

# **Level 2 NVQ Diploma in Installing and Servicing Signal Reception Systems in Single Dwelling Units (2363)**

**Candidate logbook**



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# Level 2 NVQ Diploma in Installing and Servicing Signal Reception Systems in Single Dwelling Units (2363)

## Candidate logbook

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# Contents

<b>1</b>	<b>About your candidate logbook</b>	<b>5</b>
1.1	Contact details	5
1.2	Introduction to the logbook	6
<b>2</b>	<b>Units</b>	<b>7</b>
<b>3</b>	<b>The assessment process</b>	<b>8</b>
<b>4</b>	<b>Using your logbook</b>	<b>9</b>
<b>5</b>	<b>Candidate progress record</b>	<b>10</b>
<b>Unit 202</b>	<b>Applying Health and Safety legislation and working practices (Installing and Maintaining Electrotechnical Systems and Equipment)</b>	<b>11</b>
<b>Unit 203</b>	<b>Applying environmental legislation, working practices and the principles of environmental technology systems</b>	<b>15</b>
<b>Unit 206</b>	<b>Apply procedures for organising and coordinating the work environment- Installing Signal reception systems</b>	<b>18</b>
<b>Unit 208</b>	<b>Install and service signal reception systems</b>	<b>27</b>
<b>Unit 210</b>	<b>Carry out preventative maintenance procedures on Signal Reception Systems</b>	<b>34</b>
<b>Appendix 1</b>	<b>Summary of City &amp; Guilds assessment policies</b>	<b>37</b>

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# 1 About your candidate logbook

## 1.1 Contact details

<b>Candidate name</b>	
<b>Candidate enrolment no</b>	
<b>Centre name</b>	
<b>Centre number</b>	
<b>Programme start date</b>	
<b>Date of registration with City &amp; Guilds</b>	

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.

<b>Your Assessor(s)</b>	
<b>Your Internal Verifier</b>	
<b>Quality Assurance Contact</b>	

# 1 About your candidate logbook

## 1.2 Introduction to the logbook

This logbook will help you complete the competence units in City & Guilds' Guilds Level 2 NVQ Diploma in Installing and Servicing Signal Reception Systems in Single Dwelling Units. It contains forms you can use to record your evidence of what you have done.

There are 11 units in total available in this qualification. The 5 units in this logbook are the units which are assessed by a portfolio of evidence. The remaining 6 units will be formally assessed.

### **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 Units

To achieve the Level 2 NVQ Diploma in Installing and Servicing Signal Reception Systems in Single Dwelling Units, learners must achieve 58 credits. They must complete 58 credits from the mandatory units.

<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>GLH</b>	<b>Credit value</b>
<b>Mandatory group</b>			
311	Applying Health and Safety legislation and working practices (Installing and Maintaining Electrotechnical Systems and Equipment)	10	3
312	Applying environmental legislation, working practices and the principles of environmental technology systems	10	3
211	Apply procedures for organising and coordinating the work environment- Installing Signal reception systems	10	3
212	Install and service signal reception systems	8	3
213	Carry out preventative maintenance procedures on Signal Reception Systems	6	2

### 3 The assessment process

The following people at your centre will explain the assessment process and help you achieve your units.

#### **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 verifier**

The internal verifier maintains the quality of assessment within the centre.

#### **The external verifier**

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

## 4 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.

Please photocopy these forms as required.

## 5 Candidate progress record

### Level 2 NVQ Diploma in Installing and Servicing Signal Reception Systems in Single Dwelling Units (2363)

<b>Units</b>	<b>201</b>	<b>202</b>	<b>203</b>	<b>204</b>	<b>205</b>	<b>206</b>	<b>207</b>	<b>208</b>	<b>209</b>	<b>210</b>	<b>211</b>		
<b>Credits</b>	<b>6</b>	<b>3</b>	<b>3</b>	<b>4</b>	<b>6</b>	<b>3</b>	<b>16</b>	<b>3</b>	<b>5</b>	<b>2</b>	<b>7</b>		
<b>Total Credits Achieved:</b>													

Minimum 58 credits

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

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this qualification 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>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 202

