



Qualification Specification

ProQual Level 2 Diploma in Building Maintenance, Multi- Trade Repair and Refurbishment

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This qualification is part of ProQual's broad offer of qualifications in the construction Sector.

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Introduction

The ProQual Level 2 Diploma in Building Maintenance, Multi-Trade Repair and Refurbishment provides a nationally recognised qualification for those who are not currently employed in a construction role, but wish to enter the construction industry.

This qualification has been designed to mirror the Multi-Trade NVQ, without the need for assessment to take place within a working site. Candidates who complete this qualification and progress onto employment may wish to complete the ProQual Level 2 NVQ Diploma in Building Maintenance Multi-Trade Repair and Refurbishment Operations (Construction), or may wish to use the knowledge and skills they develop in this qualification as a basis to further specialise in a trade.

The aims of this qualification are:

- To create a route into the construction industry for those not currently employed in the sector.
- To provide new entrants to the construction industry with career progression opportunities
- To allow candidates to develop their basic skills in a range of construction skills.

The awarding body for this qualification is ProQual AB. This qualification has been approved for delivery in England. The regulatory body for this qualification is Ofqual, and this qualification has been accredited onto the Regulated Qualification Framework (RQF), and has been published in Ofqual's Register of Qualifications.

Qualification Profile

Qualification Title:	ProQual Level 2 Diploma in Building Maintenance, Multi-Trade Repair and Refurbishment
Qualification Number:	610/5053/2
Level:	2
Total Qualification Time (TQT):	680 Hours depending on optional units chosen 68 Credits
Guided Learning Hours (GLH):	313 Hours depending on optional units chosen
Assessment:	Pass / Fail
	Internally assessed and verified by centre staff
	Externally verified by ProQual external verifiers
Qualification Start Date:	25/11/2024
Qualification Review Date:	25/11/2027

Learner Profile

There are no formal academic entry requirements for this qualification. Centres should carry out their own assessment to establish candidate's existing knowledge and skills in order to develop the assessment plan.

If candidates are not yet ready to complete this qualification, centres may wish to consider first registration candidates for the ProQual Level 1 Certificate in Basic Construction Skills.

Candidates must be aged **at least** 14 years old on the day that they are registered for this qualification. Centres are reminded that no assessment activity may take place until a candidate has been registered.

Candidates who complete this qualification may progress into other qualifications in ProQual's construction skills suite.

Qualification Structure

This qualification is designed to be flexible and allow candidates to develop their skills in a number of different trades.

All candidates must complete the following:

Unit Number	Unit Title	Level	TQT	GLH
Mandatory Units – Candidates must complete ALL units in this group				
D/651/4057	Conforming to General Health, Safety and Welfare	1	20	17
H/651/4059	Conforming to Productive Working Practices	2	30	20
L/651/4060	Moving, Handling and Storing Resources	2	50	27
M/651/4061	Delivering Reliable Customer Service	2	50	33
Optional Units – Candidates must complete ONE unit from this group				
R/651/4062	Erecting and Dismantling Access/Working Platforms	2	80	27
T/651/4063	Installing, Maintaining and Removing Work Area Protection and Safety Equipment	2	100	65
Y/651/4064	Clearing the Site and Handing Over on Completion	2	120	40

Candidates must then complete the required units in **two** of the following groups:

Maintenance Carpentry and Joinery – TWO units required				
A/651/4065	Maintaining Non-Structural Carpentry Work	2	140	57
D/651/4066	Maintaining Non-Structural or Structural Components	3	290	107
F/651/4067	Repairing, Replacing and Renewing Gates, Posts and Fencing	2	160	57

Maintenance Painting and Decorating – TWO units required				
H/651/4068	Applying Paint Systems by Brush and Roller	2	220	83
R/651/4071	Hanging Standard Paper Wallcoverings	3	260	73
A/651/4074	Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating	2	70	33

Maintenance Tiling – TWO units required				
F/651/4076	Tiling Wall and Floor Surfaces	2	130	53
A/651/4074	Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating	2	70	33
J/651/4078	Removing and Renewing Floor Screeds	2	180	70

Maintenance Plastering – TWO units required				
A/651/4074	Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating	2	70	33
T/651/4081	Applying Finishing Plaster to Prepared Surfaces	2	180	70

Maintenance Roofing – TWO units required				
Y/651/4082	Maintaining Slate and Tile Roofing	2	140	57
A/651/4083	Repairing Sheeting and Cladding Systems on Roofs and Walls, Including Rainscreen	2	200	190
D/651/4084	Repairing Membrane Roofing Systems	2	160	120
F/651/4085	Removing and Repairing Eaves and Verge Finishings	2	160	63

Maintenance Trowel Occupations – TWO units required				
H/651/4086	Repairing and Maintaining Masonry Structures	3	220	83
L/651/4089	Repairing Basic Stonemasonry Structures	2	190	120

Important Information:

Unit **A/651/4074 - Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating** may be counted toward two optional groups, only if it is endorsed for two different work areas.

