QUALIFICATION LOGBOOK

Level 2 NVQ Diploma in Building Maintenance Multi-trade Repair and Refurbishment Operations (Construction) (6562-22)

January 2016 Version 2.0

Candidate Logbook/Work-Based Evidence Record Mandatory Units

City & Guilds

About City & Guilds

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

City & Guilds Group

The City & Guilds Group 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).

Copyright

The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds Limited, a company registered in England and Wales (company number 16513878)

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds
1 Giltspur Street
London EC1A 9DD
www.cityandguilds.com
learnersupport@cityandguilds.com

Level 2 NVQ Diploma in Building Maintenance Multi-trade Repair and Refurbishment Operations (Construction) (6562-22)

Mandatory Units

Qualification title	City & Guilds qualification number	Qualification Accreditation Number (QAN)
Level 2 NVQ Diploma in Building Maintenance Multi-trade Repair and Refurbishment Operations (Construction) (6562-22)	6562-22	601/2468/4

www.cityandguilds.com

Version and date	Change detail	Section
V2.0 January 2016	Phone numbers deleted	p.2 and last two pages
	Group E credits changed to 25	5.2 Units 5.4 Tracking document
	Optional Unit 324 replaced Unit 323 Optional Unit 202 replaced Unit 203 Optional Unit 761 replaced Unit 105 Optional Unit 693 replaced Unit 694 Optional Unit 690 replaced Unit 688	5.2 Units 5.4 Tracking document

Contents

1	**About your Candidate Logbook/Work-Based Evidence Record**	**6**
1.1	Contact details	6
1.2	Introduction to the logbook	7
2	**About your approved centre**	**8**
3	**About candidates**	**10**
4	**Qualification assessment**	**11**
4.1	Before you start your qualification	11
4.2	The assessment process	12
5	**Using your logbook**	**13**
5.1	Candidate job profile	14
5.2	Units	15
5.3	Skill scan/initial assessment – mandatory units	17
5.4	Tracking document	19
5.5	On site assessment plan/feedback	21
5.6	On site observation report	22
5.7	Professional discussion supplementary evidence sheet	23
5.8	Oral questioning supplementary evidence sheet	24
5.9	Photographic supplementary evidence	25
5.10	Work-based recorder/expert witness details	26
5.11	Assessor continuation sheet	27
5.12	Signature Sheet	28
Unit 101	**Conforming to general health, safety and welfare in the workplace**	**29**
Unit 218	**Conforming to productive working practices in the workplace**	**35**
Unit 608	**Moving, handling and storing resources in the workplace**	**39**
Unit 830	**Deliver reliable customer service**	**46**
Appendix 1	**Summary of City & Guilds assessment policies**	**49**

1 About your Candidate Logbook/Work-Based Evidence Record

1.1 Contact details

Candidate name	
Candidate address	
Centre name	
Centre number	
Programme start date	
City & Guilds registration number	
Date of registration with City & Guilds	

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

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

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

Your Assessor(s)	
Internal Quality Assurer (IQA)	
Quality Consultant (QC)	

1.2 Introduction to the logbook

This logbook will help you complete the units in . It contains forms you can use to record your evidence of what you have done.

This Logbook contains the **4 mandatory units** only. The optional units can be found in a zip file on the City & Guilds Website. You should discuss and agree with your assessor/tutor which of these units you are going to work towards.

About City & Guilds

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

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

2 About your approved centre

Types of approved centres

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

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

Centre responsibilities

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

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

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

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

Assessment roles

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

The Assessor

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

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

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

The Internal Quality Assurer (IQA)

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

The Work-Based Recorder/Expert Witness

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

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

3 About candidates

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

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

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

Learner registration number

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

Moving to a new centre

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

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

4 Qualification assessment

4.1 Before you start your qualification

Initial assessment

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

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

Skill scan

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

4.2 The assessment process

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

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

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

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

Assessment requirements

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

Types of evidence

SO = Site Observation
OQ = Oral Question
WQ = Written Question & Answer
WT = Witness Testimony
PS = Photographic Supplementary
PD = Professional Discussion

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

The assessor/tutor

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

The Internal Quality Assurer (IQA)

The IQA maintains the quality of assessment within the centre.