# Applying Health and Safety legislation and working practices (Installing and Maintaining Electrotechnical Systems and Equipment)

3 credits

### Outcome 1 Apply relevant Health and Safety legislation in the workplace

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 Identify which workplace health and safety procedures are relevant to the working environment and comply with their duties and obligations as defined by current legislation and organisational procedures						
1.2 Produce a risk assessment and method statement in accordance with organisational procedures and the limits of their responsibility						
1.3 Work within the requirements of: <ul style="list-style-type: none"> <li>• Risk assessments</li> <li>• Method statements</li> <li>• Safe systems of work</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 2      Assess the work environment for hazards and identify remedial actions in accordance with Health and Safety legislation**

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
2.1 Identify unsafe situations and conditions and take remedial actions						
2.2 Assess the work environment and revise work practices accordingly to take into account hazards which could cause harm, including the handling of potentially hazardous: <ul style="list-style-type: none"> <li>• Materials</li> <li>• Tools</li> <li>• Equipment</li> </ul>						
2.3 Identify any hazards which may present a high risk and report their presence to relevant persons who have overall responsibility for health and safety in the workplace						
2.4 Apply measures to control health and safety hazards in accordance with the limits of their capabilities and job responsibility						
2.5 Select and use correct Personal Protective Equipment and protection measures to ensure the health and safety of themselves and others in the work environment						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### Outcome 3 Apply methods and procedures to ensure work on site is in accordance with Health and Safety legislation

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
3.1 Demonstrate personal conduct and behaviour around the workplace, to ensure that the health and safety of themselves and others is not endangered						
3.2 Apply procedures to ensure the safe use, maintenance and storage of tools, plant and equipment as stipulated in <ul style="list-style-type: none"> <li>• Workplace policies (company and site)</li> <li>• Supplier information</li> <li>• Manufacturer's instructions</li> </ul>						
3.3 Comply with hazard warning, mandatory instruction and prohibition notices						
3.4 Apply procedures to ensure the safety of the work location through the correct use of guards and notices						
3.5 Use access equipment correctly						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### Outcome 4 Apply procedures to deal with and report health and safety in accordance with Health and Safety legislation

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
4.1 Demonstrate the correct procedures to follow in the event of injury to themselves or others, including: <ul style="list-style-type: none"> <li>• Application of basic first aid procedures</li> <li>• Notification of emergency services</li> <li>• Reporting of incidents</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Declaration



I confirm that the evidence supplied for the above listed 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.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<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>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	



## Unit 203

# Applying environmental legislation, working practices and the principles of environmental technology systems

3 credits

### Outcome 1 Apply environmental legislation, working practices and principles for electrotechnical services

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 Demonstrate workplace procedures for the safe handling, storage and disposal of hazardous materials and products, in accordance with any of the following: <ul style="list-style-type: none"> <li>• Environmental Protection Act</li> <li>• The Hazardous Waste Regulations</li> <li>• Pollution Prevention and Control Act</li> <li>• Control of Pollution Act</li> <li>• The Control of Noise at Work Regulations</li> <li>• Packaging (Essential Requirements) Regulations</li> <li>• Environment Act</li> <li>• The Waste Electrical and Electronic Equipment Regulations</li> </ul>						
1.2 Demonstrate work practices and procedures which are in accordance with the requirements for electrical systems and equipment as specified in the relevant sections of the Building Regulations and the Guide for Sustainable Homes						
1.3 Demonstrate appropriate organisational procedures for reporting environmental hazards						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 2      Apply work methods and procedures to reduce material wastage and the impact of work activities on the work environment**

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
2.1 Demonstrate prefabrication and installation methods which can help to reduce material wastage						
2.2 Identify and use environmentally friendly materials, products and procedures for the installation and maintenance of electrotechnical systems and equipment						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 3      Supply information on environmental technology systems in the work location**

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
3.1 Provide information on the operational requirements and benefits of the following environmental technology systems: <ul style="list-style-type: none"> <li>• Solar photovoltaic</li> <li>• Wind energy</li> <li>• Micro hydro</li> <li>• Heat pumps</li> <li>• Combined heat and power (CHP) including micro CHP</li> <li>• Grey water recycling</li> <li>• Rainwater harvesting</li> <li>• Biomass heating</li> <li>• Solar thermal hot water heating</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

