1 Demonstrate the following work skills when establishing work area protection and safety: – measuring, setting out, positioning, assembling, constructing, securing and dismantling.			
	7.2 Install, maintain and remove temporary protection and safety arrangements for the work area, to given working instructions, relating to barriers/temporary structures and one of the following: – protection and safety notices – safety lighting.			
	7.3 Safely use materials, hand tools, portable power tools and ancillary equipment.			
	7.4 Safely store the materials, tools and equipment used when establishing work area protection and safety.			
	7.5 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to: – plan for the protection and the safety of the work and surrounding environment – install, check and maintain the protection and safety equipment – dismantle and remove protection and safety equipment – install safety notices – install lighting systems – use hand tools, power tools and equipment – work at height – use access equipment.			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when establishing work area protection and safety.			
	7.7 Describe how to maintain the tools and equipment used when establishing work area protection and safety.			

Assessor comments/feedback

M/505/0217	Clearing the Site and Handing Over on Completion in the Workplace	Level 2	12 Credits
524v2			

The aim of this unit is to ensure the candidate has the skills and knowledge to deal with customers and customer requests in a professional manner through an understanding of the organisation's services and products. This includes ensuring work areas are clean and tidy and knowledge of relevant Health and Safety matters. Candidates are also expected to understand how to review the customer's experience and look for ways to improve this.

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 clearing the site and handing over on completion.	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 and manufacturers' information.			
2 Know how to comply with relevant legislation and official guidance when clearing the site and handing over on completion.	2.1 Describe their responsibilities regarding potential accidents and health hazards, whilst working: – in the workplace, below ground level, at height, 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 clearing the site and handing over on completion.	3.1 Use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when clearing the site and handing over on completion.			
	3.2 Comply with information relating to specific risks to health when clearing the site and handing over on completion.			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to clearing the site and handing over on completion, 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 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 hazards.			

M/505/0217 524v2	Clearing the Site and Handing Over on Completion in the Workplace (continued)	Level 2	12 Credits		
4 Select the required quantity and quality of resources for the methods of work to clear the site and hand over on completion.	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: – fittings and fixings – hand and/or portable powered 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.				
5 Minimise the risk of damage to the work and surrounding area when clearing the site and handing over on completion.	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 clearing the site and handing over on completion.	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 clear the site and hand over on completion to the required specification.	7.1 Demonstrate the following work skills when clearing the site and handing over on completion: – finishing, positioning, dismantling, clearing, cleaning, tidying and securing.				
	7.2 Complete the task and hand the site over, in accordance to given working instructions, ensuring the following: – excess materials are removed – the quality of the finished task matches the given specification – the client, customer or their representative is provided with relevant information and advice – the clients, customer or their representative accepts the condition of the completed task and site – records, reports and documentation are completed and registered.				
	7.3 Safely use materials, hand tools, portable power tools and ancillary equipment.				

T/503/2642	Maintaining Non-structural Carpentry Work in the	Level 2	14
12v2	Workplace		Credits

The aim of this unit is to ensure that the candidate has the skills and knowledge required to interpret information to be able to carry out maintenance of non-structural carpentry work, more specifically candidates must carry out this type of work on any 4 of the following: frames, mouldings, doors, windows (including replacement glazing), door and/or window ironmongery, verge and/or eaves, guttering and downpipes or sash cords (alligator or scroll) following safe working practices and within the allocated time. The candidate must also understand how to communicate with others to ensure work is carried out effectively. This unit includes identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate quantity, length, area and wastage. To achieve this unit candidates must carry out measuring, marking out, splicing, fitting, finishing, positioning and securing activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the specific issues associated with working at heights. Also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

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 maintaining non-structural carpentry work.	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 statement.			
	1.3 State 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, manufacturers’ information and regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when maintaining non-structural carpentry work.	2.1 Describe their responsibilities under current legislation and official guidance whilst working: – in the workplace, below ground level, in confined spaces, 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 reports.			
	2.4 State the types of fire extinguishers available when maintaining non-structural carpentry work and describe how and when they are used.			
3 Maintain safe working practices when maintaining non-structural carpentry work.	3.1 Use health and safety control equipment and access equipment/working platforms safely to carry out the activity in accordance with legislation and organisational requirements when maintaining non-structural carpentry work.			
	3.2 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to maintaining non-structural carpentry work, 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/503/2642	Maintaining Non-structural Carpentry Work in the	Level 2	14	
12v2	Workplace (continued)	Credits		
	3.3 Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.			
	3.4 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 maintain non-structural carpentry work.	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, manufactured sheet material, prefabricated components, ironmongery, metals, sash cord, adhesives, sealants, guttering, downpipe, fixings and associated ancillary items – hand and/or powered 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 method of work.			
	4.6 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to maintain non-structural carpentry work.			
5 Minimise the risk of damage to the work and surrounding area when maintaining non-structural carpentry work.	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 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 maintaining non-structural carpentry work.	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: – 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 maintaining non-structural carpentry work to the required specification	7.1 Demonstrate the following work skills when maintaining non-structural carpentry work: – measuring, marking out, splicing, fitting, finishing, positioning and securing.			

T/503/2642	Maintaining Non-structural Carpentry Work in the Workplace (continued)	Level 2	14
12v2			

	7.2 Repair and/or replace four of the following to given working instructions: <ul style="list-style-type: none"> - frames - mouldings - doors - windows (including replacement glazing) - door and/or window ironmongery - verge and/or eaves - guttering and downpipes - sash cords. 			
	7.3 Prime the repair to the work to given working instructions.			
	7.4 Safely use and handle materials.			
	7.5 Safely use hand tools, portable power tools and ancillary equipment.			
	7.6 Safely store the materials, tools and equipment used when maintaining non-structural carpentry work.			
	7.7 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to: <ul style="list-style-type: none"> - splice and replace frames and mouldings - repair and replace doors and windows - repair and replace ironmongery - repair or replace guttering, downpipes - replace sash cords - replace architraves, skirting, dado rails and picture rails - form joints associated with repairs - use hand tools, power tools and equipment - work at height - use access equipment. 			
	7.8 Describe the needs of other occupations and how to effectively communicate within a team when maintaining non-structural carpentry work.			
	7.9 Describe the methods of sharpening the hand tools used when maintaining non-structural carpentry work.			
	7.10 Describe how to maintain the tools and equipment used when maintaining non-structural carpentry work.			

Assessor comments/feedback

R/505/0274	Repairing, Replacing and Renewing Gates, Posts and Fencing in the Workplace	Level 2	16 Credits
525v2			

The aim of this unit is to ensure the candidate has the skills and knowledge to deal with customers and customer requests in a professional manner through an understanding of the organisation's services and products. This includes ensuring work areas are clean and tidy and knowledge of relevant Health and Safety matters. Candidates are also expected to understand how to review the customer's experience and look for ways to improve this.

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 repairing, replacing and renewing gates, posts and fencing.	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 and manufacturers' information.			
2 Know how to comply with relevant legislation and official guidance when repairing, replacing and renewing gates, posts and fencing.	2.1 Describe their responsibilities regarding potential accidents and health hazards, whilst working: – in the workplace, below ground level, at height, 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 repairing, replacing and renewing gates, posts and fencing.	3.1 Use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when repairing, replacing and renewing, gates, posts and fencing.			
	3.2 Comply with information relating to specific risks to health when repairing, replacing and renewing, gates, posts and fencing.			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to repairing, replacing and renewing, gates, posts and fencing, 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 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 hazards.			

