# Level 3 Diploma in Work-based Land-based Engineering Operations (0059)



Qualification handbook and assessor guidance

501/0399/4

Version 1.3 July 2021



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

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Publications are available from **www.cityandguilds.com** under the 'Qualifications' tab and then click on 'Land-based industries'.

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Version and date	Change detail	Section
V1.3 July 2021	Centre, assessor and Interval Verifier requirements updated	Assessment strategy

### Level 3 Diploma in Work-based Land-based Engineering Operations (0059)

This document contains the information that centres need to offer the following qualifications:

Qualification title and level	City & Guilds qualification number	Ofqual accreditation number	GLH	TQT
Level 3 Diploma in Work-	0059-31, 32, 33,	501/0399/4	360-480	750
based Land-based	34, 35			
Engineering Operations				

Please note that this qualification handbook and assessor guidance details the information for all the routes within the qualification. The following routes are available:

0059-31 Level 3 Diploma in Work-based Land-based Engineering Operations (Agriculture)

0059-32 Level 3 Diploma in Work-based Land-based Engineering Operations (Arboriculture/forestry)

0059-33 Level 3 Diploma in Work-based Land-based Engineering Operations (Ground care)

0059-34 Level 3 Diploma in Work-based Land-based Engineering Operations (Fixed plant and storage)

0059-35 Level 3 Diploma in Work-based Land-based Engineering Operations (Construction Plant Maintenance)

### **Guided Learning Hours and Credit**

Depending on the route chosen, the GLH and credit totals will vary. However, the overall GLH for this qualification is 488 and the credit value is 60, as listed on the National Database of Accredited Qualifications (NDAQ).

#### The Qualification

The Level 3 Diploma in Work-based Land-based Engineering Operations (0059) is a programme of workplace training and assessment leading to a nationally recognised qualification. It aims to:

- meet the needs of learners who work or want to work in the land-based machinery/engineering sector
- allow learners to learn, develop and practise the skills required for employment and/or career progression in the land-based machinery/engineering sector
- replace the following qualification:
   Level 3 NVQ in Land-based Service Engineering (4025) which expired on 31 December 2010 (QAN 100/2466/9)

#### Level 3 Diploma in Work-based Land-based Engineering Operations (0059)

This qualification will form part of the Advanced Apprenticeship framework for Land-based Engineering Operations. It is a work-related, competence-based qualification. It reflects the skills and knowledge needed to do a job effectively, and shows that a learner is competent in the area of work the qualification represents. The different routes available within this qualification are Agriculture, Arboriculture/forestry, Ground care, Fixed plant and storage and Construction Plant Maintenance.

#### **Publications and resources**

City & Guilds provides the following publications and resources specifically for this qualification.

To access these documents, go to the City & Guilds website **www.cityandguilds.com**. Click on 'Qualifications' and then click on 'Land-based industries'. The documents can be found under 0059 Level 2 Diploma in Work-based Land-based Engineering Operations.

Description	How to access
Qualification handbook and assessor guidance  This provides the structures of the qualifications and guidance for assessors on the evidence requirements for each unit.	www.cityandguilds.com
Learner guide and logbook  This provides guidance for learners and evidence summary sheets for the units within the qualification. It is expected that centres will use these forms. If centres devise or customise alternative forms, including paper-based or electronic methods, they must be approved by the external verifier before they are used by learners and assessors at the centre.	www.cityandguilds.com
Portfolio builder pack for learners and assessors  This has a series of recording forms that may be helpful for centres and learners to use. The forms are generic and may be used for any City & Guilds Land Based work-based qualification.	www.cityandguilds.com
Information guide for centres	www.cityandguilds.com
Product briefing sheet	www.cityandguilds.com

# **Level 3 Diploma in Work-based Land-based Engineering Operations 0059-31** to 35

# **Unit specifications**

All units available are listed below. The rule of combination for the qualification is detailed separately.

Accreditation unit reference	City & Guilds unit number	Unit Title	Level	Credit Value
L/601/5307	301	Recognise and Reduce Risks in the Land-based Engineering Work Area	3	5
F/600/3400	302	Understand and Follow Organisational Procedures within Land-based Engineering Establishments	2	5
Y/600/3435	303	Provide Customer Care within Land-based Engineering Operations	2	5
A/600/3430	304	Land-based Engineering Operations – Use Calculations	2	5
D/600/3436	305	Land-based Engineering Operations – Perform Thermal Joining Processes	3	10
H/600/3437	306	Land-based Engineering Operations – Service and Repair Engines and Components	3	10
K/600/3438	307	Service and Repair Suspension Systems on Land-based Equipment	3	5
M/600/3439	308	Maintain Electronic Control and Monitoring Systems on Land-based Equipment	3	10
H/600/3440	309	Service and Repair Hydraulic Systems and Components on Land-based Equipment	3	5
K/600/3441	310	Service and Repair Pneumatic Systems and Components for Land-based Equipment	3	5
M/600/3442	311	Service and Repair Powershift, Hydrostatic and CVT Transmissions on Land-based Equipment	3	10
L/601/5310	312	Refrigerant Handling	3	2
F/601/5305	313	Service and Repair of Land-based Air Conditioning, Climate Control and Refrigeration Plant and Equipment	3	3
T/600/3443	314	Monitor the Handover and Installation of Landbased Equipment	3	5
A/600/3444	315	Inspect and Test Land-based Machinery and Equipment	3	10

# Rules of combination for the Level 3 Diploma in Work-based Land-based **Engineering Operations (0059)**

0059-31 Level 3 Diploma in Work-based Land-based Engineering Operations (Agriculture)		
Rules for achievement of qualification	All learners must complete all mandatory units (301-304, 306, 308, 309, 311 and 315), plus a minimum of 5 credits from (305, 307, 310, 312-314), for the pathway. A total of 70 credits are required. Learners completing the Advanced Apprenticeship should complete the following additional modules: 501, 502 and 600.	

0059-32 Level 3 Diploma in Work-based Land-based Engineering Operations (Arboriculture/forestry)		
Rules for achievement of qualification	All learners must complete all mandatory units (301-304, 306, 308, 309 and 315), plus a minimum of 5 credits from (305, 307 and 310-314), for the pathway. A total of 60 credits are required. Learners completing the Advanced Apprenticeship should complete the following additional modules: 501, 502 and 600.	