Example Combinations:

Examples of Valid Combinations	
Completed units:	This is valid because:
<ul style="list-style-type: none"> D/651/4057 - Conforming to General Health, Safety and Welfare H/651/4059 - Conforming to Productive Working Practices L/651/4060 - Moving, Handling and Storing Resources L/651/4061 - Delivering Reliable Customer Service Y/651/4064 - Clearing the Site and Handing Over on Completion A/651/4065 - Maintaining Non-Structural Carpentry Work F/651/4067 - Repairing, Replacing and Renewing Gates, Posts and Fencing H/651/4068 - Applying Paint Systems by Brush and Roller R/651/4071 - Hanging Standard Paper Wallcoverings 	<p>The candidate has completed all mandatory units.</p> <p>The candidate has completed one unit from optional group A.</p> <p>The candidates has completed the required units from both the Carpentry and Joinery <i>and</i> the Painting and Decorating groups.</p>
<ul style="list-style-type: none"> D/651/4057 - Conforming to General Health, Safety and Welfare H/651/4059 - Conforming to Productive Working Practices L/651/4060 - Moving, Handling and Storing Resources L/651/4061 - Delivering Reliable Customer Service Y/651/4064 - Clearing the Site and Handing Over on Completion F/651/4076 - Tiling Wall and Floor Surfaces H/651/4068 - Applying Paint Systems by Brush and Roller A/651/4074 - Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating (<i>Endorsed for Painting and Decorating and Tiling</i>) 	<p>The candidate has completed all mandatory units.</p> <p>The candidate has completed one unit from optional group A.</p> <p>The candidate has been endorsed for both Painting and Decorating and Tiling in unit A/651/4074 - Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating. Therefore this unit can count toward both groups.</p> <p>The candidates has completed the required units from both the Tiling <i>and</i> the Painting and Decorating groups.</p>

Examples of Invalid Combinations	
Completed units:	This is invalid because:
<ul style="list-style-type: none"> D/651/4057 - Conforming to General Health, Safety and Welfare H/651/4059 - Conforming to Productive Working Practices L/651/4060 - Moving, Handling and Storing Resources L/651/4061 - Delivering Reliable Customer Service Y/651/4064 - Clearing the Site and Handing Over on Completion A/651/4065 - Maintaining Non-Structural Carpentry Work F/651/4067 - Repairing, Replacing and Renewing Gates, Posts and Fencing H/651/4068 - Applying Paint Systems by Brush and Roller F/651/4076 - Tiling Wall and Floor Surfaces 	<p>The candidate has completed all mandatory units.</p> <p>The candidate has completed one unit from optional group A.</p> <p>The candidates has completed the required units from the Carpentry and Joinery group.</p> <p>But the candidate has only completed one unit from the Painting and Decorating and tiling groups, and so hasn't completed either group.</p> <p>This means the candidate has only completed one optional group, rather than the required two.</p>
<ul style="list-style-type: none"> D/651/4057 - Conforming to General Health, Safety and Welfare H/651/4059 - Conforming to Productive Working Practices L/651/4060 - Moving, Handling and Storing Resources L/651/4061 - Delivering Reliable Customer Service Y/651/4064 - Clearing the Site and Handing Over on Completion F/651/4076 - Tiling Wall and Floor Surfaces H/651/4068 - Applying Paint Systems by Brush and Roller A/651/4074 - Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating (<i>Endorsed for Painting and Decorating</i>) 	<p>The candidate has completed all mandatory units.</p> <p>The candidate has completed one unit from optional group A.</p> <p>The candidate has been endorsed for Painting and Decorating only in unit A/651/4074 - Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating. Therefore this unit can only count toward this group.</p> <p>Therefore candidates has completed the required units from the Painting and Decorating group, but not the Tiling group.</p> <p>This means the candidate has only completed one optional group, rather than the required two.</p>

Centre Requirements

Centres must be approved to deliver this qualification. If your centre is not approved to deliver this qualification, please complete and submit the **ProQual Additional Qualification Approval Form**.

Materials produced by centres to support candidates should:

- Enable them to track their achievements as they progress through the learning outcomes and assessment criteria.
- Provide information on where ProQual's policies and procedures can be viewed.
- Provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence.

Centres must have the appropriate equipment to enable candidates to carry out the practical requirements of this qualification in a realistic manner.

Certification

Candidates who achieve the requirements for this qualification will be awarded:

- A certificate listing all units achieved, and
- A certificate giving the full qualification title:

ProQual Level 2 Diploma in Building Maintenance, Multi-Trade Repair and Refurbishment

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the qualification. All certificates will be issued to the centre for successful candidates.

Unit certificates

If a candidate does not achieve all of the units required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units achieved.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement.

Assessment Requirements

Each candidate is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- Observation report by assessor.
- Assignments/projects/reports.
- Professional discussion.
- Witness testimony.
- Candidate product.
- Worksheets.
- Record of oral and written questioning.
- Recognition of Prior Learning.

Candidates must demonstrate the level of competence described in the units. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

Centre staff assessing this qualification must be **occupationally competent** and qualified to make assessment decisions. Assessors who are suitably qualified may hold a qualification such as, but not limited to:

- ProQual Level 3 Certificate in Teaching, Training and Assessment.
- ProQual Level 3 Award in Education and Training.
- ProQual Level 3 Award in Assessing Competence in the Work Environment.

