T-LEVELS | IfATE Institute for Apprenticeships and Technical Education

T Level Technical Qualification in Agriculture, Land Management and Production: Land-based Engineering (8717-32)

8717-036 Employer-Set Project Exemplar – E Grade

Summer 2024

City & Guilds

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Introduction

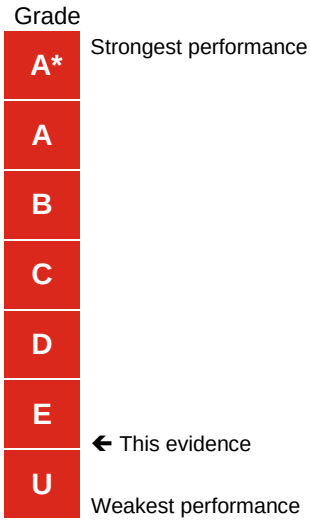
Summer 2024 Results

This document is aimed at providers and learners to help understand the standard that was required in the summer 2024 assessment series to achieve an E grade for the 8717-036 Land-based Engineering Employer-Set Project (ESP).

Providers and learners may wish to use it to benchmark the performance in formative assessment against this to help understand a potential grade that may be achieved if a learner was to attempt the next summative assessment series.

The Employer-Set Project is graded A* to E and Unclassified.

The exemplar evidence provided for the E grade displays the holistic standard required across the tasks to achieve the E grade boundary for the summer 2024 series. A slightly weaker performance would have resulted in an Unclassified (U) result being issued.



The Employer-Set Project brief and tasks can be downloaded from here.

Important things to note:

- We discussed the approach to standard setting/maintaining with Ofqual and the other awarding organisations before awarding this year. We have agreed to take account of the newness of qualifications in how we award this year to recognise that students and teachers are less familiar with the assessments (Grading arrangements for VTQs and Technical Qualifications within T Levels in the academic year 2023 to 2024), whilst also recognising the standards required for these qualifications.

- The exemplar evidence presented, as a whole, was sufficient to achieve the E grade. However, performance across the tasks may vary (ie some tasks completed to a higher/lower standard than an E grade).

Marking of this Employer-Set Project is by task and Assessment Objective. Below is a summary of these along with the mark achieved by the evidence presented and the maximum mark available for each aspect.

Task	Assessment Objectives	Mark achieved	Max mark available
Task 1 Research	- AO1 Plan approach to meeting the project brief - AO3 Select relevant techniques and resources to meet the brief	2	6
	- AO2b Apply core skills as appropriate	2	6
Task 2 Report	- AO1 Plan approach to meeting the project brief - AO3 Select relevant techniques and resources to meet the brief	3	9
	- AO2a Apply core knowledge as appropriate	3	9
	- AO2b Apply core skills as appropriate	3	9
	- AO4a Use maths skills as appropriate	0	3
Task 3 Plan	- AO1 Plan approach to meeting the project brief - AO3 Select relevant techniques and resources to meet the brief	3	9
	- AO2a Apply core knowledge as appropriate	2	6
	- AO2b Apply core skills as appropriate	2	6
	- AO4b Use English skills as appropriate	1	3
Task 4	Evidence generated for Task 4 is not marked; it is utilised in Task 5		

Task	Assessment Objectives	Mark achieved	Max mark available
Task 5 Evaluate and present	- AO2a Apply core knowledge as appropriate - AO2b Apply core skills as appropriate	4	9
	- AO5a Realise a project outcome - AO5b Review how well the outcome meets the brief	5	12
	- AO4c Use digital skills as appropriate	2	3

Task 1 Research

Assessment number (eg 1234-033)	8717-036
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	1
Evidence title / description	Research action plan Research notes List of references
Date submitted by candidate	DD/MM/YY

