

# **Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-03)**

November 2013 Version 1.0

**Candidate Logbook/Work-Based Evidence  
Record – Mandatory Units**

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# Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-03)



Version 1.0  
November 2013

## Candidate Logbook/Work-Based Evidence Record – Mandatory Units

<b>Qualification title</b>	<b>City &amp; Guilds qualification number</b>	<b>Qualification Accreditation Number (QAN)</b>
Level 3 NVQ Diploma in Occupational Work Supervision (Construction)	6576-03	601/1486/1

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



## 1.1 Contact details

<b>Candidate name</b>	
<b>Candidate address</b>	
<b>Centre name</b>	
<b>Centre number</b>	
<b>Programme start date</b>	
<b>City &amp; Guilds registration number</b>	
<b>Date of registration with City &amp; Guilds</b>	

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.

<b>Your Assessor(s)</b>	
<b>Internal Quality Assurer (IQA)</b>	
<b>Quality Consultant (QC)</b>	

## 1.2 Introduction to the logbook

This logbook will help you complete the units in **Level 3 NVQ Diploma in Occupational Work Supervision (Construction) 6576-03**. It contains forms you can use to record your evidence of what you have done.

This Logbook contains the **5 mandatory units** only. The Optional Units can be found in a separate zip file on the City & Guilds website. You should discuss and agree with your assessor/tutor which 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](http://www.cityandguilds.com)**.

## 2 About your approved centre

### Types of approved centres

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

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

### Centre responsibilities

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

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

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

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

### Assessment roles

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

#### The Assessor

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

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

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

#### The Internal Quality Assurer (IQA)

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



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

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

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

## 3 About candidates

### Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

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

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

### Learner registration number

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

### Moving to a new centre

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

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

## **4 Qualification assessment**

### **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.

<b>Candidate name:</b>	
<b>Place of work:</b>	
<b>Assessor:</b>	

**Outline of job role:**

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

**Previous qualification and training relevant to the qualification**

<b>Qualification/Training</b>	<b>Where achieved</b>	<b>Date achieved</b>	<b>Grade</b>

## 5.2 Units

To achieve the **Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-03)**, you must achieve a total of **67** credits:

- **52** credits must be from the mandatory units, and
- a minimum of **15** credits from the optional units.

Unit No.	UAN	Unit level	Unit title	Credit value	GLH
<b>Mandatory units</b>					
301	R/503/2924	3	Confirming the occupational method of work in the workplace	11	37
302	A/503/2772	3	Confirming work activities and resources for an occupational work area in the workplace	10	33
353	T/503/2723	3	Implementing and maintaining health, safety and welfare in the workplace	11	37
354	F/503/2725	3	Co-ordinating and organising work operations in the workplace	12	40
501	M/503/2915	5	Developing and maintaining good occupational working relationships in the workplace	8	27
<b>Optional units</b>					
355	T/503/2740	3	Allocating and monitoring the use of plant, machinery or equipment in the workplace	9	30
356	F/503/2742	3	Monitoring progress of work against schedules in the workplace	9	30
357	J/503/2743	3	Confirming work meets quality standards in the workplace	9	30
358	L/503/2744	3	Implementing procedures to support the team's performance in the workplace	11	37
359	D/503/2747	3	Co-ordinating and confirming the dimensional control requirements of the work in the workplace	8	27
360	H/503/2748	3	Contributing to the circulation of construction related project information in the workplace	7	23

### 5.3 Skill scan/initial assessment – Mandatory units



Qualification title: **Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-03)**

Qualification No: **6576-03**

Candidate name: \_\_\_\_\_

Unit	Duties	Examples	Training Required
<b>301</b>	<b>Confirming the occupational method of work in the workplace</b>		
	Assess available project data accurately to determine the occupational method of work.		
	Obtain additional information from alternative sources in cases where the available project data is insufficient.		
	Identify work methods that will make best use of resources and meet project, statutory and contractual requirements.		
	Confirm and communicate the selected work method to relevant personnel.		
<b>302</b>	<b>Confirming work activities and resources for an occupational work area in the workplace</b>		
	Identify work activities, assess required resources and plan the sequence of work.		
	Obtain clarification and advice where the resources required are not available.		
	Evaluate the work activities and the requirements of any significant external factors against the project requirements.		
	Identify work activities which influence each other and make the best use of the resources available.		
	Identify changed circumstances that require alterations to the work programme and justify them to decision makers.		