Candidate portfolios must be internally verified by centre staff who are **occupationally knowledgeable** and qualified to make quality assurance decisions. Internal verifiers who are suitably qualified may hold a qualification such as:

- ProQual Level 4 Award in the Internal QA of Assessment Processes and Practice.
- ProQual Level 4 Certificate in Leading the Internal QA of Assessment Processes and Practice.

Occupationally competent means capable of carrying out the full requirements contained within a unit. **Occupationally knowledgeable** means possessing relevant knowledge and understanding.

All practical assessment for this qualification must be carried out in a real working environment. Evidence of workplace skills cannot be simulated.

Enquiries, Appeals and Adjustments

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Units – Learning Outcomes and Assessment Criteria

Title:	Conforming to General Health, Safety and Welfare			Level:	1
Unit Number:	D/651/4057	TQT:	20	GLH:	17
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Comply with all health, safety and welfare legislation requirements.	1.1	Comply with information from organisational inductions and any health, safety and welfare briefings attended relevant to the occupational area.		
		1.2	Use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements.		
		1.3	Comply with statutory requirements, safety notices and warning notices displayed within the working area and/or on equipment.		
		1.4	State why and when health and safety control equipment, identified by the principles of protection, should be used relating to types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to: <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV). 		
		1.5	State how the health and safety control equipment relevant to the work should be used in accordance with the given instructions.		
		1.6	State which types of health, safety and welfare legislation, notices and warning signs are relevant to the occupational area and associated equipment.		

1	<i>Continued</i>	1.7	State why health, safety and welfare legislation, notices and warning signs are relevant to the occupational area.
		1.8	State how to comply with control measures that have been identified by risk assessments and safe systems of work.
2	Recognise hazards associated with the work area that have not been previously controlled and report them in accordance with organisational procedures.	2.1	Report any hazards created by changing circumstances within the workplace in accordance with organisational procedures.
		2.2	List typical hazards associated with the work environment and occupational area in relation to resources, substances, asbestos, equipment, obstructions, storage, services and work activities.
		2.3	List the current Health and Safety Executive top ten safety risks.
		2.4	List the current Health and Safety Executive top five health risks.
		2.5	State how changing circumstances within the workplace could cause hazards.
		2.6	State the methods used for reporting changed circumstances, hazards and incidents in a construction workplace.
3	Comply with organisational policies and procedures to contribute to health, safety and welfare.	3.1	Interpret and comply with given instructions to maintain safe systems of work and quality working practices.
		3.2	Contribute to discussions by offering/providing feedback relating to health, safety and welfare.
		3.3	Contribute to the maintenance of welfare facilities in accordance with organisational welfare procedures.
		3.4	Safely store health and safety control equipment in accordance with given instructions.

3	<i>Continued</i>	3.5	Dispose of waste and/or consumable items in accordance with legislation.
		3.6	State the organisational policies and procedures for health, safety and welfare, in relation to: <ul style="list-style-type: none"> • Dealing with accidents and emergencies associated with the work and environment. • Methods of receiving or sourcing information. • Reporting. • Stopping work. • Evacuation. • Fire risks and safe exit procedures. • Consultation and feedback.
		3.7	State the appropriate types of fire extinguishers relevant to the work.
		3.8	State how and when the different types of fire extinguishers are used in accordance with legislation and official guidance.
4	Work responsibly to contribute to overall health, safety and welfare whilst carrying out work in the relevant occupational area.	4.1	Demonstrate behaviour which shows personal responsibility for general health, safety and welfare.
		4.2	State how personal behaviour demonstrates responsibility for general health, safety and welfare, in relation to: <ul style="list-style-type: none"> • Recognising when to stop work in the face of serious and imminent danger to self and/or others. • Contributing to discussions and providing feedback. • Reporting changed circumstances and incidents in the workplace. • Complying with the environmental requirements of the workplace.
		4.3	Give examples of how the behaviour and actions of individuals could affect others within the workplace.

5	Comply with and support all organisational security arrangements and approved procedures.	5.1	Provide appropriate support for security arrangements in accordance with approved procedures: <ul style="list-style-type: none"> • During the working day. • On completion of the day's work. • For unauthorised personnel (other operatives and the general public) • For theft.
		5.2	State how security arrangements are implemented in relation to the workplace, the general public, site personnel and resources.

Additional Assessment Information

Where an assessment criteria is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Where an assessment criteria is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Evidence of practical skills **may** be collected in a simulated environment.

Title:	Conforming to Productive Working Practices		Level:	2	
Unit Number:	H/651/4059	TQT:	20	GLH:	17
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Communicate with others to establish productive work practices.	1.1	Communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively.		
		1.2	Describe the different methods of communicating with line management, colleagues and customers.		
		1.3	Describe how to use different methods of communication to ensure that the work carried out is productive.		
2	Follow organisational procedures to plan the sequence of work.	2.1	Interpret relevant information from organisational procedures in order to plan the sequence of work.		
		2.2	Plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively.		
		2.3	Describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to: <ul style="list-style-type: none"> Using resources for own and other's work requirements. Allocating appropriate work to employees. Organising the work sequence. Reducing carbon emissions. 		
		2.4	Describe how to contribute to zero/low carbon work outcomes within the built environment.		
3	Maintain relevant records in accordance with the organisational procedures.	3.1	Complete relevant documentation according to the occupation as required by the organisation.		

