

Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-04)

January 2019 (Version 5.0)

Candidate Logbook

Qualification at a glance

Subject area	Construction
City & Guilds number	6576
Age group approved	16-18, 18+, 19
Entry requirements	None
Assessment types	Portfolio of evidence
Support materials	Centre handbook and candidate logbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds qualification number	Ofqual accreditation number
Level 3 NVQ Diploma in Occupational Work Supervision (Construction)	6576-04	

Version and date	Change detail	Section
V2 January 2019	Units revised in line with current CITB units (2018 v3)	All
V3.0 May 2014	Optional unit 611 (H/503/9506) replaced by Unit 834 (R/504/6774). Optional unit 711 (A/503/9544) replaced by Unit 835 (Y/504/6775).	Unit List Tracking Document
V4.0 Sept 2018	CITB incremental changes, refs to Credits removed and TQT added	Units Tracking document

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1 About your Candidate Logbook/Work-Based Evidence Record

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)

External Quality Assurer (EQA)

Introduction to the logbook

This logbook will help you complete the units in **Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-04)**. It contains forms you can use to record your evidence of what you have done.

This logbook contains the **mandatory and optional units**. 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.

2 About your approved centre

Types of approved centres

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

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

Centre responsibilities

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

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

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

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

Assessment roles

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

The Assessor

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

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

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

The Internal Quality Assurer (IQA)

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

The Work-Based Recorder/Expert Witness

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

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

3 About candidates

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

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

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

Learner registration number

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

Moving to a new centre

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

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

4 Qualification assessment

Before you start your qualification

Initial assessment

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

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

Skill scan

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

The assessment process

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

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

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

Evidence can include:

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

Assessment requirements

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

Types of evidence

SO = Site Observation

OQ = Oral Question

WQ = Written Question and Answer

WT = Witness Testimony

PS = Photographic Supplementary

PD = Professional Discussion

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

The assessor/tutor

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

The Internal Quality Assurer (IQA)

The IQA maintains the quality of assessment within the centre.

The External Quality Assurer (EQA)

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

5 Using your logbook

Recording forms

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

Candidate job profile

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

Skill scan/initial assessment

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

Tracking document

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

On-site assessment plan/feedback

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

On-site observation report

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

Professional discussion supplementary evidence sheet

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

Oral questioning supplementary evidence sheet

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

Photographic supplementary evidence

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

Work-based recorder/expert witness details

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

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

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

Signature sheet

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

Units

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

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

To achieve the **Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-04)**, learners must complete **all the mandatory units** and **two optional units**.

City & Guilds unit no.	Unit title	Unit Level
Mandatory		
6576-370	Confirming Work Activities and Resources for an Occupational Work Area in the Workplace	3
6576-371	Developing and Maintaining Good Occupational Working Relationships in the Workplace	5
6576-372	Confirming the Occupational Method of Work in the Workplace	3
6576-373	Implementing and maintaining health, safety, environmental and welfare practices in the workplace	3
6576-374	Co-ordinating and organising work operations in the workplace	3
6576-375	Monitoring progress of work against schedules in the workplace	3
Optional		
6576-376	Allocating and monitoring the use of plant, machinery, equipment or vehicles in the workplace	3
6576-377	Confirming work meets contractual, industry and manufacturers' standards in the workplace	3
6576-378	Implementing procedures to support team performance in the workplace	3
6576-379	Co-ordinating and confirming the dimensional control requirements of the work in the workplace	3

6 Recording forms

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

Candidate job profile

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

Name:

Place of work:

Assessor:

**Outline of job
role:**

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

Previous relevant qualification(s)/training

Qualification/training	Where achieved	Date	Grade

Skill scan/initial assessment – mandatory units

Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-04)

Candidate name:

Mandatory units

Unit	Duties	Examples		Training Required
370	Confirming work activities and resources for an occupational work area in the workplace			
	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.			
371	Conforming to productive working practices in the workplace			
	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.			

Unit	Duties	Examples		Training Required
	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.			
372	Confirming the Occupational Method of Work in the Workplace			
	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.			
373	Implementing and maintaining health, safety and welfare in the workplace			
	Allocate and maintain health, safety, environmental and welfare equipment and resources to meet project and statutory requirements.			

