

# Level 2 NVQ Diploma in Trowel Occupations (Construction) (6570-04)

May 2020 (Version 1.0)

Candidate Logbook

## Qualification at a glance

<b>Subject area</b>	Trowel Occupations (Construction)
<b>City &amp; Guilds number</b>	6570
<b>Age group approved</b>	16-18, 19+
<b>Assessment types</b>	Portfolio of evidence
<b>Support materials</b>	Centre Handbook and Candidate Logbook
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

<b>Title and level</b>	<b>City &amp; Guilds qualification number</b>	<b>Ofqual accreditation number</b>
Level 2 NVQ Diploma in Trowel Occupations (Construction)	6570-04	

Version and date	Change detail	Section
1.0 May 2020	<p>CITB incremental changes. from 6570-02 to 6570-04  Unit aims and ref to credits removed.  Updated GLH and TQT throughout.</p> <p>Unit 101 (A/503/1170) updated to Unit 102</p> <p>Unit 218 (J/503/1169) updated to Unit 219</p> <p>Unit 232 (T/503/9476) updated to Unit 234</p> <p>Unit 233 (A/503/9463) updated to Unit 235</p> <p>Unit 236 (H/503/9490) updated to Unit 238</p> <p>Unit 608 (F/503/1171) updated to Unit 609</p> <p>Unit 700 (Y/503/9471) updated to Unit 701</p> <p>Unit 689 (L/503/9550) updated to Unit 690</p> <p>Unit 835 (Y/504/6775) updated to Unit 837</p> <p>Added optional Unit 817</p> <p>Added optional Unit 828</p> <p>Removed optional Unit 299 (K/503/9538)</p> <p>Removed optional Unit 672 (D/600/7695)</p> <p>Removed optional Unit 674 (R/600/7693)</p> <p>Removed optional Unit 834 (R/504/6774)</p> <p>Address updated</p>	<p>Skill scan/initial assessment – mandatory units</p> <p>Tracking document</p> <p>Units</p> <p>Appendix 3 - last page</p>

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# 1 About your Candidate Logbook/Work-Based Evidence Record

## Contact details

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Candidate name

Candidate address

Centre name

Centre number

Programme start date

City & Guilds registration number

Date of registration with City & Guilds

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This Candidate Logbook/Work-Based Evidence Record is your personal achievement in practical work carried out mostly in the workplace and knowledge assessments achieved. It may not be possible to replace this document, therefore it should be kept in good condition and in a safe place to be used by you to record your progress.

Once completed, you must keep this portfolio for a period of three years. During this time your training centre can request that you submit your portfolio to them. This will be returned to you.

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

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**Your Assessor(s)**

**Internal Quality Assurer (IQA)**

**External Quality Assurer (EQA)**

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## **Introduction to the logbook**

This logbook will help you complete the units in **Level 2 NVQ Diploma in Construction and Civil Engineering Operations Construction) (6574)**. It contains forms you can use to record your evidence of what you have done.

There are 8 pathways within the Diploma. You should discuss and agree with your assessor /tutor which pathway and which units you are going to work towards. This Logbook contains all the units only for the Diploma. You can delete the records for the units that you are not going to work towards.

## **About City & Guilds**

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website [www.cityandguilds.com](http://www.cityandguilds.com).

## 2 About your approved centre

### Types of approved centres

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer their qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

### Centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will:

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

Centres are also responsible for supporting you as your work towards your NVQ. Centres will:

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the assessment process works
- produce an assessment plan for you.

### Assessment roles

The following people at your centre will help you achieve your qualification.

#### The Assessor

The assessor is the person you will have the most contact with as you work towards your qualification. Your assessor will:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

You may have more than one assessor depending on which units of the qualification you take.

#### The Internal Quality Assurer (IQA)

The Internal Quality Assurer (IQA) maintains the quality of assessment within the centre.

### **The Work-Based Recorder/Expert Witness**

The role of the work-based recorder/expert witness is to:

- observe you carrying out work activities
- take photographs as evidence of work carried out
- authenticate work based recordings and testimonies
- ensure all work meets current industrial standards
- ensure all work is carried out in a safe manner
- be in regular communication with your assessor to evaluate your performance on site
- try to make sure you get the relevant work experience needed to meet the criteria of your NVQ
- provide support, guidance and motivation to help you complete your NVQ successfully.

## 3 About candidates

### Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

- provide your centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your qualification and evidence
- make sure you understand and comply with health and safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

### Learner registration number

Make sure you keep a note of your unique City & Guilds registration number on the front page of this logbook.

### Moving to a new centre

If you change jobs or move to a new centre before you complete your qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

## 4 Qualification assessment

### Before you start your qualification

#### Initial assessment

Before you start work on your qualification you will meet with your assessor to discuss what you need to do to complete your qualification. This can include:

- checking you are taking the right qualification level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

#### Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have, and decide how this can be used towards your qualification. This process is sometimes called a skill scan. There is a Skill Scan Form in this logbook you can use to record the skills you may already have.

## The assessment process

Once you have chosen your units you will make and agree an assessment plan with your assessor. This will show:

- the units the plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The plan should also indicate the methods of assessment to be used to collect your evidence.

Evidence can include:

- direct observation in the workplace by a qualified assessor
- witness testimony of work carried out by you in the workplace written by an expert witness
- questioning – this could be verbal, written or computer based
- other evidence which can include photographs or personal accounts.

### Assessment requirements

Site Observations (SO) should be conducted in the workplace by your Assessor. For individual criteria not directly observed, evidence of your ability to complete a number of different tasks to confirm competence must be recorded.

### Types of evidence

SO = Site Observation

OQ = Oral Question

WQ = Written Question and Answer

WT = Witness Testimony

PS = Photographic Supplementary

PD = Professional Discussion

The following people at your centre will explain the assessment and recording process and help you achieve your unit(s).

**The assessor/tutor**

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

**The Internal Quality Assurer (IQA)**

The IQA maintains the quality of assessment within the centre.

**The External Quality Assurer (EQA)**

The EQA works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

## 5 Using your logbook

### Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

#### **Candidate job profile**

You can use this form to record your personal details if you don't already have a Candidate Résumé/ CV.

#### **Skill scan/initial assessment**

This can be used to record the skills and knowledge you may already have. This may be part of your initial assessment.

#### **Tracking document**

You can use this form to log your achievement of the units for the whole qualification including completion of assignments and online assessment

#### **On-site assessment plan/feedback**

You and your assessor will use this form to plan each assessment session. Your assessor will use this form to give feedback on the task. It will also enable you and your assessor to plan what actions need to be done before the next session.

#### **On-site observation report**

Your assessor will complete during observation. You will both sign this as a true record.

#### **Professional discussion supplementary evidence sheet**

To be completed by you, your work-based recorder or another witness to evidence meeting assessment criteria that could not be signed off during direct observation with your assessor.

#### **Oral questioning supplementary evidence sheet**

Your assessor will use this form to log any additional questions and answers asked during observation or to mop up any missing evidence.

#### **Photographic supplementary evidence**

Use this form to include a photo and brief description of the task being carried out.

#### **Work-based recorder/expert witness details**

To be completed by your work-based recorders to confirm occupational competence.

#### **Assessor's/work-based recorder's continuation sheet**

Additional space for your assessor/work-based recorder to make notes with regard to the on-site assessment plan/feedback/observation)

### **Signature sheet**

This is used to record the details of staff that will provide you with witness testimony.

### **Units**

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence an evidence reference number. The units contained in each pathway are listed below.

A copy of each form is included in Section 6, please photocopy these forms as many times as required to complete your evidence log.

To achieve the **Level 2 NVQ Diploma in Trowel Occupations 6570-04**, learners must complete all the mandatory units and a minimum of 1 optional unit.

Unit accreditation number	City & Guilds unit no.	Unit title	TQT	Level
<b>Mandatory</b>				
T/618/1367	102	Conforming to general health, safety and welfare in the workplace	20	1
A/618/1368	219	Conforming to productive working practices in the workplace	30	2
R/618/1375	235	Erecting masonry structures in the workplace	310	2
F/618/1369	609	Moving, handling and storing resources in the workplace	50	2
Y/618/1376	701	Setting out to form masonry structures in the workplace	230	2
<b>Optional</b>				
H/618/1378	234	Erecting masonry cladding in the workplace	240	2
D/618/1380	238	Erecting thin joint masonry structures in the workplace	240	2
K/618/1382	690	Repairing and maintaining masonry structures in the workplace	250	3
M/618/1383	817	Placing and compacting concrete in the workplace	110	2
T/618/1384	828	Installing and forming specialist masonry elements in the workplace	210	3
A/618/1385	837	Installing drainage in the workplace	190	2

## 6 Recording forms

This section contains all the forms that you need to complete your evidence log, please photocopy these forms as many times as required.

