






INDEX

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Contribute to Workplace Good Housekeeping

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

Produce evidence of cleaning the part of the work area for which you are responsible.

produce evidence of undertaking basic, routine checks of all the following types of work tools and equipment:

1. Hand
2. Electrical
3. Mechanical
4. Pneumatic
5. Hydraulic

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements

You must:

1. Produce evidence to show you meet all of the performance objectives consistently
2. Produce evidence to show that you have covered all the items listed in the scope for this unit
3. Produce evidence to show that you possess all the knowledge required
4. Produce performance evidence resulting from work you have carried out on real vehicles in your normal workplace or in a realistic working environment (RWE) as managed and organised by an approved centre when naturally occurring performance evidence does not occur at frequent intervals in your normal workplace or when safety is at risk.
5. Be observed by a qualified assessor carrying out work in
 - your normal workplace
 - and approved centre, or
 - a combination of both
6. EVIDENCE from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit

You must:

7. Produce evidence of cleaning the part of the work area for which you are responsible on 3 separate occasions.
8. produce evidence of undertaking basic, routine checks of all the following types of work tools and equipment on 3 separate occasions:
 - hand
 - electrical
 - mechanical
 - pneumatic
 - hydraulic
9. YOUR assessor must observe you cleaning the part of the work area for which you are responsible on at least 1 occasion and checking all the types of work tools and equipment specified above on at least 1 occasion.
10. Your evidence must include at least 2 instances of you cleaning the part of the work area for which you are responsible and at least 2 instances of you checking all the types of work tools and equipment specified above within your normal workplace.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed workplace assessment
Cleaning the part of the work area 1				
Cleaning the part of the work area 2				
Cleaning the part of the work area 3				
Checking all the types of work tools and equipment 1				
Checking all the types of work tools and equipment 2				
Checking all the types of work tools and equipment 3				

Supplementary evidence (if used) PRN			
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Unit assessment and verification declaration

<p>VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>	<p>N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>
<p>VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>	<p>N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>
<p>VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick): sampling candidate and assessment evidence observation of assessment practice discussion with candidate other – please state: I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>	<p>N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick): sampling candidate and assessment evidence observation of assessment practice discussion with candidate other – please state: I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>

Performance objective checklist

To be competent you must ensure that:	PRN
You wear suitable personal protective equipment throughout all housekeeping and equipment maintenance activities.	
You select and use cleaning equipment which is: <ul style="list-style-type: none"> • Of the right type • Suitable for the task. 	
You use resources economically and for their intended purpose only, following manufacturers' instructions and workplace procedures.	
You follow workplace policies, schedules and manufacturers' instructions when cleaning and maintaining hand tools and equipment.	
You clean the work area(s), for which you are responsible, at the specified time and frequency.	
You carry out housekeeping activities safely and in a way which minimises inconvenience to customers and staff.	
You follow the manufacturer's instructions when using cleaning and sanitising agents.	
Your housekeeping activities ensure that your work area is clean and free from debris and waste materials.	
Your equipment maintenance activities ensure that your work tools and equipment are fit for purpose.	
You dispose of used cleaning agents, materials and debris to comply with legal and workplace requirements.	
You store your work tools and equipment in a safe manner which permits ease of access and identification for use.	
You report any faulty or damaged tools and equipment to the relevant person(s) clearly and promptly.	
You report any anticipated delays in completion to the relevant person(s) promptly.	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
1. Equipment maintenance covers	
a. routine checks on work tools and equipment	
b. cleaning work tools and equipment	
c. replacing minor parts	
d. visual inspection of electrical equipment	
2. Housekeeping activities cover	
a. day to day work area cleaning	
b. clearing away	
c. dealing with spillages	
d. disposal of waste, used materials and debris	
3. Work tools and equipment are	
a. hand	
b. electrical	
c. mechanical	
d. pneumatic	
e. hydraulic	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Legislative and organisational requirements and procedures</p> <ol style="list-style-type: none"> 1. The scope of your job responsibilities for the use and maintenance of hand tools, equipment and your work area. 2. Workplace policies and schedules for housekeeping activities and equipment maintenance. 3. The manufacturer's requirements for the cleaning and general, non-specialist maintenance of the tools and equipment for which you are responsible. 4. The regulations and information sources applicable to workshop cleaning and maintenance activities for which you are responsible. 5. The importance of reporting faults quickly to the relevant person. 6. The importance of reporting anticipated delays to the relevant person(s) promptly. 	
<p>Equipment maintenance</p> <ol style="list-style-type: none"> 7. How to select and use equipment used for basic hand tool maintenance activities. 8. How to store hand tools safely and accessibly. 9. How to report faulty or damaged work tools and equipment. 10. How to work safely when cleaning and maintaining work tools and equipment. 	
<p>General work area housekeeping</p> <ol style="list-style-type: none"> 11. How to select and use cleaning equipment 12. How to use resources economically. 13. How to use work area cleaning materials and agents. 14. How to clean and maintain the work tools and equipment and work areas for which you are responsible. 15. How to dispose of unused cleaning agents, materials and debris. 16. The properties and hazards associated with the use of cleaning agents and materials. 17. The importance of wearing personal protective equipment. 18. The importance of using resources economically and for their intended purpose only. 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor	Date
Candidate	Date

Key and core skills signposting

Key Skills	Core Skills
Communication: C1.1; C1.2	Communication: Access 3, Outcomes 1 and 3
Application of Number: N1.1	Numeracy: Access 3, Outcome 1
Information Technology: Not applicable	Information Technology: Not applicable
Working with Others: WO1.1; WO1.2	Working with Others: Access 3, Outcome 2
Improving Own Learning and Performance: Not applicable	<i>No parallel unit.</i>
Problem Solving: PS2.1	Problem Solving: Intermediate 1, Outcome 1

Syllabus

Contribute to Workplace Good Housekeeping

This unit is about the routine maintenance of the workplace, carrying out basic, non-specialist checks of work tools and equipment, cleaning the work area and using resources economically.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Cleaning agents:

Examples include: solvents and detergents used for cleaning tools and equipment.