0059-33 Level 3 Diploma in Work-based Land-based Engineering Operations (Ground care)		
Rules for achievement of qualification	All learners must complete all mandatory units (301-304, 306, 308, 309, 311 and 315), plus a minimum of 5 credits from (305, 307, 310, 312-314), for the pathway. A total of 70 credits are required. Learners completing the Advanced Apprenticeship should complete the following additional modules: 501, 502 and 600.	

0059-34 Level 3 Diploma in Work-based Land-based Engineering Operations (Fixed plant and storage)		
Rules for achievement of qualification	All learners must complete all mandatory units (301-304, 308-310 and 312-315), plus a minimum of 15 credits from (305-307 and 311), for the pathway. A total of 75 credits are required. Learners completing the Advanced Apprenticeship should complete the following additional modules: 501, 502 and 600.	

0059-35 Level 3 Diploma in Work-based Land-based Engineering Operations (Construction Plant Maintenance)	
Rules for achievement of qualification	All learners must complete all mandatory units (301-304, 306, 308, 309, 314 and 315), plus a minimum of 10 credits from (305, 307, 310 - 313), for the pathway. A total of 70 credits are required.

#### **Assessment for the Diploma**

The units will be assessed by the gathering of work-based evidence into a portfolio. The authenticity, sufficiency and validity of the evidence will be judged by the assessor.

The portfolio builder pack is available on www.cityandguilds.com (see page 7). It contains a series of pro-formae that may be helpful to learners/assessors in the compilation of portfolios.

Included in the pack are the following pro-formae:

- Centre contacts form
- Self assessment and personal action plan form
- Record of units achieved
- Witness status list
- Witness testimony form
- Assessment planning form
- Learner feedback sheet

Where witness testimony is used, the Witness Status List must be completed on one occasion by any witnesses used.

The record of units achieved must also be updated as the learner completes each unit.

The use of the other forms is optional.

### Learners completing the Level 3 Diploma in Work-based Land-based Engineering Operations as part of the Advanced Apprenticeship framework

Learners who are completing the Level 3 Diploma in Work-based Land-based Engineering Operations as part of the Advanced Apprenticeship framework are required to undertake an independent assessment in the form of two short answer written tests and an assignment. The tests may be taken three times a year. Exam dates are available on the Walled Garden. The tests cover the underpinning knowledge elements of the units included within the tests. Test specifications are on the following page.

The assignment and marking criteria can be found in the 0059 Level 3 Diploma in Work-based Landbased Engineering Operations assignment guide.

Centres will be required to provide Lantra SSC with evidence that the short answer written tests and assignment has been achieved before certification takes place.

#### **Test Specifications**

#### 0059-501, 502 and 600

#### 0059-501 Recognise and reduce risks in the land-based engineering work area

Duration: 50 minutes Pass mark: 50% Base mark: 32

Unit Number	Unit Title	No. of questions
301	Recognise and reduce risks in the land-based engineering work area.	8
	Total	8

#### 0059-502 Maintain electronic control and monitoring systems on land-based equipment

Duration: 60 minutes Pass mark: 50% Base mark: 48

Unit Number	Unit Title	No. of questions
308	Maintain electronic control and monitoring systems on land- based equipment.	12
	Total	12

#### 0059-600

This is an assignment based on the unit number 304, Land-based engineering operations – Use calculations (L2). This assignment and marking criteria can be found in the 0059 Level 3 Diploma in Work-based Land-based Engineering Operations assignment guide.

#### Assessment strategy

#### **Centre staffing**

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

- be occupationally competent or technically knowledgeable in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

#### **Assessors and internal verifiers**

The centre must provide Assessor personnel who must be occupationally competent in the industry either qualified to at least level 2 and/or have current experience of working in the industry at this level. The centre must provide Internal Quality Assurance personnel who must be occupationally competent in the industry either qualified to at least level 2 and/or have current experience of working in the industry at this level. Assessors/Internal Quality Assurance personnel may hold relevant qualifications such as D32/33/34 or A1/V1 or TAQA however they are not a mandatory requirement for this qualification. They should have had formal training in assessment/IQA, which may be the qualifications above, or other training that allows the assessor to demonstrate competence in the practice of assessment/IQA. This training may be carried out in-house or with an external agency.

TAQA qualifications are considered very appropriate as Continuing Professional Development (CPD) or as best practice standards for new centre staff to work towards

#### **Assessor guidance**

For the assessment of criteria within knowledge and understanding learning outcomes, it may be useful to use oral questions during direct observation and/or professional discussion.

For practical activities, witness testimony may be useful when direct observation does not cover all criteria. Product evidence may also be available.

#### **Appeals and Equal opportunities**

Centres must have their own auditable, appeals procedure. If a learner is not satisfied with the examination conditions or a learner feels that the opportunity for examination is being denied, the Centre Manager should, in the first instance, address the problem. If, however, the problem cannot be resolved, City & Guilds will arbitrate and an external verifier may be approached to offer independent advice. All appeals must be clearly documented by the Centre Manager and made available to the external verifier or City & Guilds if advice is required.

Should occasions arise when centres are not satisfied with any aspect of the external verification process, they should contact their City & Guilds local office.

Access to the qualification is open to all, irrespective of gender, race, creed, age or special needs. The Centre Manager should ensure that no learner is subjected to unfair discrimination on any

grounds in relation to access to assessment and to the fairness of the assessment. QCA requires City & Guilds to monitor centres to check whether equal opportunities policies are being adhered to.

For learners with particular requirements, centres should refer to City & Guilds' policy document Access to Assessment and Qualifications, which is available from www.cityandguilds.com

#### Centre and qualification approval

New centres must apply for centre and qualification approval. Further information on this process is available on the City & guilds website.

Existing City & Guilds centres will need to get specific qualification approval to run this qualification. They should contact their City & Guilds Local Office.

Full details of the process for both centre and qualification approval are given in 'Providing City & Guilds qualifications – a guide to centre and qualification approval' which is available from www.cityandguilds.com

City & Guilds reserve the right to suspend an approved centre, or withdraw their approval from an approved centre to conduct a particular City & Guilds qualification, for reasons of debt, malpractice or for any reason that may be detrimental to the maintenance of authentic, reliable and valid qualifications or that may prejudice the name of City & Guilds.