Research Action Plan

Goals/Objectives	Topic	Resources/sources of information	Search criteria	Timeline
Service requirements for five types of turf machinery for 2 years	Servicing (Maintenance)	Online resources	The service requirements for the machine	2 hr
Tools and equipment for the servicing	Any specialist equipment used + Tools used	Online resources	Tools needed for servicing the machine	15 mins
Parts	What Parts are needed for the service . E.g. Filters	Online resources	What parts are needed and if they are available when necessary	30 mins
Labour	How long it will take the Technician to complete the Job	Online resources	Average time to perform a service on the type of machine	1 hr
Suppliers and resources	Who is supplying the parts	Online resources	Who supplies the parts for the job	10 mins
Staff available and hours required to complete job	What staff can do the job and how long it will take	Online resources	How long does a service on this type of machine take	1.5 hr
Warranty implications	Warranty time	Online resources	Any warranty implications	10 mins
Health and Safety Legislations and any environmental impacts	Any H&S or environmental impacts	Online resources	What health and safety needs to be followed and any environmental impacts	15 mins

Research Notes

1. ***Research Task – Service plan for 5 turf machines***

All-terrain vehicle (ATV) – Diesel

Frequency - Annually + pre-season check over

Service requirements - Drain and Renew engine oil using a good quality lubricant, replace oil filter, replace/clean air filter, replace fuel filter, check drive belt for wear.

Maintenance requirements – Check tyre pressures, check starter belt, carry out pre-start checks

Parts – New oil filter, fresh oil, replacement air filter, new fuel filter, if needed then a new drive belt.

Labour/staff – Turf technician – 3hrs

Health and Safety – Wear steel toe caps, wear gloves when dealing with oil

Legislation – Health and safety at work act 1974

Within Manufacturer warranty

4-wheel drive tractor with front end loader –Diesel

Frequency - Tractors should be serviced at 250hrs after the tractor is new and then every 1500 hours after that.

Service requirements (1500) – Change engine oil filter, Change Hydraulic filter, change transmission oil filter, change primary and secondary fuel filter, replace primary and secondary air filter, drain engine oil and replace with new, change hub oils and replace with new oil and then repeat on opposite side and finally drain and replace transmission and hydraulic oil and replace with new.

Loader requirements – regularly grease up loader grease points and thoroughly clean the attachment to get rid of any dirt and residue.

Parts – Engine oil filter, Hydraulic filter, transmission oil filter, Primary and secondary fuel filter, primary and secondary air filter, engine oil, hub oil, and axel oil.

Regular Maintenance – Grease all grease points regularly, change tractor engine oil every 200hrs and regularly check tyre pressures. Make sure pre start checks are done before using the machine.

Labour/staff – Ag technician – 3.5hrs

In warranty

Electrically-powered, tri-cylinder greens mower (electric)

Frequency – Once a year

Service requirements – Once or twice a year take your mower to a machinery specialist and get the blades sharpened.

Maintenance requirements - Carry out pre-start checks before use

Labour/Staff – technician – 1.5hr

Health and Safety – Wear PPE – Steel toe caps, Safety glasses when sharpening blades.

Legislation – Health and safety at work act 1974

In warranty

Utility vehicle-mounted sprayer – 400 litres, 6m mounted boom

Frequency – Monthly

Service requirements - After a month of spraying the filters need to be cleaned or changed depending on their state of wear. This can be done by pressure washing them out.

You should check the spraying nozzles monthly and if not performing right then change them out.

Maintenance requirements -

Before winter -

- Drain the sprayer
- Blow out the pumping lines
- Flush out with anti-freeze
- Store your sprayer appropriately

Before spring-

- Visual inspection
- Check pipes
- Clean the tank
- Check the engine and pump
- Clean nozzles
- Run water through the sprayer
- Test sprayer before use on field

Parts – Filters, Spear sprayer nozzles

Labour/staff – Machine our of warranty so can be carried out by staff workers but if carried out by dealer then needs to be done by the NSTS qualified technician.

Health and Safety – wear eye protection when using harmful liquids, wear steel toes caps, gloves when dealing with spray/anti-freeze

Legislation - Health and safety at work act 1974

55hp, 2.7m 5-gang rotary rough mower – Diesel

Frequency – Annually

Service requirements –

- Inspect all belts, pulleys, fuel lines, cutting spindles, bearings and housings
- Check the blade conditions and sharpen where necessary
- Change oil and Filter
- Change fuel filter
- Clean or change air filter
- Check full operation of machine and safety features

Maintenance requirements – Carry out pre-start checks, check tyre pressures, check blades before cutting, check battery.