# Declaration



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<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>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 206

# Apply procedures for organising and coordinating the work environment- Installing Signal reception systems

3 credits

### Outcome 1 Apply appropriate procedures when organising and coordinating the work environment

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	Portfolio reference					
1.1 Demonstrate procedures for performing calculations relating to the signal reception system products and services that are offered, including: <ul style="list-style-type: none"> <li>• Equipment price</li> <li>• Component and accessory price</li> <li>• Labour charges</li> <li>• VAT charges</li> <li>• Supplements and discounts which may apply</li> <li>• Other associated costs</li> </ul>						
1.2 Demonstrate procedures for presenting total costs to customers and specify at which point in the work process this should be agreed						
1.3 Demonstrate the specific safety precautions to be taken when transporting signal reception systems products and equipment in accordance with company policies and procedures						
1.4 Apply correct waste disposal procedures after unpacking of signal reception system equipment and components						
1.5 Apply appropriate paperwork and recording procedures when: <ul style="list-style-type: none"> <li>• Transporting signal reception system products and equipment</li> <li>• Collecting/processing payments for the installation of signal reception systems</li> <li>• Providing technical and functional information relating to the installation of signal reception systems</li> </ul>						

1.6 Perform actions in accordance with the extent of their authority in relation to the:						
<ul style="list-style-type: none"> <li>• Transportation of signal reception system products and equipment</li> <li>• Collecting/processing payments for the installation of signal reception systems</li> <li>• Provision of technical and functional information relating to signal reception system installations</li> <li>• Identification of situations when it may be necessary to seek agreement or permission from others</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 2      Apply work practices and procedures which will ensure effective working with others

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Develop and maintain productive working relationships with relevant people, including: <ul style="list-style-type: none"> <li>• Co-workers</li> <li>• Customers</li> <li>• Supervisory staff</li> <li>• Other tradespersons</li> </ul>						
2.2 Identify and apply methods for dealing with any disagreements which occur in the workplace, in an amicable and constructive way						
2.3 Use appropriate communication methods to confirm the needs and expectations of: <ul style="list-style-type: none"> <li>• Co-workers</li> <li>• Customers</li> </ul>						
2.4 Project a positive attitude towards work and greet others in a way which makes them feel valued and respected						
2.5 Use appropriate communication methods to seek assistance from others in a polite and courteous way without causing undue disruption to work activities						
2.6 Apply effective team working methods and procedures when necessary, by: <ul style="list-style-type: none"> <li>• Co-operating with colleagues</li> <li>• Using appropriate methods of communication</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 3      Apply work practices and procedures which comply with company requirements for promoting effective working relationships**

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
3.1 Demonstrate how to meet the employing organisation's standards for appearance and behaviour in the workplace						
3.2 Identify any situations which could potentially cause problems in the workplace and promptly report / seek solutions from the appropriate responsible person						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 4      Apply work methods and procedures to ensure that relevant technical and functional information is provided and shared with relevant persons at appropriate times**

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
4.1 Identify relevant people (customers, co-workers, supervisors) who require technical and functional information, including: <ul style="list-style-type: none"> <li>• Safety information</li> <li>• Isolation procedures for products and equipment in emergency situations</li> <li>• Appropriate contact details for further advice or help</li> </ul>						
4.2 Identify and obtain technical and functional information that is required by relevant persons						
4.3 Confirm that supplied signal reception products and equipment are correct in accordance with job specifications and customer expectations						

4.4 Demonstrate signal reception system handover procedures to include: <ul style="list-style-type: none"> <li>• Explanation and demonstration of system operation to the customer</li> <li>• Confirmation that the customer can operate the system and is aware of any appropriate health and safety information</li> <li>• Identification of any unusual system, equipment or component features</li> <li>• Confirmation that the signal reception system and equipment is in a satisfactory condition</li> </ul>						
4.5 Use suitable methods of communication, at appropriate times to keep others informed about work plans or activities						
4.6 Respond promptly and effectively to requests for job information from relevant people						
4.7 Use appropriate methods to refer requests for information to appropriate other persons when requests for assistance fall outside their area of responsibility						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 5      Demonstrate compliance with appropriate procedural requirements when promoting organisational products and services**