## Candidate job profile

If you already have your own CV, you can use that instead of this form.

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**Name:**

**Place of work:**

**Assessor:**

**Outline of job  
role:**

**Previous roles and  
responsibilities  
relevant to the  
qualification:**

### Previous relevant qualification(s)/training

Qualification/training	Where achieved	Date	Grade
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## Skill scan/initial assessment – mandatory units

Level 2 NVQ Diploma in Trowel Occupations (Construction) (6570-02)

Candidate name:

### Mandatory units – all pathways

Unit	Duties	Examples	Training Required
<b>102</b>	<b>Conforming to general health, safety and welfare in the workplace</b>		
	Comply with all workplace health, safety and welfare legislation		
	Recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures		
	Comply with organisational policies and procedures to contribute to health, safety and welfare		
	Work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area		
	Comply with and support all organisational security arrangements and approved procedures		
<b>219</b>	<b>Conforming to productive working practices in the workplace</b>		
	Communicate with others to establish productive working practices		
	Follow organisational procedures to plan the sequence of work		
	Maintain relevant records in accordance with the organisational procedures		
	Maintain good working relationships when conforming to productive working practices		
<b>235</b>	<b>Erecting masonry structures in the workplace</b>		

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Interpret the given information relating to the work and resources when erecting masonry structures

Know how to comply with relevant legislation and official guidance when erecting masonry structures

Maintain safe and healthy working practices when erecting masonry structures

Select the required quantity and quality of resources for the methods of work to erect masonry structures

Minimise the risk of damage to the work and surrounding area when erecting masonry structures

Complete the work within the allocated time when erecting masonry structures

Comply with the given contract information to erect masonry structures to the required specification

**609 Moving, handling and storing resources in the workplace**

Comply with given information when moving, handling and/or storing resources

Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources

Maintain safe working practices when moving, handling and/or storing resources

Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources

Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources

Complete the work within the allocated time when moving, handling and/or storing resources

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Comply with the given occupational resource information to move, handle and/or store resources to the required guidance

**701 Setting out to form masonry structures in the workplace**

Interpret the given information relating to the work and resources when setting out to form masonry structures

Know how to comply with relevant legislation and official guidance when setting out to form masonry structures

Maintain safe and healthy working practices when setting out to form masonry structures

Select the required quantity and quality of resources for the methods of work to set out to form masonry structures

Minimise the risk of damage to the work and surrounding area when setting out to form masonry structures

Complete the work within the allocated time when setting out to form masonry structures

Comply with the given contract information to set out to form masonry structures to the required specification

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## Tracking document

To achieve the **Level 2 NVQ Diploma in Trowel Occupations (Construction) (6570-04)**, you must complete all the mandatory units and at least one of the optional units.

City & Guilds unit no.	Unit title	Unit level	Achieved Yes/No	Date
<b>Mandatory</b>				
102	Conforming to general health, safety and welfare in the workplace	1		
219	Conforming to productive working practices in the workplace	2		
235	Erecting masonry structures in the workplace	2		
609	Moving, handling and storing resources in the workplace	2		
701	Setting out to form masonry structures in the workplace	2		
<b>Optional</b>				
234	Erecting masonry cladding in the workplace	2		
238	Erecting thin joint masonry structures in the workplace	2		
690	Repairing and maintaining masonry structures in the workplace	3		
817	Placing and compacting concrete in the workplace	2		
828	Installing and forming specialist masonry elements in the workplace	3		
837	Installing drainage in the workplace	2		

## On-site assessment plan/feedback

Portfolio evidence reference:		
Candidate name:		Date:
Candidate prepared for assessment Yes/No	Candidate requires support Yes/No	
Candidate briefed on appeals procedure Yes/No	Support required Yes/No	
Assessment location/address and postcode:		
Type of work to be carried out:		
Assessor feedback (use continuation sheet if required):		
Forward planning:		
Candidate signature:		Date:
Assessor's name:	Assessor's signature:	Date:
IQA's name:	IQA's signature:	Date:

## On-site observation report

Portfolio evidence reference:		
Candidate name:		Date:
Candidate prepared for assessment Yes/No	Candidate requires support Yes/No	
Candidate briefed on appeals procedure Yes/No	Support required Yes/No	
Assessment location/address and postcode:		
Unit/LO/AC reference	Assessor observation (use continuation sheet if required):	
Candidate signature:		Date:
Assessor's name:	Assessor's signature:	Date:
IQA's name:	IQA's signature:	Date:

## Professional discussion supplementary evidence sheet

Unit number:		Portfolio evidence reference:			
Candidate name:					Date:
Completed by (please tick)	Candidate		Work-based recorder		Witness
Unit/LO/AC reference	Written evidence:				
Candidate signature:					Date:
Assessor's/Work-based recorder's name:					Date:
Assessor's/Work-based recorder's signature:					Date:
IQA's name:			IQA's signature:		Date:

## Oral questioning supplementary evidence sheet

Unit number:	Portfolio evidence reference:	
Candidate name:		Date:
Assessor's question(s)	Candidate's answer(s)	
Candidate signature:		Date:
Assessor's name:		Date:
Assessor's signature:		Date:
IQA's name:	IQA's signature:	Date:

## Photographic supplementary evidence sheet

Unit number:	Portfolio evidence reference:	
Candidate name:		Date:
Brief description of task being carried out in the photograph (to be completed by the candidate):		
Insert image in this box		
Candidate signature:		Date:
Assessor's name:		Date:
Assessor's signature:		Date:
IQA's name:	IQA's signature:	Date:

## Work-based recorder/expert witness details

If a work-based recorder/expert witness is to be used to confirm your competence in the workplace (system to be agreed by assessor) then to meet the requirements of the construction industry qualification assessment strategy (as agreed by the key industry bodies) he/she must be occupationally competent, endorsed by the employer the IQA or the assessor. The designated work-based recorder should ordinarily be your immediate work supervisor. It is recognised that over the lifetime of the qualification you may be allocated more than one work-based recorder. The requirements detailed below therefore **must** be completed by each work-based recorder allocated to you.

I confirm I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

<b>Work-based recorder name:</b>	
Work-based recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

<b>Work-based recorder name:</b>	
Work-based recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

<b>Work-based recorder name:</b>	
Work-based recorder signature:	Date:

**Assessor's/work-based recorder's continuation sheet  
(on-site assessment plan/feedback/observation)**

Unit number:		Portfolio evidence reference:
Candidate signature:		Date:
Assessor's/Work-based recorder's name:		Date:
Assessor's/Work-based recorder's signature:		Date:
IQA's name:	IQA's signature:	Date:





## Unit 102 Conforming to general health, safety and welfare in the workplace

### Level 1

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony  
PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Comply with all workplace health, safety and welfare legislation requirements.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
1.1	<b>comply with information from workplace inductions and any health, safety and welfare briefings attended relevant to the occupational area</b>												
1.2	<b>use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements</b>												
1.3	<b>comply with statutory requirements, safety notices and warning notices displayed within the workplace and/or on equipment</b>												
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:												
	a.	collective protective measures											
	b.	personal protective equipment (PPE)											
	c.	respiratory protective equipment (RPE)											
	d.	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.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
2.1	<b>report any hazards created by changing circumstances within the workplace in accordance with organisational procedures</b>												
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.												

