# Level 2 NVQ Diploma in Thermal Insulation (Construction) (6191)

October 2018 Version 3.2





### Qualification at a glance

Subject area	Thermal Insulation
City & Guilds number	6191
Age group approved	16-18 and 19+
Entry requirements	Level 2
Assessment	Portfolio of evidence
Fast track	Available
Support materials	Centre handbook
	Candidate logbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	ТQТ	City & Guilds number	Accreditation number
Level 2 NVQ Diploma in Thermal Insulation (Fabricate Protection)	377	1130	6191-02	601/3202/4
Level 2 NVQ Diploma in Thermal Insulation (Fit Protection)	377	1130	6191-03	601/3203/6

Version and date	Change detail	Section
2.0 May 2014	New accreditation number	Qualification at a glance
	Amend Rules of combination (including required credits)	1.Structure
	New units added	5. Units
2.1 September 2015	Unit 295 title	5. Units
3.0 December 2015	Units 203, 204, 205 207, 208 and 209 replaced by unit 293, 294, 295, 334, 306 and 323	1. Structure 4. Assessment 5. Units
	Phone numbers removed	Final page

3.1 September 2017	Added TQT and GLH details	Qualification at a Glance, Structure
	Deleted QCF	Throughout
3.2 October 2018	Added details regarding TICA compliance for assessors	Centre requirements



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### 1 Introduction



This document tells you what you need to do to deliver the qualifications:

Area	Description
Who are the qualifications for?	These qualifications are ideal for those working in the thermal insulation industry or interested in becoming a thermal insulation engineer.
	Learners will need a current work placement in the thermal insulation industry so they can demonstrate their on-the-job skills.
What do the	They cover two specialist areas that include:
qualifications cover?	fabricate protection
	<ul> <li>fit protection</li> </ul>
	On completion, learners show that they have the required skills and knowledge and are competent in the specialist occupational area.
Are these	These qualifications form the competence based
qualifications part of	element of the Intermediate Apprenticeship in
a framework or initiative?	Construction Specialist (Level 2),
What opportunities	They allow learners to progress into employment or
for progression are there?	onto an Advanced Apprenticeship.

#### Structure

To achieve the **Level 2 Diploma in Thermal Insulation (Fabricate Protection)**, learners must achieve 113 credits from the mandatory units and credits can be achieved from the elective units; however this will not contribute to overall achievement of the qualification.

City & Guilds unit number	Unit title	Credit value
101	Conforming to General Health, Safety and Welfare in the workplace	2
201	Conforming to productive working practices in the workplace	3
202	Moving, handling and storing resources in the workplace	5
293	Applying Insulation and finishes to cylindrical and flat surfaces in the workplace	64
294	Fabricating sheet metal insulation protection from existing templates in the workplace	39
206	Erecting and dismantling access/working platforms in the workplace	8
306	Preparing and operating boom-type Mobile Elevating Work Platforms	14
	'	
323	Preparing and operating mast climber-type Mobile Elevating Work Platforms – MEWP– in the workplace	12
334	Preparing and operating scissor-type Mobile Elevating Work Platforms – MEWP – in the workplace	12
	Guilds unit number  101  201  202  293  294  206  306  323	Guilds unit number  101 Conforming to General Health, Safety and Welfare in the workplace  201 Conforming to productive working practices in the workplace  202 Moving, handling and storing resources in the workplace  293 Applying Insulation and finishes to cylindrical and flat surfaces in the workplace  294 Fabricating sheet metal insulation protection from existing templates in the workplace  206 Erecting and dismantling access/working platforms in the workplace  306 Preparing and operating boom-type Mobile Elevating Work Platforms  — MEWP — in the workplace  323 Preparing and operating mast climber-type Mobile Elevating Work Platforms — MEWP— in the workplace  334 Preparing and operating scissor-type Mobile Elevating Work Platforms

#### To achieve the Level 2 Diploma in Thermal Insulation (Fit

**Protection)**, learners must achieve 113 credits from the mandatory units and credits can be achieved from the elective units; however this will not contribute to overall achievement of the qualification.

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Mandatory			
A/503/1170	101	Conforming to General Health, Safety and Welfare in the workplace	2
J/503/1169	201	Conforming to productive working practices in the workplace	3
F/503/1171	202	Moving, handling and storing resources in the workplace	5
K/504/9406	293	Applying Insulation and finishes to cylindrical and flat surfaces in the workplace	64
J/504/9428	295	Fitting sheet metal insulation protection in the workplace	39
Elective			
D/600/8281	206	Erecting and dismantling access/working platforms in the workplace	8
M/506/4649	306	Preparing and operating boom-type Mobile Elevating Work Platforms – MEWP – in the workplace	14
H/506/4650	323	Preparing and operating mast climber-type Mobile Elevating Work Platforms – MEWP – in the workplace	12
K/506/4648	334	Preparing and operating scissor-type Mobile Elevating Work Platforms – MEWP – in the workplace	12

#### **Total Qualification Time**

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT	
Level 2 NVQ Diploma in Thermal Insulation (Fabricate Protection)	377	1130	
Level 2 NVQ Diploma in Thermal Insulation (Fit Protection)	377	1130	



#### 2 Centre requirements

#### **Approval**

### Centres already offering the Level 2 NVQ in Thermal Insulation (6085-01 and -22)

If your Centre was approved to offer the Level 2 NVQ in **Thermal Insulation (6085-01 and -22),** you can apply for the new Level 2 NVQ Diplomas in Thermal Insulation (6191-02, -03 and -91) approval using the **fast track approval form**, available from the City & Guilds website. Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that fast track approval is still current at the time of application.

#### Approval for new centres

To offer these qualifications, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

#### Assessors and internal verifiers

#### **Assessors**

Assessors must ensure they are:

- registered with the Thermal Insulation Contractors Association (TICA) and
- indentured thermal insulation installers with sufficient, verifiable, relevant current industry experience, knowledge and understanding of the occupational area (at, or above, the level being assessed) to be effective and reliable when judging candidates' competence.

Assessors' experience, knowledge and understanding could be verified by a combination of:

- curriculum vitae and employer endorsement
- references
- possession of a relevant NVQ/SVQ, or vocationally related qualification
- corporate membership of a relevant professional institution
- interview

(The verification process must be recorded and available for audit)

Assessors must have sufficient occupational expertise so they have up to date experience, knowledge and understanding of the particular aspects of work they are assessing. This could be verified by records of continuing professional development achievements.

#### They:

- should only assess in their acknowledged area of occupational competence
- must have a sound, in-depth knowledge of, and uphold the integrity of, the sector's NOS and the Assessment Strategy
- shall be prepared to participate in training activities for their continued professional development
- must hold, or be working towards, a qualification as listed within 'Assessing and Assuring Quality of Assessment', either in the Regulated Qualification Framework (RQF), or the 'Scottish Credit and Qualifications Framework (SCQF):
  - Level 3 Award in Assessing Competence in the Work Environment
  - o Level 3 Certificate in Assessing Vocational Achievement
  - SVQ (SCQF level) Assessing Competence in the Work Environment
  - o SVQ (SCQF level) Assessing Vocational Achievement

or hold one of the following:

- A1 Assess candidates using a range of methods
- D32/33 Assess candidate performance, using differing sources of evidence

Holders of A1 and D32/33 must assess to the reviewed National Occupational Standards (NOS) for Learning and Development.

In Scotland, approval for exemptions must be obtained from the Scottish Qualifications Authority.