Parts - Filters, New oil, new belts if necessary

Labour/ Staff – Turf technician – 2.5hrs

Health and Safety – Wear all PPE – Steel toe caps, gloves when dealing with oil

Legislation – Health and Safety at Work act 1974

Out of warranty

Tools required to carry out these Jobs –

- Filter straps for removal of filters

Grease gun for grease up

- Sump plug socket for oil sumps
- Angle grinder/ bench grinder for blade sharpen

Air source to blow out air filter if necessary

Oil drain pan for hub oils

Funnels for new oil

Tyre pressure gauge

Research References

- https://www.golfcaruk.com/ - ATV service requirements
- 1500hr tractor service requirements – Maintain
- https://blog.enduraplas.com/spraying/topic/sprayer-maintenanceEnduraplas – Mounted sprayer
- https://www.the-mower-shop.co.uk/ - rotary rough mower

Task 2 Report

Assessment number (eg 1234-033)	8717-036
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	2
Evidence title / description	Written report
Date submitted by candidate	DD/MM/YY

ATV – All terrain vehicle – Diesel – Maintenance

The Golf courses ATV requires regular Servicing and maintenance to keep it running. This vehicle needs to be serviced yearly before the main golf season begins. The service includes, a full oil change, oil filters changed, new fuel filter and belts changed or checked for wear. To avoid us taking up too much of the golf courses time we will come out to site to carry out the service. Because the machine is still under warranty the dealer needs to do the service.
The vehicle will need to have its oil changed every 100 hours of use which can be done on site by an apprentice as this a small Job. The oil change will roughly take 45 mins unless the apprentice/technician finds another issue with the machine. The technician will also take huge care when dealing with oil on your premises to avoid environmental issues and create any issues within the golf course. To do this the technician will clean up any spillages with oil dry and then wash away with break cleaner and also mop up with rags. If the machine ever comes into the workshop for repair, then the service could be done then if needed to avoid having your machine out of action twice. The machine will also need all its belts checking for wear or in case they have become too loose this is something that the dealer can carry out when under warranty but would be an easy job for the course to do when this runs out.
Another maintenance requirement for this machine is regular checks. These include, tyre pressures, coolant levels, oil levels, belt tension/wear and fuel levels. These checks need to be done before starting up the machine for that day. The reason this needs to be done regularly is so they don't run out. For example, if the coolant ran out then the machine has a high chance of overheating and will need work done on it. If any of these are low when you check the machine then fill up before use to avoid damage.
The machine will need its fuel and coolant systems checking once a year by a technician. The technician would check the system for any pipe leaks, thermostat faults and blockages in the system. This job can be done at the beginning of the year when the machine is serviced. The system checking should only take the technician roughly 1.5hrs. Another major part of maintenance for this machine would be a tyre change if the machine is used regularly. If the machine keeps the same tyres for a long period of time, then they can wear down and lose their grip which would be a danger risk when driving the machine. This may also be bad for the machine as it will need to work harder.
Finally, an overview of maintenance is the machine needs a yearly service which includes everything, and oil change every 100hrs and regular checks for wear and tyre pressure checks.
Parts – New oil filter, fresh oil, new air filter, new fuel filter, if needed them any new belts. For example a new drive belt.

50hp Tractor maintenance

The only does 300hours roughly a year so this means that it will not need as much attention. If the tractor is left and not being used for long periods of time then it will need to be prepared for this. For example, the main thing would be making sure that there are no leaks of oil which could cause puddles on the floor which would not be good for the environment and also it will definitely need its tyre pressures checked to make sure that the tyre pressures are correct so they don't go down overtime. It would probably be best for the golf course to get an apprentice out to do a full check before it goes away for long periods and maybe get them to come out before usage just to check for any wear or leaks which could cause your tractor problems when in use.
The main piece of maintenance needed to do on this tractor will be a 1500hr service. This service includes everything. Engine oil filter change. Hydraulic filter change, transmission oil filter changed, primary and secondary fuel filter change, primary and secondary air filter change, drain engine oil and replace with new, change hub oils and replace with new oil (fill