#### Registration and certification

Learners must be registered at the beginning of their course. Centres should submit registrations using Walled Garden or Form S (Registration), under the appropriate qualification/complex (0059-31 -35).

Full details on the procedures for these qualifications can be found in the City & Guilds On-line Catalogue. This is accessed through the Walled Garden.

#### The units

As units are signed off as completed, the record of units achieved proforma should be updated

#### **How to use the Evidence Recording Sheets**

There is a column alongside the assessment criteria. In this Qualification handbook this column is used for assessor guidance. In the Learner's Guide this column is used for recording the evidence. Records of direct observation may be written directly into this column or, if the evidence is on a separate document, the reference of where the evidence can be found should be entered here. If the evidence is cross reference to elsewhere in the Learner Guide and Logbook then the reference to where it may be found should be inserted. For underpinning knowledge criteria, the answers may be written in directly or completed on a separate page which can be referenced in the normal way.

Below is an example of how a recording sheet may look, with entries by the learner, the supervisor and the assessor. Although several people may enter information here, it remains the responsibility of the assessor to judge the evidence presented is sufficient, authentic and valid.

# **Exemplar unit**

TITLE	Maintain and develop personal performance	Learner's name
LEVEL	2	Tom Goodboy
CREDIT LEVEL	2	
UAN	F/502/1689	

The aim of this unit is to provide the learner with the knowledge and skills to be able to agree and develop their own personal performance with an appropriate person.

The learner will maintain and develop personal performance with regard to:

- (i) working to targets and completing specific tasks
- (ii) quality of work

Evidence from a staff appraisal or review is appropriate, where targets are set and agreed.

Relationship to National Occupational Standards: CU5.1

	For inserting direct evidence or referencing to where the evidence can be found
The learner can:	
1.1 Identify current competence and areas for development using relevant techniques and processes	Current competence was identified via self assessment and discussion at appraisal interview on 25 <sup>th</sup> June 2008.  Identified that updating on current legislation and first aid training are required. See evidence ref 1
1.2 Carry out work in accordance with responsibilities and organisational requirements	Tom is carrying out his duties to the high standard required by the company. He understands company policies and procedures for setting out work, the standard of work required and meeting targets agreed with customers. He arrives on site with required PPE and clean company uniform, giving a good impression of the company to customers. AB  25 <sup>th</sup> September 2008. Visited Tom on site at 36 High Street. He was fully aware of what the job entailed. His work site was tidy and the customer was very satisfied with the work accomplished so far. ANO
	<ul> <li>1.1 Identify current competence and areas for development using relevant techniques and processes</li> <li>1.2 Carry out work in accordance with responsibilities and organisational</li> </ul>

# **Exemplar unit**

2.	Develop personal performance	2.1	Agree personal performance and targets with an appropriate person	Personal targets set on 25 <sup>th</sup> June 2008. See evidence ref 1
		2.2	Review performance and progress regularly and use the outcome to plan future development activities	Performance is reviewed every 3 months. See update 30 <sup>th</sup> September 2008. Evidence ref 2
		2.3	Seek advice from an appropriate person if clarification is required concerning specific tasks	Tom asked about access to neighbouring land when working on the boundary at 46 Church Lane on 14 <sup>th</sup> July 2008. AB  Tom asked for clarification of the order of work at 25 Common Lane on 30 <sup>th</sup> August 2008 AB
		2.4	Seek constructive feedback and advice from others and use it to help maintain and improve performance	Feedback from June has been acted on. Tom has improved his timekeeping since his appraisal. He is working in a more methodical way since our discussion, so that his work area is tidier and safer for Tom and the customers. It also gives a better impression of the company.  Although Tom works well on his own initiative, Tom seeks feedback from me if ever he is unsure what is required of him. Alan Boss 20 <sup>th</sup> October 2008
3.	Know how to develop personal performance		State own limits of responsibility in relation to specific tasks and activities	I have to arrive at the customer's address at the specified time and behave in a manner that gives a good impression to customers. I have to work tidily and steadily and do the jobs in the right order and do them how Joe and Alan have shown me. I have to avoid causing any unnecessary damage to the site and clear up any mess promptly. On longer jobs, I have to make sure I am not leaving hazards unguarded overnight.

# **Exemplar unit**

3.2 State who to obtain advice from in relation to specific tasks and activities	Straight forward tasks, I refer to my colleague Joe. More complex things to my supervisor Alan.
3.3 List the correct procedures for obtaining advice	Initially I ask my colleague Joe, who has been here 5 years, then my supervisor Alan, if Joe can't help. If Alan cannot advise me he tells me where to find the advice or finds out the answer for me.
3.4 State the risks involved in not obtaining advice where specific tasks and activities are unclear	Safety may be put at risk or the job might not be done how the company or customer wants it to be done
3.5 Describe how to determine and agree development needs and personal targets	We do this formally at appraisal meeting and 3 monthly reviews. I fill in a self assessment form and then discuss this with Alan.
3.6 State why personal performance should be reviewed	So that I can improve in my job and advance my career. So that the company has well trained staff that can meet customers' needs and expectations.

Exempl	ar	un	it
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Assessor's name

<b>Learner's signature</b> I confirm that the evidence above is all my own work	
Tom Goodboy	Date 31 <sup>st</sup> October 2008.

A.N.Other

I confirm that the evidence for this unit is complete and meets the requirements for validity, authenticity and sufficiency.

Internal verifier	's signature	(if sampled)
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......Date......

In the example above, Alan Boss is the learner's supervisor, Anthony Other is the assessor and Tom Goodboy is the learner. All 3 can complete sections of the Learner's logbook. Supplementary evidence needs to be referenced as in previous NVQ qualifications. Eg in the example above the learner's Appraisal current skills and action plan would be referenced as Evidence 1. The update form from 30<sup>th</sup> September would be evidence ref 2.

Guidance on the unit is given at the top. Any items of scope are dealt with within the assessment criteria: they do not have to be recorded separately. Alan Boss, and anyone else except the learner and the assessor, would need to complete a line on the Witness status list.