Cleaning equipment:

Any equipment relevant to the cleaning activities being undertaken, including manual and or electrically operated cleaning equipment.

Legal requirements:

Examples include: local bye-laws, Environmental Protection Act; Health and Safety at Work Act; Hazardous Substances Regulations (including COSHH) and any EU Regulations applicable.

Personal Protective Equipment:

Examples include: overalls, gloves, goggles and barrier cream.

Resources:

Examples include: power, cleaning materials, time.






Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.

Ensure Your Own Actions Reduce Risks to Health & Safety

 <p>Further guidance available</p>	 <p>Observation of your task/work</p>	 <p>Evidence recording</p>	 <p>Computer based testing</p>	 <p>Verbal Questioning</p>
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

Identify risks which may result from at least 2 of the items listed below:

1. The use and maintenance of machinery or equipment
2. The use of materials or substances
3. Working practices which do not conform to laid down policies
4. Unsafe behaviour
5. Accidental breakages and spillages
6. environmental factors.

Produce evidence of following at least 2 of the workplace policies listed below:

1. The use of safe working methods and equipment
2. The safe use of hazardous substances
3. Smoking, eating, drinking and drugs
4. What to do in the event of an emergency
5. Personal presentation.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.



Information for N/SVQ

NVQ

SVQ

General Requirements

You must:

1. Produce evidence to show you meet all of the performance objectives consistently
2. Produce evidence to show that you have covered all the items listed in the scope for this unit
3. Produce evidence to show that you possess all the knowledge required
4. Produce performance evidence resulting from work you have carried out in your normal workplace or in a realistic working environment (RWE) as managed and organised by an approved centre when naturally occurring performance evidence does not occur at frequent intervals in your normal workplace or when safety is at risk.
5. Be observed by a qualified assessor carrying out work in
 - your normal workplace
 - and approved centre, or
 - a combination of both
6. Because of the nature of this unit and the associated health and safety dangers, candidates may provide some of their evidence from simulated activities.



Specific Performance Evidence for this Unit

7. Evidence must be provided to demonstrate competence in identifying hazards with reference to working activities or aspects of the workplace and acting upon your decisions as to whether the hazard presents a high or low risk.

You must:

8. Identify risks which may result from at least 2 of the items listed below:
 - the use and maintenance of machinery or equipment
 - the use of materials or substances
 - working practices which do not conform to laid down policies
 - unsafe behaviour
 - accidental breakages and spillages
 - environmental factors.
9. Produce evidence of following at least 4 of the workplace policies listed below:
 - the use of safe working methods and equipment
 - the safe use of hazardous substances
 - smoking, eating, drinking and drugs
 - what to do in the event of an emergency
 - personal presentation.
10. Your assessor must observe you following workplace policies on at least 2 occasions.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.




Your assessor will ask questions to ensure you understand the task you are performing.

If this qualification forms part of an apprenticeship workplace observation will also provide VRQ evidence.



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed workplace assessment
Identify risks 1				
Identify risks 2				
Following workplace policies 1				
Following workplace policies 2				
Following workplace policies 3				
Following workplace policies 4				

Supplementary evidence (if used) PRN			
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Unit assessment and verification declaration

<p>VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>	<p>N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>
<p>VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>	<p>N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>
<p>VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>	<p>N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>

Performance objective checklist

To be competent you must ensure that:	PRN
Identify the hazards and evaluate the risks:	
Name correctly and locate the persons responsible for health and safety in the workplace	
Identify which workplace policies are relevant to your working practices	
Identify those working practices in any part of your job role which could harm yourself or other persons	
Identify those aspects of the workplace which could harm yourself or others	
Evaluate which of the potentially harmful working practices and the potentially harmful aspects of the workplace are those with the highest risk to you or to others	
Report those hazards which present a high risk to the persons responsible for health and safety in the workplace	
Deal with the hazards with low risks in accordance with workplace policies and legal requirements.	
Reduce the risks to health & safety in your workplace:	
Carry out your working practices in accordance with legal requirements	
Follow the most recent workplace policies for your job role	
Rectify those health and safety risks within your capability and the scope of your job responsibilities	
Pass on any suggestions for reducing risks to health and safety within your job role to the responsible persons	
Ensure your personal conduct in the workplace does not endanger the health and safety of yourself or other persons	
Follow the workplace policies and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products	
Report any differences between workplace policies and suppliers' or manufacturers' instructions as appropriate	
Ensure your personal presentation at work <ol style="list-style-type: none"> ensures the health and safety of yourself and others, meets any legal duties, and is in accordance with workplace policies 	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
1. Risks resulting from	
a. the use and maintenance of machinery or equipment	
b. the use of materials or substances	
c. working practices which do not conform to laid down policies	
d unsafe behaviour	
e accidental breakages and spillages	
f environmental factors	
2. Workplace policies covering	
a. the use of safe working methods and equipment	
b. the safe use of hazardous substances	
c. smoking, eating, drinking and drugs	
d. what to do in the event of an emergency	
e. personal presentation	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Health and Safety Legislation and Workplace Policies</p> <ol style="list-style-type: none"> 1. Your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974 2. Your duties for health and safety as defined by any specific legislation covering your job role 3. Agreed workplace policies relating to controlling risks to health and safety 4. Responsibilities for health and safety in your job description 5. The responsible persons to whom you report health and safety matters 	
<p>Risks to Health and Safety</p> <ol style="list-style-type: none"> 6. What hazards may exist in your workplace 7. The particular health and safety risks which may be present in your own job role and the precautions you must take 8. The importance of remaining alert to the presence of hazards in the whole workplace 9. The importance of dealing with or promptly reporting risks 10. The requirements and guidance on the precautions 11. The specific workplace policies covering your job role 12. Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products 13. Safe working practices for your own job role 14. The importance of personal presentation in maintaining health and safety in the workplace 15. The importance of personal conduct in maintaining the health and safety of yourself and others 16. Your scope and responsibility for rectifying risks 17. Workplace procedures for handling risks which you are unable to deal with 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate	
Assessor	Date
Candidate	Date