to level bung), Drain and replace axel oils and finally drain and replace transmission and hydraulic oil and replace with new. Because the vehicle is out of warranty it means the golf course can do this themselves but only if the feel comfortable. If not, the dealer can send out a technician to do it properly so you know for sure that everything is functioning as it should. The technician will come with oil drain pans and oil dry to avoid spillages on your yard. It will roughly take the technician 3.5 hours to do the service unless they find anything else wrong with the machine.
One main piece of maintenance for this tractor is greasing up all grease points regularly to avoid damage and also make sure you grease up before the machine sits for a period of time. Make sure you use good quality grease for this which you can pick up from your local dealer. Tractors would usually have their engine oil changed every 200hrs which in your case would only need to be done once in a year. This is a simple job for an apprentice to come and do and would only take a short amount of time.
It would also be good for the operator to do a pre start check every time they enter the vehicle. This would involve checking tyre pressures and if there low then putting air in them to the correct bar, checking all oils to make sure there not low, checking the coolant level and check the lights.
As this tractor has a front loader attached to it then this needs regular maintenance. Which is, after you have finished with the implement on the front make sure you thoroughly wash it down to get rid of any dirt and residue. If this is left on there then rotting of the implement and damage of wear can be caused. Also, the loader will need regularly greasing up on all grease nipples.
This is all the key maintenance needs for the tractor. However, it is always good to go over the top and do more to keep the tractor in good working health and this will then save you money later down the line.
Parts – Engine oil filter, hydraulic filter, transmission oil filter, primary and secondary fuel filters, primary and secondary air filter, Fresh oils, hub oils and axel oils.

Greens mower – Electric – Maintenance

These electric greens mower is perfect for a golf course as it needs very little maintenance which massively keeps the cost down.
The only bit of service for this mower is to have been the blades will need sharpening once or twice a year. In your case this will be twice a year as it gets used daily all year round. The blades will need to be sharpened at the dealer's workshop so the machine will have to be taken in or the technician comes and takes them of the mower for you as this is a very careful job and involves using a special tool. The blades will also need to be checked regularly for cracks and major wear to avoid damage. If the blades look damaged then contact the dealer and get them to come out and look or take the mower into them. The mower will also need its wiring checked once or twice a year by a technician just to make sure they don't become faulty and cause damage. It is a good idea to get this checked at the same time as the mower blades as the machine is still in warranty so there's no financial costs.
Regular maintenance needed on this mower would be checking for wear and cracks on the blades and tyre pressures as well.
No new parts needed for this electric machine.

UTV mounted sprayer – 400 litres – Maintenance

The UTV Mounted sprayer needs a good amount of maintenance to keep it in good working order. In terms of servicing the machine only needs its filters cleaned or change after a month of spraying. To reduce costs this can be done by pressure washing them out. As the machine is out of warranty then this can be done by the course unless they want to pay for a

skilled technician to do it. We would send out our NSTS qualified technician to the golf course to ensure the job is done properly and at a good standard. However, this service will be charged to the customer as it is out of warranty.
Moving onto winterising your machine after November when its season ends. Before winter the sprayer needs to be drained, the pumping lines
should be blown out and then flushed out with antifreeze, wash down the whole sprayer thoroughly using a pressure washer and then store in a dry place over winter until February when the season starts again. Before they get the sprayer out in February, they will need to do a visual inspection on it, check the pipes in case they are blocked up, clean the tank out, check the engine and pump, check the nozzles, run water through the sprayer, Test sprayer before use on field in case of any disfunctions. The only parts you need for this is filters and spear sprayer nozzles. The technician/golf course workers will need to wear eye protection when handling the spray/ hazardous products and also gloves when handling these products.
Finally regular maintenance on the machine would be checking the sprayer nozzles monthly and if not performing right then change them out.
Parts – Filters for the sprayer if they need changing otherwise wash out and then spear sets of sprayer nozzles.