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
5.1 Work safely and courteously at all times when collecting and processing payments for signal reception systems						
5.2 Identify appropriate people whom it may be necessary to inform in case of difficulties relating to the collecting and processing of payments for signal reception systems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 6      Apply techniques to discuss and explain the benefits of signal reception system related products and services

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
6.1 Demonstrate the principles of effective customer care and explain the methods for dealing with any disagreements that may occur over costs for signal reception system installations						
6.2 Identify the exact nature of the service that is required by the customer, in relation to the installation of signal reception systems						
6.3 Use appropriate calculation methods to correctly establish the price of the services required by the customer, taking into account elements such as: <ul style="list-style-type: none"> <li>• Equipment price</li> <li>• Component and accessory price</li> <li>• Labour charges</li> <li>• VAT charges</li> <li>• Supplements and discounts which may apply</li> <li>• Other associated costs</li> </ul>						
6.4 Use communication and negotiation skills, appropriate to their level of responsibility, to agree the price for the services to be provided with the customer						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						



## Outcome 7 Apply appropriate techniques and procedures to promote organisation's products and services

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
7.1 Demonstrate appropriate techniques and procedures for promoting the organisation's products and services by: <ul style="list-style-type: none"> <li>• Obtaining suitable technical information to satisfy the customer</li> <li>• Ensuring that technical requirements are understood by the customer</li> <li>• Accurately conveying to the customer the advantages of the product/service</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 8 Apply safe and secure methods for collecting and processing payments

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
8.1 Demonstrate methods for processing the following types of transaction securely: <ul style="list-style-type: none"> <li>• Cash transactions</li> <li>• Credit card payments</li> <li>• Debit card/chip and pin payments</li> <li>• BACS transfers</li> <li>• Cheque payments</li> </ul>						
8.2 Apply procedures to securely obtain and process payments for signal reception systems through completion of: <ul style="list-style-type: none"> <li>• Cash transactions</li> <li>• Credit card payments</li> <li>• Debit card/chip and pin payments</li> <li>• BACS transfers</li> <li>• Cheque payments</li> </ul>						
8.3 Record payment details using appropriate company documentation procedures and ensure customer is provided with a true and accurate record of the transaction						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 9      Apply procedures to ensure signal reception system products and equipment are transported safely**

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
9.1 Work safely at all times, in accordance with health and safety and other appropriate regulations to complete secure transportation of signal reception system products and equipment						
9.2 Identify and apply appropriate security measures to protect products and equipment during transportation						
9.3 Identify and apply appropriate procedures to safely dispose of waste materials during the transportation and delivery of signal reception system products and equipment						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 10      Apply procedures to ensure signal reception system products and equipment is stowed for safe and secure transportation**

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
10.1 Confirm that signal reception system products and components to be transported are suitable for use as required						
10.2 Demonstrate procedures for safely lifting and handling signal reception system products and components which comply with appropriate company and industry standards						
10.3 Demonstrate procedures for ensuring that all products and/or equipment are loaded and protected correctly to facilitate safe transportation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 11      Apply procedures to safely transport signal reception system products and equipment**

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
11.1 Demonstrate company and industry approved procedures for the safe transportation of signal reception system products and equipment						
11.2 Identify relevant persons whom it may be necessary to inform when signal reception system product and equipment deliveries/transportations may be delayed						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

**Outcome 12      Complete all appropriate documentation relating to the safe transportation of signal reception system products and equipment**

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
12.1 Demonstrate procedures for correctly completing documentation relating to the transportation of signal reception system products and components						
12.2 Identify relevant persons to whom documentation relating to the delivery/transportation of signal reception system products and equipment should be passed onto						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Declaration



I confirm that the evidence supplied for the above listed 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.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<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>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