Key and core skills signposting

Key Skills	Core Skills
Communication: C2.1a; C2.1b	Communication:
Application of Number: Not Applicable	Numeracy:
Information Technology: Not Applicable	Information Technology:
Working with Others: WO1.1; WO1.2	Working with Others:
Improving Own Learning and Performance: Not applicable	<i>No parallel unit.</i>
Problem Solving: PS2.1	Problem Solving: Intermediate 1, Outcome 1

Syllabus

Ensure Your Own Actions Reduce Risks to Health and Safety

This unit covers the basic, legally required health and safety duties of everyone in the workplace. It describes the competence required to ensure that:

- your own actions do not create any health and safety risks
- you do not ignore significant risks in your workplace, and
- you take sensible action to put things right, including reporting situations which pose a danger to people in the workplace, and seeking advice from others

This unit does not require you to undertake a full Risk Assessment. It is about having an appreciation of significant risks in the workplace and knowing how to identify them and deal with them. When you have completed this unit, you will have proved you can:

- Identify the hazards and evaluate the risks in your workplace
- Reduce the risks to health and safety in your workplace

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

The Health and Safety Executive (HSE) is the body appointed to support and enforce health and safety law. They have defined two important concepts as follows:

Hazard:

A hazard is something with potential to cause harm. Consideration of hazards should also include aspects of workplace security (e.g. theft, assault, insecure premises, etc.).

Risk:

A risk is the likelihood of the hazard's potential being realised.

Note:

Almost anything may be a hazard, but may or may not become a risk. For example:

A trailing extension lead from a piece of equipment is a hazard. If it is trailing across a passageway, there is a high risk of someone tripping over it, but if it lies along a wall out of the way, the risk is much less.

Toxic or flammable chemicals stored in a building are a hazard and by their nature may present a high risk. However, if they are kept in a properly designed secure store, and handled by properly trained and equipped people, the risk is much less than if they are left about in a busy workshop for anyone to use - or misuse.

A failed light bulb is a hazard. If it is just one bulb out of many in a room, it presents very little risk, but if it is the only light on a stairwell, it is a very high risk. Changing the bulb may be a high risk, if it is high up, or if the power has been left on, or low risk if it is in a table lamp which has been unplugged.

A box of heavy material is a hazard. It presents a higher risk to someone who lifts it manually than if a mechanical handling device is properly used.

Workplace:

This word is used to describe the single or multiple areas in which you carry out your work.

Working practices:

Any activities, procedures, use of materials or equipment and working techniques used in carrying out your job. In this unit it also covers any omissions in good working practice which may pose a threat to health and safety.

Workplace policies:

This covers the documentation prepared by the employer on the procedures to be followed regarding health and safety matters. It could be the employer's safety policy statement or general health and safety statements and written safety procedures covering aspects of the workplace that should be drawn to the employees' (and 'other persons') attention.

Other persons:

This phrase refers to everyone covered by the Health and Safety at Work Act, including visitors, members of the public, colleagues, contractors, customers, patients, students, pupils.

Personal presentation:

This includes personal hygiene, use of personal protective equipment, clothing and accessories suitable to the particular workplace.

Responsible persons:

The person or persons at work to whom you should report any health and safety issues or hazards. This could be a supervisor, line manager or your employer.

Key Points Regarding Health and Safety Legislation and Regulations**Health and Safety At Work Act 1974**

The Health and Safety at Work Act 1974 is the main piece of legislation under which nearly all the other regulations are made. It is for this reason that only this piece of legislation is specifically referred to in this unit.

Employers have a legal duty under this Act to ensure, so far as is reasonably practicable, the health, safety and welfare at work of the people for whom they are responsible and the people who may be affected by the work they do.

Under this Act it is also important to be aware that all people at work, not just employers, have a duty to take reasonable care to avoid harming themselves or others through the work they do.

Risks should be reduced 'so far as is reasonably practicable'. This term means the duty-holder (in most instances the employer) can balance the cost against the degree of risk although obviously, any Health and Safety Inspectors would expect that relevant good practice is followed.