Rotary rough gang mower – diesel – Maintenance

The Gang mower needs serving once a year as it gets used from April to September which is a long mowing season. The machine is best to get serviced before these months so it is ready for season. The yearly service involves, inspecting all belts, pulleys, fuel lines, cutting spindles, bearings and housings, change engine oil and filter, change fuel filter, clean or change air filter and check the full operation and all its safety features. As the machine is out of warranty it can be done by the course unless they would like it done by one of our technicians which they will be charged travel and labour for.
Another service requirement which is a simple and straight forward job and can be carried out by the golf club is an engine oil change every 100hrs of use. So, in their case it will need 3 oil changes in it 350hrs of use that year.
Moving onto regular maintenance for the machine. The operator of the machine should carry out prestart check before use. This involves checking tyre pressures, checking oil levels, checking fuel levels, coolant levels, checking that all lights are in working order and finally check the battery for leaks and wear on the terminals. A final essential safety check would be checking the blades for wear and cracks. The blades should be sharpened at least once a year depending on sharpness and how long they've been on there. This is a job which would have to be done in the dealer workshop using there sharpening tool which sharpens to a high standard and is very precise. The sharpening will need to be performed by the qualified turf technician as precision is key here. However, it is key that the sharpening is done over the winter so the mower isn't at the workshop during the cutting season. Depending on how busy they are this may take a while.
The mower servicing will roughly take the technician 2.5hrs to complete unless they find anything else wrong with the mower.
Parts – New filters for Hydraulic, Transmission, Engine, fuel and air, new oils Engine, Hydraulic, Transmission and then finally any belts that need replacing.

Availability of parts for the servicing – Generally the dealers parts store will have all servicing products in stock at all points of the year ready for someone to go out and do a service at any point. These items include all filters, oils and spare parts. So, the technician should never be waiting for parts.

Task 3 Plan

Assessment number (eg 1234-033)	8717-036
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	3
Evidence title / description	Implementation plan Supporting statement
Date submitted by candidate	DD/MM/YY

Service Plan for all Turf Machines

ATV – All terrain vehicle – Diesel – Service Plan

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Daily operator tasks	**Monthly Tasks**	**Yearly Tasks**	**Other required maintenance**
Pre-start checks before using by operator	Check ATV for oil leaks	Full Service – Everything 2.5hrs	100hr Oil change
Tyre pressure checks (Correct Bar)	Check fuel line Torque wheels	Pre-season check over – prepare the machine for use. (Tyre pressure, fluid levels)	
Check air filters for any blockages	Check belts for wear/rubbing	Check machine wiring	
Check fluid levels – Oil, fuel, coolant	Check air intake for blockages		

- Machine in warranty so should be carried out by Dealer.

Staffing

- Daily tasks to be carried out by operator
- Monthly tasks to be carried out by apprentice
- Yearly tasks to be carried out by technician
- Required maintenance to be carried out by turf technician

Loader tractor service plan

Daily operator tasks	**Monthly Tasks**	**Yearly Tasks**	**Other required maintenance**
Pre-start checks before using by operator	Check tractor for oil leaks	Give loader attachments a thorough clean	Full service every 1500hrs 3.5hrs
Tyre pressures (correct bar) Check air filters for any blockages	Check fuel line Regularly grease up loader points Regularly grease all grease nipples with good quality grease		

Check fluid levels – oil, fuel, coolant	Check belts for wear/rubbing		Every 200hr change engine oil
	Check air intake for any blockages		

Machine in warranty so should be carried out by dealer.

Staffing

- Daily tasks to be carried out by operator.
- Monthly tasks to be carried out by apprentice
- Loader clean to be carried out by operator
- Required maintenance to be carried out by technician

Electric mower

Daily operator tasks	**Monthly tasks**	**Yearly tasks**	**Other required maintenance**
Pre-start checks before using by operator	Check wiring	Dealer give blades a thorough sharpen	
Tyre pressures (correct bar)	Check over blades		

Machine in warranty so should be carried out by dealer.

Staffing

- Daily tasks to be carried out by operator.
- Monthly tasks to be carried out by apprentice
- Yearly tasks to be carried out by technician
- Required maintenance to be carried out by technician

UTV Mounted sprayer

Daily operator tasks	**Monthly Tasks**	**Before winter**	**Before spring**
Pre-start checks before using by operator	Wash out filters using pressure washer	Drain the sprayer	• Visual inspection
Check over the sprayer for any clear damage or blockages	Check sprayer nozzles. If not performing then change them out	Blow out the pumping lines	• Check pipes • Clean the tank • Check the engine and pump
		Flush out with anti-freeze	• Clean nozzles

			• Run water through the sprayer
		Store sprayer in dry place	• Test sprayer before use on field

Staffing

- Daily tasks to be carried out by operator
- Monthly tasks to be carried out by apprentice
- Before winter/spring to be carried out by technician