#### Internal verifiers:

Must have sufficient, verifiable, relevant up to date experience, knowledge and understanding of the occupational working area at, or above, the level being verified. This must be of sufficient depth to be effective and reliable when verifying judgements about assessors' assessment processes and decisions. Internal verifiers' experience, knowledge and understanding could be verified by a combination of:

- curriculum vitae and employer endorsement
- references
- possession of a relevant NVQ/SVQ, or vocationally related qualification
- corporate membership of a relevant professional institution
- interview

(The verification process must be recorded and available for audit)

They must have expertise so they have up to date experience, knowledge and understanding of the particular aspects of work they are verifying. This could be verified by records of continuing professional development achievements.

#### They:

- should have a sound, in-depth knowledge of, and uphold the integrity of, the NOS and the Assessment Strategy
- must be prepared to participate in training activities for their continued professional development
- must hold, or are working towards, a qualification as listed in 'Assessing and Assuring Quality of Assessment', either in the Regulated Qualification Framework (RQF), or the Scottish Credit and Qualifications Framework (SCQF):
  - Level 4 Award in the Internal Quality Assurance of the Assessment Process and Practice
  - Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practice
  - SVQ(SCQF level) in the Internal Quality Assurance of the Assessment Process and Practice
  - o SVQ (SCQF level) in Leading the Internal Quality Assurance of Assessment Process and Practice

or hold one of the following:

- VI Conduct internal quality assurance of the assessment process
- D34 Internal verify the assessment process

Holders of V1/D34 must quality assure to the reviewed National Occupational Standards (NOS) for Learning and Development.

It is strongly recommended that within the role of Internal Quality Assurance one of the following qualifications is held.

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Certificate in Assessing Vocational Achievement
- SVQ (SCQF level) Assessing Competence in the Work Environment
- SVQ (SCQF level) Assessing Vocational Achievement

#### or one of the following:

- A1 Assess candidates using a range of methods
- D32/33 Assess candidate performance, using differing sources of evidence.

#### Selection and appointment of assessors and verifiers

All applicants should be advised that they may be interviewed. Applicants' CVs should be profiled against the activities and range of the NVQ/SVQ(s) they will assess/verify to check that the applicant has the relevant current experience, knowledge and understanding of the occupational working area

- at, or above, the level they will be assessing
- of sufficient depth to credibly verify judgements and assessments
- to uphold the integrity of the NOS and the Consolidated Assessment Strategy.

All assessors should have experience as well as, not in lieu of, qualifications. Where there seem to be gaps in a potentially suitable applicant's experience and knowledge, the applicant should be interviewed. Successful applicants' CVs, profiling, reasons for not needing to interview and interview records should be available for audit.

#### **Continuing professional development (CPD)**

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

#### **Candidate entry requirements**

City & Guilds does not set entry requirements for these qualifications. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

#### Age restrictions

These qualifications have been approved and regulated by Ofqual for 16 – 18, and 19 + learners. However, there are no age limits attached to learners undertaking the qualification unless this is a legal requirement of the process or the environment.



#### 3 Delivering the qualification

#### Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs,
- support and guidance they may need when working towards their qualifications.
- any units they have already completed, or credit they have accumulated which is relevant to the qualifications.
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualifications, their responsibilities as a learner, and the responsibilities of the centre. This information can be recorded on a learning contract.

#### Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:

- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability.

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

#### **Support materials**

The following resources are available for these qualifications:

Description	How to access
Generic candidate guide and logbook	Go to the Thermal Insulation (6191) qualification pages on the City & Guilds web-site www.cityandguilds.com
Fast track approval forms/generic fast track approval form	Go to the Thermal Insulation (6191) qualification pages on the City & Guilds web-site www.cityandguilds.com

#### **Human resources**

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be technically competent in the area[s] for which they are delivering training and/or have experience of providing training. This knowledge must be at least to the same level as the training being delivered
- hold appropriate qualifications as detailed in this handbook.
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, e.g. tutor and assessor or internal verifier, but must never internally verify their own assessments.

#### **Recording documents**

Candidates and centres may decide to use a paper-based or electronic method of recording evidence. City & Guilds endorses several EPortfolio systems. Further details are available at:

www.cityandguilds.com/eportfolios.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used.



#### 4 Assessment

#### Assessment of the qualification

The following information is taken from the 'Construction Skills Consolidated Assessment Strategy for Construction and the Built Environment –Craft, Supervisory, Technical, Managerial and Professional' for Units and Qualifications with NVQ in the Regulated Qualification Framework (RQF) title and SVQs.

#### **Assessment Guidance**

Assessment guidance is detailed for each unit in this qualification handbook. This differs across units within the qualifications; therefore please refer to each unit for this information.

#### Aspects to be assessed through performance in the workplace

Direct evidence produced through normal performance in the workplace is the primary source for meeting the requirements. This includes naturally occurring documentary evidence (hard copy and electronic), direct observation of activities and witness testimony as relevant. Individual units will specify any exceptions to this position.

Workplace evidence must be supported by the required evidence of knowledge and understanding. This evidence may be identified by:

- questioning the candidate
- recognised industry education and training programme assessment or professional interview assessment that has been matched to NOS requirements
- performance evidence.

A holistic approach towards the collection of evidence should be encouraged. The focus should be on assessing activities generated by the whole work experience rather than focusing on specific tasks. This would show how evidence requirements could be met across the qualification to make the most efficient use of evidence.

#### Where to obtain assessment materials

Go to the Thermal Insulation (6191) qualification pages on the City & Guilds web-site **www.cityandguilds.com** 

Unit Number	Unit Title	Assessment method
101	Conforming to General Health, Safety and Welfare in the workplace (Level 1) (2)	Portfolio
201	Conforming to productive working practices in the workplace (Level 2) (3)	Portfolio
202	Moving, handling and storing resources in the workplace (Level 2) (5)	Portfolio
206	Erecting and dismantling access/working platforms in the workplace (Level 2) (8)	Portfolio
293	Applying Insulation and finishes to cylindrical and flat surfaces in the workplace (Level 2) (64)	Portfolio
294	Fabricating sheet metal insulation protection from existing templates in the workplace (Level 2) (39)	Portfolio
306	Preparing and operating boom-type Mobile Elevating Work Platforms – MEWP – in the workplace (Level 2) (14)	Portfolio
323	Preparing and operating mast climber-type Mobile Elevating Work Platforms – MEWP – in the workplace (Level 2) (12)	Portfolio
334	Preparing and operating scissor- type Mobile Elevating Work Platforms – MEWP – in the workplace (Level 2) (12)	Portfolio

Unit Number	Unit Title	Assessment method
101	Conforming to General Health, Safety and Welfare in the workplace (Level 1) (2)	Portfolio
201	Conforming to productive working practices in the workplace (Level 2) (3)	Portfolio
202	Moving, handling and storing resources in the workplace (Level 2) (5)	Portfolio
206	Erecting and dismantling access/working platforms in the workplace (Level 2) (8)	Portfolio
293	Applying Insulation and finishes to cylindrical and flat surfaces in the workplace (Level 2) (64)	Portfolio
295	Fitting sheet metal insulation protection in the workplace (Level 2) (39)	Portfolio
306	Preparing and operating boom-type Mobile Elevating Work Platforms – MEWP – in the workplace (Level 2) (14)	Portfolio
323	Preparing and operating mast climber-type Mobile Elevating Work Platforms – MEWP – in the workplace (Level 2) (12)	Portfolio
334	Preparing and operating scissor- type Mobile Elevating Work Platforms – MEWP – in the workplace (Level 2) (12)	Portfolio



#### 5 Units

#### **Availability of units**

#### Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number
- title
- level
- credit value
- unit aim
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

# Unit 101 Conforming to General Health, Safety and Welfare in the workplace

UAN:	A/503/1170
Level:	Level 1
Credit value:	2
GLH:	7
Endorsement by a sector or regulatory body:	This unit is endorsed by Construction Skills, the Sector Skills Council for Construction and the Built Environment.