The Qualification Consultant (QC)

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

5 Using your logbook

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

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

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

Overall unit sign-off
You can use this form to log your achievement of the units for the whole qualification including completion of assignments and online assessment.

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

On-site observation report
Your assessor will complete during observation. You will both sign this as a true record.

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

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

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

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

Assessor briefing and report continuation sheet
Additional space for your assessor to make notes.

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

Units
These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence an evidence reference number.
Please photocopy these forms as many times as required to log the evidence.

5.1 Candidate job profile

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

Candidate name:	
Place of work:	
Assessor:	

Outline of job role:

Previous roles & responsibilities relevant to the qualification:

Previous qualification and training relevant to the qualification

Qualification/Training	Where achieved	Date achieved	Grade

5.2 Units

To achieve the **Level 2 NVQ Diploma in Building Maintenance Multi-trade repair and Refurbishment Operations (Construction) (6562-22)**, you must achieve a minimum of **62** credits in total.

- A total of **15** credits must come from the mandatory units, and;
- a minimum of **8** credits must come from **one** unit in Optional Group A, and;
- a minimum of **39** credits must come from **two** of the following groups:
  - Optional Group B - Maintenance Carpentry and Joinery – a minimum of **30** credits must come from **two** units from
  - Optional Group C - Maintenance Painting and Decorating – a minimum of **29** credits must come from **two** units from
  - Optional Group D - Maintenance Tiling – a minimum of **20** credits must come from **two** units from
  - Optional Group E - Maintenance Plastering - a minimum of **25** credits must come from **two** units from
  - Optional Group F - Maintenance Roofing - a minimum of **30** credits must come from **two** units from
  - Optional Group G - Maintenance Trowel Operations - a minimum of **19** credits must come from **one** unit from.

Unit accreditation number	City & Guilds unit no.	Unit level	Unit title	Credit value	GLH
Mandatory					
A/503/1170	101	1	Conforming to general health, safety and welfare in the workplace	2	7
J/503/1169	218	2	Conforming to productive working practices in the workplace	3	10
F/503/1171	608	2	Moving, handling and storing resources in the workplace	5	17
J/601/1210	830	2	Deliver reliable customer service	5	33
Optional Group A					
D/600/8281	224	2	Erecting and dismantling access/working platforms in the workplace	8	27
T/503/9560	239	2	Establishing work area protection and safety in the workplace	10	33
M/505/0217	831	2	Clearing the site and handing over on completion in the workplace	12	40
Optional Group B - Maintenance Carpentry and Joinery					
T/503/2642	298	2	Maintaining non-structural carpentry work in the workplace	14	47

J/506/4978	324	3	Maintaining non-structural or structural components in the workplace	29	97
R/505/0274	832	2	Repairing, replacing and renewing gates, posts and fencing in the workplace	16	53
Optional Group C - Maintenance Painting and Decorating					
H/503/9683	204	2	Applying paint systems by brush and roller in the workplace	22	73
D/503/9696	338	3	Hanging standard paper wall coverings in the workplace	26	87
Y/505/1832	761	2	Preparing background surfaces for plastering, tiling, panelling or painting/decorating in the workplace	7	23
Optional Group D - Maintenance Tiling					
L/503/2548	708	2	Tiling wall and floor surfaces in the workplace	13	43
Y/505/1832	761	2	Preparing background surfaces for plastering, tiling, panelling or painting/decorating in the workplace	7	23
K/505/1835	833	2	Removing and renewing floor screeds in the workplace	18	60
Optional Group E - Maintenance Plastering					
H/507/2571	202	2	Applying finishing plaster to prepared surfaces in the workplace	18	60
Y/505/1832	761	2	Preparing background surfaces for plastering, tiling, panelling or painting/decorating in the workplace	7	23
Optional Group F - Maintenance Roofing					
K/503/9538	299	2	Maintaining slate and tile roofing in the workplace	14	47
D/600/7177	686	2	Removing and repairing eaves and verge finishings in the workplace	16	53
Y/506/2622	690	2	Repairing membrane roofing systems in the workplace	16	53
R/507/2775	693	2	Repairing sheeting and cladding systems on roofs and walls, including rainscreen, in the workplace	20	67
Optional Group G - Maintenance Trowel Operations					
L/503/9550	689	3	Repairing and maintaining masonry structures in the workplace	22	73
M/503/3126	691	2	Repairing basic stonemasonry structures in the workplace	19	63