According to the Act:

Employers must safeguard so far as is reasonably practicable, the health, safety and welfare at work of all the people who work for them and 'other persons'. This applies, in particular, to the provision and maintenance of safe plant and systems of work, and covers all machinery, equipment and substances used.

People at work also have a duty under the Act to take reasonable care to avoid harm to themselves or to others by their working practices, and to co-operate with employers and others in meeting statutory requirements. The Act also requires employees not to interfere with or misuse anything provided to protect their health, safety or welfare in compliance with the Act.

Other legislation

There is an array of health and safety regulations and codes of practice which affect people at work. There are regulations for those who, for example, work with electricity, or work on construction projects, as well as regulations covering noise at work, manual handling, working with VDUs, or dealing with substances hazardous to health, etc. The specific requirements for all or any of these can be obtained from HSE local offices.

As many of the regulations are only relevant to certain workplaces or working practices, no specific reference has been made in the 'What you must know' section to any of these regulations. The phrase 'your responsibilities for health and safety as required by any specific legislation covering your job role' is intended to relate to those specific pieces of legislation important to your workplace and or working practices which you should be able to find out about.






Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.

Maintain Positive Working Relationships

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Gather witness testimony from your work colleagues and supervisor and/or manager and/or instructor/lecturer that you have worked well with others and met the performance objectives for this unit.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements

You must:

1. Produce evidence to show you meet **all** of the performance objectives consistently
2. Produce evidence to show that you have covered **all** the items listed in the scope for this unit
3. Produce evidence to show that you possess **all** the knowledge required
4. Produce performance evidence resulting from work you have carried out on real vehicles in your normal workplace or in a realistic working environment (RWE) as managed and organised by an approved centre when naturally occurring performance evidence does not occur at frequent intervals in your normal workplace or when safety is at risk.
5. Be observed by a qualified assessor carrying out work in
 - your normal workplace
 - and approved centre, or
 - a combination of both

Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit

You must:

6. gather witness testimony from your work colleagues and supervisor and/or manager that you have worked well with others and met the performance objectives for this unit.

Your assessor will make **at least 3** observations of your interactions with others, most likely during their observations linked to your performance of technical work and these will be recorded.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed workplace assessment
Worked well with others 1				
Worked well with others 2				
Worked well with others 3				

Supplementary evidence (if used) PRN			
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Unit assessment and verification declaration

<p>VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>	<p>N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>
<p>VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>	<p>N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>
<p>VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>	<p>N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>

Performance objective checklist

To be competent you must ensure that:	PRN
Contribute actively to team working by initiating ideas and co-operating with colleagues.	
Respond promptly and willingly to requests for assistance which fall within the limits of your own job responsibilities and capabilities.	
Where requests fall outside your responsibility and capability, refer colleagues to the relevant person(s).	
Give colleagues sufficient, accurate information and support to meet their work needs.	
Make requests for assistance clearly and courteously.	
Use methods of communication which meet the needs of colleagues.	
Treat colleagues in a way which shows respect for their views and opinions and promotes goodwill.	
Make and keep achievable commitments to others	
Inform colleagues promptly of any problems or information likely to affect their own work.	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
1. Colleagues are	
a. immediate work colleagues	
b. supervisors and managers	
2. Requests for assistance covering	
a. technical assistance	
b. personal assistance	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Your responsibilities and constraints</p> <ol style="list-style-type: none"> 1. Your own and your colleague's job role and limits of responsibility for giving advice and support. 2. The operational constraints which may affect interaction with colleagues. 3. Lines of communication within your workplace 	
<p>Communication skills and working relationships</p> <ol style="list-style-type: none"> 4. How to use suitable and effective spoken communication skills when responding to and interacting with others. 5. How to adapt written and spoken communication methods to satisfy the needs of colleagues. 6. How to report problems using written and spoken methods of communication. 7. The importance of developing positive working relationships with colleagues – the effect on morale, productivity, and company image. 8. The importance of accepting other peoples' views and opinions. 9. The importance of making and honouring realistic commitments to colleagues 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor	Date
Candidate	Date

Key and core skills signposting

Key Skills	Core Skills
Communication: C2.1a; C2.1b	Communication:
Application of Number: Not Applicable	Numeracy:
Information Technology: Not Applicable	Information Technology:
Working with Others: WO1.1; WO1.2	Working with Others:
Improving Own Learning and Performance: Not applicable	<i>No parallel unit.</i>
Problem Solving: PS2.1	Problem Solving: Intermediate 1, Outcome 1

Syllabus

Maintain Positive Working Relationships

This unit is about maintaining good working relationships with all colleagues in the working environment by using effective communication and support skills.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Operational Constraints:

Examples include: variations in working patterns between you and your colleagues and day to day pressure on work time.






Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.

Monitor Procedures to Control Risks to Health and Safety

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

Show you have:

1. Used an information source
2. Checked all the workplace health and safety procedures for the area
3. Reported a hazard which could present high risk if controls are not in place

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements

You must:

- Produce evidence to show you meet all of the performance objectives consistently
- Produce evidence to show that you have covered all the items listed in the scope for this unit
- Produce evidence to show that you possess all the knowledge required
- produce performance evidence resulting from work you have carried out in your normal workplace
- Be observed by a qualified assessor carrying out work in your normal workplace
- Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit

Evidence must be provided to demonstrate competence of checking that health and safety procedures are followed in the workplace and that you have ensured risks are controlled safely and effectively.