3	<i>Continued</i>	3.2	<p>Describe how to complete and maintain documentation in accordance with organisational procedures, in relation to:</p> <ul style="list-style-type: none"> • Job cards. • Worksheets. • Material/resource lists. • Time sheets.
		3.3	<p>Explain the reasons for ensuring documentation is completed clearly and within given timescales.</p>
4	Maintain good working relationships when conforming to productive working practices.	4.1	<p>Carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships.</p>
		4.2	<p>Apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others.</p>
		4.3	<p>Describe how to maintain good working relationships, in relation to:</p> <ul style="list-style-type: none"> • Individuals. • Customer and operative. • Operative and line management. • Own and other occupations.
		4.4	<p>Describe why it is important to work effectively with line management, colleagues and customers.</p>
		4.5	<p>Describe how working relationships could have an effect on productive working.</p>
		4.6	<p>Describe how to apply principles of equality and diversity when communicating and working with others.</p>

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- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Evidence of practical skills **may** be collected in a simulated environment.

Title:	Moving, Handling and Storing Resources	Level:	2
Unit Number:	L/651/4060	TQT:	50
		GLH:	27
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>	
1	Comply with given information when moving, handling and/or storing resources.	1.1	Interpret the given information relating to moving, handling and/or storing resources, relevant to the given occupation.
		1.2	Interpret the given information relating to the use and storage of lifting aids and equipment.
		1.3	Describe the different types of technical, product and regulatory information, their source and how they are interpreted.
		1.4	State the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.
		1.5	Describe how to obtain information relating to using and storing lifting aids and equipment.
2	Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting.
		2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, work space, company and operative.

2	<i>Continued</i>	2.3	Explain what the accident reporting procedures are and who is responsible for making the reports.
		2.4	State the appropriate types of fire extinguishers relevant to the work.
		2.5	Describe how and when the different types of fire extinguishers, relevant to the given occupation, are used in accordance with legislation and official guidance.
3	Maintain safe working practices when moving, handling and/or storing resources.	3.1	Use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements when moving, handling and/or storing resources.
		3.2	Use lifting aids safely as appropriate to the work.
		3.3	Protect the environment in accordance with safe working practices as appropriate to the work.
		3.4	<p>Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to moving, handling and/or storing resources, and the types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.5	Describe how the health and safety control equipment relevant to the work should be used in accordance with the given instructions.
		3.6	State how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.
4	Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources.	4.1	Select the relevant resources to be moved, handled and/or stored, associated with own work.

4	<i>Continued</i>	4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the occupational resources in relation to: <ul style="list-style-type: none"> • Lifting and handling aids. • Container(s). • Fixing, holding and securing systems.
		4.3	Describe how the resources should be handled and how any problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
5	Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources.	5.1	Protect occupational resources and their surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Dispose of waste and packaging in accordance with legislation.
		5.3	Maintain a clean work space when moving, handling or storing resources.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when moving, handling and/or storing resources.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	State the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.

7	Comply with the given occupational resource information to move, handle and/or store resources to the required guidance.	7.1	<p>Demonstrate the following work skills when moving, handling and/or storing occupational resources:</p> <ul style="list-style-type: none"> • Moving. • Positioning. • Storing. • Securing and/or using lifting aids and kinetic lifting techniques.
		7.2	<p>Move, handle and/or store occupational resources to meet product information and organisational requirements relating to three of the following:</p> <ul style="list-style-type: none"> • Sheet material. • Loose material. • Bagged or wrapped material. • Fragile material. • Tools and equipment. • Components. • Liquids.
		7.3	<p>Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them when moving, handling and/or storing occupational resources.</p>
		7.4	<p>Describe the needs of other occupations when moving, handling and/or storing resources.</p>

Additional Assessment Information

Where an assessment criteria is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Delivering Reliable Customer Service			Level:	1
Unit Number:	M/651/4061	TQT:	50	GLH:	33
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Prepare to deal with their customers.	1.1	Demonstrate that they keep their knowledge of the organisation's services or products up-to-date.		
		1.2	Demonstrate that the area they work in is tidy, safe and organised efficiently.		
		1.3	Demonstrate that they prepare and arrange everything they need to deal with customers before their shift or period of work commences.		
2	Give consistent service to customers.	2.1	Demonstrate that the promises they make to customers about the delivery of services or products are realistic.		
		2.2	Ensure that the promises they make balances the needs of the customer and the organisation.		
		2.3	Keep their promises to the customers.		
		2.4	Inform their customers if they cannot keep the promises due to unforeseen circumstances.		
		2.5	Recognise when the customers' needs or expectations have changed and adapt their service to meet the customers' new requirements.		
		2.6	Keep the customer informed if delivery of the service needs involve passing the customer on to another person or organisation.		
3	Check customer service delivery.	3.1	Check that the service they have given meets their customers' needs and expectations.		
		3.2	Identify when they could have given better service to the customer and how the service could have been improved.		
		3.3	Share information with their colleagues and service partners to maintain and improve standards of service delivery.		