5.3 Skill scan/initial assessment – mandatory units

Qualification title: **City & Guilds L2 NVQ Diploma in Building Maintenance Multi-trade Repair and Refurbishment Operations (Construction)** Qualification No: **6562-22**

Candidate name: _____

Unit	Duties	Examples	Training required
101	**Conforming to general health, safety and welfare in the workplace**		
	Comply with all workplace health, safety and welfare legislation requirements		
	Recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures		
	Comply with organisational policies and procedures to contribute to health, safety and welfare		
	Work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area		
	Comply with and support all organisational security arrangements and approved procedures		
218	**Conforming to productive working practices in the workplace**		
	Communicate with others to establish productive work practices		
	Follow organisational procedures to plan the sequence of work		
	Maintain relevant records in accordance with the organisational procedures		

	Maintain good working relationships when conforming to productive working practices		
608	**Moving, handling and storing resources in the workplace**		
	Comply with given information when moving, handling and/or storing resources		
	Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources		
	Maintain safe working practices when moving, handling and/or storing resources		
	Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources		
	Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources		
	Complete the work within the allocated time when moving, handling and/or storing resources		
	Comply with the given occupational resource information to move, handle and/or store resources to the required guidance		
830	**Deliver reliable customer service**		
	Prepare to deal with customers		
	Give consistent service to customers		
	Check customer service delivery		
	Know how to deliver reliable customer service		

5.4 Tracking document

To achieve the **Level 2 NVQ Diploma in Building Maintenance Multi-trade repair and Refurbishment Operations (Construction) (6562-22)**, you must achieve a minimum of **62** credits in total.

- A total of **15** credits must come from the mandatory units and;
- a minimum of **8** credits must come from **one** unit in Optional Group A, and;
- a minimum of **39** credits must come from **two** of the following groups:
  - Optional Group B - Maintenance Carpentry and Joinery – a minimum of **30** credits must come from **two** units from
  - Optional Group C - Maintenance Painting and Decorating – a minimum of **29** credits must come from **two** units from
  - Optional Group D - Maintenance Tiling – a minimum of **20** credits must come from **two** units from
  - Optional Group E - Maintenance Plastering - a minimum of **25** credits must come from **two** units from
  - Optional Group F - Maintenance Roofing - a minimum of **30** credits must come from **two** units from
  - Optional Group G - Maintenance Trowel Operations - a minimum of **19** credits must come from **one** unit from.

City & Guilds unit no.	Unit level	Unit title	Credits	Unit achieved Yes/No	Date
Mandatory units					
101	1	Conforming to general health, safety and welfare in the workplace	2		
218	2	Conforming to productive working practices in the workplace	3		
608	2	Moving, handling and storing resources in the workplace	5		
830	2	Deliver reliable customer service	5		
Optional Group A					
224	2	Erecting and dismantling access/working platforms in the workplace	8		
239	2	Establishing work area protection and safety in the workplace	10		
831	2	Clearing the site and handing over on completion in the workplace	12		
Optional Group B - Maintenance, carpentry and joinery					
298	2	Maintaining non-structural carpentry work in the workplace	14		
324	3	Maintaining non-structural or structural components in the workplace	29		
832	2	Repairing, replacing and renewing gates, posts and fencing in the workplace	16		