Rough rotary mower

Daily operator tasks	**Monthly Tasks**	**Yearly Tasks**	**Other required maintenance**
Pre-start checks before using by operator	Check mower for oil leaks Regularly check blades for wear and damage	Full Service – Everything 2.5hrs	100hr Oil change
Tyre pressure checks (Correct Bar)	Check fuel line Torque wheels	Pre-season check over – prepare the machine for use. (Tyre pressure, fluid levels)	
Check air filters for any blockages	Check belts for wear/rubbing	Check machine wiring	
Check fluid levels – Oil, fuel, coolant	Check air intake for blockages	Thoroughly sharpen blades	

Staffing

- Daily tasks to be carried out by operator.
- Monthly tasks to be carried out by apprentice
- Yearly tasks to be carried out by technician
- Required maintenance to be carried out by technician

Waste disposal

All filters, belts and breaking parts should be put into the appropriate bins. For example, the filters must have their own waste bin and labelled correctly for them to go in when used. The reason for these separate bins is so that the correct company comes and disposes of the correct parts. The companies must have a disposal certificate to collect and dispose of these items properly.

All waste oils from the service must be poured away neatly leaving no spillages into the waste oil tub for a certified company to collect it. All waste oil drain pans should be washed out into the tub so they do not leak all over the technician's van or customer's yard. Oil rag should be placed into a skip to be disposed of. It should not be left lying around to leak ad leave puddles everywhere.
When the technician has finished the job on your premises they will take all parts away with them to dispose of into the correct bins back at the workshop which prevents any items being chucked away into the wrong bins at your site.

Health and Safety

Health and Safety is the top priority when it comes to dealing with these large machines. The company itself is very good at making shore that all engineers are up to date with PPE. Which means they should have proper safety glasses/appropriate eye protection for the job, steel toe capped boots, overalls for when they deal will oil/fluids. The company follows the health and safety at work legislation at all times which is key when working in this industry. The service manager makes sure that everyone has health and safety training every 6-8months. This will keep them up to date with health and safety in the work place and make the working environment safer as well. The company also issues all workers with a health and safety jacket which is to be worn at all times in the yard to help moving vehicles see them and preventing the worker from injury.

Staff responsibilities

In the company there is 4 full time technicians, 1 part-time apprentice, 1 service administrator and 1 service manager. Due to only having one part-time apprentice the main technicians have to do the apprentice style jobs when there not here. Because theses jobs are easy for the qualified technicians, they get the jobs done quick which helps get jobs completed for the company. However, when the apprentice is here, they can do all the apprentice jobs which lets the technicians get back to doing their big jobs and get them completed.

Service Plan Supported Statement

This service plan sets everything out really nicely to show the customer when their machines need to be checked or serviced and who by. This helps them to plan their year and get all the services booked in. The plan clearly shows the Frequency across the top followed by the job underneath so this makes it very simple for the operator/customer to read. Also, it neatly sets out underneath what type of staff member carries out each job which helps the service manage to decide who will be doing the job.

Because of my service plan which organises the maintenance and services well the operator will always know what to check or do before the day/season. Because he knows what to maintain the machine will never have any downtime in the shed which will help out the golf course massively when they're in peak season. I believe I have laid it out really simply which enables the operator to take a quick look in the mornings when there in a rush to get on or have limited time. As you may have seen in the service plan, I have taken time to expand in my checks for you. For example, I have told you to 'flush out with antifreeze' instead of just telling you to 'flush out' this saves you from having to research and spend time finding the right substance to use.

Moving onto my Waste plan. In my plan I have spoken about there being correct labelled bins for the correct part to avoid the wrong items being disposed of the wrong way which will cause issues later on down the line. The technicians/apprentices will always take away the parts and dispose of into the correct bins back at work to avoid any from being left and chucked into your bins which would cause them to be disposed the wrong way which may get the golf course into some trouble. All old oils will be disposed of back at the workshop into a tub which then gets collected by a certified company. The technicians will also mop up any spilt oil that they may have spilt onto your floor using oil dry/rags and break cleaner to avoid environmental issues or people walking it all over the site. I believe that this waste plan clearly shows to you how passionate we are about disposing of products the correct way which helps the environment massively.