#### Learning outcome

The learner will:

1. be able to comply with all workplace health, safety and welfare legislation requirements

#### **Assessment criteria**

- 1.1 comply with information from workplace inductions and any health, safety and welfare briefings attended relevant to the occupational area
- 1.2 use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements
- 1.3 comply with statutory requirements, safety notices and warning notices displayed within the workplace and/or on equipment
- 1.4 state why and when health and safety control equipment, identified by the principles of protection, should be used relating to types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to:
  - 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.

The learner will:

2. be able to recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures

#### **Assessment criteria**

The learner can:

- 2.1 report any hazards created by changing circumstances within the workplace in accordance with organisational procedures
- 2.2 list typical hazards associated with the work environment and occupational area in relation to resources, substances, asbestos, equipment, obstructions, storage, services and work activities
- 2.3 list the current Health and Safety Executive top ten safety risks
- 2.4 list the current Health and Safety Executive top five health risks
- 2.5 state how changing circumstances within the workplace could cause hazards
- 2.6 state the methods used for reporting changed circumstances, hazards and incidents in the workplace.

#### Learning outcome

The learner will:

3. be able to comply with organisational policies and procedures to contribute to health, safety and welfare.

#### Assessment criteria

- 3.1 interpret and comply with given instructions to maintain safe systems of work and quality working practices
- 3.2 contribute to discussions by offering/providing feedback relating to health, safety and welfare
- 3.3 contribute to the maintenance of workplace welfare facilities in accordance with workplace welfare procedures
- 3.4 safely store health and safety control equipment in accordance with given instructions
- 3.6 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.

The learner will:

4. be able to work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area

#### Assessment criteria

The learner can:

- 4.1 demonstrate behaviour which shows personal responsibility for general workplace health, safety and welfare
- 4.2 state how personal behaviour demonstrates responsibility for general workplace health, safety and welfare, in relation to:
  - 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 give examples of how the behaviour and actions of individuals could affect others within the workplace.

#### Learning outcome

The learner will:

5. be able to comply with and support all organisational security arrangements and approved procedures.

#### **Assessment criteria**

- 5.1 provide appropriate support for security arrangements in accordance with approved procedures:
  - 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 the workplace, the general public, site personnel and resources.

# Unit 201 Conforming to productive working practices in the workplace

UAN:	J/503/1169
Level:	Level 2
Credit value:	3
GLH:	10
Endorsement by a sector or regulatory body:	This unit is endorsed by Construction Skills, the Sector Skills Council for Construction and the Built Environment.

#### Learning outcome

The learner will:

1. be able to communicate with others to establish productive work practices

#### **Assessment criteria**

- 1.1 communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively
- 1.2 describe the different methods of communicating with line management, colleagues and customers
- 1.3 describe how to use different methods of communication to ensure that the work carried out is productive.

The learner will:

2. be able to follow organisational procedures to plan the sequence of work

#### **Assessment criteria**

The learner can:

- 2.1 interpret relevant information from organisational procedures in order to plan the sequence of work
- 2.2 plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively
- 2.3 describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to:
  - 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.

#### Learning outcome

The learner will:

3. be able to maintain relevant records in accordance with the organisational procedures

#### Assessment criteria

- 3.1 complete relevant documentation according to the occupation as required by the organisation
- 3.2 describe how to complete and maintain documentation in accordance with organisational procedures, in relation to:
  - a. iob 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.

The learner will:

4. be able to maintain good working relationships when conforming to productive working practices

#### Assessment criteria

- 4.1 carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships
- 4.2 apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others
- 4.3 describe how to maintain good working relationships, in relation to:
  - 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 line management, colleagues and customers
- 4.5 describe how working relationships could have an effect on productive working
- 4.6 describe how to apply principles of equality and diversity when communicating and working with others.

### Unit 202 Moving, handling and storing resources in the workplace

UAN:	F/503/1171
Level:	Level 2
Credit value:	5
GLH:	17
Endorsement by a sector or regulatory body:	This unit is endorsed by Construction Skills, the Sector Skills Council for Construction and the Built Environment.

#### Learning outcome

The learner will:

1. be able to comply with given information when moving, handling and/or storing resources

#### **Assessment criteria**

- 1.1 interpret the given information relating to moving, handling and/or storing resources, relevant to the given occupation
- 1.2 interpret the given information relating to the use and storage of lifting aids and equipment
- 1.3 describe the different types of technical, product and regulatory information, their source and how they are interpreted
- 1.4 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.

The learner will:

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

#### Assessment criteria

The learner can:

- 2.1 describe their responsibilities under current legislation and official guidance whilst working:
  - a. in the workplace, in confined spaces, below ground level, at height, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting
- 2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative
- 2.3 explain what the accident reporting procedures are and who is responsible for making the reports
- 2.4 state the appropriate types of fire extinguishers relevant to the work.
- 2.5 describe how and when the different types of fire extinguishers, relevant to the given occupation, are used in accordance with legislation and official guidance.

#### Learning outcome

The learner will:

3. be able to maintain safe working practices when moving, handling and/or storing resources

#### **Assessment criteria**

- 3.1 use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements when moving, handling and/or storing resources
- 3.2 use lifting aids safely as appropriate to the work
- 3.3 protect the environment in accordance with safe working practices as appropriate to the work
- 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 fires, spillages, injuries and other task-related hazards.

The learner will:

4. be able to select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources

#### Assessment criteria

The learner can:

- 4.1 select the relevant resources to be moved, handled and/or stored, associated with own work
- 4.2 describe the characteristics, quality, uses, sustainability, limitations and defects associated with the occupational resources in relation to:
  - 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.

#### Learning outcome

The learner will:

5. be able to prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources

#### Assessment criteria

- 5.1 protect occupational resources and their surrounding area from damage in accordance with safe working practices and organisational procedures
- 5.2 dispose of waste and packaging in accordance with legislation
- 5.3 maintain a clean work space when moving, handling or storing resources
- 5.4 describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions
- 5.5 explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.

The learner will:

6. be able to complete the work within the allocated time when moving, handling and/or storing resources

#### **Assessment criteria**

The learner can:

- 6.1 demonstrate completion of the work within the allocated time
- 6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:
  - a. progress charts, timetables and estimated times
  - b. organisational procedures for reporting circumstances which will affect the work programme.

#### Learning outcome

The learner will:

7. be able to comply with the given occupational resource information to move, handle and/or store resources to the required guidance

#### Assessment criteria

- 7.1 demonstrate the following work skills when moving, handling and/or storing occupational resources:
  - a. moving, positioning, storing, securing and/or using lifting aids and kinetic lifting techniques
- 7.2 move, handle and/or store occupational resources to meet product information and organisational requirements relating to three of the following:
  - a. sheet material
  - b. loose material
  - c. bagged or wrapped material
  - d. fragile material
  - e. tools and equipment
  - f. components
  - g. liquids
- 7.3 describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them when moving, handling and/or storing occupational resources
- 7.4 describe the needs of other occupations when moving, handling and/or storing resources.