Unit	Duties	Examples		Training Required
	Encourage a positive culture of health, safety, environmental and welfare practices and identify opportunities for improving the health and safety of the work environment through engagement with the workforce.			
	Ensure that their team is inducted and check that they are suitably competent and monitored whilst at the workplace.			
	Monitor and review health, safety, environmental and welfare practices and safe systems of work in the relevant work environment in accordance with current organisational and statutory requirements.			
374	Co-ordinating and organising work operations in the workplace			
	Provide information as required, to all the people who will be affected by the work.			
	Agree the planned timescales and methods of work with the workforce.			
	Implement the agreed methods of communicating, reporting, recording and retrieving information.			
	Identify any breakdowns in communication and take action to restore effective communication			
	Communicate and organise the work being done with other operations as per the agreed work programme			
	Organise and ensure there are sufficient resources, of the appropriate type, to meet the			

Unit	Duties	Examples		Training Required
	project requirements and timescales.			
	Organise and control the work and resource so that conditions are safe and the workplace is tidy.			
	Identify and record any unplanned circumstances and pass them on to people who may be affected.			
	Organise the designated work area for operational purposes and communicate to the workforce.			
	Organise the storage and use of materials and equipment so that handling and movement is efficient and wastage is minimised.			
375	Monitoring progress of work against schedules in the workplace			
	Monitor progress of planned programmes against work schedules.			
	Identify, record and report inappropriate specified resources and suggest suitable alternatives.			
	Identify and quantify deviations from planned progress which have or may occur, and which could alter the programme.			
	Confirm the circumstances of any deviations, seek advice and implement appropriate corrective actions.			
	Identify and report options which may help the contract progress.			
	Report progress, any changes to the operational programme and resource needs.			

Skill scan/initial assessment – optional units

Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-04)

Candidate name:

Optional units

Unit	Duties	Examples		Training Required
376	Allocating and monitoring the use of plant, machinery, equipment or vehicles in the workplace			
	Confirm the plant, machinery, equipment or vehicles for the workplace and allocate them to the operations.			
	Ensure compliance with current health and safety information and implement safe working practices and other safeguards to minimise risks involving the use of plant, machinery, equipment or vehicles.			
	Report when plant, machinery, equipment or vehicles, or their operator are unsuitable for use in the workplace when allocating and monitoring.			
	Ensure information for the use of plant, machinery, equipment or vehicles is supplied to operators and supervise safe use.			
	Monitor and ensure all checks on plant, machinery, equipment or vehicles are carried out in accordance with organisational requirements			
	Monitor completion dates and report when plant, machinery, equipment or vehicles have completed working activities and are no longer required.			

Unit	Duties	Examples		Training Required
377	<p>Confirming work meets quality standards in the workplace</p>			
	<p>Source information, implement contractual, industry and manufacturers' standards and allocate responsibilities.</p>			
	<p>Regularly check that work conforms to the design requirements and the specified contractual, industry and manufacturers' standards.</p>			
	<p>Identify work that fails to meet the required contractual, industry and manufacturers' standards and implement corrective action.</p>			
	<p>Identify and inform managers about variations between contractual, industry and manufacturers' standards.</p>			
378	<p>Implementing procedures to support team performance in the workplace</p>			
	<p>Identify and record performance and bring directly to the attention of the team member concerned.</p>			
	<p>Provide team members with the opportunity to discuss actual or potential issues and concerns affecting their performance.</p>			
	<p>Agree with team members a course of action which is appropriate, timely and effective.</p>			
	<p>Ensure team members are aware of information regarding disciplinary and grievance procedures</p>			

Unit	Duties	Examples		Training Required
379	Co-ordinating and confirming the dimensional control requirements of the work in the workplace			
	Co-ordinate with and communicate the dimensional control information to work colleagues.			
	Confirm and measure dimensional controls and maintain them to the specified work requirements.			
	Check and ensure measuring and recording equipment meets the specified tolerances			
	Identify any deviations in dimensional controls and ensure they are corrected in accordance with work requirements.			

Tracking document

To achieve the **Level 3 NVQ Diploma in Occupational Work Supervision (Construction) (6576-04)**, you must complete all the mandatory units and at least one of the optional units.

City & Guilds unit no.	Unit title	Unit Level	Achieved Yes/No	Date
Mandatory				
6576-370	Confirming Work Activities and Resources for an Occupational Work Area in the Workplace	3		
6576-371	Developing and Maintaining Good Occupational Working Relationships in the Workplace	5		
6576-372	Confirming the Occupational Method of Work in the Workplace	3		
6576-373	Implementing and maintaining health, safety, environmental and welfare practices in the workplace	3		
6576-374	Co-ordinating and organising work operations in the workplace	3		
6576-375	Monitoring progress of work against schedules in the workplace	3		
Optional				
6576-376	Allocating and monitoring the use of plant, machinery, equipment or vehicles in the workplace	3		
6576-377	Confirming work meets contractual, industry and manufacturers' standards in the workplace	3		
6576-378	Implementing procedures to support team performance in the workplace	3		
6576-379	Co-ordinating and confirming the dimensional control requirements of the work in the workplace	3		

On-site assessment plan/feedback

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

On-site observation report

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

Professional discussion supplementary evidence sheet

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

Oral questioning supplementary evidence sheet

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

Photographic supplementary evidence sheet

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

Work-based recorder/expert witness details

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

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

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:

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

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

Unit 370

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

Level 3

Unit aim:

To give the learner the skills and knowledge required to identify own work activities, adopt safe and healthy working practices, identify resources to carry out the work and provide confirmation of a 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

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 Identify work activities, assess required resources and plan the sequence of work							
1.2 identify work activities and formulate a plan for their own sequence of work							
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 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							
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 assess progress of work against project requirements, taking into account external factors relating to:							
a. other occupations and /or customers							
b. resources							

c. weather conditions							
d. health and safety requirements							
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 evaluate the requirements of significant external factors that could affect the progress of work, in relation to:							
a. other related programmes							
b. special working conditions							
c. weather conditions							
d. other occupations/people							
e. resources							
f. health and safety requirements.							

4. Identify work activities which influence each other and make the best use of the resources available.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 determine work activities that have an influence on each other							
4.2 evaluate which work activities make the best use of available resources in relation to:							
a. occupations and/or customers associated with the work							
b. tools, plant and/or ancillary equipment							
c. materials and components							
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	evaluate project progress against the work programme to identify any changed circumstances							
5.2	inform line management and/or customers on the type and extent of any required changes to the work programme							
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 and/or 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 370

Confirming work activities and resources for an occupational work area 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 371

Developing and Maintaining Good Occupational Working Relationships in the Workplace

Level 5

Unit aim:

To provide the learner with the skills and knowledge required to interpret information, adopt safe and healthy working practices, work, inform and support people and to develop and maintain 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

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 give appropriate advice and information to relevant people about the occupational work activities and/or associated occupations involved							
1.2 apply the principles of equality and diversity by considering the needs of individuals when working and communicating with others							
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 communicate on the following work activity information to relevant people following organisational procedures:							
a. appropriate timescales							
b. health and safety requirements							
c. co-ordination of work procedures							
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 give appropriate advice and information to relevant people about the different methods of carrying out occupational work activities to achieve the required outcome							
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 engage regular discussions with relevant people about the occupational work activity and/or other occupations involved							
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 examine and agree the work activities that satisfy all people involved and will meet the required outcome of the proposed method of work							
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 371

Developing and Maintaining Good Occupational Working Relationships 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 372

Confirming the Occupational Method of Work in the Workplace

Level 3

Unit aim:

To give the learner the skills and knowledge required to assess project data to determine occupational work methods, adopt safe and healthy working practices, select and confirm methods of work to the relevant people associated with the occupation and source additional information.

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

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 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. manufacturer's information							
e. methods of work							
f. risk assessments							
g. programmes of work							
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							
g. explain the different methods of assessing available project data							

1.3 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 collect and collate additional information from alternative sources to clarify the work to be carried out							
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 examine potential work methods to carry out the occupational work activity							
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 confirm the selected occupational work method that meets project, statutory and contractual requirements							
4.2 communicate appropriately to relevant people on the selected occupational work method							
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 372

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.

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 373

Implementing and maintaining health, safety and welfare in the workplace

Level 3

Unit aim:

The aim of this unit is to provide the learner 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

1. Allocate and maintain health, safety, environmental and welfare equipment and resources to meet project and statutory requirements.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 make arrangements for health, safety, environmental and welfare practices in the relevant operational work environment.							
1.2 allocate responsibilities for maintaining health, safety, environmental and welfare equipment and resources to relevant people.							
1.3 check and maintain statutory notices and hazard warnings.							
1.4 allocate appropriate health, safety, environmental and welfare equipment and resources relative to the operational work environment.							
1.5 explain the methods of identifying and allocating health, safety, environmental and welfare equipment and resources, relating to:							
a. protective clothing							
b. protective equipment							
c. first-aid facilities and arrangements							
d. welfare facilities							
e. storage and security of materials and equipment							
f. fire-fighting equipment							
g. statutory notices							
h. hazard warning signs							

2. Encourage a positive culture of health, safety, environmental and welfare practices and identify opportunities for improving the health and safety of the work environment through engagement with the workforce.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
2.1	deliver work briefings to relevant people within the operational work environment to promote and encourage a positive health, safety, environmental and welfare culture.							
2.2	encourage two-way dialogue with other people and seek feedback for opportunities to improve the health and safety of the work environment.							
2.3	lead by example by demonstrating exemplar health, safety, environmental and welfare practices within the operational environment.							
2.4	implement the organisational requirements to monitor and maintain accident and incident reporting including near misses.							
2.5	seek competent advice before implementing improvements to health and safety work practices.							
2.6	explain how to identify different opportunities for improving workplace health, safety, environmental and welfare practices.							
2.7	explain how to recommend opportunities for improving workplace health, safety, environmental and welfare practices.							
2.8	explain methods and techniques of promoting and encouraging a positive culture of health, safety, environmental and welfare practices in the workplace.							
2.9	explain how to deliver work briefings in ways that seek and encourage feedback.							
2.10	explain how to identify any health, safety, environmental and welfare training requirements to improve the health and safety of the work environment.							
2.11	explain who and where to seek competent advice from before implementing improvements to health and safety work practices.							
2.12	explain how to monitor and maintain organisational requirements for recording and reporting accidents and incidents including near misses.							