R/505/0274	Repairing, Replacing and Renewing Gates, Posts and Fencing in the Workplace (continued)	Level 2	16
525v2			Credits

4 Select the required quantity and quality of resources for the methods of work to repair, replace and renew gates, posts and fencing	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: – gates – posts – fencing – furnishings and fixings – protective finishes – hand and/or portable powered 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 repair, replace and renew fencing, gates and posts.			
5 Minimise the risk of damage to the work and surrounding area when repairing, replacing and renewing, gates, posts and fencing.	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 repairing, replacing and renewing, gates, posts and fencing.	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 repair, replace and renew gates, posts and fencing to the required specification.	7.1 Demonstrate the following work skills when repairing, replacing and renewing, gates, posts and fencing: – measuring, marking out, cutting, levelling, plumbing, fitting, finishing, positioning and securing.			
	7.2 Prepare for and repair, replace and renew fencing components or make bespoke items to given working instructions relating to the following: – gates – posts – fencing – furnishings and fixings – protective finishes			
	7.3 Reinststate ground to given working instructions.			
	7.4 Safely use materials, hand tools, portable power tools and ancillary equipment.			

R/505/0274	Repairing, Replacing and Renewing Gates, Posts and Fencing in the Workplace (continued)	Level 2	16 Credits
525v2			

	7.5 Safely store the materials, tools and equipment used when repairing, replacing and renewing, gates, posts and fencing.			
	7.6 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"> – match components and fittings – checks required prior to excavation – excavate posts holes – level, gradient and plumb – repair replace and renew fencing components, posts, gates and panels, of different materials: timber, metal plastic and composite materials – repair, replace and renew furnishings and fixings – make bespoke items and features – ensure components are plumb and level 			
	7.7 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"> – reinstate ground to match existing: turf, tarmac, paving, hard landscaping materials – apply protective finishings – complete preventative maintenance – recognise and determine when specific skills and knowledge are required and report accordingly – complete and maintain records – work on buildings of historical significance – use hand tools, portable power tools and equipment – work at height – use access equipment. 			
	7.8 Describe the needs of other occupations and how to effectively communicate within a team when repairing, replacing and renewing, gates, posts and fencing			
	7.9 Describe how to maintain the tools and equipment used when repairing, replacing and renewing, gates, posts and fencing.			

Assessor comments/feedback

J/506/4978	Maintaining non-structural or structural components in the workplace	Level 3	29 Credits
25v3			

The aim of this unit is to ensure that the candidate has the skills and knowledge required to maintain non-structural or structural components in accordance with job specifications, safe working practices and in the allocated time. The candidate must also understand how to communicate with others to ensure the work is carried out effectively. This includes interpreting information on the work required, calculating quantity and area and identifying and selecting the correct quantity and quality of materials, tools and equipment to carry out repair work on any 5 of the following; frames (to include priming the repair), mouldings (to include priming the repair), floor joist covering (or flat roof), door and/or window ironmongery, guttering and downpipes, sash cords, replacement glazing, structural joists (including support) or structural rafters (including support). To achieve this unit candidates must carry out measuring, marking out, fitting, splicing, finishing, positioning and securing activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with the work. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities and the accident and emergency procedures. 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 Interpret the given information relating to the work and resources when maintaining non-structural or structural components.	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 statement.			
	1.3 State 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, manufacturers' information and regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when maintaining non-structural or structural components.	2.1 Describe their responsibilities under current legislation and official guidance whilst working: – in the workplace, at height, 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.			
	2.4 State the types of fire extinguishers available when maintaining non-structural or structural components and describe how and when they are used.			
3 Maintain safe working practices when maintaining non-structural or structural components.	3.1 Use health and safety control equipment and access equipment/working platforms safely to carry out the activity in accordance with legislation and organisational requirements when maintaining non-structural or structural components.			
	3.2 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to maintaining non-structural or structural components, 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).			

J/506/4978 25v3	Maintaining non-structural or structural components in the workplace (continued)	Level 3	29 Credits	
	3.3 Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.			
	3.4 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 maintain non-structural or structural components.	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, manufactured sheet material, metals, mouldings, sash cord, paint, bricks, tiles, cement, sand, plaster, preservatives, adhesives, sealants, fixings, guttering, ironmongery, downpipes and associated ancillary items			
	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 method of work.			
	4.6 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to maintain non-structural or structural components.			
5 Minimise the risk of damage to the work and surrounding area when maintaining non-structural or structural components.	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 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 maintaining non-structural or structural components.	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: – 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 maintain non-structural or structural components to the required specification.	7.1 Demonstrate the following work skills when maintaining non-structural or structural components: – measuring, marking out, fitting, splicing, finishing, positioning and securing.			

J/506/4978	Maintaining non-structural or structural components in the workplace (continued)	Level 3	29
25v3			

	<p>7.2 Repair five of the following components to given working instructions:</p> <ul style="list-style-type: none"> – frames (to include priming the repair) – mouldings (to include priming the repair) – floor joist covering (or flat roof) – door and/or window ironmongery – guttering and downpipes – sash cords – replacement glazing – structural joists (including support) – structural rafters (including support). 			
	7.3 Safely use and handle materials.			
	7.4 Safely use hand tools, portable power tools and ancillary equipment.			
	7.5 Safely store the materials, tools and equipment used when maintaining non-structural or structural components.			
	<p>7.6 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> – replace and splice door and window frames, mouldings and structural timbers, replace sash cords, re-glaze, re-lay brick/blockwork, make good paintwork, plasterwork, brickwork, wall tiling – identify load bearing points – prop and support existing structures – replace frames and mouldings – repair or replace door and window ironmongery – repair and/or replace guttering and downpipes – form joints associated with repairs. 			
	<p>7.7 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> – use hand tools, power tools and equipment – work at height – use access equipment. 			
	7.8 Describe the needs of other occupations and how to effectively communicate within a team when maintaining non-structural or structural components.			
	7.9 Describe the methods of sharpening the hand tools used when maintaining non-structural or structural components			
	7.10 Describe how to maintain the tools and equipment used when maintaining non-structural or structural components.			

Assessor comments/feedback

H/503/9683	Applying Paint Systems by Brush and Roller in the Workplace	Level 2	22 Credits
333Av3			

The aim of this unit is to ensure that the candidate has the skills and knowledge required to apply paint systems by brush and/or roller onto internal and/or external surfaces. To complete this unit candidates must demonstrate application of water-borne and/or solvent-borne coatings for linear/trim/narrow-runs and broad areas in accordance with job specifications, safe working practices and in the allocated time. The candidate must also understand how to communicate with others to ensure work is carried out effectively and be able to check the suitability of prepared surfaces, prepare coatings, identify working life of materials and use access equipment. The unit includes interpreting information on the work required and identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate quantities. To achieve this unit candidates must carry out mixing, pouring, diluting, loading, laying-on, laying-off and cutting-in activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the accident reporting procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. 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. Interpret the given information relating to the work and resources when applying paint systems by brush and/or roller.	1.1 Interpret and extract relevant information from specifications, current regulations, risk assessments, method statements 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: <ul style="list-style-type: none"> • Specifications, current legislation, risk assessments, method statements and manufacturers' information 			
2. Know how to comply with relevant legislation and official guidance when applying paint systems by brush and/or roller.	2.1 Describe their responsibilities regarding potential accidents and health hazards, whilst working: <ul style="list-style-type: none"> • In the workplace, in confined spaces, at height, 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.			

Assessor comments/feedback

H/503/9683	Applying Paint Systems by Brush and Roller in the Workplace (continued)	Level 2	22	Credits
333Av3				

3. Maintain safe and healthy working practices when applying paint systems by brush and/or roller.	3.1 Use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when applying paint systems by brush and/or roller.			
	3.2 Comply with information relating to specific risks to health when applying paint systems by brush and/or roller.			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to applying paint systems by brush and/or roller, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> • 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 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 hazards.			
4. Select the required quantity and quality of resources for the methods of work to apply paint systems by brush and/or roller.	4.1 Select resources associated with own work in relation to materials, tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Water-borne and solvent-borne coatings • Primers, intermediate coatings (undercoats) and finishes (single pack coatings) • Single-product systems (e.g. emulsions, varnishes) • Solvents/thinners • Knotting, proprietary sealers • Brushes, rollers and other associated equipment • Protective sheeting and masking materials • Access equipment • Hand tools and associated 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 of materials required associated with the method/procedure to paint by brush and roller.			
	5. Minimise the risk of damage to the work and surrounding area when applying paint systems by brush and/or roller.	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.				