4	Understand how to deliver reliable customer service.	4.1	Show that they know and understand the organisation's procedures and systems for delivering customer service.
		4.2	Show that they know and understand the methods or systems for measuring an organisation's effectiveness in delivering customer service.
		4.3	Show that they know and understand the organisation's procedures and systems for checking service delivery.
		4.4	Show that they know and understand the organisation's requirements for health and safety in their area of work.

Endorsement Requirements

This unit must be assessed within the context of building maintenance and endorsed to confirm that this taken place.

Additional Assessment Information

Where an assessment criteria is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

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- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

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- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Erecting and Dismantling Access/Working Platforms			Level:	2
Unit Number:	R/651/4062	TQT:	80	GLH:	27
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when erecting and dismantling access/working platforms.	1.1	Interpret and extract information from specifications, method statements, risk assessments and manufacturers' information.		
		1.2	Comply with information and/or instructions derived from risk assessments and method statement.		
		1.3	State the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.		
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Specifications. • Current legislation. • Method statements. • Risk assessments. • Manufacturers' information. 		
2	Know how to comply with relevant legislation and official guidance when erecting and dismantling access/working platforms.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 		
		2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, work space, company and operative.		

2	<i>Continued</i>	2.3	State what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe working practices when erecting and dismantling access/working platforms.	3.1	Use personal protective equipment (PPE) and access equipment safely to carry out the activity in accordance with legislation and organisational requirements when erecting and dismantling access/working platforms.
		3.2	Explain why, when and how personal protective equipment (PPE) should be used, relating to erecting and dismantling access/working platforms, and the types, purpose and limitations of each type.
		3.3	State how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.
4	Select the required quantity and quality of resources for the methods of work to erect and dismantle access/working platforms.	4.1	Describe the characteristics, quality, uses, limitations and defects associated with resources in relation to: <ul style="list-style-type: none"> • Ladders/Crawler boards. • Stepladders/Platform steps. • Trestles. • Proprietary staging/podiums. • Proprietary towers. • Mobile scaffold towers. • Protection equipment and notices. • Tools and ancillary equipment.
		4.2	Select resources associated with own work in relation to materials, components, tools and equipment.
		4.3	State how the resources should be used correctly, how problems associated with the resources are reported and how the organisational procedures are used.
		4.4	Outline potential hazards associated with the resources and method of work.
		4.5	Describe how to calculate quantity of equipment required associated with the method/procedure to erect and dismantle access equipment/working platforms.

5	Minimise the risk of damage to the work and surrounding area when erecting and dismantling access/working platforms.	5.1	Protect the work and its surrounding area from damage.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.4	Dispose of waste in accordance with legislation.
		5.5	State why the disposal of waste should be carried out in relation to the work.
6	Complete the work within the allocated time when erecting and dismantling access/working platforms.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	State the purpose of the work programme and explain why deadlines should be kept in relation to organisational procedures for reporting circumstances which will affect the work programme.

Endorsement Requirements

This unit must be endorsed with the following:

Two of the following areas of work:

- Building Maintenance – Carpentry.
- Building Maintenance – Painting and Decorating.
- Building Maintenance – Tiling.
- Building Maintenance – Plastering.
- Building Maintenance – Roofing.
- Building Maintenance – Trowel Occupations.

AND

Two of the following equipment categories:

- Ladders/Crawler boards.
- Stepladders/Platform steps.
- Proprietary towers.
- Trestle platforms.
- Mobile scaffold towers.
- Proprietary staging/podiums.

Additional Assessment Information

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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Installing, Maintaining and Removing Work Area Protection and Safety Equipment		Level:	2
Unit Number:	T/651/4063	TQT:	100	GLH: 65
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>		
1	Interpret the given information relating to the work and resources when installing, maintaining and removing work area protection and safety equipment.	1.1	Interpret and extract information from specifications, method statements, risk assessments and manufacturers' information.	
		1.2	Comply with information and/or instructions derived from risk assessments and method statement.	
		1.3	State the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.	
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Plans. • Risk assessments. • Method statements. • Specifications. • Schedules • Manufacturers' information. 	
2	Know how to comply with relevant legislation and official guidance when establishing work area protection and safety.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 	

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, work space, company and operative.
		2.3	State what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when installing, maintaining and removing work area protection and safety equipment.	3.1	Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing, maintaining and removing work area protection and safety equipment.
		3.2	<p>Demonstrate compliance with given information and relevant legislation when installing, maintaining and removing work area protection and safety equipment in relation to at least two of the following:</p> <ul style="list-style-type: none"> • Safe use of access equipment. • Safe use, storage and handling of materials, tools and equipment. • Specific risks to health.
		3.3	<p>Explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to installing, maintaining and removing work area protection and safety equipment, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.