3. Comply with organisational policies and procedures to contribute to health, safety and welfare.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
3.1	<b>interpret and comply with given instructions to maintain safe systems of work and quality working practices</b>												
3.2	<b>contribute to discussions by offering/providing feedback relating to health, safety and welfare</b>												
3.3	<b>contribute to the maintenance of workplace welfare facilities in accordance with workplace welfare procedures</b>												
3.4	<b>safely store health and safety control equipment in accordance with given instructions</b>												
3.5	<b>dispose of waste and/or consumable items in accordance with legislation</b>												
3.6	state the organisational policies and procedures for health, safety and welfare, in relation to:												
	a. dealing with accidents and emergencies associated with the work and environment												

b. methods of receiving or sourcing information							
c. reporting							
d. stopping work							
e. evacuation							
f. fire risks and safe exit procedures							
g. 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.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	<b>demonstrate behaviour which shows personal responsibility for general workplace health, safety and welfare</b>							
4.2	state how personal behaviour demonstrates responsibility for general workplace health, safety and welfare, in relation to:							
	a. recognising when to stop work in the face of serious and imminent danger to self and/or others							
	b. contributing to discussions and providing feedback							
	c. reporting changed circumstances and incidents in the workplace							
	d. complying with the environmental requirements of the workplace							
4.3	<b>give examples of how the behaviour and actions of individuals could affect others within the workplace.</b>							

5. Comply with and support all organisational security arrangements and approved procedures.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
5.1	<b>provide appropriate support for security arrangements in accordance with approved procedures:</b>												
	a. during the working day												
	b. on completion of the day's work												
	c. for unauthorised personnel (other operatives and the general public)												
	d. for theft												
5.2	state how security arrangements are implemented in relation to:												
	a. the workplace												
	b. the general public												
	c. site personnel												
	d. resources												

## Unit 102

## Conforming to general health, safety and welfare in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	



## Unit 219 Conforming to productive working practices in the workplace

### Level 2

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony  
PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Communicate with others to establish productive work practices.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 <b>communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively</b>							
1.2 describe the different methods of communicating with:							
a. line management							
b. colleagues							
c. 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.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 <b>interpret relevant information from organisational procedures in order to plan the sequence of work</b>							
2.2 <b>plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively</b>							
2.3 describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to:							
a. using resources for own and other's work requirements							
b. allocating appropriate work to employees							
c. organising the work sequence							
d. reducing carbon emissions							

2.4 describe how to contribute to zero/low carbon work outcomes within the built environment.							
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3. Maintain relevant records in accordance with the organisational procedures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 <b>complete relevant documentation according to the occupation as required by the organisation</b>							
3.2 describe how to complete and maintain documentation in accordance with organisational procedures, in relation to:							
a. job cards							
b. worksheets							
c. material/resource lists							
d. time sheets							
3.3 explain the reasons for ensuring documentation is completed clearly and within given timescales.							

4. Maintain good working relationships when conforming to productive working practices.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 <b>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</b>							
4.2 <b>apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others</b>							
4.3 describe how to maintain good working relationships, in relation to:							
a. individuals							
b. customer and operative							

c. operative and line management							
d. own and other occupations							

4.4	describe why it is important to work effectively with:						
	a. line management						
	b. colleagues						
	c. 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.						

## Unit 219

## Conforming to productive working practices in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	



## Unit 234 Erecting masonry cladding in the workplace

### Level 2

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony  
PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Interpret the given information relating to the work and resources when erecting masonry cladding.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
1.1	<b>interpret and extract relevant information from:</b>							
	a. drawings							
	b. specifications							
	c. schedules							
	d. method statements							
	e. risk assessments							
	f. manufacturers' information							
1.2	<b>comply with information and/or instructions derived from risk assessments and method statements</b>							
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:							
	a. drawings							
	b. specifications							
	c. current legislation							
	d. schedules							
	e. risk assessments							
	f. manufacturers' information							
	g. oral and written instructions							
	h. sketches							
	i. electronic data							
	j. official guidance and current regulations associated with erecting masonry cladding.							



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 erecting masonry cladding							
3.2	demonstrate compliance with given information and relevant legislation when erecting masonry cladding in relation to the following:							
	a. safe use of access equipment							
	b. safe use, storage and handling of materials, tools and equipment							
	c. specific risks to health							
3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to erecting masonry cladding, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:							
	a. collective protective measures							
	b. Personal Protective Equipment (PPE)							
	c. Respiratory Protective Equipment (RPE)							
	d. 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:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to erect masonry cladding.

You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
<b>4.1 select resources associated with own work in relation to:</b>							
a. <b>materials</b>							
b. <b>components</b>							
c. <b>fixings</b>							
d. <b>tools and equipment</b>							

<b>4.2 describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</b>							
a. bricks							
b. blocks							
c. mortars							
d. frames							
e. insulation							
f. damp-proof barriers							
g. brick slips							
h. cloak systems							
i. cavity closers							
j. fire breaks							
k. lintels							
l. fixings							
m. ties							
n. hand and power tools, and equipment							
<b>4.3 describe how to confirm that the resources and materials conform to the specification</b>							

4.4	describe how the resources should be used correctly and how problems associated with the resources are reported							
4.5	explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.6	describe any potential hazards associated with the resources and methods of work							
4.7	describe how to calculate quantity, length, area and wastage of materials associated with the method/procedure to erect masonry cladding.							
5. Minimise the risk of damage to the work and surrounding area when erecting masonry cladding.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
5.1	<b>protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures</b>							
5.2	<b>maintain a clear and tidy work space</b>							
5.3	<b>dispose of waste in accordance with current legislation</b>							
5.4	describe how to protect work from damage and the purpose of protection in relation to:							
	a. general workplace activities							
	b. other occupations							
	c. adverse weather conditions							
5.5	explain why the disposal of waste should be carried out safely in accordance with:							
	a. environmental responsibilities							
	b. organisational procedures							
	c. manufacturers' information							
	d. statutory regulations							
	e. official guidance.							

6. Complete the work within the allocated time when erecting masonry cladding.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD

6.1	<b>demonstrate completion of the work within the estimated allocated time</b>							
6.2	describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
	a. types of productivity targets and time scales							
	b. how times are estimated							
	c. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to erect masonry cladding to the required specification.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
7.1	<b>demonstrate the following work skills when erecting masonry cladding:</b>							
	a. <b>measuring</b>							
	b. <b>marking out</b>							
	c. <b>laying</b>							
	d. <b>positioning</b>							
	e. <b>levelling</b>							
	f. <b>plumb</b>							
	g. <b>fitting</b>							
	h. <b>fixing</b>							
	i. <b>securing</b>							
7.2	<b>use and maintain hand and power tools and equipment</b>							
7.3	<b>erect brick and block and/or local material cladding to given working instructions, including the formation of door and window openings and joint finishes, for one of the following structures:</b>							
	a. <b>pre-erected timber frame</b>							

	b. <b>pre-erected concrete</b>							
	c. <b>pre-erected steel</b>							
	d. <b>existing</b>							
7.4	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. erect brick, block and thin joint blocks cladding to pre-erected timber frame, concrete, steel and existing structures							
	b. clad structures using local material							
	c. install brick slips							
	d. position and secure wall ties including spaces, particularly around openings and movement joints							
	e. form and maintain the integrity of cavities							
	f. install and maintain the integrity of fire barriers and breaks							
	g. form joint finishes							
	h. form openings							
	i. position, level, plumb, fix and integrate brick soffit systems							
	j. install masonry support angles							
	k. prop and support structures							
	l. remove temporary structures							
	m. position, fix and bed damp-proof barriers, cloak systems and cavity trays							
	n. form and install weep holes and vents							
	o. position, bond and tape installation materials							
	p. install wind posts							
	q. mix mortar							
	r. recognise and determine when specialist skills and knowledge are required and report accordingly							

	s. identify and follow the installation quality requirements							
	t. work with, around and in close proximity to plant and machinery							
	u. use hand and power tools, and equipment							
	v. work at height							
	w. use access equipment							
7.5	describe the needs of other occupations and how to communicate effectively within a team when erecting masonry cladding							
7.6	describe how to maintain the tools and equipment used when erecting masonry cladding							

## Unit 234

## Erecting masonry cladding in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 235 Erecting masonry structures in the workplace

### Level 2

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony  
PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Interpret the given information relating to the work and resources when erecting masonry structures.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
<b>1.1 interpret and extract relevant information from:</b>												
a. drawings												
b. specifications												
c. schedules												
d. method statements												
e. risk assessments												
f. manufactures' information												
<b>1.2 comply with information and/or instructions derived from risk assessments and method statements</b>												
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented												
<b>1.4 describe different types of information, their source and how they are interpreted in relation to:</b>												
a. drawings												
b. specifications												
c. current legislation												
d. schedules												
e. risk assessments												
f. method statements												
g. risk assessments												
h. manufacturers' information												
i. oral and written instructions												
j. sketches												
k. electronic data												

l. official guidance							
m. current regulations governing buildings associated with erecting structures.							

2. Know how to comply with relevant legislation and official guidance when erecting masonry structures.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
2.1	describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:												
	a. in the workplace												
	b. below ground level												
	c. in confined spaces												
	d. at height												
	e. with tools and equipment												
	f. with materials and substances												
	g. with movement/storage of materials												
	h. by manual handling and mechanical lifting												
2.2	describe the organisational security procedures for tools, equipment and personal belongings in relation to:												
	a. site												
	b. workplace												
	c. company												
	d. operative												
	e. vehicles												
2.3	explain what the accident reporting procedures are and who is responsible for making reports.												