When we source parts for your machine, we take care in finding the best priced part for you. We sometimes use opened box parts that haven't been used. This will reduce costs for you massively when it comes down to the final price. We always have service parts available on the shelf so we can get out to you and get the job done quickly and efficiently to avoid stopping the machine for too long as I know that you as a company you need your machines for regular upkeep of the course.

Health and Safety is key in this industry and we like to keep on top of it. Like I mentioned in the service plan, the service manager gets all the workshop staff to refresh their health and safety with training every six to eight months. This helps keep the staff in the company as it makes them feel more confident when it comes to health and safety. When the technician comes out to you on the golf course, he knows exactly how to keeps safe on your premises and where all the appropriate PPE for that job so know injuries occur on your site which could cause issues down the line.

In terms of labour and length of time to carry out the job I have put the time next to all the services that need doing so you know roughly how long the service will take so you can plane ahead with your machinery usage. The technician will also call you when he's on his way to let you know when to stop using the machine or where to park so this is a really good addition as to why you should use Guilds Machinery Company to maintain/service your machines. Our technicians will also take time to sort any other issues on the machine whilst their there if its an easy fix. This saves you from calling us out again to sort that issue out.

We have four fully qualified technicians in our workshop and even though they are qualified they still get put on training courses to improve there knowledge even more so you can feel confident that your machine will be fixed and back on the course. The reason why they are

put on extra training is because machines are becoming more advanced by the minuite so we need to feel confident that the engineer has a great understanding and will fix it.
If you have many machines then we like our customers to phone up in advanced to get their machine booked in for a service as quickly as possible so we don’t miss you out a all. Once the machine is booked in you will get a phone call just before the day of the job to check we can still come in case you are busy with the machine as we don’t want to stop you from working on the course.
In conclusion, my service plan really sets things out neatly when it comes to maintaining your machine. The health and safety of a staff is always up to date and we try our best to get your parts at a good price. We will always send the right person out to that job so we know that they are going to do it right and to our high standard. Finally, our staff technicians are always happy to help out with any other issues on the machine or any other machines whilst their there and we do charge at a good price.

Task 4 Peer review

Assessment number (eg 1234-033)	8717-036
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	4
Evidence title / description	Candidate Feedback Form Peer Review Form
Date submitted by candidate	DD/MM/YY

Candidate Feedback Form

Candidate Name	Candidate Number
<first name> <surname>	ABC1234
Provider Name	**Provider Number**
<provider name>	999999a

Candidate's Notes
Don't mention premium grease – Just grease **Mentioned health and safety well** **Do it yourself if out of warranty** **Elaborate more on the green's electric mower** **Mentions the sprayer testing scheme** **Mentioned storage requirements** **Service requirements for UTV** **Change some structure**

Peer Review Form

Candidate Name	Candidate Number
<first name> <surname>	ABC1234
Provider Name	**Provider Number**
<provider name>	999999a
Peer Review Name(s)	
<first name>, <first name>, <first name>	

Questions for reviewers to consider:	Feedback
How well does the service plan meet the requirements of the project brief?	<first name> has considered all aspects and requirements of the project brief, and has also thoroughly investigated each component of the services.
How well have the financial impacts of the service plan been considered against the requirements of the project brief?	Sufficed to say, <first name> has accurately accounted for the fiscal and monetary impacts of <their> 2-year plan. This has included the allocation of labour and use of dealership repairs.
How well have the impacts on resources and staffing been considered for the service plan against the requirements of the project brief?	<first name> has effectively enveloped the impacts on labour and resources in <their> plan. This has included using approved specified parts and resources, such as grease, to improve machine longevity.

Task 5 Evaluate and present

Assessment number (eg 1234-033)	8717-036
Assessment title	Employer-Set Project

Candidate name	<first name> <surname>
City & Guilds candidate No.	ABC1234

Provider name	<provider name>
City & Guilds provider No.	999999a

Task(s)	5
Evidence title / description	Presentation materials Note: Presentation recording is not included in this document. Please refer to the commentary in its place.
Date submitted by candidate	DD/MM/YY

2-year service plan

City & Guilds machinery

Service Plan feedback

- The service plan I produced for city and guilds was a 2-year plan for 5 turf machines to help a gold course keep on top of their machinery maintenance.