# Unit 208

# Install and service signal reception systems

3 credits

## Outcome 1 Apply procedures to ensure a safe working environment for the installation of signal reception systems and networks

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
1.1 Demonstrate work methods and procedures which comply with relevant health and safety regulations for signal reception system/network installation activities, including requirements for: <ul style="list-style-type: none"> <li>• Safe working at height</li> <li>• Handling and fitting of large brackets</li> </ul>						
1.2 Identify and resolve any health and safety related problems in the work area and report those which are out of their direct area of responsibility						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 2 Confirm that all appropriate information and documentation required for the installation process is available

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
2.1 Identify job information that is required for signal reception system and network installation work, including: <ul style="list-style-type: none"> <li>• Manufacturer’s instructions/specifications</li> <li>• Company documentation</li> <li>• Industry Codes of Practice</li> <li>• Planning permission</li> </ul>						

2.2 Demonstrate methods for confirming with the customer that: <ul style="list-style-type: none"> <li>• Appropriate planning permission for the installation is required</li> <li>• Appropriate planning permission for the installation is in place</li> <li>• Planning permission is not required</li> <li>• The building structure or ground is suitable for antenna mounting</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### Outcome 3      Apply work methods and procedures to verify installation details with customers

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 Confirm the following installation details with the customer: <ul style="list-style-type: none"> <li>• The location of the receiver</li> <li>• All necessary supplies are available</li> <li>• There is a free path to the installation</li> <li>• The position of the antenna or dish</li> <li>• The cable runs</li> <li>• The position of the outlets</li> </ul>						
3.2 Confirm that the products and equipment to be installed are of the correct type as specified by the customer's order and that they meet the customer's expectations						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 4      Apply work methods and procedures to install signal reception systems

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
4.1 Select and use correct tools and equipment for the installation operations and check that they are in a safe and usable condition						
4.2 Demonstrate approved work methods and techniques to install, position and secure the antenna/dish and set top components for signal reception systems in accordance with manufacturer's specifications and to the customer's satisfaction						
4.3 Inspect completed installation to confirm that all necessary connections to the equipment and between the relevant set top products are complete and that the correct leads have been used						
4.4 Conduct checks to complete that the installation is complete and that all components are operating satisfactorily and are free from damage						
4.5 Demonstrate the correct handover procedure for signal reception systems and networks, including: <ul style="list-style-type: none"> <li>• Demonstration that the signal reception system operates correctly</li> <li>• Explanation of which components have been installed and where</li> <li>• Familiarising the customer with the new equipment</li> <li>• Clear explanation of where manufacturer's instructions/specifications have been left</li> <li>• Ensuring customer has correct contact details in case of future system maintenance is required</li> </ul>						
4.6 Identify and resolve problems relating to the installation process and report those which are out of their direct area of responsibility						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 5 Apply work methods and procedures to install signal reception networks

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
5.1 Select and use correct tools and equipment for the installation operations and check that they are in a safe and usable condition						
5.2 Demonstrate approved work methods and techniques to install, position and secure all network components required for different premises, such as: <ul style="list-style-type: none"> <li>• Large domestic properties</li> <li>• Hotels</li> <li>• Multiple dwelling units (flats/apartments)</li> </ul>						
5.3 Inspect completed installation to confirm that all necessary connections are correctly made and terminated, and that the correct signal levels are available at every stage and outlet						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 6 Apply regulatory and company safety policies and procedures for working safely at heights with antennas

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
6.1 Identify appropriate health and safety regulations and guidelines which apply when working at heights with antennas						
6.2 Conduct a basic risk assessment, within the scope of their job responsibility, for work processes which require safe working at height with antennas						
6.3 Identify and comply with appropriate industry codes of practice for the safe use of ladders and safe working at height						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						



## Outcome 7 Use appropriate protection equipment for working safely at height with antennas

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
7.1 Select appropriate personal protective equipment and confirm that it is in safe and usable condition						
7.2 Demonstrate correct methods for wearing and using PPE to minimise risks when working safely at height with antennas						
7.3 Select appropriate fall protection equipment and confirm that it is in safe and usable condition						
7.4 Demonstrate correct methods for using fall protection equipment to minimise risks when working safely at height with antennas						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 8 Work safely on roofs