H/503/9683	Applying Paint Systems by Brush and Roller in the Workplace (continued)	Level 2	22 Credits
333Av3			

	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 applying paint systems by brush and/or roller.	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: <ul style="list-style-type: none"> • 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 apply paint systems by brush and/or roller to the required specification	7.1 Demonstrate the following work skills when applying paint systems by brush and/or roller: <ul style="list-style-type: none"> • Mixing, pouring, diluting, loading, laying-on, laying-off and cutting-in 			
	7.2 Apply water-borne and/or solvent-borne coatings to internal and/or external surfaces for industrial and/or non-industrial situations, to given working instructions, for: <ul style="list-style-type: none"> • Linear/trim/narrow-runs and broad areas by brush and/or roller 			
	7.3 Safely use materials, tools and associated equipment.			
	7.4 Safely store the materials, tools and equipment used when applying paint systems by brush and/or roller.			
	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"> • Establish access requirements • Check suitability of previously prepared surfaces • Prepare and apply water-borne and solvent-borne coatings by brush and or roller • Prepare coatings with activators • Coat broad areas, linear/trim/narrow runs • Test wet and dry film thickness • Identify how atmospheric conditions affect coatings and their application process • Identify the working life of prepared materials • Use access equipment • Use brushes, rollers and associated tools and equipment 			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when applying paint systems by brush and roller.			
	7.7 Describe how to maintain brushes, rollers and the associated tools and equipment used when applying paint systems by brush and/or roller.			

Assessor comments/feedback

D/503/9696	Hanging Standard Paper Wall Coverings in the Workplace	Level 3	26 Credits
336v2			

The aim of this unit is to ensure that the candidate has the skills and knowledge required to prepare the site and hang standard paper coverings to ceilings and walls with internal and external angles to given working instructions, following safe working practices and in the allocated time. The candidate must also understand how to communicate with others to ensure work is carried out effectively. This includes interpreting information on the work required and identifying and calculating and selecting the correct quantity and quality of materials, tools and equipment. To achieve this unit candidates must carry out shading, measuring, matching and cutting, mixing and applying, folding, positioning, fixing, trimming, and cleaning-off. Activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and in particular the hazards associated with working at heights, also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

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 hanging standard paper wall coverings.	1.1 Interpret and extract relevant information from specifications, current regulations, risk assessments, method statements 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: <ul style="list-style-type: none"> Specifications, current legislation, risk assessments, method statements and manufacturers' information 			
2. Know how to comply with relevant legislation and official guidance when hanging standard paper wall coverings	2.1 Describe their responsibilities regarding potential accidents and health hazards, whilst working: <ul style="list-style-type: none"> In the workplace, at height, 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 hanging standard paper wall coverings.	3.1 Use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when hanging standard paper wall coverings.			
	3.2 Comply with information relating to specific risks to health when hanging standard paper wall coverings.			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to hanging standard paper wall coverings, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> 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 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 hazards.			

D/503/9696	Hanging Standard Paper Wall Coverings in the Workplace	Level 3	26
336v2	(continued)		Credits

4. Select the required quantity and quality of resources for the methods of work to hang standard paper wall coverings.	4.1 Select resources associated with own work in relation to materials, tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Surface preparation materials • Pastes and adhesives • Wallpapers • Protective sheeting • Rubbish containers/bags • Access equipment • Hand tools and associated 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 of materials required associated with the method/procedure to hang standard paper wall coverings.			
5. Minimise the risk of damage to the work and surrounding area when hanging standard paper wall coverings.	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 Describe how to keep the paper and adjacent surfaces clean.			
	5.4 Dispose of waste in accordance with current legislation.			
	5.5 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.6 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 hanging standard paper wall coverings.	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: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times • Organisational procedures for reporting circumstances which will affect the work programme 			

Assessor comments/feedback

D/503/9696	Hanging Standard Paper Wall Coverings in the Workplace (continued)	Level 3	26 Credits
336v2			

7. Comply with the given contract information to hang standard paper wall coverings to the required specification.	7.1 Demonstrate the following work skills when hanging standard paper wall coverings: <ul style="list-style-type: none"> • Shading, measuring, matching and cutting, mixing and applying, folding, positioning, fixing, trimming, and cleaning-off 			
	7.2 Establish start and finish point and hang standard papers of substantial length to the given working instructions to the following areas: <ul style="list-style-type: none"> • Ceilings with any type of paper • Walls with both internal and external angles using foundation paper (cross), textured/relief and patterned finishing papers 			
	7.3 Safely use materials, hand tools and associated equipment.			
	7.4 Safely store the materials, tools and equipment used when hanging standard paper wall coverings.			
	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"> • Establish access requirements • Check suitability of surface to receive wallpaper • Prepare and apply pastes and adhesives • Prepare and hang paper to ceilings • Prepare and hang foundation paper, textured/relief and patterned finishing papers • Work to reveals and internal and external angles • Work around electrical fittings and pipework • Keep paper and adjacent surfaces clean • Use access equipment • Use tools and associated equipment 			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when hanging standard paper wall coverings.			
	7.7 Describe how to maintain the tools and equipment used when hanging standard paper wall coverings			

Assessor comments/feedback

Y/505/1832	Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating in the Workplace	Level 2	7 Credits
527v2			

The aim of this unit is to ensure the candidate has the skills and knowledge to deal with customers and customer requests in a professional manner through an understanding of the organisation's services and products. This includes ensuring work areas are clean and tidy and knowledge of relevant Health and Safety matters. Candidates are also expected to understand how to review the customer's experience and look for ways to improve this.

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 background surfaces for plastering, tiling, panelling or painting/decorating in the Workplace.	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, manufacturers' information and current regulations governing buildings.			
2 Know how to comply with relevant legislation and official guidance when preparing background surfaces for plastering, tiling, panelling or painting/decorating.	2.1 Describe their responsibilities regarding potential accidents and health hazards, whilst working: – in the workplace, below ground level, at height, 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 background surfaces for plastering, tiling, panelling or painting/decorating.	3.1 Use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when preparing background surfaces for plastering, tiling, panelling or painting/decorating.			
	3.2 Comply with information relating to specific risks to health when preparing background surfaces for plastering, tiling, panelling or painting/decorating.			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to preparing background surfaces for plastering, tiling, panelling or painting/decorating, 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 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 hazards.			

Y/505/1832	Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating in the Workplace (continued)	Level 2	7 Credits
527v2			

4 Select the required quantity and quality of resources for the methods of work to prepare background surfaces for plastering, tiling, panelling or painting/decorating.	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: – solvents and cleaning agents – stripping materials and equipment – fillers and bonding agents – primers, surface treatment materials and waterproofing agents – sand, cement, lime and plaster renders – mesh, trims and fixings – hand and/or portable powered 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 preparing background surfaces for plastering, tiling, panelling or painting/decorating.			
5 Minimise the risk of damage to the work and surrounding area when preparing background surfaces for plastering, tiling, panelling or painting/decorating.	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 background surfaces for plastering, tiling, panelling or painting/decorating.	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 background surfaces for plastering, tiling, panelling or painting/decorating to the required specification.	7.1 Demonstrate the following work skills when preparing background surfaces for plastering, tiling, panelling or painting/decorating: – measuring, marking out, washing, stripping/scraping, abrading/keying, hacking, cutting out, removing, mixing, filling, levelling/flattening, brushing down and priming.			