- Tractor service Plan

Daily operator tasks	Monthly Tasks	Yearly Tasks	Other required maintenance
Pre-start checks before using by operator	Check tractor for oil leaks	Give loader attachments a thorough clean	Full service every 1500hrs 3.5hrs
Tyre pressures (correct bar) Check air filters for any blockages	Check fuel line Regularly grease up loader points Regularly grease all grease nipples with good quality grease		
Check fluid levels – oil, fuel, coolant	Check belts for wear/rubbing		Every 200hr change engine oil
	Check air intake for any blockages		

Peer review feedback and improvements

- In task 4 my peers reviewed my service and took note of all the things I have to improve on or what went well and why. In terms of meeting the requirements of the brief they said ‘ I considered all aspects and requirements of the brief and thoroughly investigated each component of the services’. This piece of feedback clearly shows from them listening to me reading it that I ticked all the right points and I did some good investigation of each machines service requirements.
- They also mentioned in their form that I have allocated labour and dealership repair impacts. So for example doing the machinery repairs out of the golf courses hours to avoid disruption.
- And finally I have spoke about the golf course using approved specified parts and resources, such as, good quality grease to improve your machines length of working life.

<u>Improvement</u>

- However moving onto improvements they did say that I could of done some more research on the electric greens mower. Although this is a very simple machine to maintain I did miss out some bits. Like for example I didn’t mention the roller repairs and what to check them for.

What went well? – Candidate Feedback

- Moving onto the candidate feedback.
- I believe that I covered health and safety when working on all 5 machines. So this included what PPE to wear and what to do when spillages occur.
- I also spoke about the sprayer testing scheme. So when the sprayer needs a service or maintenance is required then get the NSTS qualified Technician out to do it so they golf course knows that it will be done correctly and efficiently.
- Storage requirements I feel a did a good amount on. Especially on the sprayer I mentioned what to do when winterising your machine in November and what to when it comes out for the spraying season in February.

Candidate Feedback Improvements

- When I did the UTV service plan I don’t feel that I mentioned the full service requirements so if I did this again then this would definitely be a priority and more time would be taken over it.
- The structure of my service report would definitely be an issue when the golf course looks at this cause I've jumbled all the services around. So like I've mentioned the 1500hr service at the very top but then finished by speaking about the 200hr oil change.
- Also I forgot to mention to check that the pins work on the tractors loader when attaching an implement or something like that. This Is a crucial check to keep the operator safe.

- And Finally I told the golf course to buy premium grease to keep your machine in better health but actually I should of just mentioned good quality grease so the golf course doesn’t spend unnecessary money and drive places to get this premium. For example if you have a JCB that needs greasing then use JCB grease but this isn’t at all necessary. Just buy good quality grease.

Next time

- Spend longer on the service requirements
- Rearrange my structure so it all flows nicely
- Not mention any premium parts. Just mention that it needs to be good quality.
- spend longer on the greens mower and mention the roller checks and maintenace

Challenges presented by the brief

- When doing the service plan I felt a little under pressure at the start when I found out how much time I had got but actually when I got into it I found it quite easy and straight forward and finished in good time. So this was not an issue.
- Also I was a bit confused on how to set my service plan out but then I experimented with a table and went ahead with that idea.
- Apart from that everything else went smoothly and to plan

Conclusion

- A lot went well for me but I feel in some areas I need to do some more research of their service requirements and take time over the structure so it all flows nicely and is easy to read

Presentation commentary

Record observation notes below to inform external marking. **Notes must be detailed, accurate and differentiating. They should identify areas of strength and weakness to distinguish different levels of performance quality for each of the prompts below.**

This candidate attempted all elements of the task, but their reflection on their own performance and the feedback received in the peer review lacked depth and reasoning. Their use of technical terminology was minimal throughout. Misunderstandings and misconceptions from previous tasks were evident, with concepts and theories being explored with limited depth.

The candidate had produced basic presentation slides, which contained limited material and used colloquial language throughout. They had knowledge of their slides, however, and spoke clearly whilst carrying out their presentation. Their response to questions were broadly correct with minor inaccuracies and misunderstandings. The responses given were often limited and often contained some hesitancy. Their body language was casual and lacked the element of professionalism required for this task.

Get in touch

The City & Guilds Quality team are here to answer any queries you may have regarding your T Level Technical Qualification delivery.

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Web chat available **here**.

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