<b>501</b>	<b>Developing and maintaining good occupational working relationships in the workplace</b>		
	Develop, maintain and encourage working relationships to promote good will and trust.		
	Inform relevant people about work activities in an appropriate level of detail, with the appropriate level of urgency.		
	Offer advice and help to relevant people about work activities and encourage questions/requests for clarification and comments.		
	Clarify proposals with relevant people and discuss alternative suggestions.		
	Resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect.		
<b>353</b>	<b>Implementing and maintaining health, safety and welfare in the workplace</b>		
	Allocate and maintain health, safety and welfare equipment and resources to meet project and statutory requirements.		
	Encourage a positive health, safety and welfare culture whilst identifying opportunities for improving the health and safety of the work environment.		
	Ensure that their team is inducted and suitably competent and monitored whilst at the workplace.		
	Monitor health, safety and welfare in the relevant work environment in accordance with statutory requirements.		
<b>354</b>	<b>Co-ordinating and organising work operations in the workplace</b>		
	Provide adequate information about the work, as required, to all people affected.		
	Agree a programme and methods of work with the people who will carry out the work.		
	Organise the work being done with other operations as required for the overall work being carried out.		
	Obtain sufficient resources of the appropriate type to meet the project requirements and timescales.		

Organise and control the work and resources in order to keep the workplace safe and tidy.		
Identify, record and pass on information on any special considerations to people who could be affected.		
Organise the work area layout for operational purposes and communicate to the people involved with the work.		
Organise the storage and use of materials and components so that materials handling and movement is efficient and wastage is minimised.		

## 5.4 Tracking Document



To achieve the **Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-03)**, you must achieve a total of **67** credits:

- **52** credits must be from the mandatory units, and
- a minimum of **15** credits from the optional units.

City & Guilds unit no.	Unit level	Unit title	Credits	Unit achieved Yes/No	Date
<b>Mandatory units</b>					
301	3	Confirming the occupational method of work in the workplace	11		
302	3	Confirming work activities and resources for an occupational work area in the workplace	10		
353	3	Implementing and maintaining health, safety and welfare in the workplace	11		
354	3	Co-ordinating and organising work operations in the workplace	12		
501	5	Developing and maintaining good occupational working relationships in the workplace	8		
<b>Optional units</b>					
355	3	Allocating and monitoring the use of plant, machinery or equipment in the workplace	9		
356	3	Monitoring progress of work against schedules in the workplace	9		
357	3	Confirming work meets quality standards in the workplace	9		
358	3	Implementing procedures to support the team's performance in the workplace	11		
359	3	Co-ordinating and confirming the dimensional control requirements of the work in the workplace	8		
360	3	Contributing to the circulation of construction related project information in the workplace	7		

## 5.5 On site assessment plan/feedback



<b>Portfolio evidence reference:</b>	
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<b>Candidate name:</b>		<b>Date:</b>	
------------------------	--	--------------	--

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



<b>Portfolio evidence reference:</b>	
--------------------------------------	--

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

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



<b>Unit number:</b>		<b>Portfolio evidence reference:</b>	
<b>Candidate name:</b>		<b>Date:</b>	

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



<b>Unit number:</b>		<b>Portfolio evidence reference:</b>	
<b>Candidate name:</b>		<b>Date:</b>	

<b>Assessor question:</b>	<b>Candidate answer:</b>

**Assessor feedback:**

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

## 5.9 Photographic supplementary evidence



<b>Unit number:</b>		<b>Portfolio evidence reference:</b>	
<b>Candidate name:</b>		<b>Date:</b>	

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.

<b>Work-Based Recorder name:</b>	
Work-Based Recorder signature:	Date:

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

<b>Work-Based Recorder name:</b>	
Work-Based Recorder signature:	Date:

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

<b>Work-Based Recorder name:</b>	
Work-Based Recorder signature:	Date:

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



<b>Portfolio evidence reference:</b>	
--------------------------------------	--

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

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

## 5.12 Signature Sheet



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

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 301

# Confirming the occupational method of work in the workplace

11 credits

**Level:** 3

**UAN:** R/503/2924

### Unit aim:

The aim is to provide you with the necessary skills and knowledge to:

- assessing project data to determine occupational work methods
- adopting safe and healthy working practices
- selecting the methods of work
- confirming the methods of work to the relevant people associated with the occupation
- sourcing additional information