Y/505/1832	Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating in the Workplace (continued)	Level 2	7 Credits
527v2			

	7.2 Prepare new or existing background surfaces for plastering and/or tiling and/or panelling and/or painting/ decorating to given working instructions for five of the following:– previously plastered, tiled, panelled or painted/ decorated surfaces– brick– block– concrete – render or plaster– manufactured board– wood– metal			
	7.3 Safely use materials, hand tools, portable power tools and ancillary equipment.			
	7.4 Safely store the materials, tools and equipment used when preparing background surfaces for plastering, tiling, panelling or painting/decorating.			
	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"> – prepare previously plastered, tiled, panelled or painted/ decorated surfaces – remove surface contamination – prepare brick, block, concrete and boarding for plasting – prepare brick, block, concrete, wood, metal, render or and plaster for tiling – prepare brick, block, concrete, wood, metal, render or and plaster for painting/decorating – prepare brick, block, concrete, wood, metal, render and plaster for panelling – prepare manufactured board – mix and apply plaster, sand, cement and lime renders 			
	7.6 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"> – apply primers – fill, level and abrade surfaces – apply preparatory treatments – use waterproof membranes – fix proprietary mesh and trims – apply movement joints – recognise and determine when specific skills and knowledge are required and report accordingly – complete and maintain records – work on buildings of historical significance – use hand tools, portable power tools and equipment – work at height – use access equipment. 			
	7.7 Describe the needs of other occupations and how to effectively communicate within a team when preparing background surfaces for plastering, tiling, panelling or painting/decorating.			
	7.8 Describe how to maintain the tools and equipment used when preparing background surfaces for plastering, tiling, panelling or painting/decorating.			

Assessor comments/feedback

L/503/2548	Tiling Wall and Floor Surfaces in the Workplace	Level 2	13
142v2			Credits

The aim of this unit is to ensure that the candidate has the skills and knowledge required to interpret information to be able to tile wall and floor surfaces, more specifically these are defined as vertical, horizontal and inclined surfaces. The candidate must also understand how to communicate with others to ensure the work is carried out effectively. This unit includes identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate quantity, length, area and wastage. To achieve this unit candidates must carry out measuring, setting out, cutting, removing, applying, positioning, securing and finishing activities associated with tiling wall and floor surfaces, cills, reveals, soffits, floor drainage and outlets and fixing of accessories, all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the specific issues associated with working at heights and in confined spaces. Also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

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 tiling wall and floor surfaces.	1.1 Interpret and extract relevant information from drawings specifications, job details, method statements, risk assessments, control of substances hazardous to health (COSHH) assessments and manufacturers' information related to the work to be carried out.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 State 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: <ul style="list-style-type: none"> • Drawings, specifications, job details, method statements, risk assessments, COSHH assessments, manufacturers' information and wall and floor tiling recommendations 			
2. Know how to comply with relevant legislation and official guidance when tiling wall and floor surfaces.	2.1 Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace, in confined spaces, 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 reports.			
3. Maintain safe working practices when tiling wall and floor surfaces.	3.1 Use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements when tiling wall and floor surfaces.			
	3.2 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to tiling wall and floor surfaces, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> • Collective protective measures • Personal protective equipment (PPE) • Respiratory protective equipment (RPE) • Local exhaust ventilation (LEV) 			

L/503/2548	Tiling Wall and Floor Surfaces in the Workplace (continued)	Level 2	13	Credits
142v2				

	3.3 Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.			
	3.4 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 tile wall and floor surfaces.	4.1 Select resources associated with own work in relation to materials, components, accessories, tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Wall and floor tiles, grout, adhesives, accessories • Hand and/or powered tools and associated 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 tile wall and floor surfaces.			
5. Minimise the risk of damage to the work and surrounding area when tiling wall and floor surfaces	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 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 tiling wall and floor surfaces.	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"> • 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 tile wall and floor surfaces to the required specification.	7.1 Demonstrate the following work skills when tiling wall and floor surfaces: <ul style="list-style-type: none"> • Measuring, setting out, cutting, removing, applying, positioning, securing and finishing 			
	7.2 Fix tiles to vertical, horizontal and inclined surfaces to given working instructions for: <ul style="list-style-type: none"> • Wall and floor surfaces • Reveals, cills and soffits (door and/or windows) • Floor drainage and outlets • Fixture of appropriate accessories 			
	7.3 Safely use materials, hand tools, portable power tools and associated equipment.			

L/503/2548	Tiling Wall and Floor Surfaces in the Workplace (continued)	Level 2	13
142v2			Credits

	7.4 Safely store the materials, tools and equipment used when tiling wall and floor surfaces.			
	7.5 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to: <ul style="list-style-type: none"> • Fix and finish wall and floor tiles to regular and irregular vertical, horizontal and inclined surfaces, including staircase and landing (new and repair work) • Remove existing tiles and prepare background • Form reveals, cills and soffits (door and window openings) • Form internal and external angles • Fix channels/form drainage and outlets • Use appropriate accessories • Use hand tools, power tools and associated equipment • Work at height • Use access equipment 			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when tiling wall and floor surfaces.			
	7.7 Describe how to maintain the tools and equipment used when tiling wall and floor surfaces.			

Assessor comments/feedback

K/505/1835	Removing and Renewing Floor Screeds in the Workplace	Level 2	18 Credits
528v2			

The aim of this unit is to ensure the candidate has the skills and knowledge to deal with customers and customer requests in a professional manner through an understanding of the organisation's services and products. This includes ensuring work areas are clean and tidy and knowledge of relevant Health and Safety matters. Candidates are also expected to understand how to review the customer's experience and look for ways to improve this.

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 removing and renewing floor screeds	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 and manufacturers' information.			
2 Know how to comply with relevant legislation and official guidance when removing and renewing floor screeds.	2.1 Describe their responsibilities regarding potential accidents and health hazards, whilst working: – in the workplace, below ground level, at height, 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 removing and renewing floor screeds.	3.1 Use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when removing and renewing floor screeds.			
	3.2 Comply with information relating to specific risks to health when removing and renewing floor screeds.			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to removing and renewing floor screeds, 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 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 hazards.			

K/505/1835	Removing and Renewing Floor Screeds in the Workplace	Level 2	18
528v2	(continued)		Credits

4 Select the required quantity and quality of resources for the methods of work to remove and renew floor screeds.	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: – floor screeds – bonding agents – damp–proofing materials – insulation materials – fittings and fixings – hand and/or portable powered 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 remove and renew floor screeds.			
5 Minimise the risk of damage to the work and surrounding area when removing and renewing floor screeds.	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 removing and renewing floor screeds.	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 remove and renew floor screeds to the required specification.	7.1 Demonstrate the following work skills removing and renewing floor screeds: – measuring, marking out, cutting, keying, mixing, applying, levelling and finishing.			
	7.2 Prepare floor screeds to given working instructions.			
	7.3 Remove and renew floor screeds to given working instructions.			
	7.4 Safely use materials, hand tools, portable power tools and ancillary equipment.			
	7.5 Safely store the materials, tools and equipment used when removing and renewing floor screeds.			