# Unit 206 Erecting and dismantling access/working platforms in the workplace

UAN:	D/600/8281
Level:	Level 2
Credit value:	8
GLH:	27
Endorsement by a sector or regulatory body:	This unit is endorsed by Construction Skills, the Sector Skills Council for Construction and the Built Environment.

#### Learning outcome

The learner will:

1. be able to interpret the given information relating to the work and resources when erecting and dismantling access/working platforms

#### **Assessment criteria**

- 1.1 interpret and extract information from specifications, method statements, risk assessments and manufacturers' information
- 1.2 comply with information and/or instructions derived from risk assessments and method statement
- 1.3 state the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented
- 1.4 describe different types of information, their source and how they are interpreted in relation to:
- 1.5 specifications, current legislation, method statements, risk assessments and manufacturers' information.

The learner will:

2. know how to comply with relevant legislation and official guidance when erecting and dismantling access/working platforms

#### **Assessment criteria**

The learner can:

- 2.1 describe their responsibilities under current legislation and official guidance whilst working:
  - a. in the workplace, at height, in confined areas, with tools and equipment, with movement/storage of materials and by manual handling
- 2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative
- 2.3 state what the accident reporting procedures are and who is responsible for making reports.

#### Learning outcome

The learner will:

3. be able to maintain safe working practices when erecting and dismantling access/working platforms

#### **Assessment criteria**

- 3.1 use personal protective equipment (PPE) and access equipment safely to carry out the activity in accordance with legislation and organisational requirements when erecting and dismantling access/working platforms.
- 3.2 explain why, when and how personal protective equipment (PPE) should be used, relating to erecting and dismantling access/working platforms, and the types, purpose and limitations of each type
- 3.3 state how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.

The learner will:

4. be able to select the required quantity and quality of resources for the methods of work to erect and dismantle access/working platforms

#### Assessment criteria

The learner can:

- 4.1 describe the characteristics, quality, uses, limitations and defects associated with the resources in relation to:
  - a. ladders/crawler boards
  - b. stepladders/platform steps
  - c. trestles
  - d. proprietary staging/podiums
  - e. proprietary towers
  - f. mobile scaffold towers
  - g. protection equipment and notices
  - h. tools and ancillary equipment
- 4.2 select resources associated with own work in relation to materials, components, tools and equipment.
- 4.3 state how the resources should be used correctly, how problems associated with the resources are reported and how the organisational procedures are used.
- 4.4 outline potential hazards associated with the resources and method of work.
- 4.5 describe how to calculate quantity of equipment required associated with the method/procedure to erect and dismantle access equipment/working platforms.

#### Learning outcome

The learner will:

5. be able to minimise the risk of damage to the work and surrounding area when erecting and dismantling access/working platforms

#### **Assessment criteria**

- 5.1 protect the work and its surrounding area from damage.
- 5.2 minimise damage and maintain a clean work space
- 5.3 describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
- 5.4 dispose of waste in accordance with legislation
- 5.5 state why the disposal of waste should be carried out in relation to the work.

The learner will:

6. be able to complete the work within the allocated time when erecting and dismantling access/working platforms

#### **Assessment criteria**

The learner can:

- 6.1 demonstrate completion of the work within the allocated time.
- 6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:
  - a. organisational procedures for reporting circumstances which will affect the work programme.

#### Learning outcome

The learner will:

7. be able to comply with the given contract information to erect and dismantle access/ working platforms to the required specification.

#### **Assessment criteria**

- 7.1 demonstrate the following work skills when erecting and dismantling access/working platforms:
  - a. moving, positioning/erecting, securing, checking, dismantling and removing.
- 7.2 erect, dismantle and store two of the following access equipment to given access regulations:
  - a. ladders/crawler boards
  - b. stepladders/platform steps
  - c. proprietary towers
  - d. trestle platforms
  - e. mobile scaffold towers
  - f. proprietary staging/podiums
- 7.3 describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:
  - a. provide protection to the work area
  - b. establish a base for equipment
  - c. erect proprietary access equipment to manufacturer's instructions suitable for the work
  - d. erect non-proprietary access equipment suitable for the work
  - e. place protective screens and notices
  - f. check/monitor equipment during the period of use
  - g. dismantle and store access equipment
  - h. use tools and equipment
  - i. work at height.
- 7.4 safely use and store materials, hand tools and ancillary equipment
- 7.5 state the needs of other occupations and how to communicate within a team when erecting and dismantling access/working platforms
- 7.6 describe how to maintain the tools and equipment used when erecting and dismantling access/working platforms.

## Unit 293 Applying Insulation and Finishes to Cylindrical and Flat Surfaces in the Workplace

UAN:	K/504/9406
Level:	Level 2
Credit value:	64
GLH:	213
Endorsement by a sector or regulatory body:	This unit is endorsed by Construction Skills, the Sector Skills Council for Construction and the Built Environment.

#### Learning outcome

The learner will:

1. interpret the given information relating to the work and resources when applying insulation and finishes to cylindrical and flat surfaces

#### Assessment criteria

- 1.1 interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information
- 1.2 comply with information and/or instructions derived from risk assessments and method statements
- 1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented
- 1.4 describe different types of information, their source and how they are interpreted in relation to: drawings, specifications, schedules, method statements, risk assessments, manufacturers' information and official guidance.

The learner will:

2. know how to comply with relevant legislation and official guidance when applying insulation and finishes to cylindrical and flat surfaces

#### Assessment criteria

The learner can:

- 2.1 describe their responsibilities regarding potential accidents and health hazards, whilst working: in the workplace, below ground level, at height, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting
- 2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative
- 2.3 explain what the accident reporting procedures are and who is responsible for making reports.

#### Learning outcome

The learner will:

3. maintain safe and healthy working practices when applying insulation and finishes to cylindrical and flat surfaces

#### Assessment criteria

- 3.1 use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when applying insulation and finishes to cylindrical and flat surfaces
- 3.2 comply with information relating to specific risks to health when applying insulation and finishes to cylindrical and flat surfaces
- 3.3 explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to applying insulation and finishes to cylindrical and flat surfaces, 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 fires, spillages, injuries and other task-related hazards

The learner will:

4. select the required quantity and quality of resources for the methods of work to apply insulation and finishes to cylindrical and flat surfaces

#### Assessment criteria

The learner can:

- 4.1 select resources associated with own work in relation to materials, components, fixings, tools and equipment
- 4.2 describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:
  - a. rigid, slab and flexible insulation materials
  - b. fixings
  - c. finishing materials
  - d. hand and/or portable powered tools and equipment
- 4.3 describe how the resources should be used correctly and how problems associated with the resources are reported
- 4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources
- 4.5 describe any potential hazards associated with the resources and methods of work
- 4.6 describe how to calculate quantity, length, area and wastage associated with the method/procedure to apply insulation and finishes to cylindrical and flat surfaces.

#### Learning outcome

The learner will:

5. minimise the risk of damage to the work and surrounding area when applying insulation and finishes to cylindrical and flat surfaces

#### **Assessment criteria**

- 5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures
- 5.2 minimise damage and maintain a clean work space
- 5.3 dispose of waste in accordance with current legislation
- 5.4 describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions
- 5.5 explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.

The learner will:

6. complete the work within the allocated time when applying insulation and finishes to cylindrical and flat surfaces

#### Assessment criteria

The learner can:

- 6.1 demonstrate completion of the work within the allocated time.
- 6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:
  - a. types of progress charts, timetables and estimated times
  - b. organisational procedures for reporting circumstances which will affect the work programme.