\*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. Assess available project data accurately to determine the occupational method of work.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
1.1	<b>interpret and extract information from:</b>													
	a.	<b>drawings</b>												
	b.	<b>specifications</b>												
	c.	<b>schedules</b>												
	d.	<b>manufacturers' information</b>												
	e.	<b>methods of work</b>												
	f.	<b>risk assessments</b>												
	g.	<b>programmes of work</b>												

1.2 explain how to summarise the following project data:							
a. required quantities							
b. specifications							
c. detailed drawings							
d. health and safety requirements							
e. timescales							
f. scope of works							
1.3 explain the different methods of assessing available project data.							
1.4 explain how to use project data to interpret the work method, in relation to:							
a. standard work procedures							
b. sequence of work							
c. organisation of resources (people, equipment, materials)							
d. work techniques							
e. working conditions (health, safety and welfare)							
f. risk assessment.							

2. Obtain additional information from alternative sources in cases where the available project data is insufficient.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 <b>collect and collate additional information from alternative sources to clarify the work to be carried out</b>							
2.2 explain different methods and techniques of obtaining additional information from the following alternative sources when available project data is insufficient:							
a. customers or representatives							
b. suppliers							
c. regulatory authorities							
d. manufacturer's literature.							

3. Identify work methods that will make best use of resources and meet project, statutory and contractual requirements.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
3.1	<b>examine potential work methods to carry out the occupational work activity</b>													
3.2	determine which work methods will make best use of relevant resources and meet health and safety requirements relating to technical and/or project criteria													
3.3	explain how to identify work methods that make best use of resources and meet project, statutory and contractual requirements against technical criteria, in relation to:													
	a. health and safety welfare (principles of protection)													
	b. fire protection													
	c. access and egress													
	d. equipment availability													
	e. availability of competent workforce													
	f. pollution risk													
	g. waste and disposal													
	h. zero and low carbon outcomes													
	i. weather conditions													
3.4	explain how to identify work methods that make best use of resources and meet project, statutory and contractual requirements against project criteria, in relation to:													
	a. conforming to statutory requirements													
	b. customer and user needs													
	c. contract requirements in terms of time, quantity and quality													
	d. environmental considerations													
3.5	explain how different methods of work can achieve zero/low carbon outcomes.													

4. Confirm and communicate the selected work method to relevant personnel.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
4.1	<b>confirm the selected occupational work method that meets project, statutory and contractual requirements</b>													
4.2	<b>communicate appropriately to relevant people on the selected occupational work method</b>													
4.3	describe the different techniques and methods of confirming and communicating work methods to relevant people													
4.4	explain the principles of equality and diversity and how to apply them when working and communicating with others.													

## Unit 301

## Confirming the occupational method of work in the workplace

### Declaration

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

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

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

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

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



## Unit 302

# Confirming work activities and resources for an occupational work area in the workplace

10 credits

**Level:** 3

**UAN:** A/503/2772

### Unit aim:

This unit aims to provide you with the necessary skills and knowledge to:

- interpret information
- adopt safe and healthy working practices
- identify resources to carry out the work
- confirm work programme/schedule for own occupational area of work being carried out.

\*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. Identify work activities, assess required resources and plan the sequence of work.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
1.1	<b>identify work activities, assess required resources and plan the sequence of work</b>													
1.2	<b>identify work activities and formulate a plan for your own sequence of work</b>													
1.3	explain the types of work relative to the occupational area and how to identify different work activities													
1.4	explain methods of assessing the resources needed from a range of available information													
1.5	explain the required information and the different methods used to prepare a work programme relative to the occupational area.													

2. Obtain clarification and advice where the resources required are not available.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
2.1	<b>seek advice and clarity from appropriate sources on resources available and the alternatives that can be used for the work when required resources are not available</b>													
2.2	explain the different sources and methods that can be used to obtain clarification and advice when the required resources are not available.													

3. Evaluate the work activities and the requirements of any significant external factors against the project requirements.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
3.1	<b>assess progress of work against project requirements, taking into account external factors relating to:</b>													
	a. <b>other occupations and /or customers</b>													
	b. <b>resources</b>													
	c. <b>weather conditions</b>													
	d. <b>health and safety requirements</b>													
3.2	explain different methods of evaluating work activities against the following project requirements:													
	a. contract conditions													
	b. contract programme													
	c. health and safety requirements of operatives													
3.3	<b>evaluate the requirements of significant external factors that could affect the progress of work, in relation to:</b>													
	a. <b>other related programmes</b>													
	b. <b>special working conditions</b>													
	c. <b>weather conditions</b>													
	d. <b>other occupations/people</b>													
	e. <b>resources</b>													
	f. <b>health and safety requirements.</b>													