3. Maintain safe and healthy working practices when erecting masonry structures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
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 erecting masonry structures							
3.2 demonstrate compliance with given information and relevant legislation when erecting masonry structures in relation to the following:							
a. safe use of access equipment							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health							
3.3 explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to erecting masonry structures, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:							
a. collective protective measures							
b. Personal Protective Equipment (PPE)							
c. Respiratory Protective Equipment (RPE)							
d. 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:							
a. fires							
b. spillages							
c. injuries							
d. other task-related activities							

4. Select the required quantity and quality of resources for the methods of work to erect masonry structures.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
4.1 select resources associated with own work in relation to:												
a. materials												
b. components												
c. fixings												
d. tools and equipment												

4.2 describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:												
a. bricks												
b. blocks												
c. mortars												
d. frames												
e. insulation												
f. damp-proof barriers												
g. cloak systems												
h. cills												
i. copings and cappings												
j. lintels												
k. fixings												
l. ties												
m. hand and power tools, and equipment												
4.3 describe how to confirm that the resources and materials conform to the specification												

4.4	describe how the resources should be used correctly and how problems associated with the resources are reported						
4.5	explain why the organisational procedures have been developed and how they are used for the selection of required resources						
4.6	describe any potential hazards associated with the resources and methods of work						
4.7	describe how to calculate quantity, length, area and wastage of materials associated with the method/procedure to erect masonry structures.						

5.	Minimise the risk of damage to the work and surrounding area when erecting masonry structures.						
	You must be able to:	*PER	SO	OQ	WQ	WT	PS PD
5.1	<b>protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures</b>						
5.2	<b>maintain a clear and tidy work space</b>						
5.3	<b>dispose of waste in accordance with current legislation</b>						
5.4	describe how to protect work from damage and the purpose of protection in relation to:						
	a. general workplace activities						
	b. other occupations						
	c. adverse weather conditions						
5.5	explain why the disposal of waste should be carried out safely in accordance with:						
	a. environmental responsibilities						
	b. organisational procedures						
	c. manufacturers' information						
	d. statutory regulations						
	e. official guidance.						

6. Complete the work within the allocated time when erecting masonry structures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 <b>demonstrate completion of the work within the estimated allocated time</b>							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of productivity targets and time scales							
b. how times are estimated							
c. organisational procedures for reporting circumstances which will affect the work programme							

7. Comply with the given contract information to erect masonry structures to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 <b>demonstrate the following work skills when erecting masonry structures:</b>							
a. <b>measuring</b>							
b. <b>marking out</b>							
c. <b>laying</b>							
d. <b>positioning</b>							
e. <b>plumb</b>							
f. <b>levelling</b>							
g. <b>securing</b>							
7.2 <b>use and maintain hand and power tools, and equipment</b>							
7.3 <b>erect masonry in brick and block and/or local materials to given working instructions for the following:</b>							
a. <b>cavity wall structures</b>							
b. <b>blockwork structures</b>							

	c. <b>solid wall structures</b>							
	d. <b>form openings</b>							
	e. <b>joint finishes</b>							
	f. <b>cills</b>							
	g. <b>cappings and copings</b>							
7.4	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. erect cavity walling and solid walling using brick and block and local materials							
	b. erect walling of the local style							
	c. lay blocks (traditional and thin joint)							
	d. determine brick and block bonds							
	e. form and maintain the integrity of cavities							
	f. install lintels							
	g. install movement joints							
	h. install wind posts							
	i. cut bricks, blocks and local materials							
	j. form joint finishes, including mechanical pointing systems							
	k. form openings							
	l. position, level, plumb, fix and integrate brick soffit systems							
	m. position and fix cills, copings and capping's							
	n. install masonry support angles							
	o. prop and support structures							
	p. complete and remove temporary works							
	q. position, bond and tape insulation materials							
	r. position, fix and bed damp-proof barriers, cloak systems and cavity trays							

s.	form and install weep holes and vents							
t.	install and maintain the integrity of fire barriers and breaks							
u.	position and secure wall ties, including spacing, particularly around openings and movement joints							
v.	mix mortar							
w.	recognize and determine when specialist skills and knowledge are required and report accordingly							
x.	identify and follow the installation quality requirements							
y.	work with, around and in close proximity to plant and machinery							
z.	use hand and power tools, and equipment							
aa.	work at height							
bb.	use access equipment							
7.5	describe the needs of other occupations and how to communicate effectively within a team when erecting masonry structures							
7.6	describe how to maintain the tools and equipment when erecting masonry structures							

## Unit 235

## Erecting masonry structures in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	



## Unit 238 Erecting thin joint masonry structures in the workplace

### Level 2

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony

PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Interpret the given information relating to the work and resources when erecting thin joint masonry structures.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
1.1 <b>interpret and extract relevant information from:</b>												
a. <b>drawings</b>												
b. <b>specifications</b>												
c. <b>schedules</b>												
d. <b>method statements</b>												
e. <b>risk assessments</b>												
f. <b>manufacturers' information</b>												
1.2 <b>comply with information and/or instructions derived from risk assessments and method statements</b>												
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:												
a. drawings												
b. specifications												
c. current legislation												
d. schedules												
e. method statements												
f. risk assessments												
g. manufactures' information												
h. oral and written instructions												
i. sketches												
j. electronic data												
k. official guidance												

l. current regulations associated with erecting thin joint masonry structures.																	
2. Know how to comply with relevant legislation and official guidance when erecting thin joint masonry structures.																	
You must be able to:											*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents and health hazards, whilst working:																	
a. in the workplace																	
b. below ground level																	
c. in confined spaces																	
d. at height																	
e. with tools and equipment																	
f. with materials and substances																	
g. with movement and storage of materials																	
h. by manual handling and mechanical lifting																	
2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to:																	
a. site																	
b. workplace																	
c. company																	
d. operative																	
e. vehicles																	
2.3 explain what the accident reporting procedures are and who is responsible for making reports.																	

3. Maintain safe and healthy working practices when erecting thin joint masonry structures.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
3.1	<b>use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when erecting thin joint masonry structures</b>												
3.2	<b>demonstrate compliance with given information and relevant legislation when erecting thin joint masonry structures in relation to the following:</b>												
	a. safe use of access equipment												
	b. safe use, storage and handling of materials, tools and equipment												
	c. specific risks to health												
3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to erecting thin joint masonry structures, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:												
	a. collective protective measures												
	b. Personal Protective Equipment (PPE)												
	c. Respiratory Protective Equipment (RPE)												
	d. 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:												
	a. fires												
	b. spillages												
	c. injuries												
	d. other task-related activities												



4. Select the required quantity and quality of resources for the methods of work to erect thin joint masonry structures.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
<b>4.1 select resources associated with own work in relation to:</b>												
a. <b>materials</b>												
b. <b>components</b>												
c. <b>fixings</b>												
d. <b>tools and equipment</b>												
<b>4.2 describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</b>												
a. blocks												
b. joining compounds												
c. frames												
d. insulation												
e. damp-proof barriers												
f. cloak systems												
g. lintels												
h. fixings												
i. ties												
j. hand and power tools, and equipment												
4.3 describe how to confirm that the resources and materials conform to the specification												
4.4 describe how the resources should be used correctly and how problems associated with the resources are reported												
4.5 explain why the organisational procedures have been developed and how they are used for the selection of required resources												
4.6 describe any potential hazards associated with the resources and methods of work												

4.7 describe how to calculate quantity, length, area and wastage of materials associated with the method/procedure to erect thin joint masonry structures.

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5. Minimise the risk of damage to the work and surrounding area when erecting thin joint masonry structures.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
5.1	<b>protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures</b>												
5.2	<b>maintain a clear and tidy work space</b>												
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:												
	a. general workplace activities												
	b. other occupations												
	c. adverse weather conditions												
5.5	explain why the disposal of waste should be carried out safely in accordance with:												
	a. environmental responsibilities												
	b. organisational procedures												
	c. manufacturers' information												
	d. statutory regulations												
	e. official guidance.												