4	Select the required quantity and quality of resources for the methods of work to install, maintain and remove work area protection and safety equipment. Minimise the risk of damage to the work and surrounding area when installing, maintaining and removing work area protection and safety equipment.	4.1	Select resources associated with own work in relation to materials, components and fixings, and tools and equipment.
		4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Safety and security equipment (cones, tapes, fences, barriers, hoarding, doors, gates.) • Protection and safety notices. • Signs and lighting. • Hand tools, power tools and equipment.
		4.3	Describe how to confirm that the resources and materials conform to the specification.
		4.4	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.5	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.6	Describe any potential hazards associated with the resources and methods of work.
		4.7	Describe how to calculate quantity, length and area associated with the method and procedure to install, maintain and remove work area protection and safety equipment.
5	Minimise the risk of damage to the work and surrounding area when installing, maintaining and removing work area protection and safety equipment.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Maintain a clear and tidy work space.
		5.3	Dispose of waste in accordance with current legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.

6	Complete the work within the allocated time when installing, maintaining and removing work area protection and safety equipment.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of productivity targets and time scales. • How times are estimated. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to install, maintain and remove work area protection and safety equipment to the required specification.	7.1	Demonstrate the following work skills when installing, maintaining and removing work area protection and safety equipment: <ul style="list-style-type: none"> • Measuring. • Setting out. • Positioning. • Assembling. • Constructing. • Securing. • Dismantling. • Removing.
		7.2	Use and maintain hand tools, power tools and ancillary equipment.
		7.3	Install, maintain and remove temporary protection and safety arrangements for the work area, to given working instructions, relating to protection equipment, barriers, fences and at least one of the following: <ul style="list-style-type: none"> • Protection and safety notices. • Safety lighting.
		7.4	Report work undertaken.

7	<i>Continued</i>	<p>7.5 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Plan for the protection and the safety of the work and surrounding environment. • Conform to agreed specification. • Confirm the location of utility services and ensure they are protected. • Prepare and set out area protection equipment to required dimensions. • Install, check and maintain the protection and safety equipment. • Dismantle and remove protection and safety equipment. • Install safety notices. • Install lighting systems. • Monitor and check accuracy during progress and on completion of work. • Install, maintain and remove work area protection equipment in public areas. • Transport, load and off load work area protection equipment. • Recognise and determine when specialist skills and knowledge are required and report accordingly. • Use hand tools, power tools and equipment. • Work at height. • Use access equipment.
		<p>7.6 Describe the needs of other occupations and how to communicate effectively within a team when installing, maintaining and removing work area protection and safety equipment in the workplace.</p>
		<p>7.7 Describe how to maintain the tools and equipment used when installing, maintaining and removing work area protection and safety equipment in the workplace.</p>

Endorsement Requirements

This unit must be assessed within the context of building maintenance and endorsed to confirm that this taken place.

This unit must be further endorsed with **two** of the following areas of work:

- Building Maintenance – Carpentry.
- Building Maintenance – Painting and Decorating.
- Building Maintenance – Tiling.
- Building Maintenance – Plastering.
- Building Maintenance – Roofing.
- Building Maintenance – Trowel Occupations.

Additional Assessment Information

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Title:	Clearing the Site and Handling Over on Completion			Level:	2
Unit Number:	Y/651/4064	TQT:	120	GLH:	40
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when clearing the site and handing over on completion.	1.1	Interpret and extract information from specifications, method statements, risk assessments and manufacturers' information.		
		1.2	Comply with information and/or instructions derived from risk assessments and method statement.		
		1.3	State the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.		
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Specifications. • Current legislation. • Method statements. • Risk assessments. • Manufacturers' information. 		
2	Know how to comply with relevant legislation and official guidance when clearing the site and handing over on completion.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 		

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when clearing the site and handing over on completion.	3.1	Use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when clearing the site and handing over on completion.
		3.2	Comply with information relating to specific risks to health when clearing the site and handing over on completion.
		3.3	<p>Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to clearing the site and handing over on completion, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.

4	Select the required quantity and quality of resources for the methods of work to clear the site and hand over on completion.	4.1	Select resources associated with own work in relation to materials, components, fixings, tools and equipment.
		4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Fittings and fixings. • Hand and/or portable powered tools and equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
5	Minimise the risk of damage to the work and surrounding area when clearing the site and handing over on completion.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Dispose of waste in accordance with current legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when clearing the site and handing over on completion.	6.1	Demonstrate completion of the work within the allocated time.

6	<i>Continued</i>	6.2	<p>Describe the purpose of the work programme and explain why deadlines should be kept in relation to:</p> <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to clear the site and hand over on completion to the required specification.	7.1	<p>Demonstrate the following work skills when clearing the site and handing over on completion:</p> <ul style="list-style-type: none"> • Finishing. • Positioning. • Dismantling. • Clearing. • Cleaning. • Tidying. • Securing.
		7.2	<p>Complete the task and hand the site over, in accordance with given working instructions, ensuring the following:</p> <ul style="list-style-type: none"> • Excess materials are removed. • The quality of the finished task matches the given specification. • The client, customer or their representative is provided with relevant information and advice. • The clients, customer or their representative accepts the condition of the completed task and site. • Records, reports and documentation are completed and registered.
		7.3	Safely use materials, hand tools, portable power tools and ancillary equipment.
		7.4	Safely store the materials, tools and equipment used when clearing the site and handing over on completion.