4. Identify work activities which influence each other and make the best use of these sources available.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
4.1	<b>determine work activities that have an influence on each other</b>													
4.2	<b>evaluate which work activities make the best use of available resources in relation to:</b>													
	a. <b>occupations and/or customers associated with the work</b>													
	b. <b>tools, plant and/or ancillary equipment</b>													
	c. <b>materials and components</b>													
4.3	explain different methods and sources that can identify which work activities influence each other													
4.4	describe how to determine the sequence of work activities and how long each work activity will take													
4.5	describe what zero and low carbon requirements are													
4.6	explain how work activities and different ways of using resources can impact on zero and low carbon requirements, and make a positive contribution to the environment.													

5. Identify changed circumstances that require alterations to the work programme and justify them to decision makers.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
5.1	<b>evaluate project progress against the work programme to identify any changed circumstances</b>													
5.2	<b>inform line management and/or customers on the type and extent of any required changes to the work programme</b>													
5.3	explain how to identify possible alterations to the work programme to meet changed circumstances relating to:													
	a. action lists													
	b. method statements													
	c. duration													
	d. schedules													
	e. occupation specific requirements													
5.4	explain how to assess contractual/work effects resulting from alterations to the work programme													
5.5	explain the methods used to justify to decision makers on the effects resulting from alterations to the work programme.													

## Unit 302 Declaration

# Confirming work activities and resources for an occupational work area in the workplace

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

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

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

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

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

## Unit 353

# Implementing and maintaining health, safety and welfare in the workplace

11 credits

**Level:** 3

**UAN:** T/503/2723

### 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, promote and encourage a healthy, safety and welfare culture, implement and monitor health, safety and welfare within the operational work environment and to perform a supervisory role.

\*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. Provide adequate information about the work, as required, to all people affected.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 <b>make arrangements for health, safety and welfare in the relevant operational work environment</b>							
1.2 <b>allocate responsibilities for maintaining health, safety and welfare equipment and resources to relevant people</b>							
1.3 <b>post and maintain statutory notices and hazard warnings</b>							
1.4 <b>allocate appropriate health, safety and welfare equipment and resources relative to the operational work environment</b>							
1.5 explain the methods of identifying and allocating health, safety and welfare equipment and resources, relating to:							
a. protective clothing							
b. protective equipment							
c. first-aid facilities and arrangements							

d. welfare facilities							
e. storage of security of material and equipment							
f. accident and incident reporting							
g. fire-fighting equipment							
h. statutory notices							
i. safety signs							
j. provision of health, safety and welfare training.							

2. Encourage a positive health, safety and welfare culture whilst identifying opportunities for improving the health and safety of the work environment.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 <b>deliver work briefings to relevant people within the operational work environment to promote and encourage a positive health, safety and welfare culture</b>							
2.2 <b>encourage two-way dialogue with other people and seek feedback for opportunities to improve the health and safety of the work environment</b>							
2.3 explain how to identify different opportunities for improving workplace health, safety and welfare							
2.4 explain how to recommend opportunities for improving workplace health, safety and welfare							
2.5 explain methods and techniques of promoting and encouraging a positive culture of health safety and welfare in the workplace							
2.6 explain how to deliver work briefings in ways that seek and encourage feedback.							

3. Obtain sufficient resources of the appropriate type to meet the project requirements and timescales.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
3.1	<b>use appropriate methods to confirm that the team are properly inducted and given regular health and safety updates</b>													
3.2	<b>determine that their team are suitably competent by carrying out relevant checks</b>													
3.3	<b>ensure that the operational performance of the team is monitored</b>													
3.4	<b>use appropriate methods and techniques to communicate and report any team performance issues</b>													
3.5	explain the organisational methods and procedures for carrying out inductions that confirm:													
	a. health and safety responsibilities													
	b. workplace operations													
	c. health, safety and welfare equipment and resources													
	d. risk control procedures													
	e. first-aid arrangements													
3.6	explain the different ways of checking and monitoring correct authorisation and operational performance of the following people whilst in the workplace:													
	a. workforce													
	b. suppliers													
	c. visitors													
	d. customers													
	e. members of the public													
	f. trespassers													
3.7	explain the different techniques and methods of communicating and reporting any team performance issues.													