#### Learning outcome

The learner will:

7. comply with the given contract information to apply insulation and finishes to cylindrical and flat surfaces to the required specification

#### Assessment criteria

- 7.1 demonstrate the following work skills when applying insulation and finishes to cylindrical and flat surfaces: removing, measuring, marking out, cutting, trimming, fitting, applying, positioning, securing and finishing
- 7.2 remove insulation materials and apply new insulation materials, with finishes, to given working instructions for four of the following:
  - a. pipes
  - b. ducts
  - c. flat surfaces
  - d. vessels
  - e. flanges
  - f. fittings
  - g. valves
- 7.3 safely use materials, hand tools, portable power tools and ancillary equipment
- 7.4 safely store the materials, tools and equipment used when applying insulation and finishes to cylindrical and flat surfaces
- 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. remove insulation
  - b. prepare surface areas
  - c. prepare and apply rigid, slab and flexible insulation materials to pipes, ducts, flat surfaces, vessels, flanges, fittings and valves
  - d. prepare and apply metallic and non-metallic finishings to insulation materials
  - e. identify and fit identification banding
  - f. use hand tools, portable power tools and equipment
  - g. work at height
  - h. use access equipment

- 7.6 describe the needs of other occupations and how to effectively communicate within a team when applying insulation and finishes to cylindrical and flat surfaces
- 7.7 describe how to maintain the tools and equipment used when applying insulation and finishes to cylindrical and flat surfaces.

# Unit 294 Fabricating Sheet Metal Insulation Protection from Existing Templates in the Workplace

UAN:	M/504/9424	
Level:	Level 2	
Credit value:	39	
GLH:	130	
Endorsement by a sector or regulatory body:	This unit is endorsed by Construction Skills, the Sector Skills Council for Construction and the Built Environment.	

# Learning outcome

The learner will:

1. Interpret the given information relating to the work and resources when fabricating sheet metal insulation protection from existing templates

#### **Assessment criteria**

- 1.1 interpret and extract information from drawings, specifications, schedules and manufacturers' information
- 1.2 comply with information and/or instructions derived from risk assessments and method statements
- 1.3 state the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented
- 1.4 describe different types of information, their source and how they are interpreted in relation to:
  - a. drawings, specifications, schedules, manufacturers' information, method statements and regulations and guidance applicable to accessing operations.

The learner will:

2. be able to organise with others the sequence and operation in which accessing operations using mast climber-type MEWPs are to be carried out

#### Assessment criteria

The learner can:

- 2.1 describe their responsibilities regarding potential accidents and health hazards, whilst working: in the workplace, below ground level, at height, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting
- 2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative
- 2.3 explain what the accident reporting procedures are and who is responsible for making reports.

# Learning outcome

The learner will:

3. maintain safe and healthy working practices when fabricating sheet metal insulation protection from existing templates

#### **Assessment criteria**

- 3.1 use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when fabricating sheet metal insulation protection from existing templates
- 3.2 comply with information relating to specific risks to health when fabricating sheet metal insulation protection from existing templates
- 3.3 explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to fabricating sheet metal insulation protection from existing templates, 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 fires, spillages, injuries and other task-related hazards.

The learner will:

4. select the required quantity and quality of resources for the methods of work to fabricate sheet metal insulation protection from existing templates

#### Assessment criteria

The learner can:

- 4.1 select resources associated with own work in relation to materials, components, fixings, tools and equipment
- 4.2 describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:
  - a. sheet metals
  - b. joining materials
  - c. hand and/or portable powered tools and equipment
- 4.3 describe how the resources should be used correctly and how problems associated with the resources are reported
- 4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources
- 4.5 describe any potential hazards associated with the resources and methods of work
- 4.6 describe how to calculate quantity, length, area and wastage associated with the method/procedure to fabricate sheet metal insulation protection from existing templates.

# Learning outcome

The learner will:

5. minimise the risk of damage to the work and surrounding area when fabricating sheet metal insulation protection from existing templates.

#### **Assessment criteria**

The learner can:

- 5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures
- 5.2 minimise damage and maintain a clean work space
- 5.3 dispose of waste in accordance with current legislation
- 5.4 describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions
- 5.5 explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.

# Learning outcome

The learner will:

6. complete the work within the allocated time when fabricating sheet metal insulation protection from existing templates

#### Assessment criteria

The learner can:

- 6.1 demonstrate completion of the work within the allocated time
- 6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:
  - a. types of progress charts, timetables and estimated times
  - b. organisational procedures for reporting circumstances which will affect the work programme.

### Learning outcome

The learner will:

7. be able to complete the work within the allocated time when preparing to and accessing work areas using mast climber-type MEWPs

#### Assessment criteria

- 7.1 demonstrate the following work skills when fabricating sheet metal insulation protection from existing templates: drawing, measuring, marking out, forming, shaping, fixing and finishing sheet metal protection components
- 7.2 fabricate sheet metal protection components to given working instructions for the following:
  - a. pipes
  - b. ducts
  - c. vessels
  - d. fittings
- 7.3 safely use materials, hand tools, portable power tools and ancillary equipment
- 7.4 safely store the materials, tools and equipment used when fabricating sheet metal insulation protection from existing templates
- 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. select templates or patterns
  - b. economically transfer patterns or templates onto sheet metal
  - c. identify allowances for bends, folds and forms
  - d. cut and trim geometrical shapes
  - e. form protection for pipes, ducts, vessels and fittings
  - f. join sheet metal, including screws, folds, rivets, stud welding
  - g. use hand tools, portable power tools and equipment
  - h. work at height
  - i. use access equipment
- 7.6 describe the needs of other occupations and how to effectively communicate within a team when fabricating sheet metal insulation protection
- 7.7 describe how to maintain the tools and equipment used when fabricating sheet metal insulation protection from existing templates.

# Unit 295 Fitting Sheet Metal Insulation Protection in the Workplace

UAN:	J/504/9428	
Level:	Level 2	
Credit value:	39	
GLH:	130	
Endorsement by a sector or regulatory body:	This unit is endorsed by Construction Skills, the Sector Skills Council for Construction and the Built Environment.	

# Learning outcome

The learner will:

1. interpret the given information relating to the work and resources when fitting sheet metal insulation protection

#### Assessment criteria

- 1.1 interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information
- 1.2 comply with information and/or instructions derived from risk assessments and method statements
- 1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented
- 1.4 describe different types of information, their source and how they are interpreted in relation to: drawings, specifications, schedules, method statements, risk assessments, manufacturers' information and official guidance.

The learner will:

2. know how to comply with relevant legislation and official guidance when fitting sheet metal insulation protection.

#### Assessment criteria

The learner can:

- 2.1 describe their responsibilities regarding potential accidents and health hazards, whilst working: in the workplace, below ground level, at height, in confined spaces, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting
- 2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative
- 2.3 explain what the accident reporting procedures are and who is responsible for making reports.

## Learning outcome

The learner will:

3. maintain safe and healthy working practices when fitting sheet metal insulation protection

#### Assessment criteria

- 3.1 use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when fitting sheet metal insulation protection
- 3.2 comply with information relating to specific risks to health when fitting sheet metal insulation protection
- 3.3 explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to fitting sheet metal insulation protection, 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 fires, spillages, injuries and other task-related hazards.