6. Complete the work within the allocated time when erecting thin joint masonry structures.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
6.1	<b>demonstrate completion of the work within the estimated allocated time</b>												
6.2	describe the purpose of the work programme and explain why deadlines should be kept in relation to:												
	a. types of productivity targets and time scales												
	b. how times are estimated												

c. organisational procedures for reporting circumstances which will affect the work programme.							
7. Comply with the given contract information to erect thin joint masonry structures to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
<b>7.1 demonstrate the following work skills when erecting thin joint masonry structures:</b>							
a. measuring							
b. marking out							
c. cutting							
d. preparing							
e. laying							
f. positioning							
g. securing							
<b>7.2 use and maintain hand and power tools, and equipment</b>							
<b>7.3 erect thin joint masonry block structures to given working instructions for at least three of the following:</b>							
a. cavity wall structures							
b. solid wall structures							
c. form openings							
d. mix jointing compounds							
<b>7.4 describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</b>							
a. erect cavity walling and solid walling using thin joint blocks							
b. determine thin joint block bonds							
c. level bed (course one)							
d. check plumb							
e. form and maintain the integrity of cavities							

	f. form openings							
	g. position, level, plumb, fix and integrate brick soffit systems							
	h. install masonry support angles							
	i. position fix and bed damp-proof barriers, cloak systems and cavity trays							
	j. position and secure wall ties, including spacing, particularly around openings							
	k. form and install movement joints							
	l. install and maintain the integrity of fire barriers							
	m. form and install weep holes and vents							
	n. position, bond and tape insulation materials							
	o. install wind posts							
	p. mix jointing compound							
	q. recognise and determine when specialist skills and knowledge are required and report accordingly							
	r. identify and follow the installation quality requirements							
	s. work with, around and in close proximity to plant and machinery							
	t. use hand and power tools, and equipment							
	u. work at height							
	v. use access equipment							
7.5	describe the needs of other occupations and how to communicate effectively within a team when erecting thin joint masonry structures							
7.6	describe how to maintain the tools and equipment used when erecting thin joint masonry structures.							

## Unit 238

## Erecting thin joint masonry structures in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 609 Moving, handling and storing resources in the workplace

### Level 2

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony  
PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Comply with given information when moving, handling and/or storing resources.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
1.1	<b>interpret the given information relating to moving, handling and/or storing resources, relevant to the given occupation</b>												
1.2	<b>interpret the given information relating to the use and storage of lifting aids and equipment</b>												
1.3	describe the different types of technical, product and regulatory information, their source and how they are interpreted												
1.4	state the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.												
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.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
2.1	describe your responsibilities under current legislation and official guidance whilst working:												
	a. in the workplace												
	b. in confined spaces												
	c. below ground level												
	d. at height												
	e. with tools and equipment												
	f. with materials and substances												
	g. with movement/ storage of materials												
	h. by manual handling and mechanical lifting												

2.2	describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
	a. site							
	b. workplace							
	c. company							
	d. 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. Maintain safe working practices when moving, handling and/or storing resources.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
3.1	<b>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</b>							
3.2	<b>use lifting aids safely as appropriate to the work</b>							
3.3	<b>protect the environment in accordance with safe working practices as appropriate to the work</b>							
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:							
	a. collective protective measures							
	b. Personal Protective Equipment (PPE)							
	c. Respiratory Protective Equipment (RPE)							

d. 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:							
a. fires							
b. spillages							
c. injuries							
d. 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.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 <b>select the relevant resources to be moved, handled and/or stored, associated with own work</b>							
4.2 describe the characteristics, quality, uses, sustainability, limitations and defects associated with the occupational resources in relation to:							
a. lifting and handling aids							
b. container(s)							
c. 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.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
5.1	<b>protect occupational resources and their surrounding area from damage in accordance with safe working practices and organisational procedures</b>							
5.2	<b>dispose of waste and packaging in accordance with legislation</b>							
5.3	<b>maintain a clean work space when moving, handling or storing resources</b>							
5.4	describe how to protect work from damage and the purpose of protection in relation to:							
	a. general workplace activities							
	b. other occupations							
	c. adverse weather conditions							
5.5	explain why the disposal of waste should be carried out safely in accordance with:							
	a. environmental responsibilities							
	b. organisational procedures							
	c. manufacturers' information							
	d. statutory regulations							
	e. official guidance.							

6. Complete the work within the allocated time when moving, handling and/or storing resources.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
6.1 <b>demonstrate completion of the work within the allocated time</b>												
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:												
a. progress charts, timetables and estimated times												
b. 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.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
7.1 <b>demonstrate the following work skills when moving, handling and/or storing occupational resources:</b>												
a. <b>moving</b>												
b. <b>positioning</b>												
c. <b>storing</b>												
d. <b>securing and/or using lifting aids and kinetic lifting techniques</b>												
7.2 <b>move, handle and/or store occupational resources to meet product information and organisational requirements relating to three of the following:</b>												
a. <b>sheet material</b>												
b. <b>loose material</b>												
c. <b>bagged or wrapped material</b>												
d. <b>fragile material</b>												
e. <b>tools and equipment</b>												
f. <b>components</b>												

<b>g. liquids</b>							
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.							

## Unit 609

## Moving, handling and storing resources in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	



## Unit 690 Repairing and maintaining masonry structures in the workplace

### Level 3

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony

PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Interpret the given information relating to the work and resources when repairing and maintaining masonry structures.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
1.1	<b>interpret and extract relevant information from:</b>							
	a. drawings							
	b. specifications							
	c. schedules							
	d. method statements							
	e. risk assessments							
	f. manufacturers' information							
1.2	<b>comply with information and/or instructions derived from risk assessments and method statements</b>							
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:							
	a. drawings							
	b. specifications							
	c. current legislation							
	d. schedules							
	e. method statements							
	f. risk assessments							
	g. manufactures' information							
	h. oral and written instructions							
	i. sketches							
	j. electronic data							

k. official guidance and regulations governing buildings associated with the repair and maintenance of masonry structures							
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2. Know how to comply with relevant legislation and official guidance when repairing and maintaining masonry structures.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
2.1	describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
	a. in the workplace							
	b. below ground level							
	c. in confined spaces							
	d. at height							
	e. with tools and equipment							
	f. with materials and substances							
	g. with movement and storage of materials							
	h. by manual handling and mechanical lifting							
2.2	describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
	a. site							
	b. workplace							
	c. company							
	d. operative							
	e. vehicles							
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.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
3.1	<b>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</b>							
3.2	<b>demonstrate compliance with given information and relevant legislation when repairing and maintaining masonry structures in relation to the following:</b>							
	a. <b>safe use of access equipment</b>							
	b. <b>safe use, storage and handling of materials, tools and equipment</b>							
	c. <b>specific risks to health</b>							
3.3	<b>explain why and when health and safety control equipment, identified by the principles of prevention, 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:</b>							
	a. <b>collective protective measures</b>							
	b. <b>Personal Protective Equipment (PPE)</b>							
	c. <b>Respiratory Protective Equipment (RPE)</b>							
	d. <b>Local Exhaust Ventilation (LEV)</b>							
3.4	<b>describe how the relevant health and safety control equipment should be used in accordance with the given instructions</b>							
3.5	<b>describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:</b>							
	a. <b>fires</b>							
	b. <b>spillages</b>							
	c. <b>injuries</b>							
	d. <b>other task-related activities.</b>							



4. Select the required quantity and quality of resources for the methods of work to repair and maintain masonry structures.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	<b>select resources associated with own work in relation to:</b>							
	a. <b>materials</b>							
	b. <b>components</b>							
	c. <b>fixings</b>							
	d. <b>tools and equipment</b>							
4.2	<b>describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</b>							
	a. bricks							
	b. blocks							
	c. natural stones							
	d. mortars							
	e. sand							
	f. lime							
	g. additives							
	h. frames							
	i. insulation							
	j. damp-proof barriers							
	k. cloak systems							
	l. lintels and ties							
	m. fittings and fixings							
	n. hand and power tools, and equipment							
4.3	<b>describe how to confirm that the resources and materials conform to the specification</b>							

4.4 describe how the resources should be used correctly and how problems associated with the resources are reported

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4.5	explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.6	describe any potential hazards associated with the resources and methods of work							
4.7	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.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
5.1	<b>protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures</b>							
5.2	<b>maintain a clear and tidy work space</b>							
5.3	<b>dispose of waste in accordance with current legislation</b>							
5.4	describe how to protect work from damage and the purpose of protection in relation to:							
	a. general workplace activities							
	b. other occupations							
	c. adverse weather conditions							
5.5	explain why the disposal of waste should be carried out safely in accordance with:							
	a. environmental responsibilities							
	b. organisational procedures							
	c. manufacturers' information							
	d. statutory regulations							
	e. official guidance.							