TITLE	Recognise and Reduce Risks in the Land-based	Learner's name
	Engineering Work Area	
LEVEL	3	
CREDIT LEVEL	5	
UAN	L/601/5307	

The aim and purpose of this unit is to provide the learner with the knowledge and skills and understanding to recognise and reduce risks within a land based engineering work environment.

Relationship to National Occupational Standards: This unit directly relates to O29NLEO1

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:	The learner can:	
Be able to recognise and reduce risks in the land-based engineering work area	1.1 Identify and evaluate health and safety and environmental hazards and their associated risks in the work area in line with best practice	Identify those who may be at an increased level of risk in the workplace Evaluate the effectiveness of the measures used to control risks
	1.2 Assess the effects of attitude, knowledge and experience upon perception of risk in the workplace	
	1.3 Define the term 'so far as is reasonably practicable'	
	1.4 Carry out risk assessment	A task specific and/or work area (health and safety and/or environmental) and report the significant findings as required by law clarifying levels of risk and recommended actions

2.	Understand how to recognise and	2.1	Describe activities in the workplace that	i) workplace environment
	reduce risk within the land based		give rise to significant risks to health and	ii) work practices
	engineering work area		safety and the environment	Slip, trip and falls
				Falling objects
				Entrapment
				Asphyxiation/inhalation
				Noise levels
				Physical limitations
				Hazardous materials
				Fire and /or explosion
				Exposure times
				Ventilation and extraction
				PPE and its limitations
				Climatic conditions
				Lone working
				Stored energy
				i) atmospheric contamination
				ii) water course contamination
				iii) soil contamination
				iv) leakage and spillages
				v) storage and disposal of products and materials
				vi) mixing, dilution and / or neutralisation of chemicals
				vii) selection of environmentally friendly materials
				Working practices
				Give examples of changes in work practices and the environment
				that could increase risk
		2.2	Explain why certain individuals or groups	Explain how attitude, knowledge and experience influence the
			maybe at an increased level of risk and	perception of risk
			how this can be addressed	

2.3	Explain the hierarchy of risk control measures	Explain the five steps to risk assessment as advocated by the HSE
2.4	Summarise the legislative requirements regulating health and safety and environmental risk assessments	State who should be informed in relation to risk assessment findings  Explain sources of information on health and safety and environmental legislation and implementing best practice

Learner's signature
I confirm that the evidence above is all my own work
Assessor's name  I confirm that the evidence for this unit is complete and meets the requirements for validity, authenticity and sufficiency.
SignedDate
Internal verifier's signature (if sampled)

TITLE	Understand and Follow Organisational Procedures within Land-based Engineering Establishments	Learner's name
LEVEL	2	
CREDIT LEVEL	5	
UAN	F/600/3400	

The aim of this unit is to provide the learner with the knowledge, and skills required to understand and follow organisational procedures required by the job role Pre-delivery is not exclusive to new equipment

Relationship to National Occupational Standards: This unit directly relates to 029 NLEO 2

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:	The learner can:	
Be able to follow organisational procedures	1.1 Follow organisational, departmental and task procedures required of the job role	
	1.2 Complete administrative tasks and record technical information	In line with company and manufacturers and suppliers requirements i) job cards ii) parts requisitions iii) service records iv) warranty records
	1.3 Prepare and organise to carry out tasks required by the job role	
	1.4 Locate, access, download, file and store electronic software and copy technical documentation	i) service manuals ii) operators manuals iii) service information and history iv) diagnostic information

2.	Know the organisational	2.1	Describe the structure of a given	Health and safety
	procedures required by the		land-based organisation covering:	i) Environmental responsibilities
	job role		<ul><li>i) levels of responsibility and</li></ul>	ii) human resource procedures
			authority	iii) internal and external communications
			ii) methods of communication	iv) Quality standards
			iii) organisational procedures	v) Efficiency and effectiveness
				vi) Customer confidentiality
		2.2	Describe the procurement, storage,	i) ordering procedures
			retail and transport of parts	ii) parts location and identification
				iii) Quality procedures
		2.3	Describe how to complete and process	i) timesheets,
			internal and supplier documentation	ii) job cards,
				iii) parts requisitions,
				iv) unit records, e.g. engine hours, mileage, etc
				v) service records
				vi) Serial numbers
				vii) Warranty and quality control

Learner's signature I confirm that the evidence above is all my own work	
	Date
Assessor's name  I confirm that the evidence for this unit is complete and meets the require	ements for validity, authenticity and sufficiency.
Signed	.Date
Internal verifier's signature (if sampled)	
Г	Date

TITLE	Provide Customer Care within Land-based	Learner's name
	Engineering Operations	
LEVEL	2	
CREDIT LEVEL	5	
UAN	Y/600/3435	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to provide customer care to customers using land based engineering services

Relationship to National Occupational Standards: This unit directly relates to 029NLEO 3

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:	The learner can:	
Be able to apply customer care principles	1.1 Project the appropriate level of professionalism, personal appearance conduct and behaviour	
	1.2 Communicate information to customers using appropriate methods	Accurately
	1.3 Describe the importance of meeting customers' expectations	
	1.4 Respect customer and corporate confidentiality	
Know how to apply customer care principles	2.1 Describe how to promote a positive image of yourself, colleagues, the organisation and it's products and services	State why customer care is important and the components that contribute to customer satisfaction and dissatisfaction
	2.2 Describe how to communicate with the customer politely, respectfully and effectively	Including written or verbal updating, taking and passing on messages, supplying information, confirmation of actions, being assertive or compliant

2.3	Describe how to recognise different	
	behaviours in customers	
2.4	State the limits of your authority and	
	responsibility when dealing with	
	customers	
2.5	State the reasons why customer and	
	corporate confidentiality must be	
	respected	

Learner's signature	
I confirm that the evidence above is all my own work	
·	. Date
Assessor's name  I confirm that the evidence for this unit is complete and meets the require	rements for validity, authenticity and sufficiency.
Signed	Date
Internal verifier's signature (if sampled)	
	Dato

TITLE	Land-based Engineering Operations – Use	Learner's name
	Calculations	
LEVEL	2	
CREDIT LEVEL	5	
UAN	A/600/3430	