2.13 explain the different ways of checking and monitoring correct authorisation of the following people whilst in the workplace:							
a. workforce							
b. suppliers							
c. visitors							
d. customers							
e. members of the public.							
2.14 explain the current organisational procedures for dealing with unauthorised people and trespasses.							

3. Ensure that their team is inducted and check that they are suitably competent and monitored whilst at the workplace.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use appropriate methods to confirm that the team are properly inducted and given regular health and safety updates.							
3.2 use appropriate methods and techniques to communicate and report any team performance issues.							
3.3 explain the organisational methods and procedures for carrying out inductions that confirm:							
a. health and safety responsibilities							
b. methods of work							
c. workplace operations							
d. health, safety and welfare equipment and resources							
e. risk control procedures							

f. first-aid arrangements.							
3.4 explain the different ways of checking and monitoring the workforce's competence specific to the work requirements.							
3.5 explain the different techniques and methods of communicating and reporting any team performance issues.							

4. Monitor and review health, safety, environmental and welfare practices and safe systems of work in the relevant work environment in accordance with current organisational and statutory requirements.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 monitor, observe and record the implementation and maintenance of health, safety, environmental and welfare practices within the operational work environment in accordance with current legislation, workplace regulations, Codes of Practice and official guidance.							
4.2 review the safe systems of work to identify and eliminate hazards or mitigate risks in accordance with current organisational requirements and legislation, and feedback results.							
4.3 ensure compliance with the safe systems of work in accordance with current organisational requirements and legislation.							
4.4 instigate, record and report actions to deal with any changing circumstances within the operational work environment in order to maintain the required health, safety, environmental and welfare practices.							
4.5 Explain the methods and techniques used to regularly check health, safety, environmental and welfare practices in accordance with the following statutory requirements:							
a. current organisational health, safety, environmental and welfare policies, procedures and regulations							
b. current general health, safety, environmental and welfare legislation							
c. approved Codes of Practice							

d. statutory notices							
e. hazard warnings							
f. safety signs.							
4.6 explain the reasons for regularly checking the health safety, environmental and welfare practices relevant to the operational working environment.							
4.7 explain the organisational requirements to ensure compliance with safe systems of work.							
4.8 explain how to review the safe systems of work by carrying out systematic examinations of work processes to eliminate hazards or mitigate risks in accordance with current organisational policies, procedures and legislation and feedback results.							
4.9 explain how to identify any special workplace conditions and examples which do not comply with regulations.							
4.10 describe the different methods of recording special workplace conditions and examples which do not comply with regulations.							

Unit 373

Implementing and maintaining 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 374

Co-ordinating and organising work operations in the workplace

Level 3

Unit aim:

The aim of this unit is to provide the learner 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

1. Provide information as required, to all the people who will be affected by the work.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
1.1	provide information, as authorised, relating to the work to be carried out in regard to:							
	a. scope of work							
	b. start date							
	c. how long it will take							
	d. expected completion date							
	e. any associated hazards.							
1.2	define own levels of authorisation when providing information regarding the scope and timescales of the project.							
1.3	explain the different methods of informing the people affected by the work arrangements including all third parties and stakeholders.							
1.4	list the types of people, internal and external to the project, who could be affected by work.							
1.5	describe the consequences of providing inadequate information to those affected by the work							

2. Agree the planned timescales and methods of work with the workforce.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
2.1	discuss and confirm work programmes and methods of work relevant to project requirements with the workforce.							
2.2	explain different methods and techniques of agreeing programmes, methods of work and dynamic risk assessments with the workforce, in accordance with the method statement.							

3. Implement the agreed methods of communicating, reporting, recording and retrieving information.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 apply and use an organisational communication system to record and report project information.							
3.2 retrieve project information following organisational procedures.							
3.3 describe the different ways of reporting, recording and retrieving information.							
3.4 explain how to monitor the systems used for communication, reporting, recording and retrieving project information to ensure they remain effective.							

4. Identify any breakdowns in communication and take action to restore effective communication							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 determine, record and report any breakdowns of communication in various projects.							
4.2 apply methods that restore communication and which follow the approved organisational procedures.							
4.3 describe different ways of identifying, recording and reporting breakdowns in communication.							
4.4 describe the organisational procedures that can be implemented to restore effective communications for a range of breakdown causes.							