6. Complete the work within the allocated time when repairing and maintaining masonry structures.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD

6.1	<b>demonstrate completion of the work within the estimated allocated time</b>							
6.2	describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
	a. types of productivity targets and time scales							
	b. how times are estimated							
	c. 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.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
7.1	<b>demonstrate the following work skills when repairing and maintaining masonry structures:</b>							
	a. <b>measuring</b>							
	b. <b>marking out</b>							
	c. <b>removing</b>							
	d. <b>laying</b>							
	e. <b>positioning</b>							
	f. <b>securing</b>							
7.2	<b>use and maintain hand and power tools, and equipment</b>							
7.3	<b>prepare, repair and maintain existing brick, and/or block masonry and/or local style structures to given working instructions for three of the following:</b>							
	a. <b>match existing materials</b>							
	b. <b>continue existing bonding</b>							
	c. <b>match existing quality of structure</b>							
	d. <b>form openings</b>							

	e. prop existing walls and floors							
	f. form internal and external angles							
7.4	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. prepare, repair and maintain existing masonry structures in brick, traditional and thin joint blocks or local materials and styles							
	b. identify material and components and restore structures to original state							
	c. form joint finishes							
	d. form openings							
	e. prop existing walls and floors							
	f. form and maintain the integrity of cavities							
	g. position, fix and bed damp-proof barriers, cloak systems and cavity trays							
	h. form and install weep holes and vents							
	i. form internal and external angles							
	j. position, bond and tape insulation materials							
	k. install and maintain the integrity of fire and breaks							
	l. dress surfaces							
	m. form finishes							
	n. mix mortars							
	o. recognise and determine when specialist skill and knowledge are required and report accordingly							
	p. determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance							
	q. identify and follow the installation quality requirements							
	r. work with, around and in close proximity to plant and machinery							
	s. use hand and power tools, and equipment							

	t. work at height							
	u. use access equipment							
7.5	describe the needs of other occupations and how to communicate effectively within a team when repairing and maintaining masonry structures							
7.6	describe how to maintain the tools and equipment used when repairing and maintaining masonry structures.							

## Unit 690

## Repairing and maintaining masonry structures in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 701 Setting out to form masonry structures in the workplace

### Level 2

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony  
PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Interpret the given information relating to the work and resources when setting out to form masonry structures.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
1.1	<b>interpret and extract relevant information from:</b>							
	a. drawings							
	b. specifications							
	c. schedules							
	d. method statements							
	e. risk assessments							
	f. manufacturers' information							
1.2	<b>comply with information and/or instructions derived from risk assessments and method statements</b>							
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:							
	a. drawings							
	b. specifications							
	c. current legislation							
	d. method statements							
	e. risk assessments							
	f. manufacturers' information							
	g. oral and written instructions							
	h. sketches							
	i. electronic data							
	j. official guidance							

k. current regulations governing buildings associated with setting out to form masonry structures							
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2. Know how to comply with relevant legislation and official guidance when setting out to form masonry structures.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
2.1	describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
	a. in the workplace							
	b. below ground level							
	c. in confined spaces							
	d. at height							
	e. with tools and equipment							
	f. with materials and substances							
	g. with movement and storage of materials							
	h. by manual handling and mechanical lifting							
2.2	describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
	a. site							
	b. workplace							
	c. company							
	d. operative							
	e. vehicles							
2.3	explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when setting out to form masonry structures.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
3.1	<b>use health and safety control equipment safely to carry out the activity in accordance with current legislation and organisational requirements when setting out to form masonry structures</b>							
3.2	<b>demonstrate compliance with given information and relevant legislation with setting out to form masonry structures in relation to the following:</b>							
	a. <b>safe use of access equipment</b>							
	b. <b>safe use, storage and handling of materials, tools and equipment</b>							
	c. <b>specific risks to health</b>							
3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to setting out masonry structures, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:							
	a. collective protective measures							
	b. Personal Protective Equipment (PPE)							
	c. Respiratory Protective Equipment (RPE)							
	d. 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:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							



4. Select the required quantity and quality of resources for the methods of work to set out to form masonry structures.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	<b>select resources associated with own work in relation to:</b>							
	a. <b>materials</b>							
	b. <b>components</b>							
	c. <b>fixings</b>							
	d. <b>tools and equipment</b>							
4.2	describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:							
	a. levels							
	b. lines							
	c. trammals							
	d. templates							
	e. profiles							
	f. tape measures							
	g. pegs							
	h. squares and fixings							
	i. hand and power tools							
	j. setting out equipment							
4.3	describe how to confirm that the resources and materials conform to the specification							
4.4	describe how the resources should be used correctly and how problems associated with the resources are reported							
4.5	explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.6	describe any potential hazards associated with the resources and methods of work							

4.7 describe how to calculate distances, length, levels and diagonals, area and wastage of materials associated with the method/procedure to set out masonry structures.							
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5. Minimise the risk of damage to the work and surrounding area when setting out to form masonry structures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2 maintain a clear and tidy 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:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when setting out to form masonry structures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the estimated allocated time							

6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of productivity targets and time scales							
b. how times are estimated							
c. organisational procedures for reporting circumstances which will affect the work programme.							
7. Comply the given contract information to set out to form masonry structures to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 <b>demonstrate the following work skills when placing and finishing non-specialist concrete:</b>							
a. <b>measuring</b>							
b. <b>marking out</b>							
c. <b>levelling</b>							
d. <b>plumbing</b>							
e. <b>positioning</b>							
f. <b>transferring</b>							
g. <b>transposing</b>							
h. <b>fixing</b>							
i. <b>securing</b>							
7.2 <b>use and maintain hand and power tools and setting out equipment</b>							
7.3 <b>determine dimensions and positions using line, level, depth, area, height and angle to given working instructions to establish at least four of the following lines:</b>							
a. <b>straight (180 degrees)</b>							
b. <b>right angles (90 degrees)</b>							
c. <b>obtuse angles (between 90 and 180 degrees including batters)</b>							
d. <b>acute angles (between 0 and 90 degrees)</b>							

	e. <b>curves on plan</b>							
	f. <b>curves in elevation</b>							
	g. <b>openings</b>							
7.4	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. measure and set out to form masonry structures on level and sloping ground							
	b. identify and mark datum points							
	c. make trammels, templates and profiles							
	d. mark straight lines, right angles, obtuse angles, acute angles, curves on plan, curves in elevation and openings							
	e. set out using trammels, templates and profiles							
	f. plumb from ranging lines							
	g. transfer lines and levels (spirit level, straight edge and laser level)							
	h. determine convex and concave curves using pegs and line							
	i. recognise and determine when specialist skills and knowledge are required and report accordingly							
	j. identify and follow the installation quality requirements							
	k. work with around and in close proximity to plant and machinery							
	l. use hand and power tools, and setting out equipment							
	m. work at height							
	n. use access equipment							
7.5	describe the needs of other occupations and how to effectively communicate within a team when setting out to form masonry structures							
7.6	describe how to maintain the tools and equipment used when setting out to form masonry structures.							

## Unit 701 Setting out to form masonry structures in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
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<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 817 Placing and compacting concrete in the workplace

### Level 2

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony

PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Interpret the given information relating to the work and resources when placing and compacting concrete.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
1.1	<b>interpret and extract relevant information from:</b>							
	a. drawings							
	b. specifications							
	c. schedules							
	d. method statements							
	e. risk assessments							
	f. manufacturers' information							
1.2	<b>comply with information and/or instructions derived from risk assessments and method statements</b>							
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:							
	a. drawings							
	b. specifications							
	c. schedules							
	d. method statements							
	e. risk assessments							
	f. manufacturers' information							
	g. oral and written instructions							
	h. current regulations governing buildings							
	i. official guidance associated with the placement and compaction of concrete							

2. Know how to comply with relevant legislation and official guidance when placing and compacting concrete								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
2.1	describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
	a. in the workplace							
	b. below ground level							
	c. in confined spaces							
	d. at height							
	e. with tools and equipment							
	f. with materials and substances							
	g. with movement and storage of materials							
	h. by manual handling and mechanical lifting							
2.2	describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
	a. site							
	b. workplace							
	c. company							
	d. 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 placing and compacting concrete.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
3.1	<b>use health and safety control equipment safely to carry out the activity in accordance with current legislation and organisational requirements when placing and compacting concrete</b>							
3.2	<b>demonstrate compliance with given information and relevant legislation with placing and compacting concrete in relation to the following:</b>							
	a. safe use of access equipment							
	b. safe use, storage and handling of materials, tools and equipment							
	c. specific risks to health							
3.3	<b>explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to placing and compacting concrete, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</b>							
	a. collective protective measures							
	b. Personal Protective Equipment (PPE)							
	c. Respiratory Protective Equipment (RPE)							
	d. Local Exhaust Ventilation (LEV)							
3.4	<b>describe how the relevant health and safety control equipment should be used in accordance with the given instructions</b>							
3.5	<b>describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:</b>							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							