You must:

Show you have:

- used a minimum of 3 of the information sources listed
- checked all the workplace health and safety procedures for the areas listed
- reported a minimum of 2 types of hazard from those listed which could present high risk if controls are not in place

Your assessor will need to be satisfied that you have the necessary knowledge and understanding to perform competently in respect of all the items listed in the Scoping Statement for this unit.

Performance evidence must be provided from real working practices.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed workplace assessment
Information sources 1			*	
Information sources 2			*	
Information sources 3			*	
Checked all the workplace health and safety procedures for the areas 1			*	
Checked all the workplace health and safety procedures for the areas 2			*	
Checked all the workplace health and safety procedures for the areas 3			*	
Reported a hazard which could present high risk 1			*	
Reported a hazard which could present high risk 2			*	

* Direct observation may be used as required

Supplementary evidence (if used) PRN			
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Unit assessment and verification declaration

<p>VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>	<p>N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>
<p>VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>	<p>N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>
<p>VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>	<p>N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>

Performance objective checklist

To be competent you must ensure that:	PRN
Check that health and safety procedures are followed Confirm that all the information available to you on statutory health and safety regulations is up-to-date and from recognised and reliable information sources	
Conduct your monitoring of workplace procedures at agreed intervals and in accordance with workplace requirements	
Check regularly that other persons possess: <ul style="list-style-type: none"> • up-to-date information about health and safety hazards, and • instructions on how to deal with risks which can arise 	
Confirm other persons have received relevant training on how to deal with health and safety hazards	
Brief and obtain feedback from other persons concerning workplace procedures	
Respond promptly to any breaches of health and safety procedures in a way which meets workplace and legal requirements	
Make any recommendations for changes to workplace procedures . clearly, to the responsible person	
Check regularly that you records relating to health and safety matters: <ul style="list-style-type: none"> • comply with legal and workplace requirements, and • are accessible to those who are authorised to use them 	
Ensure that risks are controlled safely and effectively keep accurate and legible records of workplace risks identified or reported to you	
Report the existence of hazards with high risks in accordance with workplace health and safety procedures	
Confirm that appropriate precautions to control these risks have been agreed with the persons responsible for health and safety	
Confirm that the precautions are in accordance with legal and workplace health and safety procedures	
Check that other persons are: <ul style="list-style-type: none"> • aware of the risks, and • understand the action to be taken to reduce the risks which can arise • review the precautions to ensure those risks are minimized and are no longer significant 	
Report promptly and accurately any conflicts which still exist between workplace and statutory requirements to the persons responsible for health and safety	
Ensure your reports contain accurate details about the cause of hazards with high risks and make suitable recommendations to minimize their reoccurrence	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
1. Information sources are:	
a. internal Health and Safety experts	
b. HSE offices	
c. relevant industry publications	
d. external organizations	
2. Workplace Health and Safety Procedures covering:	
a. the use of safe working methods and equipment	
b. the safe use of hazardous substances	
c. smoking, eating, drinking and drugs	
d. what to do in the event of an emergency	
3. Risks resulting from these hazards:	
a. the use of hazardous substances	
b. the use and maintenance of plant, equipment and materials	
c. poor working practices	
d. unsafe behaviour	
e. accidental breakages and spillages	
f. obstructions	
g. ill-health issues	
h. condition of workplace	
4. Reports are:	
a. written	
b. oral	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Health and Safety Legislation and Workplace Policies</p> <ol style="list-style-type: none"> 1. Employers' and employees' legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974. 2. Your responsibilities for health and safety as defined by any specific legislation covering your job role. 	
<p>Risks to Health and Safety</p> <ol style="list-style-type: none"> 3. The difference between a hazard and a risk 4. What hazards may exist in your workplace 5. The particular health and safety risks which may be present in your own job role and the precautions to take 6. The importance of remaining alert to the presence of hazards in the whole work place 	
<p>Health and Safety Monitoring and Control</p> <ol style="list-style-type: none"> 7. How to keep health and safety records 8. Effective communication methods 9. Effective methods of monitoring the activities and understanding of other people with respect to health and safety matters 10. The importance of promptly dealing with or reporting significant risks in the workplace 11. The work areas and people for whom you are responsible 12. The scope of your job and your own capabilities with respect to health and safety matters 13. The specific organisational health and safety arrangements covering your job role 14. Agreed health and safety policies and their procedures at your workplace 15. Agreed intervals for monitoring health and safety compliance 16. Workplace policies relating to resolving hazards 17. Workplace procedures for record keeping 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor	Date
Candidate	Date

Syllabus

Monitor Procedures to Control Risks to Health and Safety

This unit covers making sure that statutory and workplace procedures for controlling risks to the health and safety are being carried out. It describes the competences required to ensure that:

- health and safety procedures are being followed with work areas
- appropriate action is undertaken to deal with risks that arise from workplace hazards

When you have completed this unit you will have proved you can:

- check that health and safety procedures are followed
- ensure that risks are controlled safely and effectively.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

The Health and Safety Executive (HSE) is the body appointed to support and enforce health and safety law. They have defined two important concepts as follows:

Hazard:

A hazard is something with potential to cause harm. Consideration of hazards should also include aspects of workplace security (e.g. theft, assault, insecure premises, etc.).

Risk:

A risk is the likelihood of the hazard's potential being realised.

Note:

Almost anything may be a hazard, but may or may not become a risk. For example:

A trailing extension lead from a piece of equipment is a hazard. If it is trailing across a passageway, there is a high risk of someone tripping over it, but if it lies along a wall out of the way, the risk is much less.