The learner will:

4. be able to maintain safe working practices when preparing for and carrying out accessing operations using mast climber-type MEWPs

#### **Assessment criteria**

The learner can:

- 4.1 use personal protective equipment (PPE) to safely carry out the activity in accordance with legislation and organisational requirements during accessing operations
- 4.2 explain why and when personal protective equipment (PPE) should be used, relating to accessing operations, and the types, purpose and limitations of each type
- 4.3 state how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.

# Learning outcome

The learner will:

5. minimise the risk of damage to the work and surrounding area when fitting sheet metal insulation protection

#### Assessment criteria

The learner can:

- 5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures
- 5.2 minimise damage and maintain a clean work space
- 5.3 dispose of waste in accordance with current legislation
- 5.4 describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions
- 5.5 explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.

# Learning outcome

The learner will:

6. complete the work within the allocated time when fitting sheet metal insulation protection

#### Assessment criteria

- 6.1 demonstrate completion of the work within the allocated time
- 6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to: types of progress charts, timetables and estimated times organisational procedures for reporting circumstances which will affect the work programme.

The learner will:

7. comply with the given contract information to fit sheet metal insulation protection to the required specification

#### Assessment criteria

- 7.1 demonstrate the following work skills when fitting sheet metal insulation protection: measuring, marking out, positioning, fitting, adjusting, securing, fixing, finishing and sealing
- 7.2 fit sheet metal protection to given working instructions for two of the following:
  - a. pipes
  - b. ducts
  - c. vessels
  - d. fittings.
- 7.3 safely use materials, hand tools, portable power tools and ancillary equipment
- 7.4 safely store the materials, tools and equipment used when fitting sheet metal insulation protection
- 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. apply studs and fixtures
  - b. secure protection prior to fixing
  - c. fix protection
  - d. fit and fix prefabricated protection
  - e. join protection, including lock form, vertical expansion joint, paned standing seam, standing seam, groove seam, expansion collar and horizontal expansion joint
  - f. finish protection
  - g. use hand tools, portable power tools and equipment
  - h. work at height
  - i. use access equipment
- 7.6 describe the needs of other occupations and how to effectively communicate within a team when fitting sheet metal insulation protection
- 7.7 describe how to maintain the tools and equipment used when fitting sheet metal insulation protection.

# **Unit 306**

# Preparing and operating boom-type Mobile Elevating Work Platforms – MEWP – in the workplace

UAN:	M/506/4649	
Level:	2	
Credit value:	14	
GLH:	47	
Unit aim:	The aim of this unit is to provide the learner with an awareness of:	
	<ul> <li>interpreting information</li> <li>adopting safe and healthy working practices</li> <li>selecting and/or using materials, components and equipment with the plant or machinery operations</li> </ul>	
	<ul> <li>setting up, operating and shutting down of plant or machinery for accessing.</li> </ul>	

# Learning outcome

The learner will:

1. Interpret the given information relating to the use of boom-type MEWPs to access areas to carry out the work.

#### Assessment criteria

- 1.1 interpret and extract information from:
  - a. drawings
  - b. specifications
  - c. schedules
  - d. manufacturers' information
- 1.2 comply with information and/or instructions derived from risk assessments and method statements
- 1.3 state the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented
- 1.4 describe different types of information, their source and how they are interpreted in relation to:
  - a. drawings
  - b. specifications
  - c. schedules
  - d. manufacturers' information
  - e. method statements
  - f. regulations and guidance applicable to accessing operations.

The learner will:

2. Organise with others the sequence and operation in which accessing operations using boom-type MEWPs are to be carried out.

#### Assessment criteria

The learner can:

- 2.1 organise the work according to given information or instructions
- 2.2 describe how to communicate ideas between team members
- 2.3 organise and communicate with team members and other associated occupations
- 2.4 state how to organise resources prior to and during accessing operations.

# Learning outcome

The learner will:

3. Know how to comply with relevant legislation and official guidance to carry out accessing operations with boom-type MEWPs.

#### Assessment criteria

The learner can:

- 3.1 describe their 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
- 3.2 describe the organisational security procedures for:
  - a. tools
  - b. equipment
  - c. personal belongings

in relation to:

- a. site
- b. workplace
- c. company
- d. operative
- 3.3 explain what the accident reporting procedures are and who is responsible for making reports.

The learner will:

4. Maintain safe working practices when preparing for and carrying out accessing operations using boom-type MEWPs.

#### Assessment criteria

The learner can:

- 4.1 use Personal Protective Equipment (PPE) to safely carry out the activity in accordance with legislation and organisational requirements during accessing operations
- 4.2 explain why and when Personal Protective Equipment (PPE) should be used, relating to accessing operations, and the types, purpose and limitations of each type
- 4.3 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.

# Learning outcome

The learner will:

5. Request and select the required quantity and quality of resources to prepare for and carry out accessing operations using boom-type MEWPs.

#### Assessment criteria

The learner can:

- 5.1 describe the:
  - a. characteristics
  - b. quality
  - c. uses
  - d. limitations
  - e. defects

associated with the resources, and how they should be used correctly, relating to:

- a. consumables, lubricants and fuels
- b. attachments and accessing discharging aids
- c. hand tools, ancillary equipment and/or accessories
- 5.2 request and select resources associated with boom-type MEWPs in relation to:
  - a. consumables
  - b. materials
  - c. attachments
  - d. tools
  - e. accessories and/or ancillary equipment
- 5.3 state how the resources should be used correctly, how problems associated with the resources are reported and how the organisational procedures are used
- 5.4 outline potential hazards associated with the resources and method of work
- 5.5 describe how to calculate:
  - a. quantity

- b. weight
- c. length
- d. area

associated with the method/procedures to carry out accessing operations.

## Learning outcome

The learner will:

6. Minimise the risk of damage to the work and surrounding area when accessing work areas using boom-type MEWPs.

#### **Assessment criteria**

The learner can:

- 6.1 protect the work and its surrounding area from damage
- 6.2 minimise damage and maintain a clean work space
- 6.3 describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather condition
- 6.4 dispose of waste in accordance with legislation
- 6.5 state why the disposal of waste should be carried out safely in relation to the work.

## Learning outcome

The learner will:

7. Complete the work within the allocated time when preparing to and accessing work areas using boom-type MEWPs.

#### Assessment criteria

- 7.1 demonstrate completion of the work within the allocated time
- 7.2 shut down and secure boom-type MEWPs
- 7.3 state the purpose of the work programme and describe 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.

The learner will:

8. Comply with the given contract information to accessing areas to carry out work using boom-type MEWPs to the required specification.

#### Assessment criteria

The learner can:

- 8.1 demonstrate the following work skills when preparing for and accessing work areas using boom-type MEWPs:
  - a. fitting
  - b. attaching
  - c. setting up
  - d. securing
  - e. adjusting
  - f. checking
  - g. removing
  - h. communicating
  - i. operating
  - j. manoeuvring
  - k. positioning
  - I. accessing
  - m. setting down
- 8.2 prepare, position, set up and operate boom-type MEWPs to access working areas, at various locations, to given working instructions
- 8.3 describe how to apply safe work practices, follow procedures, report problems and establish authority needed to rectify, to:
  - a. identify the characteristics of the boom-type MEWP used for accessing work
  - b. carry out performance checks
  - c. prepare, set up and adjust for operational requirements
  - d. complete functional checks
  - e. carry out pre-operational checks for obstructions, stability, safety and security of the work and surrounding area
  - f. identify the area for accessing
  - g. check to avoid damage to structures and utilities service apparatus
  - h. access working areas safely and securely
  - i. shut down and secure the boom-type MEWP
  - j. use hand tools, ancillary equipment and accessories
- 8.4 safely use and store hand tools and ancillary equipment
- state the needs of other occupations and how to communicate within a team when preparing to and carrying out accessing operations
- 8.6 describe how to maintain the:
  - a. plant
  - b. tools
  - c. equipment

used to access working areas.