4. Select the required quantity and quality of resources for the methods of work to place and compact concrete.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	<b>select resources associated with own work in relation to:</b>							
	a. <b>materials</b>							
	b. <b>components</b>							
	c. <b>fixings</b>							
	d. <b>tools and equipment</b>							
4.2	<b>describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</b>							
	a. aggregates							
	b. cements							
	c. concrete							
	d. reinforcement							
	e. membranes							
	f. release agents							
	g. anti-heave materials							
	h. moulds							
	i. additives							
	j. retardants							
	k. hand tools							
	l. portable power tools and equipment							
	m. slump test equipment							
	n. skips							
	o. compaction equipment							
	p. poker vibrator							

	q. tampers							
	r. floats							
	s. trowels							
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 distances, length, levels and diagonals, area and wastage of materials associated with the method and procedure to set out masonry structures.							

5. Minimise the risk of damage to the work and surrounding area when placing and compacting concrete.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
5.1	<b>protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures</b>							
5.2	<b>maintain a clean work space</b>							
5.3	<b>dispose of waste in accordance with current legislation</b>							
5.4	describe how to protect work from damage and the purpose of protection in relation to:							
	a. general workplace activities							
	b. other occupations							
	c. adverse weather conditions							
5.5	explain why the disposal of waste should be carried out safely in accordance with:							
	a. environmental responsibilities							
	b. organisational procedures							
	c. manufacturers' information							

d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when placing and compacting concrete.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 <b>demonstrate completion of the work within the allocated time</b>							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							
7. Comply the given contract information to place and compact concrete to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 <b>demonstrate the following work skills when placing and finishing non-specialist concrete:</b>							
a. <b>measuring</b>							
b. <b>marking out</b>							
c. <b>inspecting</b>							
d. <b>receiving</b>							
e. <b>handling</b>							
f. <b>transporting</b>							
g. <b>placing</b>							
h. <b>spreading</b>							
i. <b>levelling</b>							

	j. vibrating							
	k. compacting							
	l. testing							
	m. protecting							
7.2	use and maintain hand tools, and portable power tools, plant or machinery and ancillary equipment							
7.3	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. chute							
	b. elephant's trunk							
	c. skip							
	d. pump							
	e. mono-rail							
	f. manually							
7.4	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. identify installation quality requirements							
	b. conform to agreed specification							
	c. confirm integrity of formwork and temporary supports							
	d. handle and transport concrete							
	e. place concrete using shuts, elephant's trunk, skip, pump, mono-rail and manually							
	f. visually assess the quality of the concrete prior to and during pouring and placement							
	g. extract samples for testing							
	h. work with, around and in close proximity to plant and machinery							
	i. direct and guide the operations and movement of plant and machinery							

j.	compact and finish concrete							
k.	protect concrete to assist the curing process							
l.	apply curing accelerants and aids							
m.	recognise requirements for working with concretes containing additives for waterproofing and retardants							
n.	recognise and determine when additional specialist skills and knowledge are required and report accordingly							
o.	determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance							
p.	use hand tools, portable power tools, plant machinery and equipment							
q.	work at height							
r.	use access equipment							
7.5	describe the needs of other occupations and how to effectively communicate within a team when placing and compacting concrete							
7.6	describe how to maintain the tools and equipment used when placing and compacting concrete							

## Unit 817

## Placing and compacting concrete in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	



## Unit 828 Installing and forming specialist masonry elements in the workplace

### Level 3

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony  
PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Interpret the given information relating to the work and resources when installing and forming specialist masonry elements.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
1.1	<b>interpret and extract relevant information from:</b>											
	a. drawings											
	b. specifications											
	c. schedules											
	d. method statements											
	e. risk assessments											
	f. manufacturers' information											
1.2	<b>comply with information and/or instructions derived from risk assessments and method statements</b>											
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:											
	a. drawings											
	b. specifications											
	c. schedules											
	d. method statements											
	e. risk assessments											
	f. manufacturers' information											
	g. oral and written instructions											
	h. sketches											
	i. electronic data											
	j. official guidance											

k. regulations governing buildings associated with the installing and forming specialist masonry support elements							
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2. Know how to comply with relevant legislation and official guidance when installing and forming specialist masonry elements							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents and health hazards, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement and storage of materials							
h. by manual handling and mechanical lifting							
2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
a. site							
b. workplace							
c. company							
d. operative							
e. vehicles							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing and forming specialist masonry elements.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
3.1	<b>use health and safety control equipment safely to carry out the activity in accordance with current legislation and organisational requirements when installing and forming specialist masonry elements</b>							
3.2	<b>demonstrate compliance with given information and relevant legislation with installing and forming specialist masonry elements in relation to the following:</b>							
	a. safe use of access equipment							
	b. safe use, storage and handling of materials, tools and equipment							
	c. specific risks to health							
3.3	<b>explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to install and form specialist masonry elements, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</b>							
	a. collective protective measures							
	b. Personal Protective Equipment (PPE)							
	c. Respiratory Protective Equipment (RPE)							
	d. Local Exhaust Ventilation (LEV)							
3.4	<b>describe how the relevant health and safety control equipment should be used in accordance with the given instructions</b>							
3.5	<b>describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:</b>							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							



4. Select the required quantity and quality of resources for the methods of work to install and form specialist masonry elements								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	<b>select resources associated with own work in relation to:</b>							
	a. <b>materials</b>							
	b. <b>components</b>							
	c. <b>fixings</b>							
	d. <b>tools and equipment</b>							
4.2	describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:							
	a. specialist masonry support elements							
	b. fittings and fixings							
	c. hand and power tools, and equipment							
4.3	describe how to confirm that the resources and materials conform to the specification							
4.4	describe how the resources should be used correctly and how problems associated with the resources are reported							
4.5	explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.6	describe any potential hazards associated with the resources and methods of work							
4.7	describe how to calculate distances, length, levels and diagonals, area and wastage of materials associated with the method and procedure to install and form specialist masonry elements							

5. Minimise the risk of damage to the work and surrounding area when installing and forming specialist masonry elements.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
5.1	<b>protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures</b>							

5.2	<b>maintain a clear and tidy work space</b>							
5.3	<b>dispose of waste in accordance with current legislation</b>							
5.4	describe how to protect work from damage and the purpose of protection in relation to:							
	a. general workplace activities							
	b. other occupations							
	c. adverse weather conditions							
5.5	explain why the disposal of waste should be carried out safely in accordance with:							
	a. environmental responsibilities							
	b. organisational procedures							
	c. manufacturers' information							
	d. statutory regulations							
	e. official guidance.							

6. Complete the work within the allocated time when installing and forming specialist masonry elements.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
6.1	<b>demonstrate completion of the work within the estimated allocated time</b>							
6.2	describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
	a. types of productivity targets and time scales							
	b. how times are estimated							
	c. organisational procedures for reporting circumstances which will affect the work programme.							
7. Comply the given contract information to install and form specialist masonry elements to the required specification								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD

7.1	<b>demonstrate the following work skills when placing and finishing non-specialist concrete:</b>							
	a. <b>positioning</b>							
	b. <b>levelling</b>							
	c. <b>plumb</b>							
	d. <b>adjusting</b>							
	e. <b>fixing</b>							
7.2	<b>use and maintain hand and power tools and equipment</b>							
7.3	<b>install and/or form fire barriers and/or breaks and support angles plus at least two of the following specialist masonry support elements to given working instructions</b>							
	a. <b>brick soffit systems</b>							
	b. <b>channel systems</b>							
	c. <b>wind posts</b>							
	d. <b>vapour and/or moisture barriers</b>							
	e. <b>wall starter kits</b>							
7.4	<b>describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</b>							
	a. <b>identify the types, uses and characteristics of specialist masonry support elements; brick soffit systems, support angles, fire barriers and breaks, wind posts and wall starter kits</b>							
	b. <b>position, level, plumb, fix and integrate brick soffit systems</b>							
	c. <b>install and adjust masonry support angles</b>							
	d. <b>install and maintain the integrity of fire barriers and breaks</b>							
	e. <b>form and maintain the integrity of cavities</b>							
	f. <b>position and secure wall ties including spacing, particularly around openings</b>							
	g. <b>position and fix damp-proof barriers, cloak systems and cavity trays</b>							

	h. form and install weep holes and vents						
	i. position bond and tape insulation materials						
	j. install wind posts						
	k. use wall starter kits						
	l. recognise and determine when specialist skills and knowledge are required and report accordingly						
	m. identify and follow the installation quality requirements						
	n. work with, around and in close proximity to plant and machinery						
	o. use hand and power tools, and setting out equipment						
	p. work at height						
	q. use access equipment						
7.5	describe the needs of other occupations and how to effectively communicate within a team when installing and forming specialist masonry elements						
7.6	describe how to maintain the tools and equipment used when installing and forming specialist masonry elements						