Toxic or flammable chemicals stored in a building are a hazard and by their nature may present a high risk. However, if they are kept in a properly designed secure store, and handled by properly trained and equipped people, the risk is much less than if they are left about in a busy workshop for anyone to use - or misuse.

A failed light bulb is a hazard. If it is just one bulb out of many in a room, it presents very little risk, but if it is the only light on a stairwell, it is a very high risk. Changing the bulb may be a high risk, if it is high up, or if the power has been left on, or low risk if it is in a table lamp which has been unplugged.

A box of heavy material is a hazard. It presents a higher risk to someone who lifts it manually than if a mechanical handling device is properly used.

Workplace:

This word is used to describe the single or multiple areas in which you carry out your work.

Working practices:

Any activities, procedures, use of materials or equipment and working techniques used in carrying out your job. In this unit it also covers any omissions in good working practice which may pose a threat to health and safety.

Workplace policies:

This covers the documentation prepared by the employer on the procedures to be followed regarding health and safety matters. It could be the employer's safety policy statement or general health and safety statements and written safety procedures covering aspects of the workplace that should be drawn to the employees' (and 'other persons') attention.

Other persons:

This phrase refers to everyone covered by the Health and Safety at Work Act, including visitors, members of the public, colleagues, contractors, customers, patients, students, pupils.

Personal presentation:

This includes personal hygiene, use of personal protective equipment, clothing and accessories suitable to the particular workplace.

Responsible persons:

The person or persons at work to whom you should report any health and safety issues or hazards. This could be a supervisor, line manager or your employer.






Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.

Work with Others to Improve Customer Service

 <p>Further guidance available</p>	 <p>Observation of your task/work</p>	 <p>Evidence recording</p>	 <p>Computer based testing</p>	 <p>Verbal Questioning</p>
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Prove that you have improved customer service through working with others who may be internal or external to your organisation.
2. Include evidence of agreeing customer service roles and responsibilities which are:
 - a. part of your own job
 - b. have been agreed with others as part of their job role.
3. Show that you have worked with at least 2 individuals from the following list:
 - a. team members
 - b. colleagues
 - c. suppliers
 - d. supervisors/managers/team leaders
 - e. service partners
 - f. manufacturers
 - g. individuals from other departments
 - h. individuals from other sites
 - i. individuals from other organisations.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.



Information for N/SVQs

General Requirements

You must:

1. Produce evidence to show you meet all of the performance objectives consistently
2. Produce evidence to show that you have covered all the items listed in the scope for this unit
3. Produce evidence to show that you possess all the knowledge required.
4. Produce performance evidence resulting from work that you carried out in your normal workplace
5. Be observed by a qualified assessor carrying out work in your normal workplace
6. Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit

The customers you are improving service for can be internal or external to your organisation or a combination of the two.

You must:

7. Prove that you have improved customer service through working with others who may be internal or external to your organisation
8. Include evidence of agreeing customer service roles and responsibilities which are:
 - a. part of your own job
 - b. have been agreed with others as part of their job role
9. Show that you have worked with at least 2 individuals from the following list:
 - a. team members
 - b. colleagues
 - c. suppliers
 - d. supervisors/managers/team leaders
 - e. service partners
 - f. manufacturers
 - g. individuals from other departments
 - h. individuals from other sites
 - i. individuals from other organisations
10. Working with others may involve either meetings or exchanges of information from a distance.

You must show:

11.
 - a. show how your contribution matters to others and how it affects customer service
 - b. show how others' contributions matter to you and how they affect customer service
12. Your evidence must show that you have applied all the knowledge and

understanding requirements when you are working towards customer service improvements with others.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed.

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the task you are performing.


If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed workplace assessment
Improved customer service through working with others who may be internal or external to your organisation			*	
Agreeing customer service – own roles and responsibilities			*	
Agreeing customer service – roles and responsibilities of others			*	
Worked with individuals 1			*	
Worked with individuals 2			*	

*Observation may be used

Supplementary evidence (if used) PRN			
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Unit assessment and verification declaration

<p>VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>	<p>N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:</p>
<p>VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>	<p>N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:</p>
<p>VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>	<p>N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick):</p> <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: <p>I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:</p>

Performance objective checklist

To be competent you must ensure that:	PRN
1. Work with others to follow plans for improving customer service	
Contribute to constructive ideas to Plans for improving customer service	
Identify what you have to do to follow plans to improve customer service and confirm this with others	
Co-operate with others to follow plans to improve customer service	
Keep your commitments made to others	
Keep others advised of situations that may affect plans to improve customer service	
2. Monitor your own performance against plans to improve customer service	
Discuss with others how what you do affects their customer service performance	
Identify how the way you work with others contributes towards meeting plans to improve customer service	
Continuously review your own performance with others against plans to improve customer service	
3. Monitor joint performance against plans to improve customer service	
Discuss the others joint performance measured against aims to improve customer service	
Identify with others how joint efforts to follow plans and achieve aims could be improved	
Take action with others to improve joint customer service performance	
Identify how the way in which you work with others improved customer service for your organisation and for your customers	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
1. Others can be	
a. team members	
b. colleagues	
c. suppliers	
d. supervisors/managers/team members	
e. service partners	
f. manufacturers	
g. individuals from other departments	
h. individuals from other sites	
i. individuals from other organizations	
2. Agree roles and responsibilities which	
a. are part of your own job	
b. have been agreed with others as part of their job	