City & Guilds unit no.	Unit level	Unit title	Credits	Unit achieved Yes/No	Date
Optional Group C - Maintenance, painting and decorating					
204	2	Applying paint systems by brush and roller in the workplace	22		
338	3	Hanging standard paper wallcoverings in the workplace	26		
761	2	Preparing background surfaces for plastering, tiling, panelling or painting/decorating in the workplace	7		
Optional Group D - Maintenance tiling					
708	2	Tiling wall and floor surfaces in the workplace	13		
761	2	Preparing background surfaces for plastering, tiling, panelling or painting/decorating in the workplace	7		
833	2	Removing and renewing floor screeds in the workplace	18		
Optional Group E - Maintenance plastering					
202	2	Applying finishing plaster to prepared surfaces in the workplace	18		
761	2	Preparing background surfaces for plastering, tiling, panelling or painting/decorating in the workplace	7		
Optional Group F - Maintenance roofing					
299	2	Maintaining slate and tile roofing in the workplace	14		
686	2	Removing and repairing eaves and verge finishings in the workplace	16		
690	2	Repairing membrane roofing systems in the workplace	16		
693	2	Repairing sheeting and cladding systems on roofs and walls, including rainscreen, in the workplace	20		
Optional Group G - Maintenance trowel operations					
689	3	Repairing and maintaining masonry structures in the workplace	22		
691	2	Repairing basic stonemasonry structures in the workplace	19		

5.5 On site assessment plan/feedback

Portfolio evidence reference:	

Candidate name:		**Date:**	

Candidate prepared for assessment	Yes / No	Candidate requires support	Yes / No
Candidate briefed on appeals procedure	Yes / No	Support required	Yes / No

Assessment location/address and postcode:

Type of work to be carried out:

Assessor feedback:
(Use Assessor continuation sheet if required)

Forward Planning:

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

5.6 On site observation report

Portfolio evidence reference:	

Candidate name:		**Date:**	

Candidate prepared for assessment	Yes / No	Candidate requires support	Yes / No
Candidate briefed on appeals procedure	Yes / No	Support required	Yes / No

Assessment location/address and postcode:

Learning outcome reference	Assessor observation: (Use Assessor continuation sheet if required)

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

5.7 Professional discussion supplementary evidence sheet

Unit number:		**Portfolio evidence reference:**	
Candidate name:		**Date:**	

Completed by: (please tick)

Candidate: ☐ **Work-based Recorder** ☐ **Witness** ☐

Learning outcome reference	Written evidence:

Reading taken (eg flow rates, pressure, temperature):

Candidate signature:		Date:
Assessor/Work-Based Recorder name:		Date:
Assessor/Work-Based Recorder signature:		Date:
IQA name:	IQA signature:	Date:

5.8 Oral questioning supplementary evidence sheet

Unit number:		**Portfolio evidence reference:**	
Candidate name:		**Date:**	

Assessor question:	**Candidate answer:**
Assessor feedback:	

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

5.9 Photographic supplementary evidence

Unit number:		**Portfolio evidence reference:**	
Candidate name:		**Date:**	

Brief description of task being carried out in the photograph (to be completed by the candidate):

(Attach photo in this box)

Where the photograph was taken:

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

5.10 Work-based recorder/expert witness details

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

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

Work-Based Recorder name:	
Work-Based Recorder signature:	Date:

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

Work-Based Recorder name:	
Work-Based Recorder signature:	Date:

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

Work-Based Recorder name:	
Work-Based Recorder signature:	Date:

5.11 Assessor continuation sheet
On site assessment plan/feedback
On site observation

Portfolio evidence reference:	

Candidate name:		**Date:**	

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

5.12 Signature Sheet

Candidate name:		**Date:**	

Anyone who witnesses and signs a piece of the candidate's evidence must provide a specimen signature in the table below

Witnesses relationship to candidate eg supervisor, customer, lecturer, assessor	Name	Signature	Date

Unit 101 Conforming to general health, safety and welfare in the workplace

2 credits

Level: 1
UAN: A/503/1170

Unit aim:
This unit is about awareness of relevant current statutory requirements and official guidance, responsibilities, to self and others, relating to workplace health, safety and welfare, personal behaviour and security in the workplace.