## Unit 828

## Installing and forming specialist masonry elements in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

## Unit 837

## Installing drainage in the workplace

Level: 2

\*PER – Portfolio evidence reference    SO – Site observation    OQ – Oral question    WQ – Written question    WT – Witness testimony

PS – Product supplementary    PD – Professional discussion

**Assessment criteria that are practical activities are highlighted in bold.**

1. Interpret the given information relating to the work and resources when installing drainage.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
1.1 <b>interpret and extract relevant information from:</b>												
a. <b>drawings</b>												
b. <b>risk assessments</b>												
c. <b>method statements</b>												
d. <b>specifications</b>												
e. <b>schedules</b>												
f. <b>manufacturers' information</b>												
1.2 <b>comply with information and/or instructions derived from risk assessments and method statements</b>												
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:												
a. drawings												
b. risk assessments												
c. method statements												
d. specifications												
e. schedules												
f. manufacturers' information												
g. regulations governing the installation and construction of drainage systems.												

2. Know how to comply with relevant legislation and official guidance when installing drainage.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
2.1	describe your responsibilities regarding potential accidents and health hazards, whilst working:							
	a. in the workplace							
	b. below ground level							
	c. in confined spaces							
	d. at height							
	e. with tools and equipment							
	f. with materials and substances							
	g. with movement/storage of materials							
	h. by manual handling and mechanical lifting							
2.2	describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
	a. site							
	b. workplace							
	c. company							
	d. operative							
2.3	explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing drainage.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
3.1	<b>use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when installing drainage</b>							
3.2	<b>comply with information relating to specific risks to health when installing drainage</b>							
3.3	explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to installing drainage, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:							
	a. collective protective measures							
	b. Personal Protective Equipment (PPE)							
	c. Respiratory Protective Equipment (RPE)							
	d. 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:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related hazards.							

4. Select the required quantity and quality of resources for the methods of work to install drainage.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	<b>select resources associated with own work in relation to:</b>							
	a. <b>materials</b>							
	b. <b>components</b>							
	c. <b>fixings</b>							
	d. <b>tools and equipment</b>							
4.2	describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:							
	a. pipes, fittings and ancillary components							
	b. pre-cast (metal, concrete, clay or plastic) components							
	c. bricks, blocks and sandbags							
	d. granular materials, aggregates, cement, concrete, mortars and sand							
	e. sealant materials (adhesives, compounds, solvents)							
	f. 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 install drainage.							

5. Minimise the risk of damage to the work and surrounding area when installing drainage.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
5.1	<b>protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures</b>												
5.2	<b>minimise damage and maintain a clean work space</b>												
5.3	<b>dispose of waste in accordance with current legislation</b>												
5.4	describe how to protect work from damage and the purpose of protection in relation to:												
	a. general workplace activities												
	b. other occupations												
	c. adverse weather conditions												
5.5	explain why the disposal of waste should be carried out safely in accordance with:												
	a. environmental responsibilities												
	b. organisational procedures												
	c. manufacturers' information												
	d. statutory regulations												
	e. official guidance.												

6. Complete the work within the allocated time when installing drainage.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
6.1	<b>demonstrate completion of the work within the allocated time</b>												
6.2	describe the purpose of the work programme and explain why deadlines should be kept in relation to:												
	a. types of progress charts, timetables and estimated times												
	b. organisational procedures for reporting circumstances which will affect the work programme.												

7. Comply with the given contract information to install drainage to the required specification.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing drainage:												
a. measuring												
b. marking out												
c. laying												
d. positioning												
e. fitting												
f. levelling												
g. plumbing												
h. aligning												
i. securing												
j. testing												
7.2 install and test new and/or replacement, foul and/or surface water drainage for two of the following to given working instructions:												
a. pipework (e.g. clay, concrete, metal, or plastic)												
b. inspection chambers (e.g. brick, concrete, metal or plastic)												
c. surface water systems (e.g. cells, culverts, high capacity, linear, balancing ponds, interceptors, recycling equipment, soak-a-ways, sustainable urban drainage systems)												
d. foul water systems (e.g. cess pools, septic tanks, reed beds, treatment plants)												

7.3	<b>safely use:</b>						
	a. <b>materials</b>						
	b. <b>hand tools</b>						
	c. <b>portable power tools</b>						
	d. <b>ancillary equipment</b>						
7.4	<b>safely store the materials, tools and equipment used when installing drainage</b>						
7.5	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:						
	a. excavate trenches and provide trench support						
	b. confirm ground conditions, site and excavations are suitable for the drainage installation work						
	c. prepare bedding for pipework						
	d. determine levels and gradients						
	e. identify the differences between surface and foul water drainage						
	f. lay, position, level, plumb, align, fit, fix and secure new and replacement drainage systems						
	g. construct structures of a drainage system (storm alleviation, culverts, inspection chambers, lateral drains, overflows, sumps, filter drains, sustainable urban drainage systems)						

7.6 describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
a. assemble pre-cast components (metal, concrete, clay and plastic) of a drainage system structure (inspection chambers, street iron work)							
b. connect and seal new systems to existing systems							
c. conduct smoke, water, ball, air mandrel and close circuit television tests on drainage systems							
d. work with plant and machinery							
e. use hand tools, power tools and equipment							
f. work at height and below ground level							
g. use access equipment							
7.7 describe the needs of other occupations and how to effectively communicate within a team when installing drainage							
7.8 describe how to maintain the tools and equipment used when installing drainage.							

## Unit 837

## Installing drainage in the workplace

### Declaration

I confirm that the evidence supplied for the above unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	



## Appendix 1 Relationships to other qualifications

### *Links to other qualifications*

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

### *Literacy, language, numeracy and ICT skills development*

This qualification can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see [www.cityandguilds.com/functionalskills](http://www.cityandguilds.com/functionalskills)
- Essential Skills (Northern Ireland) – see [www.nidirect.gov.uk/articles/essential-skills](http://www.nidirect.gov.uk/articles/essential-skills)
- Essential Skills Wales – see [www.walesessentialskills.com](http://www.walesessentialskills.com)

## Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the Centres and Training Providers homepage on [www.cityandguilds.com](http://www.cityandguilds.com).

*Centre Manual - Supporting Customer Excellence* contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues.

Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

*Our Quality Assurance Requirements* encompasses all of the relevant requirements of key regulatory documents such as:

- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

*Access to Assessment & Qualifications* provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

*Centre Guide – Delivering International Qualifications* contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification.

Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

## Appendix 3 Useful contacts

<b>UK learners</b> General qualification information	<b>E: <a href="mailto:learnersupport@cityandguilds.com">learnersupport@cityandguilds.com</a></b>
<b>International learners</b> General qualification information	<b>E: <a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a></b>
<b>Centres</b> Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	<b>E: <a href="mailto:centresupport@cityandguilds.com">centresupport@cityandguilds.com</a></b>
<b>Single subject qualifications</b> Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	<b>E: <a href="mailto:singlesubjects@cityandguilds.com">singlesubjects@cityandguilds.com</a></b>
<b>International awards</b> Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	<b>E: <a href="mailto:intops@cityandguilds.com">intops@cityandguilds.com</a></b>
<b>Walled Garden</b> Re-issue of password or username, Technical problems, Entries, Results, e- assessment, Navigation, User/menu option, Problems	<b>E: <a href="mailto:walledgarden@cityandguilds.com">walledgarden@cityandguilds.com</a></b>
<b>Employer</b> Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	<b>E: <a href="mailto:business@cityandguilds.com">business@cityandguilds.com</a></b>
<b>Publications</b> Logbooks, Centre documents, Forms, Free literature	<b>F: +44 (0)20 7294 2413</b>

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## About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

## City & Guilds Group

The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries.

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