In signing this sheet the Assessor and Candidate confirm that all the objectives and scope statements were met at least once during the practical assessment tasks by the named candidate and that the safe working practices were observed at all times.	
Assessor	Date
Candidate	Date

Essential knowledge

You need to understand:	PRN
<p>Legislative and organisational requirements and procedures</p> <ol style="list-style-type: none"> 1. The specific aspects of <ol style="list-style-type: none"> i. health & safety ii. data protection iii. equal opportunities iv. disability discrimination v. legislation and regulations 2. Which affect the way products or services can be delivered to your customers. 3. Industry, organisational and professional codes of practice and ethical standards that affect the way in which products or services can be delivered to your customers. 4. The guidelines laid down by your organisation which limit what you can do within your job the limits of your own authority and when you need to seek agreement with or permission from others. 5. Any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met. 	
<p>Customer Rights</p> <ol style="list-style-type: none"> 6. What your customers' rights are and how these rights limit what you are able to do for your customer 	
<p>Products and or Services and responsibilities</p> <ol style="list-style-type: none"> 7. The products or services of your organisation relevant to your customer service role 8. Who else is involved either directly or indirectly with your ability to offer your organisation's products or services 9. The roles and responsibilities of others in your organisation 10. The roles of others outside your organisation who have an impact on the products or services you provide 11. What the goals or targets of your organisation are in relation to customer service and how these are set 	
<p>Communication and Customer Service</p> <ol style="list-style-type: none"> 12. How to communicate in a clear, polite, confident way and why this is important. 	

In signing this sheet the Assessor and Candidate confirm that all the essential knowledge has been met by the named candidate.	
Assessor Date	Date
Candidate Date	Date

Syllabus

Work with Others to Improve Customer Service

This unit is all about how you develop a relationship with others to improve your customer service performance

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Products and services

These can be any product, part or service connected with the retail motor industry.






Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLLA test associated with this unit.

Enable Learning Through Demonstrations and Instruction

 Further guidance available	 Observation of your task/work	 Evidence recording	 Computer based testing	 Verbal Questioning
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Evidence requirements

To complete this unit you will be required to undertake knowledge and practical tests

For the knowledge test you must complete some assignment work. This will be arranged by your tutor or assessor.

If you are completing an apprenticeship which includes both N/SVQ & VRQ (Technical Certificate) you will only do this once.

The practical tests will depend upon the qualification you are taking and are covered in the VRQ or N/SVQ information sections.

You must also complete the attached recording forms to the satisfaction of your assessor. These forms, when completed and signed by you and your assessor, provide confirmation that you have met both practical and knowledge requirements.

If you are undertaking an apprenticeship you need only complete one set which combines VRQ (Technical certificate) and N/SVQ evidence.

Your tutor or assessor will be able to offer you further guidance on the evidence you need to provide.



Information for VRQs (Technical Certificates).

To complete this unit you must:

1. Collect the same evidence as for the following N/SVQ except that only one example of each assessment is required.

Your tutor or assessor will either set and observe a practical assessment task, which has been designed to cover the performance objectives, or you may be observed by your assessor in your workplace. If this qualification forms part of an **apprenticeship** workplace observation will also provide N/SVQ evidence.

With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your tutor or assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed

All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier.

Your assessor will ask questions to ensure you understand the practical task you are performing.

VRQ



Information for N/SVQs

General Requirements.

You must:

1. Produce evidence to show you meet all of the performance objectives consistently
2. Produce evidence to show that you have covered all the items in the scope for this unit
3. Produce evidence to show that you possess all the knowledge required.
4. Produce performance evidence resulting from work you have carried out in your normal workplace or in a realistic working environment (RWE) as managed and organised by an approved centre when naturally occurring performance evidence does not occur at frequent intervals in your normal workplace or when safety is at risk.
5. Be observed by a qualified assessor carrying out work in
 - your normal workplace
 - and approved centre, or a combination of both
6. Evidence from simulated activities is not acceptable for this unit.

Specific Performance Evidence for this Unit. You must:

7. Provide ONE Record of the activity to be demonstrated PLUS
8. Records of TWO Observations by an Assessor or a Witness (This witness must have been agreed by the Assessor prior to the observation taking place). These observations must cover at least one demonstration and one instruction or a combination of both.
9. The observation and record MUST include the following evidence:

A. Record

It is expected that this will show: How you:

- decided on the sequence of the demonstration
- ensure that the demonstration is accurate and realistic
- identified which learning outcomes will be achieved
- will ensure a safe environment for the demonstration and allow all learners to see the demonstration clearly

B. Observation

This must show how you:

- structured the demonstration so the learner got the most out of it
- encouraged learners to ask questions and get explanations at appropriate stages in the demonstration
- gave learners the opportunities to practice the skill being demonstrated
- gave them positive feedback
- reinforced learning by repeating the demonstration
- responded to the needs of learners during the demonstration
 - reduced distractions and disruptions as much as possible
 - matched instruction to the needs of learners
 - ensured that the manner, level and speed of the instruction encourages learners to take part
 - regularly check that learners understand and adapt instruction as appropriate
 - gave learners positive feedback on the learning experience and the outcome achieved
 - identified anything that prevented learning and reviewed this with learners

In preparing the record you should consider the following:

- a. Which types of learning are best achieved and supported through demonstrations.
- b. How to choose between demonstration and instruction as learning methods.
- c. How to identify individual learning needs.
- d. Which factors are likely to prevent learning and how to overcome them.
- e. How to choose and prepare appropriate materials, including technology-based materials.
- f. Which types of learning are best achieved and supported through instruction.
- g. How to make sure everybody acts in line with health, safety and environmental protection legislation and best practice.
- h. How to analyse and use developments in learning and new ways of delivery, including technology-based learning.