7	Continued	<p>7.5 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Identify required finish quality. • Remove and dispose of hazardous waste and non-hazardous waste. • Identify information that will be required by the client, customer or their representative • Remove excess materials. • Clean and clear the task and surrounding area. • Secure site or work area. • Recognise and determine when specific skills and knowledge are required and report accordingly. • Make recommendations for specialist intervention. • Work on buildings of historical significance. • Complete records, reports and documentation, work sheets, guarantees, warranties, customer service information. • Register documentation. • Use hand tools, portable power tools and equipment. • Work at height. • Use access equipment.
		<p>7.6 Describe the needs of other occupations and how to effectively communicate within a team when clearing the site and handing over on completion.</p>
		<p>7.7 Describe how to maintain the tools and equipment used when clearing the site and handing over on completion.</p>

Endorsement Requirements

This unit must be assessed within the context of building maintenance and endorsed to confirm that this taken place.

Additional Assessment Information

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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Maintaining Non-Structural Carpentry Work	Level:	2
Unit Number:	A/651/4065	TQT:	140
		GLH:	57
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>	
1	Interpret the given information relating to the work and resources when maintaining non-structural carpentry work.	1.1	Interpret and extract information from specifications, method statements, risk assessments and manufacturers' information.
		1.2	Comply with information and/or instructions derived from risk assessments and method statement.
		1.3	State the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. • Regulations governing buildings.
2	Know how to comply with relevant legislation and official guidance when maintaining non-structural carpentry work.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting.
		2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.

2	<i>Continued</i>	2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
		2.4	State the types of fire extinguishers available when maintaining non-structural carpentry work and describe how and when they are used.
3	Maintain safe working practices when maintaining non-structural carpentry work.	3.1	Use health and safety control equipment and access equipment/working platforms safely to carry out the activity in accordance with legislation and organisational requirements when maintaining non-structural carpentry work.
		3.2	<p>Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to maintaining non-structural carpentry work, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.3	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.4	State how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.
4	Select the required quantity and quality of resources for the methods of work to maintain non-structural carpentry work.	4.1	Select resources associated with own work in relation to materials, components, fixings, tools and equipment.

4	<i>Continued</i>	4.2	<p>Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</p> <ul style="list-style-type: none"> • Timber. • Manufactured sheet material. • Prefabricated components. • Ironmongery. • Metals. • Sash cord. • Adhesives. • Sealants. • Guttering. • Downpipe. • Fixings and associated ancillary items. • Hand and/or powered tools and equipment.
		4.3	<p>Describe how the resources should be used correctly and how problems associated with the resources are reported.</p>
		4.4	<p>Explain why the organisational procedures have been developed and how they are used for the selection of required resources.</p>
		4.5	<p>Describe any potential hazards associated with the resources and method of work.</p>
		4.6	<p>Describe how to calculate quantity, length, area and wastage associated with the method/procedure to maintain non-structural carpentry work.</p>
5	Minimise the risk of damage to the work and surrounding area when maintaining non-structural carpentry work.	5.1	<p>Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.</p>
		5.2	<p>Minimise damage and maintain a clean work space.</p>
		5.3	<p>Dispose of waste in accordance with legislation.</p>
		5.4	<p>Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.</p>

5	<i>Continued</i>	5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when maintaining non-structural carpentry work.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to maintaining non-structural carpentry work to the required specification.	7.1	Demonstrate the following work skills when maintaining non-structural carpentry work: <ul style="list-style-type: none"> • Measuring. • Marking out. • Splicing. • Fitting. • Finishing. • Positioning. • Securing.
		7.2	Repair and/or replace four of the following to given working instructions: <ul style="list-style-type: none"> • Frames. • Mouldings. • Doors. • Windows (including replacement glazing). • Door and/or window ironmongery. • Verge and/or eaves. • Guttering and downpipes. • Sash cords.
		7.3	Prime the repair to the work to given working instructions.
		7.4	Safely use and handle materials.
		7.5	Safely use hand tools, portable power tools and ancillary equipment.
		7.6	Safely store the materials, tools and equipment used when maintaining non-structural carpentry work.

7	<i>Continued</i>	7.7	<p>Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Splice and replace frames and mouldings. • Repair and replace doors and windows. • Repair and replace ironmongery. • Repair or replace guttering, downpipes. • Replace sash cords. • Replace architraves, skirting, dado rails and picture rails. • Form joints associated with repairs. • Use hand tools, power tools and equipment. • Work at height. • Use access equipment.
		7.8	Describe the needs of other occupations and how to effectively communicate within a team when maintaining non-structural carpentry work.
		7.9	Describe the methods of sharpening the hand tools used when maintaining non-structural carpentry work.
		7.10	Describe how to maintain the tools and equipment used when maintaining non-structural carpentry work.

Additional Assessment Information

Where an assessment criteria is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Where an assessment criteria is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Evidence of practical skills **may** be collected in a simulated environment.