5. Communicate and organise the work being done with other operations as per the agreed work programme							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 organise and coordinate the work programmes and project requirements with other occupations, within predetermined levels of authorisation.							
5.2 define their predetermined levels of authorisations and explain the methods of communicating, organising and co-ordinating work with other work activities/operations,							

6. Organise and ensure there are 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
6.1 identify, source and organise sufficient, suitable resources to meet project requirements.							
6.2 allocate resources in accordance with the methods of work and project requirements.							
6.3 describe ways of identifying, obtaining, organising and allocating the required resources for the project.							
6.4 explain methods of planning for resources, in relation to:							
a. workforce							
b. tools							
c. plant and ancillary equipment							
d. materials							
e. information.							

7. Organise and control the work and resources so that conditions are safe and the workplace is tidy.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 implement systems to manage resources, maintain site tidiness and dispose of waste in accordance with current organisational and statutory requirements and within predetermined levels of authorisation.							
7.2 explain different ways of controlling the workplace and resources to create and maintain safe conditions and a tidy workplace in accordance with organisational requirements.							

8. Identify and record any unplanned circumstances and pass them on to people who may be affected.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
8.1 identify any unplanned circumstances which can affect the project or people, in relation to at least five of the following:							
a. occupiers							
b. environment							
c. vehicular access							
d. hazards							
e. trespass							
f. near neighbours							
g. public access							
h. workplace conditions							
i. health, safety and welfare							

j. statutory regulations and limitations							
k. codes of practice.							
8.2 use appropriate methods to record and report any unplanned circumstances identified.							
8.3 supply information on any identified unplanned circumstances to those who would be affected.							
8.4 explain different ways of identifying what are unplanned circumstances.							
8.5 describe the methods of recording and reporting any unplanned circumstances.							
8.6 explain ways information relating to unplanned circumstances can be passed on to the people affected.							

9. Organise the designated work area for operational purposes and communicate to the workforce.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
9.1 manage/supervise the designated work area for operational purposes for at least five of the following:							
a. safe storage							
b. temporary works							
c. environmental considerations							
d. plant and/or equipment							
e. temporary services							
f. access and egress							
g. security							

h. continued use by occupiers							
i. welfare facilities.							
9.2 inform relevant workforce of the designated work area for operational purposes.							
9.3 explain the methods and techniques used for passing on information about the designated work area to the workforce.							
9.4 explain different ways of organising/arranging the designated work area for operational purposes.							

10. Organise the storage and use of materials and equipment so that handling and movement is efficient and wastage is minimised.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
10.1 plan and arrange the safe storage and efficient use of for materials and equipment relevant to the occupational work environment in accordance with current statutory and organisational requirements.							
10.2 plan and arrange material handling and movement to enable minimum handling, movement and waste.							
10.3 explain the factors, methods and considerations needed to organise the efficient storage and use of materials and equipment.							

Unit 374

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.

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 375

Monitoring progress of work against schedules in the workplace

Level 3

Unit aim:

The aim of this unit is to provide the learner with the skills and knowledge to confirm and allocate the use of plant, machinery or equipment on the job, adopt safe and healthy working practices, monitor the use of plant, machinery or equipment ensure that plant, machinery or equipment is operated safely and without risk to self and others 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

1. Monitor progress of planned programmes against work schedules							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 monitor progress against the work schedule using the following methodologies:							
a. discussion							
b. observation							
c. calculation							
d. measuring							
1.2 record and provide regular reports to the managers on the programmes progress.							
1.3 describe how to source information from the work schedule.							
1.4 explain how to monitor and report progress of the planned programme by observation, calculation and measuring.							
1.5 describe how the methods used to monitor progress, informed the report provided to managers, customers and/or representative, contractors or suppliers.							

2. Identify, record and report inappropriate specified resources and suggest suitable alternatives.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 establish, record and report inappropriate and inadequate resources selected for the project.							
2.2 advise managers of suitable alternative resources.							
2.3 give examples of inadequate and inappropriate resources, relating to:							
a. people							

b. tools and ancillary equipment							
c. materials							
d. time							
e. information.							
2.4 describe how to identify and record inadequate or inappropriate resources relating to people, tools and ancillary equipment, materials, time and information.							
2.5 explain the different methods and techniques used to inform managers about inadequate or inappropriate resources.							
2.6 explain the organisational procedure for suggesting and specifying alternative resources.							