With your assessor you must complete a suitable **City & Guilds evidence recording form** for **each** task. Your assessor will advise you on this. Other paperwork such as job cards, inspection sheets, servicing lists and reporting paperwork, appropriate to the task, should also be completed. All work records/evidence should be numbered (portfolio reference number PRN) and entered where required on the recording forms. This evidence should be collected in a portfolio and may need to be made available to your internal verifier or the City & Guilds external verifier. Your assessor will ask questions to ensure you understand the task you are performing. If this qualification forms part of an **apprenticeship** workplace observation will also provide VRQ evidence.

NVQ

SVQ



Evidence reference summary

	Note: Refer to the General and Specific Performance Evidence requirements for details of locations and types of assessment for this unit.	Portfolio reference number (PRN)		
		VRQ	N/SVQ	N/SVQ
		Observed assessment	Approved centre or workplace	Observed assessment
Observations by an Assessor or a Witness 1				
Observations by an Assessor or a Witness 2				
Record of the activity demonstrated				

Supplementary evidence (if used) PRN			
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Unit assessment and verification declaration

VRQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:	N/SVQ Candidate declaration: I confirm that the evidence listed for this unit is authentic and a true representation of my own work Candidate name:..... Candidate enrolment number:..... Candidate signature:..... Date:
VRQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:	N/SVQ Assessor declaration: I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient. Assessor name: Assessor signature:..... Date: Countersignature: (if relevant)..... Date:
VRQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick): <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:	N/SVQ Internal verifier Declaration: (Leave blank if sampling of this unit did not take place.) I have internally verified the assessment work on this unit in the following ways (please tick): <ul style="list-style-type: none"> • sampling candidate and assessment evidence • observation of assessment practice • discussion with candidate • other – please state: I confirm that the candidate's work meets the standards specified for this unit and may be presented for external verification and/or certification. Internal verifier name: Internal verifier signature: Date: Countersignature: (if relevant) Date:

Performance objective checklist

To be competent you must ensure that:	PRN
Demonstrate skills and methods to learners	
Base the demonstration on an analysis of the skills needed and the order they must be learned in.	
Ensure that the demonstration is accurate and realistic.	
Structure the demonstration so the learner can get the most out of it.	
Encourage learners to ask questions and get explanation at appropriate stages in the demonstration.	
Give learners the opportunities to practise the skill being demonstrated and give them positive feedback.	
Give extra demonstrations of the skills being taught to reinforce learning.	
Ensure that demonstrations take place in a safe environment and allow learners to see the demonstration clearly.	
Respond to the needs of learners during the demonstration.	
Reduce distractions and disruptions as much as possible.	
Instruct learners	
Match instruction to the needs of the learners.	
Identify which learning outcomes will be achieved through instruction.	
Ensure that the manner, level and speed of the instruction encourages learners to take part.	
Regularly check that learners understand and adapt instruction as appropriate.	
Give learners positive feedback on the learning experience and the outcomes achieved.	
Identify anything that prevents learning and review this with the learners.	

Scope of this unit

All of the items listed below form part of this National Occupational Standard.	PRN
None has been defined for this unit.	

Essential knowledge

You need to understand:	PRN
The nature and role of demonstrations and instruction	
1. The separate areas of demonstrations which encourage learning	
2. Which types of learning are best achieved and supported through demonstrations	
3. How to identify and use different learning opportunities	
4. How to structure demonstrations and instruction sessions	
5. How to choose from a range of demonstration techniques	
Principles and concepts	
6. How to put learners at their ease and encourage them to take part	
7. How to choose between demonstration and instruction as learning methods	
8. How to identify individual learning needs	
9. Which factors are likely to prevent learning and how to overcome them	
10. How to check learners' understanding and progress	
11. How to put information in order and decide whether the language you will be using is appropriate	
12. How to choose and prepare appropriate materials, including technology-based materials	
13. The separate areas of instructional techniques which encourage learning	
14. Which types of learning are best achieved and supported through instruction	
External factors influencing human resource development	
15. How to make sure everybody acts in line with health, safety and environmental protection legislation and best practice.	
16. How to analyse and use developments in learning and new ways of delivery, including technology-based learning.	

Syllabus

Enable Learning Through Demonstrations and Instruction

This unit is about demonstrating skills and methods to learners and providing instruction.

Course Outline

For guidance on content for this unit, reference should be made to the Essential Knowledge statements in the National Standards. These are also reproduced as a checklist table in the evidence collection section of this document. The scope of this unit, in other words the range of equipment or activities appropriate to the unit, is also included as a table.

Key words and phrases associated with this unit are as follows:

Demonstration and instruction activities

These include; demonstrating how equipment is used, showing a learner how to do something, giving learners instructions on what to do or how to carry out a particular activity, deciding when you should use demonstration or instruction to encourage learning, reviewing the potential use of technology-based learning, checking on the progress of learners and giving feedback to learners.

Assessment

Essential knowledge assessment

Essential knowledge will be assessed using a combination of Centre devised assignments and observation. The observation is most likely to take place when the candidate is carrying out other practical assessments.

There is no GOLTA test associated with this unit.