K/505/1835	Removing and Renewing Floor Screeds in the Workplace (continued)	Level 2	18 Credits
528v2			

	<p>7.6 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"> – cut out and remove defective screeds – protect damp-proofing, insulation and services (gas, electric, water) – replace damp-proofing and insulation – prepare background surfaces – determine level and gradient – select and prepare materials – apply bonding agents – place, rule off and trowel screeds to float finish – match new screed to existing – recognise and determine when specific skills and knowledge are required and report accordingly – complete and maintain records – work on buildings of historical significance – use hand tools, portable power tools and equipment – work at height – use access equipment. 			
	<p>7.7 Describe the needs of other occupations and how to effectively communicate within a team when removing and renewing floor screeds.</p>			
	<p>7.8 Describe how to maintain the tools and equipment used when removing and renewing floor screeds.</p>			

Assessor comments/feedback

H/600/7679	Preparing Background Surfaces for Plasterwork in the	Level 1	12
62	Workplace		Credits

The aim of this unit is to ensure that the candidate has the skills and knowledge required to interpret information to be able to prepare background surfaces for plastering following safe working practices and within the allocated time. More specifically candidates must be able to prepare brick, stone and/or block backgrounds to receive solid and/or fibrous plaster. This unit includes identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate the quantities of materials required. To achieve this unit candidates must carry out measuring, marking out, cutting, keying and brushing activities, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the specific issues associated with working below ground level and at heights. Also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.ref.no		
1. Know how to comply with relevant legislation and official guidance when preparing background surfaces for plasterwork.	1.1 Describe the different types of instruction used with the method/procedure to prepare background surfaces for plasterwork.			
	1.2 Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> In the workplace, 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 			
	1.3 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	1.4 State what the accident reporting procedures are and who is responsible for making reports.			
2. Maintain safe working practices when preparing background surfaces for plasterwork.	2.1 Use personal protective equipment (PPE) and access equipment/working platforms safely to carry out the activity in accordance with legislation and organisational requirements when preparing background surfaces for plasterwork.			
	2.2 Explain why and when personal protective equipment (PPE) should be used, relating to preparing background surfaces for plasterwork, and the types, purpose and limitations of each type.			
	2.3 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.			
3. Select the required quantity and quality of resources for the methods of work to prepare background surfaces for plasterwork.	3.1 Describe the characteristics, quality, uses, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> Hand and/or powered tools and equipment 			
	3.2 Select resources associated with own work in relation to tools and equipment.			
	3.3 State how the resources should be used correctly.			
	3.4 Outline potential hazards associated with the resources and method of work.			
	3.5 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to prepare background surfaces for plasterwork.			

H/600/7679	Preparing Background Surfaces for Plasterwork in the	Level 1	12
62	Workplace (continued)		Credits

4. Minimise the risk of damage to the work and surrounding area when preparing background surfaces for plasterwork.	4.1 Protect the work and its surrounding area from damage.			
	4.2 Minimise damage and maintain a clean work space.			
	4.3 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	4.4 Dispose of waste in accordance with legislation.			
	4.5 State why the disposal of waste should be carried out in relation to the work.			
5. Complete the work within the allocated time when preparing background surfaces for plasterwork.	5.1 Demonstrate completion of the work within the allocated time.			
	5.2 State the purpose of the work programme and explain why deadlines should be kept in relation to agreed starting and finishing times.			
6. Comply with the given contract information to prepare background surfaces for plasterwork to the required specification.	6.1 Demonstrate the following work skills when preparing background surfaces for plasterwork: • Measuring, marking out, cutting, keying and brushing			
	6.2 Prepare brick, stone and/or block backgrounds to receive solid and/or fibrous plaster to contractor's working instructions, relating to: • Removing loose or semi-loose material • Removing obstructions			
	6.3 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to: • Prepare solid plaster backgrounds and/or fibrous plaster backgrounds to receive plasterwork • Method of calculating area of background to be prepared • Work at height • Use hand tools, power tools and equipment			
	6.4 Safely use and store hand tools, portable power tools and ancillary equipment.			
	6.5 State the needs of other occupations and how to communicate within a team when preparing background surfaces for plasterwork.			
	6.6 Describe how to maintain the tools and equipment used when preparing background surfaces for plasterwork.			

Assessor comments/feedback

A/600/7686	Applying Finishing Plaster to Background Surfaces in the Workplace	Level 2	18 Credits
65			

The aim of this unit is to ensure that the candidate has the skills and knowledge required to interpret information to be able to apply finishing plaster to background surfaces in accordance with the job specifications, following safe working practices and within the allocated time. The candidate must also understand how to communicate with others to ensure work is carried out effectively. This unit includes identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate quantity, length, area and wastage. To achieve this unit all work must be carried out in ways that will minimise the risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the specific issues associated with working below ground level and at heights. Also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

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 applying finishing plaster to background surfaces.	1.1 Interpret and extract information from drawings, specifications, schedules and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 State 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: <ul style="list-style-type: none"> • Drawings, specifications, schedules, manufacturers' information and regulations governing buildings 			
2. Know how to comply with relevant legislation and official guidance when applying finishing plaster to background surfaces	2.1 Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace, 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 State what the accident reporting procedures are and who is responsible for making reports.			
3. Maintain safe working practices when applying finishing plaster to background surfaces	3.1 Use personal protective equipment (PPE) and access equipment/working platforms safely to carry out the activity in accordance with legislation and organisational requirements when applying finishing plaster to background surfaces.			
	3.2 Explain why and when personal protective equipment (PPE) should be used, relating to applying finishing plaster to background surfaces, and the types, purpose and limitations of each type.			
	3.3 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 apply finishing plaster to background surfaces.	4.1 Describe the characteristics, quality, uses, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Plasters • Hand tools and equipment 			

A/600/7686	Applying Finishing Plaster to Background Surfaces in the	Level 2	18	
65	Workplace (continued)	Credits		
	4.2 Select resources associated with own work in relation to materials, components, fixings, tools and equipment.			
	4.3 State how the resources should be used correctly, how problems associated with the resources are reported and how the organisational procedures are used.			
	4.4 Outline potential hazards associated with the resources and methods of work.			
	4.5 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to apply finishing plaster to background surfaces.			
5. Minimise the risk of damage to the work and surrounding area when applying finishing plaster to background surfaces.	5.1 Protect the work and its surrounding area from damage.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.4 Dispose of waste in accordance with legislation.			
	5.5 State why the disposal of waste should be carried out in relation to the work.			
6. Complete the work within the allocated time when applying finishing plaster to background surfaces.	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 agreed starting and finishing times.			
7. Comply with the given contract information to apply finishing plaster to background surfaces to the required specification	7.1 Demonstrate the following work skills when applying finishing plaster to background surfaces: • Applying and finishing			
	7.2 Prepare and apply finishing plasters to prepared backgrounds to contractor's working instructions.			
	7.3 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to: • Apply finishing plasters to vertical and horizontal surfaces in new situations • Mix plasters • Prepare backgrounds • Work at height • Use hand tools and equipment			
	7.4 Safely use and store hand tools and ancillary equipment.			
	7.5 State the needs of other occupations and how to communicate within a team when applying finishing plaster to background surfaces.			
	7.6 Describe how to maintain the tools and equipment used when applying finishing plaster to background surfaces.			

Assessor comments/feedback

K/503/9538	Maintaining Slate and Tile Roofing in the Workplace	Level 2	14 Credits
47v2			

The aim of this unit is to ensure that the candidate has the skills and knowledge required to interpret information to be able to carry out repair and maintenance of slate and tile roofing, more specifically candidates must carry out repairs of any 3 of the following: slate roofs (local material and style), tiled roofs (local material and style), flashings, roof ventilation or rainwater goods following safe working practices and within the allocated time. The candidate must also understand how to communicate with others to ensure work is carried out effectively. This unit includes identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate quantity, length, area and wastage. To achieve this unit candidates must carry out measuring, marking out, removing, fitting, positioning and securing activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the specific issues associated with working at heights. Also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

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 maintaining slate and tile roofing.	1.1 Interpret and extract relevant information from drawings, risk assessments, method statements, specifications, 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: <ul style="list-style-type: none"> • Drawings, risk assessments, method statements, specifications, schedules, manufacturers' information and regulations governing buildings 			
2. Know how to comply with relevant legislation and official guidance when maintaining slate and tile roofing	2.1 Describe their responsibilities regarding potential accidents and health hazards, whilst working: <ul style="list-style-type: none"> • In the workplace, 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 reports.			
3. Maintain safe and healthy working practices when maintaining slate and tile roofing.	3.1 Use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when maintaining slate and tile roofing.			
	3.2 Comply with information relating to specific risks to health when maintaining slate and tile roofing.			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to maintaining slate and tile roofing, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> • 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 instructions.			