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

Assessment criteria that are practical activities are highlighted in bold.

1. Comply with all workplace health, safety and welfare legislation requirements.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 **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:**							
a. **statutory requirements**							
b. **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:							
	a. health, safety and welfare legislation							
	b. notices and warning signs are relevant to the occupational area and associated equipment							
1.7	state why:							
	a. health, safety and welfare legislation							
	b. notices and warning signs are relevant to the occupational area and associated equipment							
1.8	state how to comply with control measures that have been identified by risk assessments and safe systems of work.							

2. Recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 **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:							
a. resources							
b. substances							
c. asbestos							
d. equipment							
e. obstructions							
f. storage							
g. services							
h. work activities							
2.3 list the current Health and Safety Executive top ten safety risks							
2.4 list the current Health and Safety Executive top five health risks							
2.5 state how changing circumstances within the workplace could cause hazards							
2.6 state the methods used for reporting changed circumstances, hazards and incidents in the workplace.							

3. Comply with organisational policies and procedures to contribute to health, safety and welfare.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **interpret and comply with given instructions to maintain safe systems of work and quality working practices**							
3.2 **contribute to discussions by offering/providing feedback relating to health, safety and welfare**							
3.3 **contribute to the maintenance of workplace welfare facilities in accordance with workplace welfare procedures**							
3.4 **safely store health and safety control equipment in accordance with given instructions**							
3.5 **dispose of waste and/or consumable items in accordance with legislation**							
3.6 state the organisational policies and procedures for health, safety and welfare, in relation to:							
a. dealing with accidents and emergencies associated with the work and environment							
b. methods of receiving or sourcing information							
c. reporting							
d. stopping work							
e. evacuation							
f. fire risks and safe exit procedures							
g. consultation and feedback							
3.7 state the appropriate types of fire extinguishers relevant to the work							
3.8 state how and when the different types of fire extinguishers are used in accordance with legislation and official guidance.							

4. Work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 **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.							

5. Comply with and support all organisational security arrangements and approved procedures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 **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:							
a. the workplace							
b. the general public							
c. site personnel							
d. resources.							

Unit 101 Conforming to general health, safety and welfare in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 218 Conforming to productive working practices in the workplace

3 credits

Level: 2
UAN: J/503/1169

Unit aim:
The aim of this unit is to provide you with an awareness of:

- productive communication with line management, colleagues and customers
- interpreting information
- planning and carrying out productive work practices
- working with others or as an individual

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

Assessment criteria that are practical activities are highlighted in bold.

1 Communicate with others to establish productive work practices.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 **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:							
a. line management							
b. colleagues							
c. customers							
1.3 describe how to use different methods of communication to ensure that the work carried out is productive.							

2 Follow organisational procedures to plan the sequence of work.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 **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.							

3 Maintain relevant records in accordance with the organisational procedures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
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. job cards							
b. worksheets							
c. material/resource lists							
d. time sheets							
3.3 explain the reasons for ensuring documentation is completed clearly and within given timescales.							

4 Maintain good working relationships when conforming to productive working practices.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 **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:							
a. line management							
b. colleagues							
c. customers							
4.5 describe how working relationships could have an effect on productive working							
4.6 describe how to apply principles of equality and diversity when communicating and working with others.							

Unit 218 Conforming to productive working practices in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 608 Moving, handling and storing resources in the workplace

5 credits

Level: 2
UAN: F/503/1171

Unit aim:
The aim of this unit is to provide you with the skills and knowledge required to:

- interpret information
- adopt safe and healthy working practices
- select aids or equipment to move, handle or store occupational resources
- move, handle and store occupational resources to maintain useful condition.