# Unit 306 Preparing and operating boom-type Mobile Elevating Work Platforms –MEWP- in the workplace

Supporting information

# Guidance

This unit must be assessed in a work environment and in accordance with:

- the Additional Requirements for Qualifications using the title NVQ in RQF
- the Construction Skills' Consolidated Assessment Strategy for Construction and the Built Environment.

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.

Workplace evidence of skills cannot be simulated.

This unit must be assessed against one of the following endorsements:

- mobile elevating work platforms boom self propelled
- mobile elevating work platforms boom vehicle mounted.

# Unit 323 Preparing and operating mast climber-type Mobile Elevating Work Platforms – MEWP – in the workplace

UAN:	H/506/4650	
Level:	2	
Credit value:	12	
GLH:	40	
Unit aim:	The aim of this unit is to provide the learner with an awareness of:	
	<ul> <li>interpreting information</li> <li>adopting safe and healthy working practices</li> <li>selecting and/or using materials, components and equipment with the plant or machinery operations</li> <li>setting up, operating and shutting down of plant or machinery for lifting and transferring loads.</li> </ul>	

# Learning outcome

The learner will:

1. Interpret the given information relating to the use of mast climbertype MEWPs to access areas to carry out the work.

#### **Assessment criteria**

- 1.1 interpret and extract information from:
  - a. drawings
  - b. specifications
  - c. schedules
  - d. manufacturers' information
- 1.2 comply with information and/or instructions derived from risk assessments and method statements
- 1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented
- 1.4 describe different types of information, their source and how they are interpreted in relation to:
  - a. drawings
  - b. specifications
  - c. schedules
  - d. manufacturers' information
  - e. method statements
  - f. regulations
  - g. guidance
  - applicable to accessing operation.

The learner will:

2. Organise with others the sequence and operation in which accessing operations using mast climber-type MEWPs are to be carried out.

#### **Assessment criteria**

The learner can:

- 2.1 organise the work according to given information or instructions
- 2.2 describe how to communicate ideas between team members
- 2.3 organise and communicate with team members and other associated
- 2.4 describe how to organise resources prior to and during accessing operations.

## Learning outcome

The learner will:

3. Know how to comply with relevant legislation and official guidance to carry out accessing operations with mast climber-type MEWPs.

#### **Assessment criteria**

The learner can:

- 3.1 describe their 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
- 3.2 describe the organisational security procedures for:
  - a. tools
  - b. equipment
  - c. personal belongings

in relation to:

- a. site
- b. workplace
- c. company
- d. operative
- 3.3 explain what the accident reporting procedures are and who is responsible for making reports.

The learner will:

4. Maintain safe working practices when preparing for and carrying out accessing operations using mast climber-type MEWPs.

#### **Assessment criteria**

- 4.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with legislation and organisational requirements during accessing operations.
- 4.2 demonstrate compliance with given information and relevant legislation when carrying out accessing operations using mast climber-type MEWPs in relation to two or more of the following:
  - a. safe use and storage of plant or machinery
  - b. safe use and storage of tools and equipment
  - c. specific risks to health
- 4.3 explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to accessing operations, 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)
- 4.4 describe how the relevant health and safety control equipment should be used in accordance with the given working instructions
- 4.5 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
  - e. rescue plans.

The learner will:

5. Request and select the required quantity and quality of resources to prepare for and carry out accessing operations using mast climber-type MEWPs.

#### Assessment criteria

The learner can:

- 5.1 request and select resources associated with mast climber-type MEWPs in relation to:
  - a. consumables
  - b. materials
  - c. attachments
  - d. tools
  - e. accessories and/or ancillary equipment
- 5.2 describe the:
  - a. characteristics
  - b. quality
  - c. uses
  - d. limitations
  - e. defects

associated with the resources, and how they should be used correctly, relating to:

- a. consumables, lubricants and fuels
- b. attachments and accessing discharging aids
- c. hand tools, ancillary equipment and/or accessories
- 5.3 describe how the resources should be used correctly, how problems associated with the resources are reported
- 5.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources
- 5.5 describe any potential hazards associated with the resources and methods of work
- 5.6 describe how to identify:
  - a. weight
  - b. quantity
  - c. length
  - d. area

associated with the method/procedures to operate mast climbertype mobile elevating work platforms used for accessing operations.

The learner will:

6. Minimise the risk of damage to the work and surrounding area when accessing work areas using mast climber-type MEWPs.

#### Assessment criteria

The learner can:

- 6.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures
- 6.2 prevent damage and maintain a clean work space
- 6.3 dispose of waste in accordance with current legislation
- 6.4 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
- 6.5 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.

# Learning outcome

The learner will:

7. Complete the work within the allocated time when preparing to and accessing work areas using mast climber-type MEWPs.

#### Assessment criteria

The learner can:

- 7.1 demonstrate completion of the work within the allocated time
- 7.2 describe the purpose of the work programme and describe 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.

## Learning outcome

The learner will:

8. Comply with the given contract information to accessing areas to carry out work using mast climber-type MEWPS to the required specification.

#### **Assessment criteria**

- 8.1 demonstrate the following work skills when preparing for and accessing work areas using mast climber-type MEWPs:
  - a. checking
  - b. setting up
  - c. adjusting
  - d. communicating

- e. manoeuvring
- f. positioning
- g. accessing and setting down
- 8.2 use and maintain hand tools and ancillary equipment and/or accessories
- 8.3 prepare for, position, set up and operate mast climber-type MEWPs to access working areas, at various locations, to given working instructions
- 8.4 shut down and secure mast climber-type MEWPs
- 8.5 describe how to apply safe and healthy work practices, follow procedures, report problems and establish authority needed to rectify, to:
  - a. identify the characteristics of the mast climber-type MEWP used for accessing work
  - b. identify valid certification for maintenance, inspection and thorough examination
  - c. carry out function checks for accessing operation
  - d. prepare, set up and adjust for operational requirements
  - e. carry out pre-operational checks for obstructions, stability, and ground conditions affecting the work and surrounding area
  - f. identify and remain aware of the area of operation to include potential entrapment situations
  - g. use fall prevention equipment
- 8.6 describe how to apply safe and healthy work practices, follow procedures, report problems and establish authority needed to rectify, to:
  - a. check to avoid damage to structures and utilities service apparatus
  - b. position and secure MEWP for accessing operations
  - c. recognise and determine when specific skills and knowledge are required and report accordingly
  - d. operate, manoeuvre, position, set down and secure
  - e. operate and travel on the public highway
  - f. shut down and secure the MEWP
  - g. use hand tools, ancillary equipment and accessories.
- 8.7 describe the needs of other occupations and how to effectively communicate within a team when preparing to and carrying out accessing operations
- 8.8 describe how to maintain the:
  - a. plant and machinery
  - b. hand tools
  - c. ancillary equipment

used to access working areas.

# Unit 323 Preparing and operating mast climber-type Mobile Elevating Work Platforms (MEWP) in the workplace

Supporting information

# Guidance

This unit must be assessed in a work environment and in accordance with:

- the Additional Requirements for Qualifications using the title NVQ in ROF
- the Construction Skills' Consolidated Assessment Strategy for Construction and the Built Environment.