The aim of this unit is to provide the learner with the knowledge and skills required to use calculations to support land based engineering principles

Relationship to National Occupational Standards: This unit directly relates to 029NLEO7

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:  1. Be able to use calculations to support engineering principles	Assessment Criteria  The learner can:  1.1 Use ratios and units of measurement to express values	i) transmissions ii) engine iii) hydraulic iv) pneumatic v) electrical and machine performance including:  • power • energy
		<ul> <li>tenergy</li> <li>torque</li> <li>force</li> <li>specific gravity</li> <li>pressure</li> <li>velocity</li> <li>acceleration</li> <li>deceleration</li> <li>reduction ratios</li> </ul>
		• friction

	<ul> <li>density</li> <li>flow</li> <li>resistance</li> <li>load</li> <li>current</li> <li>noise</li> </ul>
1.2 Use conversion factors to convert measurement values from one unit of measurement to another	
i) areas i) weights iii) volumes iv) angles v) low rates and speeds vi) scaling	
1.4 Use physical and theoretical methods to establish measurements where relevant	fuel consumption oil consumption torque reserve lifting force
1.5 Verify by calculation the calibration of machinery and equipment	

Know how to use calculations to support engineering principles	2.1 Identify units of measurement used to express values	vi) transmissions vii) engine
Support engineering principles	express values	viii) hydraulic
		ix) pneumatic
		x) electrical and machine performance including:
		• power
		• energy
		• torque
		• force
		specific gravity
		• pressure
		• velocity
		acceleration
		deceleration
		reduction ratios
		• friction
		density
		• flow
		• resistance
		• load
	2.2 State how to use conversion tables	current noise  and the conversion factors for calculations
		and the conversion factors for calculations
	2.3 Define the mathematical formulas	Outline the principles of:
	for:	Ohms Law
	i) area	<ul> <li>Newton's Law of Motion</li> </ul>
	ii) volume	Boyle's Law
	iii) circumference	Pascal's Law

2.4	State the relationship between speed	
	and torque	
2.5	Describe how to calculate power,	
	torque, force, consumption and	
	application rates	
2.6	Describe the methods and equipment	Describe the methods used to check calibration / application rates
	required to carry out a measuring task	Describe the power ratings (BHP or KW) and what they represent
	and the factors that can distort	including ECE, DIN, SAE
	measurements	
2.7	Describe how to measure:	Describe how to calculate speed from ratios and input or output
	i) speed	speed
	ii) velocity	
	iii) acceleration	
	iv) deceleration	
	v) coefficient of friction	

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TITLE	Land-based Engineering Operations –	Learner's name
	Perform Thermal Joining Processes	
LEVEL	3	
CREDIT LEVEL	10	
UAN	D/600/3436	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to safely carry out thermal joining processes

Relationship to National Occupational Standards: This unit directly relates to 029NLEO9

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:	The learner can:	
1. Be able to perform thermal joining	1.1 Prepare the workplace and equipment to carry out a thermal joining process	To include safe shut down of equipment
	1.2 Set up equipment and carry out preparation of material for positional welding techniques	i) MIG/MAG ii) TIG iii) MMA  Use: Clamping Tacking Bevelling Positioning
	1.3 Join or repair a range of materials producing joints	Of the required quality and dimensions
	1.4 Identify faults using appropriate inspection techniques	

2. Understand high temperature thermal joining techniques	2.1 Explain the different techniques used to carry out positional thermal joining procedures  i) visual inspection, ii) non destructive and destructive procedures covering iii) undercutting, iv) slag traps, v) penetration, vi) cracking leak testing
	2.2 Explain how to prepare and set up MIG/MAG, TIG, MMA welding equipment for positional welding tasks
	2.3 Explain how to use thermal joining i) Cast iron techniques to join and repair ii) Alloys iii) Dissimilar metals
	2.4 Explain the safety preparations and precautions required to minimise risk prior to and during thermal joining and repair processes  Taking into account 4 of each of the following:  i) Seals  ii) Filters  iii) Contamination  iv) Distortion  v) Stress relief  vi) Fire and fume hazards  viii) Electrical/electronic components and/or systems  viiii) Ancillary equipment  Precautions  i) fumes,  ii) explosions,  iii) heat/fire,  iv) sharp edges,  v) airborne debris  vi) personal injury

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TITLE	Land-based Engineering Operations –	Learner's name
	Service and Repair Engines and Components	
LEVEL	3	
CREDIT LEVEL	10	
UAN	H/600/3437	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to perform service and repair procedures on engines within land based engineering.

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:  1. Be able to perform service and repair procedures on engines and	The learner can:  1.1 Prepare, inspect and record the condition of engines and their components	
their components	1.2 Use correct measuring equipment to verify compliance of engine components  Of engines and their components  1.2 Use correct measuring equipment to verify compliance of engine components	Covering six of the following:  i) Piston and connecting rod  ii) Piston ring gapping  iii) Cylinder/liner taper, ovality and protrusion  iv) Crankshaft journal ovality and end float  v) Piston / head clearances  vi) Valve, guide, seat, train, operating system  vii) Cylinder head / block distortion  viii) Engine oil pump  Record results and compare with specifications and make recommendations
	1.3 Investigate failed or worn parts and record and report findings	

2.	Be able to identify engine faults	<ul> <li>2.1 Carry out tests to determine the cause of different engine problems</li> <li>2.2 Set and adjust engine performance within specified limits.</li> </ul>	Two of the following: i) Compression ii) Engine power iii) Fuel consumption iv) Fuel pressure
		2.3 Identify and rectify engine system faults	
3.	Understand how to analyse and interpret findings from engine inspections and rectify	3.1 Describe how to identify and rectify the cause of engine problems	<ul> <li>i) engine performance</li> <li>ii) misfire</li> <li>iii) backfire</li> <li>iv) engine oil pressure</li> <li>v) overheating</li> <li>vi) seizure</li> <li>vii) abnormal noise</li> <li>viii) non starting</li> <li>ix) excessive crank case breathing</li> <li>x) oil consumption fuel delivery and system pressures</li> <li>xi) air intake charge pressures</li> <li>xii) abnormal fuel usage injection, cam shaft and ignition timing</li> <li>xiii) emissions including blue, white or black smoke engine</li> <li>performance not in accordance with manufacturers'</li> <li>specification</li> <li>xiv) weak and rich fuel mixtures</li> <li>xv) restricted intake and exhaust air flow</li> <li>xvi) verifying governor operation</li> <li>xvii) operation of cold starts</li> </ul>