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

Assessment criteria that are practical activities are highlighted in bold.

1. Comply with given information when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 **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.							

2. Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities under current legislation and official guidance whilst working:							
a. in the workplace							
b. in confined spaces							
c. below ground level							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							
2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
a. site							
b. workplace							
c. company							
d. operative							
2.3 explain what the accident reporting procedures are and who is responsible for making the reports							
2.4 state the appropriate types of fire extinguishers relevant to the work							
2.5 describe how and when the different types of fire extinguishers, relevant to the given occupation, are used in accordance with legislation and official guidance.							

3. Maintain safe working practices when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **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:							
a. fires							
b. spillages							
c. injuries							
d. other task-related hazards.							

4. Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 **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.							

5. Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 **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:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							

5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 **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.							

7. Comply with the given occupational resource information to move, handle and/or store resources to the required guidance.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 **demonstrate the following work skills when moving, handling and/or storing occupational resources:**							
a. **moving**							
b. **positioning**							
c. **storing**							
d. **securing and/or using lifting aids**							
e. **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 608 Moving, handling and storing resources in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 830 Deliver reliable customer service

5 credits

Level: 2
UAN: J/601/1210

Unit aim:
This unit aims to provide the learner with the necessary skills and knowledge to:

- provide a consistent and reliable standard of customer service
- monitor and improve the standard of customer service.

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

Assessment criteria that are practical activities are highlighted in bold.

1. Prepare to deal with customers.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 **keep your knowledge of your organisation's services or products up-to-date**							
1.2 **ensure that the area you work in is tidy, safe and organised efficiently**							
1.3 **prepare and arrange everything you need to deal with customers before your shift or period of work commences.**							

2. Give consistent service to customers.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 **make realistic customer service promises to customers**							
2.2 **ensure that your promises balance the needs of your customers and your organisation**							
2.3 **keep your promises to customers**							
2.4 **inform your customers if they cannot keep your promises due to unforeseen circumstances**							
2.5 **recognise when your customers' needs or expectations have changed and adapt your service to meet the new requirements**							
2.6 **keep your customers informed if delivery of the service needs to involve passing them on to another person or organisation.**							

3. Check customer service delivery.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **check that the service you have given meets your customers' needs and expectations**							
3.2 **identify when you could have given better service to customers and how your service could have been improved**							
3.3 **share information with colleagues and service partners to maintain and improve your standards of service delivery.**							

4. Know how to deliver reliable customer service.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 describe your organisation's services or products							
4.2 explain your organisation's procedures and systems for delivering customer service							
4.3 describe methods or systems for measuring an organisation's effectiveness in delivering customer service							
4.4 explain your organisation's procedures and systems for checking service delivery							
4.5 explain your organisation's requirements for health and safety in your area of work.							

Unit 830 Deliver reliable customer service

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Appendix 1 Summary of City & Guilds assessment policies

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

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

City & Guilds equal opportunities policy is available from our website **www.cityandguilds.com**, City & Guilds Customer Relations Team or your centre.

Access to assessment
City & Guilds qualifications are open to all candidates. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

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

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

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

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

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

Our complaints policy is on our website **www.cityandguilds.com** or is available from the City & Guilds Customer Relations Team or your centre.

City & Guilds

Believe you can

www.cityandguilds.com

Useful contacts

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, Forms, Free literature	

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: **feedbackandcomplaints@cityandguilds.com**

About City & Guilds

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

City & Guilds Group

The City & Guilds Group 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).

Copyright

The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © City & Guilds Limited. Please check the conditions upon which they may be copied with the relevant Sector Skills Council. Published by City & Guilds Limited, a company registered in England and Wales (company number 16513878)

City & Guilds
1 Giltspur Street
London EC1A 9DD
www.cityandguilds.com

LB-22-6562