K/503/9538	Maintaining Slate and Tile Roofing in the Workplace	Level 2	14 Credits	
47v2	(continued)			
	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 hazards.			
4. Select the required quantity and quality of resources for the methods of work to maintain slate and tile roofing.	4.1 Select resources associated with own work in relation to materials, components and fixings, and tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Slates, tiles, battens, underlays, sand, cement, limes, vents, lead, additives, guttering, downpipes and fixings • Hand and/or powered 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 maintain slate and tile roofing.			
5. Minimise the risk of damage to the work and surrounding area when maintaining slate and tile roofing	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 maintaining slate and tile roofing.	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: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times • Organisational procedures for reporting circumstances which will affect the work programme 			

Assessor comments/feedback

K/503/9538	Maintaining Slate and Tile Roofing in the Workplace	Level 2	14
47v2	(continued)		Credits

7. Comply with the given contract information to maintain slate and tile roofing to the required specification.	7.1 Demonstrate the following work skills when maintaining slate and tile roofing: <ul style="list-style-type: none"> • Measuring, marking out, removing, fitting, positioning and securing 			
	7.2 Repair specified roof areas to given working instructions for four of the following: <ul style="list-style-type: none"> • Slate roofs (local material and style) • Tiled roofs (local material and style) • Flashings • Roof ventilation • Rainwater goods 			
	7.3 Safely use materials, hand tools, portable power tools and ancillary equipment.			
	7.4 Safely store the materials, tools and equipment used when maintaining slate and tile roofing.			
	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"> • Remove existing battens, underlays, slates and tiles • Replace with new battens and underlays • Remove, replace and treat lead work/flashings (patianation oil) • Re-point • Position and secure roof ventilation • Remove and replace guttering and downpipes • Mix mortar • Work with plant and machinery • Use hand tools, power tools and equipment • Work at height • Use access equipment 			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when maintaining slate and tile roofing.			
	7.7 Describe how to maintain the tools and equipment used when maintaining slate and tile roofing			

Assessor comments/feedback

Y/600/7050	Repairing Roof Sheeting and Cladding Systems in the	Level 2	20
98	Workplace		Credits

The aim of this unit is to ensure that the candidate has the skills and knowledge required to carry out repairs to roof sheeting and cladding systems in accordance with job specifications, safe working practices and in the allocated time, more specifically candidates must be able to carry out work involved in removing, replacing, renewing and making good. In addition candidates must be able to identify and repair the following types of defects in roof sheeting and cladding: roof leaks/condensation, damaged sheets and components, minor surface coating defects and damaged or missing flashings. The candidate must also understand how to communicate with others to ensure the work is carried out effectively. All work must be carried out in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the particular hazards associated with this type of work when working at heights. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities, and the accident and emergency procedures. 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. Interpret the given information relating to the work and resources when repairing roof sheeting and cladding systems	1.1 Interpret and extract information from drawings, specifications, schedules and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and/or method statements.			
	1.3 State 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: <ul style="list-style-type: none"> • Drawings, specifications, schedules, manufacturers' information, regulations governing buildings, oral/ written procedures for dealing with damaged or incorrect materials and/or resources and site induction 			
2. Know how to comply with relevant legislation and official guidance when repairing roof sheeting and cladding systems.	2.1 Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace, at height, with tools and equipment, with materials and substances, with movement/ storage of materials, by manual handling and mechanical lifting and with mechanical access equipment 			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 State what the accident reporting procedures are and who is responsible for making reports.			
3. Maintain safe working practices when repairing roof sheeting and cladding systems.	3.1 Use personal protective equipment (PPE) and access equipment safely to carry out the activity in accordance with legislation and organisational requirements when repairing roof sheeting and cladding systems.			
	3.2 Explain why and when personal protective equipment (PPE) should be used, relating to repairing roof sheeting and cladding systems, and the types, purpose and limitations of each type.			
	3.3 State how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries, falls, rescue procedures and other task-related hazards.			
4. Select the required quantity and quality of resources for the methods of work to repair roof sheeting and cladding systems	4.1 Describe the characteristics, quality, uses, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Mechanical fixings and fasteners, flashings, fittings, insulation, sealers and fillers, metal and translucent sheets, composite panels, fibre cement systems, condensation and vapour control, related materials and components • Hand and/or powered tools and equipment 			

Y/600/7050	Repairing Roof Sheeting and Cladding Systems in the Workplace (continued)	Level 2	20	Credits
98				

	4.2 Select resources associated with own work in relation to materials, components, fixings, tools and equipment.			
	4.3 State how the resources should be used correctly, how problems associated with the resources are reported and how the organisational procedures are used.			
	4.4 Outline potential hazards associated with the resources and methods of work.			
	4.5 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to repair roof sheeting and cladding systems.			
5. Minimise the risk of damage to the work and surrounding area when repairing roof sheeting and cladding systems.	5.1 Protect the work and its surrounding area from damage.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.4 Dispose of waste in accordance with legislation.			
	5.5 State why the disposal of waste should be carried out in relation to the work.			
6. Complete the work within the allocated time when repairing roof sheeting and cladding systems	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"> • Types of progress charts, timetables and estimated times • Organisational procedures for reporting circumstances which will affect the work programme 			

Assessor comments/feedback

Y/600/7050	Repairing Roof Sheeting and Cladding Systems in the	Level 2	20
98	Workplace (continued)		Credits

7. Comply with the given contract information to repairing roof sheeting and cladding systems to the required specification.	7.1 Demonstrate the following work skills when repairing roof sheeting and cladding systems: <ul style="list-style-type: none"> • Removing, replacing, renewing and making good 			
	7.2 Identify and repair defects in roof sheeting and cladding to contractor's working instructions for: <ul style="list-style-type: none"> • Roof leaks/condensation • Damaged sheets and components • Minor surface coating defects • Damaged or missing flashings 			
	7.3 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to: <ul style="list-style-type: none"> • Identify defects • Remove or recover defective materials • Carry out repairs to sheet components • Repair coating defects • Prevent water leaks and condensation • Check quality and suitability of work on completion or at the end of the day • Use hand tools, power tools and equipment • Work at height • Use of access equipment 			
	7.4 Safely use and store hand tools, portable power tools and ancillary equipment.			
	7.5 State the needs of other occupations and how to communicate within a team when repairing roof sheeting and cladding systems.			
	7.6 Describe how and when to maintain the tools and equipment used when repairing roof sheeting and cladding systems.			