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.

Workplace evidence of skills cannot be simulated.

# Unit 334 Preparing and operating scissor-type Mobile Elevating Work Platforms – MEWP – in the workplace

UAN:	K/506/4648	
Level:	2	
Credit value:	12	
GLH:	40	
Unit aim:	The aim of this unit is to provide the learner with an awareness of:	
	<ul> <li>interpreting information</li> <li>adopting safe and healthy working practices</li> <li>selecting and/or using materials, components and equipment with the plant or machinery operations</li> <li>setting up, operating and shutting down of plant or machinery for lifting and transferring loads.</li> </ul>	

## Learning outcome

The learner will:

1. Interpret the given information relating to the preparation and using scissor-type MEWPs to access areas to carry out the work.

#### Assessment criteria

- 1.1 interpret and extract relevant information from:
  - a. drawings
  - b. specifications
  - c. schedules
  - d. method statements
  - e. risk assessments
  - f. manufacturers' information
- 1.2 comply with information and/or instructions derived from risk assessments and method statements
- 1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented
- 1.4 describe different types of information, their source and how they are interpreted in relation to:
  - a. drawings
  - b. specifications
  - c. schedules
  - d. method statements
  - e. risk assessments
  - f. manufacturers' information
  - g. current regulations governing the operation of plant and machinery used as work platforms.

The learner will:

2. Organise with others the sequence and operation in which accessing operations using scissor-type MEWPs are to be carried out.

#### **Assessment criteria**

The learner can:

- 2.1 organise the work according to given information or instructions
- 2.2 describe how to communicate ideas between team members
- 2.3 organise and communicate with team members and other associated occupations
- 2.4 describe how to organise resources prior to and during accessing operations.

# Learning outcome

The learner will:

3. Know how to comply with relevant legislation and official guidance when carrying out accessing operations using scissor-type MEWPs.

#### **Assessment criteria**

The learner can:

- 3.1 describe their 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
- 3.2 describe the organisational security procedures for:
  - a. tools
  - b. equipment
  - c. personal belongings

in relation to:

- a. site
- b. workplace
- c. company
- d. operative
- 3.3 explain what the accident reporting procedures are and who is responsible for making reports.

The learner will:

4. Maintain safe and healthy working practices when preparing for and carrying out accessing operations using scissor-type MEWPs.

#### Assessment criteria

- 4.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with legislation and organisational requirements during accessing operations
- 4.2 demonstrate compliance with given information and relevant legislation when carrying out accessing operations using scissor-type MEWPs in relation to two or more of the following:
  - a. safe use and storage of plant or machinery
  - b. safe use and storage of tools and equipment
  - c. specific risks to health
- 4.3 explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to accessing operations, 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)
- 4.4 describe how the relevant health and safety control equipment should be used in accordance with the given working instructions
- 4.5 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
  - e. rescue plans.

The learner will:

5. Request and select the required quantity and quality of resources to prepare for and carry out accessing operations using scissor-type MEWPs.

#### Assessment criteria

The learner can:

- 5.1 request and select resources associated with scissor-type MEWPs in relation to:
  - a. consumables
  - b. materials
  - c. tools
  - d. ancillary equipment and/or accessories
- 5.2 describe the
  - a. characteristics
  - b. quality
  - c. uses
  - d. sustainability
  - e. limitations
  - f. defects

associated with the resources, and how they should be used correctly, relating to:

- a. consumables, lubricants and fuels
- b. attachments and accessing aids
- c. hand tools, ancillary equipment and accessories
- 5.3 describe how the resources should be used correctly, how problems associated with the resources are reported
- 5.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources
- 5.5 describe any potential hazards associated with the resources and methods of work
- 5.6 describe how to identify:
  - a. weight
  - b. quantity
  - c. length
  - d. area

associated with the method/procedures to operate scissor-type mobile elevating work platforms used for accessing operations.

The learner will:

6. Minimise the risk of damage to the work and surrounding area when preparing to and accessing work areas.

#### Assessment criteria

The learner can:

- 6.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures
- 6.2 prevent damage and maintain a clean work space
- 6.3 dispose of waste in accordance with current legislation
- 6.4 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
- 6.5 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.

# Learning outcome

The learner will:

7. Complete the work within the allocated time when preparing to and accessing work areas using scissor-type MEWPs.

#### Assessment criteria

The learner can:

- 7.1 demonstrate completion of the work within the allocated time
- 7.2 describe the purpose of the work programme and describe 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.

#### Learning outcome

The learner will:

8. Comply with the given contract information to access areas to carry out work using scissor-type MEWPs to the required specification.

#### Assessment criteria

The learner can:

8.1 demonstrate the following work skills when preparing for and accessing work areas using scissor-type MEWPs:

- a. checking
- b. setting up
- c. adjusting
- d. communicating
- e. manoeuvring
- f. positioning
- g. accessing
- h. setting down
- 8.2 use and maintain:
  - a. hand tools
  - b. ancillary equipment and/or accessories
- 8.3 prepare for, position, set up and operate scissor-type MEWPs to access working areas, at various locations, to given working instructions
- 8.4 shut down and secure scissor-type MEWPs
- 8.5 describe how to apply safe and healthy work practices, follow procedures, report problems and establish authority needed to rectify, to:
  - a. identify the characteristics of the scissor-type MEWP used for accessing work
  - b. identify valid certification for maintenance, inspection and thorough examination
  - c. carry out function checks for accessing operation
  - d. prepare, set up and adjust for operational requirements
  - e. carry out pre-operational checks for obstructions, stability, and ground conditions affecting the work and surrounding area
  - f. identify and remain aware of the area of operation to include potential entrapment situations
  - g. use fall prevention equipment
  - h. check to avoid damage to structures and utilities service apparatus
- 8.6 describe how to apply safe and healthy work practices, follow procedures, report problems and establish authority needed to rectify, to:
  - a. position and secure MEWP for accessing operations
  - b. recognise and determine when specific skills and knowledge are required and report accordingly
  - c. operate, manoeuvre, position, set down and secure
  - d. operate and travel on the public highway
  - e. shut down and secure the MEWP
  - f. use hand tools, ancillary equipment and accessories
- 8.7 describe the needs of other occupations and how to effectively communicate within a team when preparing to and carrying out accessing operations
- 8.8 describe how to maintain the:
  - a. plant and machinery
  - b. hand tools
  - c. ancillary equipment

used to access working areas.

# Unit 334 Preparing and operating scissor-type Mobile Elevating Work Platforms (MEWP) in the workplace

Supporting information

## Guidance

This unit must be assessed in a work environment, in accordance with:

- the Additional Requirements for Qualifications using the title NVQ in ROF
- the Construction Skills' Consolidated Assessment Strategy for Construction and the Built Environment.

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.

Workplace evidence of skills cannot be simulated.



# Appendix 1 Relationships to other qualifications

# Literacy, language, numeracy and ICT skills development

These qualifications can develop skills that can be used in the following qualifications:

- Functional Skills (England) see
   www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales see www.cityandguilds.com/esw



# 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**.

**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:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- 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 such 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 GOLA/e-volve 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.

# City & Guilds **Believe you can**



www.cityandguilds.com

# **Useful contacts**

Forms, Free literature

UK learners General qualification information	E: learnersupport@cityandguilds.com
International learners General qualification information	E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	E: centresupport@cityandguilds.com
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	E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	E: business@cityandguilds.com
Publications Logbooks, Centre documents,	

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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 operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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