4. Identify, record and pass on information on any special considerations to people who could be affected.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 <b>implement and maintain health, safety and welfare within the operational work environment in accordance with legislation, workplace regulations, codes of practice and official guidance</b>							
4.2 <b>instigate actions to deal with any changing circumstances within the operational work environment in order to maintain health, safety and welfare</b>							
4.3 explain the methods and techniques used to regularly check health, safety and welfare systems regularly in accordance with the following statutory requirements:							
a. workplace specific health, safety and welfare regulations							
b. general health, safety and welfare legislation							
c. recognised industry codes of practice							
d. prescribed notices							
e. safety signs							
4.4 explain how to identify any special workplace conditions and examples which do not comply with regulations							
4.5 describe the different methods of recording special workplace conditions and examples which do not comply with regulations							
4.6 explain the reasons for regularly checking health safety and welfare relevant to the operational working environment.							



## Unit 353 Declaration

# Implementing and maintaining health, safety and welfare in the workplace

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

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

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

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

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

**Unit 354**  
12 credits

**Co-ordinating and organising work operations in the workplace**

**Level:** 3  
**UAN:** F/503/2725

**Unit aim:**  
The aim of this unit is to provide you with the skills and knowledge required to interpret information about the project and work operations to be carried out, adopt safe and healthy working practices, select materials, components and equipment for the work, prepare, coordinate and organise the work operations and to perform a supervisory role.

\*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. Provide adequate information about the work, as required, to all people affected.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
1.1 <b>communicate arrangements for the work, to the relevant people, in relation to:</b>														
a. <b>start date</b>														
b. <b>how long it will take</b>														
c. <b>expected completion date</b>														
1.2 explain different methods of informing the people affected of the work arrangements														
1.3 list the types of people, internal and external to the project, who could be affected by work relevant to typical projects														
1.4 describe the consequences of providing inadequate information to those affected by the work.														

2. Agree a programme and methods of work with the people who will carry out the work.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
2.1	<b>discuss and confirm work programmes and methods of work relevant to project requirements with people involved in carrying out the work.</b>													
2.2	explain different methods and techniques of agreeing programmes and methods of work with those who will be carrying out the work.													

3. Organise the work being done with other operations as required for the overall work being carried out.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
3.1	<b>arrange and agree work programmes with other occupations relevant to project requirements</b>													
3.2	explain the methods of organising and co-ordinating work with other work activities/operations.													

4. Obtain sufficient resources of the appropriate type to meet the project requirements and timescales.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
4.1	<b>identify and source adequate, suitable resources to meet project requirements</b>													
4.2	describe ways of identifying and obtaining required resources for the project													
4.3	explain methods of planning for resources, in relation to:													
	a. people													
	b. tools													
	c. plant and ancillary equipment													
	d. materials and components													
	e. information.													

5. Organise and control the work and resources in order to keep the workplace safe and tidy.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 <b>implement systems to control resources, maintain site tidiness and dispose of waste in accordance with statutory requirements</b>							
5.2 explain different ways of controlling the workplace and resources to create and maintain safe conditions and a tidy workplace							
5.3 explain how a safe and tidy workplace creates a favourable image of the organisation, its products and services, and the project.							

6. Identify, record and pass on information on any special considerations to people who could be affected.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 <b>identify any special considerations that have to be allowed for, which can affect the project or people, in relation to:</b>							
a. <b>occupiers</b>							
b. <b>environment</b>							
c. <b>vehicular access</b>							
d. <b>hazards</b>							
e. <b>trespass</b>							
f. <b>near neighbours</b>							
g. <b>public access</b>							
h. <b>workplace conditions</b>							
i. <b>health, safety and welfare</b>							
j. <b>statutory regulations and limitations</b>							
k. <b>codes of practice</b>							
6.2 <b>use appropriate methods to record any special considerations identified</b>							

6.3	<b>supply information on any identified special considerations to those who would be affected</b>						
6.4	explain different ways of identifying what are special considerations						
6.5	describe the methods of recording special considerations						
6.6	explain ways information on special considerations can be passed on to the people affected.						

7. Organise the work area layout for operational purposes and communicate to the people involved with the work.							
You must be able to:		*PER	SO	OQ	WQ	WT	PS PD
7.1	<b>organise the operational work area layout for operational purposes for four of the following:</b>						
	a. <b>storage</b>						
	b. <b>layout of working area</b>						
	c. <b>environmental considerations</b>						
	d. <b>plant and/or equipment</b>						
	e. <b>temporary services</b>						
	f. <b>access and egress</b>						
	g. <b>security</b>						
	h. <b>continued use by occupiers</b>						
	i. <b>welfare facilities</b>						
7.2	<b>inform relevant workforce of the work area layout for operational purposes</b>						
7.3	explain the methods and techniques used for passing on information about the work area layout to people working in the workplace						
7.4	explain different ways of organising/arranging the work area layout for operational purposes.						