		3.2	Explain the methods of sealing combustion chambers, fuel and ignition systems.		
		3.3	Describe the effects of moisture and contaminates in fuel and ignition systems		
		3.4	Explain the procedure to verify correct engine timing covering both static and dynamic timing		in how to carry out the following tests to determine the cause ferent engine problems  Compression  Engine power  Fuel consumption  Fuel pressure
4.	Understand how take engine measurements	4.1	Describe the methods and techniques of taking engine specific measurements	i) ii) iii) iv) v) vi)	piston ring gapping cylinder, liner, taper, ovality and protrusion crank shaft journal ovality and end float piston/head clearance valve, guide, seat, train, operating system cylinder head and ancillary components

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TITLE	Service and Repair Suspension Systems on	Learner's name
	Land-based Equipment	
LEVEL	3	
CREDIT LEVEL	5	
UAN	K/600/3438	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required service and repair suspension systems and components on land based equipment

Learner Outcomes	Assessment Criteria Assessment	Requirements
The learner will:	The learner can:	
1. Be able to perform service and		uspension
repair operations on suspension	, , , , , , , , , , , , , , , , , , , ,	uspension
systems and their components	manufacturer's specifications iii) Axle s	uspension
	1.2 Diagnose faults in suspension assemblies   Appropriate	
	and their components and recommend	
	actions	
2. Understand the construction,	2.1 Describe the types, construction and i) cab m	ounts
function and operation of	operating principles of suspension ii) damp	ers
suspension systems	assemblies and their components iii) spring	gs
	iv) accur	nulators
	v) levell	ng devices
	vi) cab a	nd seat
	2.2 Describe how to remove, dismantle, To operator	s/manufacturers' specifications
	repair and reinstate suspension i) cab s	uspension
	assemblies and components ii) seat s	uspension
	iii) axle s	uspension

2.3	Describe how to diagnose faults in	
	suspension assemblies and	
	components and recommend actions	

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TITLE	Maintain Electronic Control and Monitoring	Learner's name
	Systems on Land-based Equipment	
LEVEL	3	
CREDIT LEVEL	10	
UAN	M/600/3439	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to maintain electronic control and monitoring systems on land based equipment

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:	The learner can:	
Be able to maintain electronic control and monitoring systems	1.1 Identify and locate, electronic control and monitoring systems and their components to retrieve and interpret stored information	To meet manufacturer's specifications
	1.2 Establish parameters, calibrate and verify performance of the electronic control and monitoring systems	
	1.3 Maintain electronic control and monitoring systems and their components to confirm integrity	
	1.4 Prepare the system to be tested and carry out a diagnostic test using diagnostic tools and equipment to evaluate or rectify system performance	

2.	Understand how to	2.1 Summarise electronic control and monitoring systems	i)	engine management
	maintain electronic	and their application	ii)	transmission management
	control and		iii)	headland management
	monitoring systems		iv)	performance monitoring
			v)	closed circuit television monitoring
			vi)	equipment instrumentation
			vii)	driver information
			viii)	suspension control
			ix)	hydraulic control
			x)	pilot steering
			xi)	global positioning service
			xii)	multiplexing
			xiii)	telemetry
			xiv)	automatic guidance systems
		2.2 Summarise how control and monitoring signals are	i)	CAN bus
		generated and communicated and the causes and	ii)	ISO bus
		effects of interference	iii)	GPS/satellite
			State t	the causes and effects of interference and summarise the
			metho	ods of inhibiting external influences
			iv)	wireless
			v)	Pulse Width
			vi)	Modulation PWM

2.3	Summarise the function of electronic components	The fo	llowing components:
	·	i)	transistors
		ii)	capacitors
		iii)	regulators
		iv)	resistors
		v)	transformers
		vi)	thermisters
		vii)	transducers
		viii)	transmitters
		ix)	actuators
		x)	electronic control units (ECU)
		Summ	narise the types and methods of inhibiting external
		electr	onic influences
		i)	screening
		ii)	twisted pairs
		iii)	grounding/earthing
	Describe the tools and equipment used to test, repair		
	and reinstate electronic control and monitoring		
	systems and their components		
	Describe the methods used to check and maintain	i)	connections
	system integrity	ii)	wiring routes/fixings
		iii)	grounding/earthing
	Summarise how to retrieve, interpret, reinstate and		arise how to calibrate and verify the correct operation of
	verify information stored in electronic control units	electro	onic control and monitoring equipment
	(ECU)		

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TITLE	Service and Repair Hydraulic Systems and	Learner's name
	Components on Land-based Equipment	
LEVEL	3	
CREDIT LEVEL	5	
UAN	H/600/3440	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to repair and service hydraulic systems in land based equipment

Lear	ner Outcomes	Assessment Criteria	Assessment Requirements
The	learner will:	The learner can:	
Be able to perform service and maintenance operations on hydraulic systems and their components	1.1 Inspect performance of hydraulic systems and components	and evaluate	
	•	1.2 Prepare the system to be tested and carry out tests using diagnostic tools to assess system performance	
		1.3 Interpret diagnostic results and recommend actions	Appropriate
		1.4 Remove, dismantle, repair and reinstate system and components to manufacturer's specifications	
2.	Understand the construction, function and operation of	2.1 Interpret circuit diagrams and symbols and their functions within the system	
	hydraulic circuit systems and their components used in land based engineering applications	2.2 Explain how to dismantle, repair and reinstate hydraulic components and systems	To manufacturer's specifications

2.3	Explain the application of valves and the	Valves
	function of hydraulic systems and	i) orbitrol valves
	components	ii) Proportional valves
		iii) load sensed circuits
		iv) hydrostatic circuits
		v) trailer brake valves
		Hydraulic systems and components
		i) Hydraulic pumps and motors fixed and variable displacement
		ii) Hydraulic pressure maintaining valves, relief valves, shock
		valves
		iii) Hydraulic control valves, distributors, solenoid valves,
		proportional valves, pressure differential valves, pilot
		operated valves, trailer brake valve
		iv) Hydraulic rams, single, acting, double acting and cushioned
		v) Hydraulic direction flow valves, flow dividers, orbital valves,
		priority valves, restrictors
		vi) Reservoirs
		vii) Accumulators
2.4	Identify diagnostic test/s that will	and justify
	evaluate hydraulic system performance	
2.5	Interpret and compare test results	To manufacturers specifications and summarise options and
		recommendations