3. Identify and quantify deviations from planned progress which have or may occur, and which could alter the programme.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 determine and analyse work completed or projected work to be done.							
3.2 compare work completed or projected work against given schedules to identify deviations relative to the project plan.							
3.3 record and report identified and quantified deviations or confirm programme is on schedule.							
3.4 explain the methods that can be used to identify, record and report deviations from planned progress, in relation to:							
a. resource shortages							
b. design problems and constraints							
c. lack of essential construction information							
d. construction errors							

e. adverse weather							
f. physical (workplace) constraints.							
3.5 describe how any deviations from the planned progress could alter the programme, in relation to:							
a. action lists							
b. method statements							
c. work costs.							
3.6 explain how to quantify any deviations from planned progress in regards to the methods of work and any implication on resources.							

4. Confirm the circumstances of any deviations, seek advice and implement appropriate corrective actions.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 analyse, record and report the corrective actions required to maintain the project schedule.							
4.2 seek advice, plan and implement agreed corrective actions.							
4.3 describe the methods used to confirm the circumstances of any deviations							
4.4 explain how to seek advice, plan and implement corrective actions in circumstances of any deviations, in relation to:							
a. restoring progress in accordance with agreed programme							
b. agreeing new completion dates							
c. securing additional resources							
d. altering planned work.							

5. Identify and report options which may help the contract progress.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 establish and record suitable options to the work schedule which are likely to help the contract's progress.							
5.2 report the identified options that can assist contractual progress.							
5.3 explain how to record and report the options which are most likely to help the contract progress including recommendations for changes and resource needs relating to people, tools and ancillary equipment, materials, time and information.							
5.4 describe the different methods and techniques used to communicate information about the projects progress to line management, customer and/or representative and suppliers.							

6. Report progress, any changes to the operational programme and resource needs.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 collect and confirm information on the project's progress against project specifications.							
6.2 report project progress and recommended options for changes and resource needs.							
6.3 describe how to inform line management, customer and/or representatives, contractors and suppliers on the actions needed to be taken to maintain or improve project progress.							
6.4 explain why and when line management, customer and/or representatives, contractors and suppliers should be informed about progress, any changes to the operational programme and resource needs, relating to people, tools and ancillary equipment, materials, time and information, which could help advance the contract's progress.							

Unit 375

Monitoring progress of work against schedules 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 376

Allocating and monitoring the use of plant, machinery, equipment or vehicles in the workplace

Level 3

Unit aim:

The aim of this unit is to provide the learner with the skills and knowledge to confirm and allocate the use of plant, machinery or equipment on the job , adopt safe and healthy working practices, monitor the use of plant, machinery or equipment ensure that plant, machinery or equipment is operated safely and without risk to self and others 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

1. Confirm the plant, machinery, equipment or vehicles for the workplace and allocate them to the operations.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 identify and allocate the plant, machinery, equipment or vehicles and produce records verifying that they are appropriate for the work being undertaken.							
1.2 explain how to check that the plant, machinery, equipment or vehicles are appropriate for use in the workplace and allocate to suitable operations.							

2. Ensure compliance with current health and safety information and implement safe working practices and other safeguards to minimise risks involving the use of plant, machinery, equipment or vehicles.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 carry out and record assessments on plant, machinery, equipment or vehicles to identify the health and safety risks associated with their use.							
2.2 implement and enforce safe working practices and other safeguards for the work being undertaken.							
2.3 carry out appropriate checks to verify that the operator holds the relevant authorisation to operate the plant, machinery, equipment or vehicle.							
2.4 explain how to identify the health and safety risks associated with plant, machinery, equipment and vehicles in relation to:							
a. operators							
b. other personnel in the workplace							
c. members of the public							
d. workplace visitors							
e. owners of adjoining property							
f. environment.							

2.5	explain the methods used to assess any health and safety risks relating to plant, machinery, equipment or vehicles and in relation to the working being undertaken.						
2.6	describe the measures that should be implemented to ensure safe working practices and other safeguards to minimise risks.						

3. Report when plant, machinery, equipment or vehicles, or their operator are unsuitable for use in the workplace when allocating and monitoring.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
3.1	record and provide a report detailing how the decision was reached and what alternatives were suggested when plant, machinery, equipment or vehicles were deemed unsuitable for the work being undertaken.							
3.2	explain the methods used to record and report when plant, machinery, equipment, vehicles, or their operator are unsuitable for use within the workplace, in regards to failing to meet:							
	a. operational efficiency							
	b. health and safety							
	c. competence requirements							
	d. reliability							
	e. usage requirements.							

4. Ensure information for the use of plant, machinery, equipment or vehicles is supplied to operators and supervise safe use.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 record and provide operational information to the operators and users on the safe and correct use of plant, machinery, equipment or vehicles using manufacturer's instructions and current official guidance.							
4.2 supervise the use of plant, machinery, equipment or vehicles to ensure they are being operated safely in accordance with given information.							
4.3 explain the different methods and sources used to provide information on the use of plant, machinery, equipment or vehicles to those using, or affected by, plant operations.							
4.4 describe the most effective ways to supervise the safe use of plant, machinery, equipment or vehicles.							
4.5 describe the methods used to identify, record and inform line managers, suppliers and specialists when an operator is deemed unsuitable for the safe use of plant, machinery, equipment or vehicles due to operational efficiency, health and safety, competence requirements, authorisation or usage requirements.							