8. Organise the storage and use of materials and components so that materials handling and movement is efficient and wastage is minimised.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
8.1	<b>plan and arrange storage for materials relevant to the occupational work environment in accordance with statutory and organisational requirements</b>													
8.2	<b>plan and arrange material handling and movement to allow minimum movement and waste</b>													
8.3	explain the factors, methods and considerations needed to organise the efficient storage and use of materials and components.													

## Unit 354

## Co-ordinating and organising work operations in the workplace

### Declaration

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

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

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

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

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

**Unit 501**  
8 credits

**Developing and maintaining good occupational working relationships in the workplace**

**Level:** 5  
**UAN:** M/503/2915

**Unit aim:**

The aim is to provide you with the necessary skills and knowledge to:

- interpreting information
- adopting safe and healthy working practices
- working with, informing and supporting people
- developing and maintaining good occupational working relationships.

\*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. Develop, maintain and encourage working relationships to promote good will and trust.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
1.1	<b>give appropriate advice and information to relevant people about the occupational work activities and/or associated occupations involved</b>													
1.2	<b>apply the principles of equality and diversity by considering the needs of individuals when working and communicating with others</b>													
1.3	explain the methods and techniques used and personal attributes required to encourage and maintain working relationships that promote goodwill and trust with relevant people													
1.4	explain the principles of equality and diversity and how to apply them when working and communicating with others.													



2. Inform relevant people about work activities in an appropriate level of detail, with the appropriate level of urgency.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
2.1	<b>communicate on the following work activity information to relevant people following organisational procedures:</b>													
	a. <b>appropriate timescales</b>													
	b. <b>health and safety requirements</b>													
	c. <b>co-ordination of work procedures</b>													
2.2	explain the different methods and techniques used to inform relevant people about work activities													
2.3	explain the effects of not informing relevant people with the expected level of urgency													
2.4	explain the different types of work activity related information and to what level of detail the following people would expect to receive:													
	a. colleagues													
	b. employers													
	c. customers													
	d. contractors													
	e. suppliers of products and services													
	f. other people affected by the work/project.													

3. Offer advice and help to relevant people about work activities and encourage questions/requests for clarification and comments.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
3.1	<b>give appropriate advice and information to relevant people about the different methods of carrying out occupational work activities to achieve the required outcome</b>													
3.2	explain the techniques of encouraging questions and/or requests for clarification and comments													
3.3	explain the different ways of offering advice and help to different people about work activities, in relation to:													
	a. progress													
	b. results													
	c. achievements													
	d. occupational problems													
	e. occupational opportunities													
	f. health and safety requirements													
	g. co-ordinated work.													

4. Clarify proposals with relevant people and discuss alternative suggestions.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
4.1	<b>engage regular discussions with relevant people about the occupational work activity and/or other occupations involved</b>													
4.2	explain the methods of clarifying alternative proposals with relevant people													
4.3	explain the methods of suggesting alternative proposals.													

5. Resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
5.1	<b>examine and agree the work activities that satisfy all people involved and will meet the required outcome of the proposed method of work</b>													
5.2	explain the methods and techniques used to resolve differences of opinion in ways which minimise offence and maintain goodwill, trust and respect.													

## Unit 501 Declaration

# Developing and maintaining good occupational working relationships in the workplace

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

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

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

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

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

# Appendix 1      **Summary of City & Guilds assessment policies**

## **Health and Safety**

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

## **Equal Opportunities**

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

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

## **Access to assessment**

City & Guilds qualifications are open to all candidates. 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](http://www.cityandguilds.com)**, from the City & Guilds Customer Relations Team or your centre.

## **Complaints and appeals**

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

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

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

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

## Useful contacts

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### UK learners

General qualification information

T: +44 (0)844 543 0033

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

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### International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

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

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### Centres

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

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### Single subject qualifications

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

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

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### International awards

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

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### Walled Garden

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

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### Employer

Employer solutions, Mapping,  
Accreditation, Development Skills,  
Consultancy

T: +44 (0)121 503 8993

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

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### Publications

Logbooks, Centre documents,  
Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

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