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TITLE	Service and Repair Pneumatic Systems and	Learner's name
	Components for Land-based Equipment	
LEVEL	3	
CREDIT LEVEL	5	
UAN	K/600/3441	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to carry out service and repair on pneumatic systems and components for land based equipment

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:	The learner can:	
Be able to perform service and repair operations on pneumatic systems	1.1 Inspect performance of pneumatic systems and components	and evaluate
and components	1.2 Prepare system to be tested and carry out tests using diagnostic tools	
	1.3 Interpret and record the results and recommend action	Appropriate
	1.4 Remove, dismantle, repair and reinstate system and components to manufacturers' specification	
Understand the construction, function and operation of pneumatic systems and components used in land-based engineering	2.1 Interpret circuit diagrams and symbols and their functions within a pneumatic system	

2.	2.2 Explain the application and function of	i) air compressors, air pressure regulating valves
	pneumatic systems and components	ii) relief valves
		iii) dump valves
		iv) air pressure control valves
		v) hand brake valves
		vi) foot brake valves
		vii) diaphragm operated valves
		viii) air activated cylinders,
		ix) air cushions
		x) fail-safe/ emergency system components,
		xi) air receivers and dryers
2.	2.3 Explain diagnostic tests and how to	Summarise the options and recommendations that are formulated
	interpret the results	from the test results
2.	2.4 Describe how to dismantle, repair and	
	reinstate pneumatic systems and	
	components	

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TITLE	Service and Repair Power shift, Hydrostatic	Learner's name
	and CVT Transmissions on Land-based	
	Equipment	
LEVEL	3	
CREDIT LEVEL	10	
UAN	M/600/3442	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required carry out service and repair on powershift, hydrostatic, CVT transmission on land based equipment

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:	The learner can:	
<ol> <li>Be able to perform service and repair operations on power shift, hydrostatic and CVT transmissions and their</li> </ol>	1.1 Identify transmissions and their components	i) powershift, ii) hydrostatic and iii) CVT transmissions
components	1.2 Remove, dismantle, repair and reinstate transmission to manufacturer's specification and standards	Prepare transmission to be tested
	1.3 Perform operational and diagnostic tests identifying and categorising faults in transmission	i) Mechanical ii) Hydraulic iii) Electrical / electronic iv) Operator use  Record faults and recommend appropriate action

2.	Understand the construction function and operation of power shift, hydrostatic, CVT transmissions and their components				
		2.1	Interpret technical documentation relating to transmissions to perform diagnostic tests	i) ii) iii) iv)	drive paths shift and engagement patterns stationary and rotating components fault codes
				i) ii) iii) iv)	monitoring intermittent faults simulation substitution operational tests
		2.2	Explain the different types of transmissions including layout, construction, operating principles and function	i) ii) iii) iv) v) vi) vii) viii) ix) x)	speed sequencing and / or matching components directional change and / or shuttle components range change and variable speed components speed monitoring devices transmission clutching and braking components single and multiple epicyclic units variable displacement pumps hydrostatic motors safety and protection devices operational limitations (stationary work) (towing) (bump starting) (engine braking) ain why it is necessary to time certain transmission components

2.3	Describe how to remove, dismantle, repair and reinstate powershift, hydrostatic, CVT transmissions and their components	to ma	anufacturer's specification and standards	
2.4	Evaluate faults in powershift, hydrostatic and CVT transmissions using operational and diagnostic test data	i) ii) iii) iv)	(Mechanical Hydraulic Electric / electronic Operator use	

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TITLE	Refrigerant Handling	Learner's name			
LEVEL	3				
CREDIT LEVEL	2				
UAN	L/601/5310				
The aim of this unit is to provide the learner with the knowledge, understanding and skills required to handle refrigerants					
Relationship to National Occupational Standards: This unit directly relates to 029nl FO28					

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:	The learner can:	
Be able to handle refrigerants in accordance with legislation	1.1 Identify and locate air conditioning systems and their components	
	1.2 Identify the correct refrigerant types and system capacities according to application	
	1.3 Use the appropriate tools and equipment to carry out refrigerant handling activities recovery	
	1.4 Follow safety procedures to collect and transfer any waste material in accordance with relevant legislation and policies	
	1.5 Maintain and process appropriate records	

Know how to handle     refrigerants in accordance with     legislation	2.1	Describe the operating principles and function of Mobile Air Conditioning (MAC) and fixed plant refrigeration systems and components	
	2.2	Describe types of refrigerants and their properties, characteristics and environmental impact	
	2.3	Describe how to handle refrigerants including recovery, testing (pressure or vacuum), flushing and recharging in Mobile Air Conditioning and fixed plant refrigeration systems	
	2.4	Describe how to work in a way which minimises the risk of any refrigerant emissions	

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TITLE	Service and Repair of Land-based Air Conditioning, Climate Control and Refrigeration	Learner's name
	Plant and Equipment	
LEVEL	3	
CREDIT LEVEL	3	
UAN	F/601/5305	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required service and repair land based air conditioning, climate control and refrigeration plant and equipment

Learner Outcomes	Assessment Criteria	Assessment Requirements
The learner will:	The learner can:	
Be able to perform air     conditioning, climate control     and refrigeration service and     maintenance operations	1.2 Remove, dismantle, inspect, repair and reinstate systems and/or components	To legislative and manufacturer's specifications and standards Identify and locate system types and their components as appropriate
	1.2 Select and use the appropriate tools and equipment to carry out testing and maintenance activities	To manufacturer's specifications and standards i) leak testing ii) pressure testing iii) vacuum testing iv) gas recovery v) system flushing vi) recharging vii) performance testing viii) Maintenance  Carry out operational checks and/or tests to establish system functionality