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
8.1 Demonstrate the correct procedures for securing safe access to: <ul style="list-style-type: none"> <li>• Pitched roofs</li> <li>• Flat roofs</li> </ul>						
8.2 Demonstrate the correct procedures for working safely on: <ul style="list-style-type: none"> <li>• Pitched roofs</li> <li>• Flat roofs</li> </ul>						
8.3 Apply appropriate industry approved procedures for safely running signal reception cables over roofs						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 9 Work safely in lofts

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
9.1 Demonstrate the correct procedures for working safely in lofts						
9.2 Apply safe procedures for handling large assemblies or components when working in loft spaces						
9.3 Apply appropriate procedures to secure safe access to lofts when no bespoke access is provided						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Outcome 10 Apply operational and servicing principles for signal reception systems and networks

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
10.1 Confirm the correct location of the receiver and outlets with the customer and confirm that necessary supplies are available						
10.2 Identify and confirm that appropriate signal levels are evident at each system outlet						
10.3 Perform checks to confirm that all system and network connections are mechanically and electrically sound, and are functioning correctly						
10.4 Perform checks to confirm that all installation products and equipment work correctly and are free from damage						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

# Declaration



I confirm that the evidence supplied for the above listed 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.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<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>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 210

# Carry out preventative maintenance procedures on Signal Reception Systems

2 credits

### Outcome 1 Apply procedures to ensure a safe working environment for the completion of signal reception system maintenance activities

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
1.1 Work safely at all times, in accordance with health and safety and other appropriate regulations to complete maintenance work on signal reception systems and equipment						
1.2 Liaise with the customer to confirm safe waste disposal procedures to be adopted during the completion of preventative maintenance work, in accordance with safe working practices and approved procedures						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### Outcome 2 Apply industry recognised procedures to complete preventative maintenance of signal reception systems

Assessment criteria (Performance)	Evidence date					
<b>The learner can:</b>	<b>Portfolio reference</b>					
2.1 Identify appropriate documentation which may detail maintenance procedures for signal reception systems						
2.2 Demonstrate procedures for following appropriate maintenance schedules for signal reception systems						
2.3 Demonstrate procedures for completing maintenance work activities for signal reception systems in accordance with the limits of their personal responsibility						

2.4 Perform signal reception system maintenance activities in: <ul style="list-style-type: none"> <li>• Accordance with safety requirements</li> <li>• The specified sequence</li> <li>• The agreed timescale</li> </ul>						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

### Outcome 3      Apply industry recognised procedures to complete reporting of preventative maintenance work

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
3.1 Demonstrate how to complete maintenance records correctly and hand over completed documentation to appropriate persons						
3.2 Identify instances where the maintenance activities cannot be fully met or where identified defects are outside of the scope covered by the maintenance schedule for the job, and report such instances to appropriate persons						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

## Declaration



I confirm that the evidence supplied for the above listed 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.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<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>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

# Appendix 1      Summary of City & Guilds assessment policies

## **Health and Safety**

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

## **Equal Opportunities**

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website [www.cityandguilds.com](http://www.cityandguilds.com), City & Guilds Customer Relations Team or your centre.

## **Access to assessment**

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website [www.cityandguilds.com](http://www.cityandguilds.com), from the City & Guilds Customer Relations Team or your centre.

## **Complaints and appeals**

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website [www.cityandguilds.com](http://www.cityandguilds.com) or is available from the City & Guilds Customer Relations Team or your centre.





## Useful contacts

### UK learners

#### General qualification information

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**T: +44 (0)844 543 0033**

**E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)**

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### International learners

General qualification information

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T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: **[intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)**

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### Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

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T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: **[centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)**

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### Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

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T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: **[singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)**

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### International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

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T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: **[intops@cityandguilds.com](mailto:intops@cityandguilds.com)**

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### Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

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T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: **[walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)**

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### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

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T: +44 (0)121 503 8993

E: **[business@cityandguilds.com](mailto:business@cityandguilds.com)**

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### Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

**If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)**

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