Assessor comments/feedback

D/600/7177	Removing and Repairing Eaves and Verge Finishings in the	Level 2	16
228	Workplace		Credits

The aim of this unit is to ensure that the candidate has the skills and knowledge required to interpret information to be able to remove and repair eaves and verge finishings, more specifically candidates must be able to carry out work on rafters and/or joist feet, tile battens, sarking, tiles and slates, the application of appropriate timber preservative and roof pointing to verges. The unit includes the need to be able to remove gutters and pipework, fascias, bargeboards, soffits, tiles/slates, battens and sarking. The candidate must also understand how to communicate with others to ensure work is carried out effectively. This unit includes identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate quantity, length, area and wastage. To achieve this unit candidates must carry out measuring, marking out, removing, replacing, fitting, positioning and securing activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the specific issues associated with working at heights and near telephone lines and overhead power supplies. Also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

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 removing and repairing eaves and verge finishings	1.1 Interpret and extract information from drawings, scales, specifications, schedules and manufacturers' information.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 State 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: <ul style="list-style-type: none"> • Drawings, scales, specifications, schedules, manufacturers' information and regulations governing buildings 			
2. Know how to comply with relevant legislation and official guidance when removing and repairing eaves and verge finishings.	2.1 Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace, at height, with tools and equipment, with materials and substances, with movement/ storage of materials and by manual handling and mechanical lifting • Near telephone lines and overhead power supplies 			
	2.2 Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.			
	2.3 State what the accident reporting procedures are and who is responsible for making reports.			
3. Maintain safe working practices when removing and repairing eaves and verge finishings	3.1 Use personal protective equipment (PPE), access equipment and handle asbestos cement materials (as applicable) safely to carry out the activity, in accordance with legislation and organisational requirements when removing and repairing eaves and verge finishings.			
	3.2 Explain why and when personal protective equipment (PPE) should be used, relating to removing and repairing eaves and verge finishings, and the types, purpose and limitations of each type.			
	3.3 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 remove and repair eaves and verge finishings	4.1 Describe the characteristics, quality, uses, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Timber, tiles and slates, sarking, fixings, fittings, sand and cement • Hand and/or powered tools and equipment 			

D/600/7177	Removing and Repairing Eaves and Verge Finishings in the	Level 2	16
228	Workplace (continued)		Credits

	4.2 Select resources associated with own work in relation to materials, components, fixings, tools and equipment.			
	4.3 State how the resources should be used correctly, how problems associated with the resources are reported and how the organisational procedures are used.			
	4.4 Outline potential hazards associated with the resources and methods of work, with particular emphasis on asbestos cement materials.			
	4.5 Describe how to calculate quantity, length, area and wastage associated with the method/procedure to remove and repair eaves and verge finishings.			
5. Minimise the risk of damage to the work and surrounding area when removing and repairing eaves and verge finishings	5.1 Protect the work and its surrounding area from damage.			
	5.2 Minimise damage and maintain a clean work space.			
	5.3 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.			
	5.4 Dispose of waste in accordance with legislation.			
	5.5 State why the disposal of waste should be carried out in relation to the work.			
6. Complete the work within the allocated time when removing and repairing eaves and verge finishings.	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"> • 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 remove and repair eaves and verge finishings to the required specification.	7.1 Demonstrate the following work skills when removing and repairing eaves and verge finishings: <ul style="list-style-type: none"> • Measuring, marking out, removing, replacing, fitting, positioning and securing 			
	7.2 Remove to contractor's working instructions: <ul style="list-style-type: none"> • Gutters and pipework, fascias, bargeboards, soffits • Tiles/slates, battens, sarking 			
	7.3 Repair/replace to contractor's working instructions: <ul style="list-style-type: none"> • Rafters and/or joist feet • Tile battens, sarking, tiles and slates • Application of appropriate timber preservative • Roof pointing to verges 			
	7.4 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to: <ul style="list-style-type: none"> • Remove existing gutters, fascias, snow guards, leaf traps, bargeboards, soffits, tiles and slates, asbestos cement materials • Repair feet of existing rafters and/or joists • Replace sarking and battens • Locate and remove telephone lines and overhead power supplies in accordance with organisational policy • Assess expansion and contraction across products • Assess compatibility across manufacturers' products • Use hand tools, power tools and equipment • Use access equipment 			
	7.5 Safely use and store hand tools, portable power tools and ancillary equipment.			

D/600/7177	Removing and Repairing Eaves and Verge Finishings in the	Level 2	16
228	Workplace (continued)		Credits

	7.6 State the needs of other occupations and how to communicate within a team when removing and repairing eaves and verge finishings.			
	7.7 Describe how to maintain the tools and equipment used when removing and repairing eaves and verge finishings.			

Assessor comments/feedback

Y/506/2622	Repairing membrane roofing systems in the workplace	Level 2	16
686			Credits

The aim of this unit is to ensure that the candidate has the skills and knowledge required to carry out the repair and maintenance of membrane roofing systems. More specifically candidates must be able to repair reinforced bitumen and/or single ply and/or liquid applied membrane roofing systems to given working instructions relating to one of the following: damaged membrane, edges and upstands, perimeters, rainwater outlets or penetrations, pipes and vents. The candidate must also understand how to communicate with others to ensure the work is carried out effectively. To achieve this unit candidates must carry out removing, measuring, marking out, cutting, fitting, applying, positioning and securing activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the particular hazards associated with this type of work when working at heights. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities, and the accident and emergency procedures, including the purpose and use of fire extinguishers.

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 repairing membrane roofing systems.	1.1 Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments, manufacturers' information and oral/written instructions.			
	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, manufacturers' information, electronic data, oral/written procedures and current regulations.			
2 Know how to comply with relevant legislation and official guidance when repairing membrane roofing systems.	2.1 Describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working: – in the workplace, below ground level, at height, 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.			
	2.4 Describe the types of fire extinguishers available when repairing membrane roofing systems and describe how and when they are used.			
3 Maintain safe and healthy working practices when repairing membrane roofing systems.	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 repairing membrane roofing systems.			
	3.2 Demonstrate compliance with given information and relevant legislation when repairing membrane roofing systems in relation to: – safe use of access equipment – safe use and handling of materials, tools and equipment – safe storage and distribution of materials, tools and equipment – specific risks to health.			

Y/506/2622	Repairing membrane roofing systems in the workplace	Level 2	16
686	(continued)		Credits

	<p>3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used relating to repairing membrane roofing systems, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> – 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.			
4 Select the required quantity and quality of resources for the methods of work to repair membrane roofing systems.	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:			
	<ul style="list-style-type: none"> – relevant membrane system materials, upstands, pipes, vents, rainwater outlets and associated materials, components, fixings and fittings – access equipment – hand and/or 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 repair membrane roofing systems.			
5 Minimise the risk of damage to the work and surrounding area when repair membrane roofing systems.	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 repairing membrane roofing systems.	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.			

Y/506/2622	Repairing membrane roofing systems in the workplace (continued)	Level 2	16 Credits
686			

7 Comply with the given contract information to repair membrane roofing systems to the required specification.	7.1 Demonstrate the following work skills when repairing membrane roofing systems: – removing, measuring, marking out, cutting, fitting, applying, positioning and securing.			
	7.2 Use and maintain hand tools, power tools and ancillary equipment.			
	7.3 Repair reinforced bitumen and/or single ply and/or liquid applied membrane roofing systems to given working instructions relating to one of the following: – damaged membrane – edges and upstands – penetrations, pipes and vents – perimeters, rainwater outlets.			
	7.4 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to: – identify and evaluate defects in the membrane and inspect condition of sub-strata – record and report findings – take account of the local environment – remove debris and blockages – repair damaged reinforced bitumen membrane system, single ply membrane system or liquid membrane system – carry out appropriate repair to edges, upstands, penetrations, pipes, vents, perimeters and rainwater outlets – repair/replace damaged insulation/decking – repair/replace damaged associated materials and components – work at height – use access equipment.			
	7.5 Describe the needs of other occupations and how to effectively communicate within a team when repairing membrane roofing systems.			
	7.6 Describe how to maintain the tools and equipment used when repairing membrane roofing systems.			