		1.3	Diagnose and rectify different faults	Five faults
				i) compressor and / or drive failure
				ii) refrigerant loss
				iii) restricted refrigerant flow
				iv) restricted air flow
				v) faulty switch and / or sensors
				vi) faulty temperature controls
				vii) under / over charge of refrigerant or lubricant
				viii) system contamination and / or corrosion
		1.4	Collect, transfer and dispose of any waste	
			material following current legal and	
			environmental requirements	
		1.5	Maintain appropriate records	
2.	Understand the construction	2.1	Describe the types, construction,	i) compressors and their drives,
	function and operation of air		function and operating principles of air	ii) couplings,
	conditioning, climate control		conditioning, climate control and	iii) pipes and hoses
	and refrigeration systems and		refrigeration systems and their	iv) condenser
	their components		components	v) evaporator
				vi) receiver drier
				vii) thermostats
				viii) control and thermal expansion valves (TXV), fixed orifice tube (FOT)

2.2	Explain how to carry out operational checks and diagnostic tests to establish system functionality	ii) s iii) s iv) c v) ii vi) f Expl	compressor drive cwitches and controls cooling rate/effectiveness condensation and or icing nsulation, air flow filter inspection lain how to evaluate tests results ify appropriate diagnostic conclusion/s based on test results
2.3	Describe how to recognise and rectify faults	i) ii) iii) iv) v) vi)	compressor and or/drive failure, refrigerant loss restricted refrigerant/air flow, faulty switch and/or sensors temperature controls under/over charge of refrigerant or lubricant system contamination and/or corrosion
2.4	Describe how to collect, transfer, dispose of any waste material following current legal and environmental requirements		

2.	.5 Summarise the procedures, tools and equipment to remove dismantle, inspect	To legislative and manufacturer's specifications and standards
	and reinstate air conditioning and	Explain how to select and use the appropriate tools and
	refrigeration components	equipment to include all of the following
		i) maintenance
		ii) leak testing
		iii) recovery
		iv) flushing
		v) recharging
		vi) performance testing
		vii) pressure testing
		viii) vacuum testing
2.	.6 Explain what relevant documentation	and how to maintain the appropriate records
	should be used when handling	
	refrigerants	

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TITLE	Monitor the Handover and Installation of Land-	Learner's name
	based Equipment	
LEVEL	3	
CREDIT LEVEL	5	
UAN	T/600/3443	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to prepare for and handover the installation of land-based equipment

Learner Outcomes	Assessment Criteria	Assessment Requirements	
The learner will:	The learner can:		
Be able to perform the handover and installation of land-based equipment	1.1 Identify a suitable location, agree and prepare for hand over and installation with customer		
	1.2 Use the correct procedure to handover and install the equipment as specified	i) legal ii) machine economic iii) performance iv) efficiency v) professionalism  i) handbooks ii) stop procedures iii) safety issues iv) control and operation techniques v) maintenance vi) service schedules vii) warranty and terms and conditions	

		1.3	Use an appropriate format to record the results of the installation	Recip	ient to sign
2.	Understand how to perform the handover and installation of land-based equipment	2.1	Identify the reasons and benefits of handover and installation of products	i) ii) iii) iv) v)	legal machine economic performance efficiency professionalism
		2.2	Describe how to carry out an installation using a systematic process and the relevant quality control systems including special machine characteristics	i) ii) iii) iv) v) vi) vii) Recip	handbooks stop procedures safety issues control and operation techniques maintenance service schedules warranty and terms and conditions sient to sign
		2.3	Describe technical advice and assistance within limits of own authority and how to deal with queries and problems		

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TITLE	Inspect and Test Land-based Machinery and	Learner's name
	Equipment	
LEVEL	3	
CREDIT LEVEL	10	
UAN	A/600/3444	

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to inspect and test land-based machinery and equipment

Learner Outcomes		Assessment Criteria		Assessment Requirements	
The	earner will:	The learner can:			
1.	Be able to inspect and test land- based machinery and equipment	1.1 Establish or test	the objectives of the inspection	Cover i) ii) iii) iv)	ring three activities compliance (manufacturer's/ technical/ legislation) verification of repair accident or incident occurrence diagnosis
		evaluate	and record information to the condition, application and ince of equipment	Techr	vant service history nical reference date tigate failed and/or worn parts and record the findings
		1.3 Prepare a	and carry out test(s)	Equip Calibr	in agreed timescales oment must be Serviceable rated fication in date
2.	Be able to analyse and interpret findings	takes acc	e data gathered is accurate and ount of test conditions e the cause and effect of		inate any influence of external factors affecting the ormance

		2.3	Analyse the data using approved methods and procedures	e.g. dynamometer tests, oil sampling Compare the analysis against the product specification and identify any deviations
		2.4	Present findings and recommendations	Determine the implications of the findings
3.	Understand how to Inspect and test land-based machinery and	3.1	Describe methods used to investigate intermittent faults	
	equipment	3.2	Describe the causes and symptoms of malfunction	
		3.3	Describe the methods, diagnostic and specialist equipment used to establish conformity with manufacturer's, technical and legislation requirements	Appropriate Methods i) logical elimination ii) simulation iii) comparison iv) isolation of components v) comparing results against vi) Manufacturers specification
		3.4	Describe the difference between a characteristic and a malfunction	Explain how to analyse, interpret and present findings

4	Understand how to formulate and	4.1	Describe actions that could be	The r	ange of Action
	recommend actions		considered following inspection and	i)	replace
			testing and their implications	ii)	repair
				iii)	modify
				iv)	update
				v)	substitution
				vi)	impound
				vii)	beyond economic repair
				viii)	service
				ix)	pass/fail
				x)	unsafe
				Impli	cations
				i)	warranty
				ii)	cost effectiveness
				iii)	integrity of repair
				iv)	insurance considerations
				v)	timescale
				vi)	health and safety
				vii)	impact on dealership operations
				viii)	impact on the customers' operations
		4.2	Explain how to recognise the need for	Expla	ain how to classify a repair
			operator training requirements to avoid	i)	warranty
			reoccurrence of failures	ii)	insurance claim
				iii)	forced breakage
				iv)	lack of maintenance
				v)	unauthorised intervention
				vi)	sabotage/ vandalism
				vii)	overload
				viii)	operator abuse
				ix)	inappropriate usage

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