5. Monitor and ensure all checks on plant, machinery, equipment or vehicles are carried out in accordance with organisational requirements							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 monitor, record and report on how specified checks, including those for operational efficiency, were carried out on plant, machinery, equipment or vehicles in accordance with current organisational and manufacturers' requirements.							
5.2 explain how to monitor and ensure that all the specified checks on the plant, machinery, equipment or vehicles, including those for operational efficiency, were carried out to comply with current organisational and manufactures' requirements							

6. Monitor completion dates and report when plant, machinery, equipment or vehicles have completed working activities and are no longer required.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
6.1	record and report the information which supports the decision made to return plant, machinery, equipment or vehicles following the completion of the work.							
6.2	explain the methods used to inform relevant line managers, specialist or suppliers when plant, machinery, equipment or vehicles are no longer required.							
6.3	summarise the types of information given to line managers, specialist or suppliers when arranging for the return of plant, machinery, equipment or vehicles.							
6.4	explain why line managers, specialist or suppliers should be informed promptly when plant, machinery, equipment or vehicles are no longer required.							

Unit 376

Allocating and monitoring the use of plant, machinery, equipment or vehicles 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 377

Confirming work meets quality standards in the workplace

Level 3

Unit aim:

To provide the learner with the skills and knowledge required to interpret information for quality standards of the work being carried out, implement checks on the quality of work, confirm work meets with quality standards, 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

1. Source information, implement contractual, industry and manufacturers' standards and allocate responsibilities.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 source information applicable to the occupational work environment and implement contractual, industry and manufacturers' standards relevant to project requirements.							
1.2 allocate specific responsibilities to ensure the work is carried out to the specified standards.							
1.3 explain how to source the contractual, industry and manufacturers' standards applicable to the occupational work environment from current statutory requirements, project specifications, british standards, codes of practices, current organisational standards, good working practices, manufacturers; information, operator's instructions, environmental information and warranties.							
1.4 describe the various methods for allocating responsibilities for the contractual, industry and manufacturers' standards to the workforce, suppliers and project team during the programme.							

2. Regularly check that work conforms to the design requirements and the specified contractual, industry and manufacturers' standards.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 carry out regular inspections and implement control procedures within the occupational work environment							
2.2 compare inspection results to establish conformity with the design requirements and the specified contractual, industry and manufacturers' standards.							
2.3 record comparisons and provide regular reports to confirm conformity/non-conformity to the contractual, industry and manufacturers' standards.							
2.4 explain the methods used to check that the work, methods of work, materials and their uses, conform to the design requirements and specified contractual, industry and manufacturers' standards.							

3. Identify work that fails to meet the required contractual, industry and manufacturers' standards and implement corrective action.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 identify and report work which fails to meet required contractual, industry and manufacturers' standards.							
3.2 plan, record and implement the required action needed to correct work which does not meet the specified contractual, industry and manufacturers' standards.							
3.3 explain the techniques and methods used to identify work that has failed to meet contractual, industry and manufacturers' standards.							
3.4 describe the various methods for implementing corrective actions to work which does not meet contractual, industry and manufacturers' standards.							

4. Identify and inform managers about variations between contractual, industry and manufacturers' standards.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 record and report any identified variations between the contractual, industry and manufacturers' standards.							
4.2 record and notify managers, using suitable formats that comply with organisational procedures, on the agreed corrections undertaken.							
4.3 describe the methods used to inform managers about variations between the contractual, industry and manufacturers' standards.							
4.4 explain when action should be taken on variations between contractual, industry and manufacturers' standards relative to the occupational work environment.							

Unit 377

Confirming work meets quality standards 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 378

Implementing procedures to support team performance in the workplace

Level 3

Unit aim:

To provide the learner with the skills and knowledge required to interpret information, support team and/or individual members to improve performance and deal with problems, follow organisational disciplinary and grievance procedures and 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

1. Identify and record performance and bring directly to the attention of the team member concerned.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 inspect and monitor work undertaken by team members and evaluate performance against project requirements and organisational performance measures.							
1.2 advise team members of possible non-compliances in performance in accordance with organisational personnel procedures.							
1.3 record and report any discussions held with team members relating to issues and concerns which are affecting their performance.							
1.4 acknowledge good performance and provide related feedback to team members.							
1.5 explain how to monitor, measure and evaluate the performance of your team in accordance with organisational requirements.							
1.6 explain why it is important to acknowledge good performance with team members.							
1.7 explain why it is important to identify any unsatisfactory performance.							
1.8 explain why poor performance of a team member should be brought promptly and directly to their attention.							