Assessor comments/feedback

L/503/9550	Repairing and Maintaining Masonry Structures in the Workplace	Level 3	22 Credits
50v2			

The aim of this unit is to ensure that the candidate has the skills and knowledge required to interpret information to be able to carry out repair and maintenance of masonry structures, more specifically candidates must carry out any 3 of the following: match existing materials, continue existing bonding, match existing quality of structure, form openings, prop existing walls and floors or form internal and external angles following safe working practices and within the allocated time. The work can be carried out on brick, and/or block masonry and/or local style structures. The candidate must also understand how to communicate with others to ensure work is carried out effectively. This unit includes identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate quantity, length, area and wastage. To achieve this unit candidates must carry out measuring, marking out, removing, laying, positioning and securing activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the specific issues associated with working at heights. Also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

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 repairing and maintaining masonry structures.	1.1 Interpret and extract relevant information from drawings, risk assessments, method statements, specifications, 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: <ul style="list-style-type: none"> • Drawings, risk assessments, method statements, specifications, schedules, manufacturers' information and regulations governing buildings 			
2. Know how to comply with relevant legislation and official guidance when repairing and maintaining masonry structures	2.1 Describe their responsibilities regarding potential accidents and health hazards, whilst working: <ul style="list-style-type: none"> • In the workplace, 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 reports.			
3. Maintain safe and healthy working practices when repairing and maintaining masonry structures	3.1 Use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when repairing and maintaining masonry structures.			
	3.2 Comply with information relating to specific risks to health when repairing and maintaining masonry structures.			
	3.3 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to repairing and maintaining masonry structures, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> • Collective protective measures • Personal protective equipment (PPE) • Respiratory protective equipment (RPE) • Local exhaust ventilation (LEV) 			

L/503/9550	Repairing and Maintaining Masonry Structures in the Workplace (continued)	Level 3	22	Credits
50v2				
	3.4 Describe how the relevant health and safety control equipment should be used in accordance with the given 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 hazards.			
4. Select the required quantity and quality of resources for the methods of work to repair and maintain masonry structures.	4.1 Select resources associated with own work in relation to materials, components and fixings, and tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Bricks, blocks, natural stones, mortars, sand, lime, additives, frames, insulation, damp-proof barriers, lintels, fixings and ties • Hand and/or powered 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 repair and maintain masonry structures.			
5. Minimise the risk of damage to the work and surrounding area when repairing and maintaining masonry structures.	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 repairing and maintaining masonry structures.	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: <ul style="list-style-type: none"> • 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 repair and maintain masonry structures to the required specification.	7.1 Demonstrate the following work skills when repairing and maintaining masonry structures: <ul style="list-style-type: none"> • Measuring, marking out, removing, laying, positioning and securing 			

L/503/9550	Repairing and Maintaining Masonry Structures in the Workplace (continued)	Level 3	22 Credits
50v2			

	<p>7.2 Repair and maintain existing brick, and/or block masonry and/or local style structures to given working instructions for three of the following:</p> <ul style="list-style-type: none"> • Match existing materials • Continue existing bonding • Match existing quality of structure • Form openings • Prop existing walls and floors • Form internal and external angles 			
	7.3 Safely use materials, hand tools, portable power tools and ancillary equipment.			
	7.4 Safely store the materials, tools and equipment used when repairing and maintaining masonry structures.			
	<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"> • Repair and maintain existing masonry structures in brick, traditional and thin joint blocks or local materials and styles • Form joint finishes • Form openings • Prop existing walls and floors • Form internal and external angles • Dress surfaces • Form finishes • Mortar mix ratios (volume, gauge boxes and colour) • Work with plant and machinery • Use hand tools, power tools and equipment • Work at height • Use access equipment 			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when repairing and maintaining masonry structures.			
	7.7 Describe how to maintain the tools and equipment used when repairing and maintaining masonry structures.			

Assessor comments/feedback

M/503/3126	Repairing Basic Stonemasonry Structures in the Workplace	Level 2	19
196v2			Credits

The aim of this unit is to ensure that the candidate has the skills and knowledge required to interpret information to be able to carry out repair work on basic masonry structures in both plain and part dressed stone. More specifically candidates must carry out all of the following types of work: cavity and solid stone walling, individual damaged/ defective stones, replicate stones, clean beds and joints and match finishes following safe working practices and within the allocated time. The candidate must also understand how to communicate with others to ensure work is carried out effectively. This unit includes identifying and selecting the correct quantity and quality of materials, tools and equipment, additionally candidates must understand how to calculate quantity, length, area and wastage. To achieve this unit candidates must carry out measuring, marking out, cutting out, removing, renewing, fixing and finishing activities all done in accordance with safe working practices, minimising risk of damage to the work and surrounding area and using and maintaining tools and equipment effectively. Candidates must understand their responsibilities and the hazards associated with this type of work, including the specific issues associated with working at heights. Also included is the need to understand the accident and emergency procedures. Candidates must also have knowledge of how to dispose of waste in accordance with legislation and environmental responsibilities. Finally candidates must understand the types of problems that can occur when carrying out this type of work and how to overcome them.

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 repairing basic stonemasonry structures	1.1 Interpret and extract relevant information from drawings, specifications, schedules and risk assessments.			
	1.2 Comply with information and/or instructions derived from risk assessments and method statements.			
	1.3 State 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: <ul style="list-style-type: none"> • Drawings, specifications, schedules, method statements, risk assessments, technical information and appropriate regulations 			
2. Know how to comply with relevant legislation and official guidance when repairing basic stonemasonry structures	2.1 Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace, 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 reports.			
3. Maintain safe working practices when repairing basic stonemasonry structures	3.1 Use health and safety control equipment and access equipment safely to carry out the activity in accordance with legislation and organisational requirements when repairing basic stonemasonry structures.			
	3.2 Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to repairing basic stonemasonry structures, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> • Collective protective measures • Personal protective equipment (PPE) • Respiratory protective equipment (RPE) • Local exhaust ventilation (LEV) 			
	3.3 Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.			

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	3.4 State how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, occupational injuries and other task-related hazards.			
4. Select the required quantity and quality of resources for the methods of work to repair basic stonemasonry structures.	4.1 Select resources associated with own work in relation to materials, components, appropriate fixings, tools and equipment.			
	4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Natural stones, plain and dressed, fixings, fine aggregates, cement, lime additives, adhesives, dampness barriers, colourings, insulation, props and struts • Hand and/or powered 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, volume and wastage associated with the method/procedure to repair basic stonemasonry structures.			
5. Minimise the risk of damage to the work and surrounding area when repairing basic stonemasonry structures.	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 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, technical information, statutory regulations and official guidance.			
6. Complete the work within the allocated time when repairing basic stonemasonry structures.	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"> • 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 repair basic stonemasonry structures to the required specification.	7.1 Demonstrate the following work skills when repairing basic stonemasonry structures: <ul style="list-style-type: none"> • Measuring, marking out, cutting out, removing, renewing, fixing and finishing 			
	7.2 Repair stonemasonry structures in plain and part dressed stone to given working instructions to: <ul style="list-style-type: none"> • Cavity and solid stone walling • Individual damaged/defective stones • Replicate stones • Clean beds and joints • Match finishes 			

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	7.3 Safely use materials, hand tools and/or portable power tools and ancillary equipment.			
	7.4 Safely store the materials, tools and equipment used when repairing basic stonemasonry structures.			
	7.5 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to: <ul style="list-style-type: none"> • Repair existing stonemasonry structures in matching materials and finishes • Prop existing structures • Cut out and replace stones • Clean beds and joints • Mix mortars and adhesives • Use hand tools, power tools and equipment • Work at height • Use access equipment 			
	7.6 Describe the needs of other occupations and how to effectively communicate within a team when repairing basic stone masonry structures.			
	7.7 Describe how to maintain the tools and equipment used when repairing basic stonemasonry structures			

Assessor comments/feedback

GQA, Unit 1, 12 O'Clock Court, Attercliffe Road, Sheffield, S4 7WW
Tel: 0114 272 0033/272 0080
Email: info@gqaqualifications.com Website: www.gqaqualifications.com