2. Provide team members with the opportunity to discuss actual or potential issues and concerns affecting their performance.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 facilitate discussions with team members about any issues and concerns affecting their performance.							
2.2 describe typical types of issues and concerns that may arise from work-related and/or personal factors.							
2.3 explain the methods and techniques used to encourage and enable members to talk frankly about any issues and concerns.							

2.4 explain why it is important to provide opportunities for team members to discuss issues and concerns.							
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3. Agree with team members a course of action which is appropriate, timely and effective.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 identify and discuss possible courses of action that meet the needs (where possible) of the individual and the organisation to overcome any issues and concerns which are affecting performance.							
3.2 make recommendations to the team member to develop and improve their work performance.							
3.3 record and agree a course of action with the team member which conforms to organisational procedures and report to managers.							
3.4 describe how to source and provide appropriate responses to team member issues and concerns.							
3.5 describe the methods used to make recommendations for improvements and development of individuals and the team.							
3.6 explain how to monitor the individual's performance to confirm the agreed actions are being implemented and are effective.							

4. Ensure team members are aware of information regarding disciplinary and grievance procedures							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 discuss issues that may give rise to disciplinary and grievance procedures through team briefings.							
4.2 give reasons for maintaining confidentiality when dealing with disciplinary and grievance procedures.							
4.3 explain who may and may not receive information from disciplinary and/or grievance procedures.							
4.4 describe the possible consequences should the wrong people be informed, in regards to:							
a. the organisation							
b. individuals rights							
c. equality and diversity							
d. development opportunities.							
e. describe methods used to keep records of issues that may give rise to disciplinary and grievance procedures that have been discussed in team meetings.							

Unit 378

Implementing procedures to support team performance 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 379

Co-ordinating and confirming the dimensional control requirements of the work in the workplace

Level 3

Unit aim:

To provide the learners with the skills and knowledge required to co-ordinate and communicate information with work colleagues, select, use and maintain measuring and recording equipment, confirm and measure dimensional control requirements of the work and 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

1. Co-ordinate with and communicate the dimensional control information to work colleagues.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 source accurate dimensional control information to allow the work being carried out to be positioned, lined and levelled.							
1.2 record and report the dimensional control information provided to work colleagues to allow conformance with contract specifications.							
1.3 explain different methods of co-ordinating with work colleagues in order to enable them to position, line and level the work.							
1.4 explain the different methods of communicating dimensional control information to work colleagues.							

2. Confirm and measure dimensional controls and maintain them to the specified work requirements.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 identify, confirm and record a range of dimensional controls, setting out points, lines and profiles to meet contract specifications.							
2.2 maintain accurate dimensional controls, setting out points, lines and profile in accordance with contract specifications.							
2.3 explain the different methods of measuring and recording the following dimensional controls and setting out points, lines and profiles:							
a. lines							
b. levels							
c. angles							
d. distances							
e. curves							

f. calibrations							
g. tolerances.							
2.4 describe different methods of confirming and maintaining dimensional control, setting out points, lines and profiles.							

3. Check and ensure measuring and recording equipment meets the specified tolerances							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 undertake and record the checks made to a range of measuring and recording equipment relative to the occupational work environment or project type.							
3.2 explain the methods used to check mechanical, optical and electronic measuring and recording equipment applicable to the occupational area.							

4. Identify any deviations in dimensional controls and ensure they are corrected in accordance with work requirements.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 identify and report the circumstances and conditions that result in possible deviations in dimensional controls on a range of work being undertaken.							
4.2 plan, record and implement corrective action that allows the work to meet project requirements.							
4.3 describe the methods used to identify and report deviations in position, line and level, arising from:							
a. transfer of lines and levels							
b. use of wrong lines and levels.							
4.4 explain the different methods of reporting and correcting deviations in position, line and level to meet work requirements.							

4.5 explain how to identify and record circumstances and conditions that may affect and require revisions to the dimensional controls in relation to:							
a. land							
b. water							
c. obstacles							
d. climate variation							
e. live conditions							
f. utilities							
g. health and safety.							

Unit 379

Co-ordinating and confirming the dimensional control requirements of the 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.

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 Relationships to other qualifications

Links to other qualifications

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

Literacy, language, numeracy and ICT skills development

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

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

Appendix 2 Sources of general information

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

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

Specifically, the document includes sections on:

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

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

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

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

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

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

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

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

Specifically, the document includes sections on:

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

Appendix 3 Useful contacts

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	F: +44 (0)20 7294 2413

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City & Guilds Group

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

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