Title:	Maintaining Non-Structural or Structural Components	Level:	3
Unit Number:	D/651/4066	TQT:	290
		GLH:	107
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>	
1	Interpret the given information relating to the work and resources when maintaining non-structural or structural components.	1.1	Interpret and extract information from specifications, method statements, risk assessments and manufacturers' information.
		1.2	Comply with information and/or instructions derived from risk assessments and method statement.
		1.3	State the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. • Regulations governing buildings.
2	Know how to comply with relevant legislation and official guidance when maintaining non-structural or structural components.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting.

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
		2.4	Describe the types of fire extinguishers available when maintaining non-structural or structural components and describe how and when they are used.
3	Maintain safe working practices when maintaining non-structural or structural components.	3.1	Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when maintaining non-structural or structural components.
		3.2	Demonstrate compliance with given information and relevant legislation when maintaining non-structural or structural components in relation to: <ul style="list-style-type: none"> • Safe use of access equipment/working platforms. • Safe handling of materials. • Safe use and storage of materials, tools and equipment.
		3.3	Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to maintaining non-structural or structural components, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.

4	Select the required quantity and quality of resources for the methods of work to maintain non-structural or structural components.	4.1	Select resources associated with own work in relation to materials, components, fixings, tools and equipment.
		4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Timber. • Manufactured sheet material. • Prefabricated components. • Ironmongery. • Metals. • Sash cord. • Adhesives. • Sealants. • Guttering. • Downpipe. • Fixings and associated ancillary items. • Hand and/or powered tools and equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and method of work.
		4.6	Describe how to calculate quantity, length, area and wastage associated with the method/procedure to maintain non-structural or structural components.
5	Minimise the risk of damage to the work and surrounding area when maintaining non-structural or structural components.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Dispose of waste in accordance with current legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.

5	<i>Continued</i>	5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when maintaining non-structural or structural components.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to maintain non-structural or structural components to the required specification.	7.1	Demonstrate the following work skills when maintaining non-structural and structural components: <ul style="list-style-type: none"> • Measuring. • Marking out. • Splicing. • Fitting. • Finishing. • Positioning. • Securing.
		7.2	Use and maintain hand tools, portable power tools and ancillary equipment.
		7.3	Repair five of the following components to given working instructions: <ul style="list-style-type: none"> • Frames (to include priming the repair). • Mouldings (to include priming the repair). • Floor joist covering (or flat roof). • Door and/or window ironmongery. • Guttering and downpipes. • Sash cords. • Replacement glazing. • Structural joists (including support). • Structural rafters (including support). • Facias, soffits and barge boards.

7	Continued	<p>7.4 Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Replace and splice door and window frames, mouldings and structural timbers, replace sash cords, re-glaze, re-lay brick/blockwork, make good paintwork, plasterwork, brickwork, wall tiling. • Identify load bearing points. • Prop and support existing structures. • Replace frames and mouldings. • Repair or replace door and window ironmongery. • Repair and/or replace guttering and downpipes. • Repair and/or replace fascias, soffits and barge boards. • Form joints associated with repairs. • Use hand tools, portable power tools and equipment. • Work at height. • Use access equipment.
		<p>7.5 Describe the needs of other occupations and how to effectively communicate within a team when maintaining non-structural or structural components.</p>
		<p>7.6 Describe the methods of sharpening the hand tools used when maintaining non-structural or structural components.</p>
		<p>7.7 Describe how to maintain the tools and equipment used when maintaining non-structural or structural components.</p>

Additional Assessment Information

Where an assessment criteria is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Where an assessment criteria is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Repairing, Replacing and Renewing Gates, Posts and Fencing		Level:	2
Unit Number:	F/651/4067	TQT:	160	GLH: 57
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>		
1	Interpret the given information relating to the work and resources when repairing, replacing and renewing gates, posts and fencing.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.	
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.	
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.	
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. 	
2	Know how to comply with relevant legislation and official guidance when repairing, replacing and renewing gates, posts and fencing.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 	

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when repairing, replacing and renewing gates, posts and fencing.	3.1	Use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when repairing, replacing and renewing, gates, posts and fencing.
		3.2	Comply with information relating to specific risks to health when repairing, replacing and renewing, gates, posts and fencing.
		3.3	<p>Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to repairing, replacing and renewing, gates, posts and fencing, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.

4	Select the required quantity and quality of resources for the methods of work to repair, replace and renew gates, posts and fencing.	4.1	Select resources associated with own work in relation to materials, components, fixings, tools and equipment.
		4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Gates. • Posts. • Fencing. • Furnishings and fixings. • Protective finishes. • Hand and/or portable powered tools and equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
		4.6	Describe how to calculate quantity, length, area and wastage associated with the method/procedure to repair, replace and renew fencing, gates and posts.
5	Minimise the risk of damage to the work and surrounding area when repairing, replacing and renewing, gates, posts and fencing.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Dispose of waste in accordance with current legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.

6	Complete the work within the allocated time when repairing, replacing and renewing, gates, posts and fencing.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to repair, replace and renew gates, posts and fencing to the required specification.	7.1	Demonstrate the following work skills when repairing, replacing and renewing, gates, posts and fencing: <ul style="list-style-type: none"> • Measuring. • Marking out. • Cutting. • Levelling. • Plumbing. • Fitting • Finishing. • Positioning. • Securing.
		7.2	Prepare for and repair, replace and renew fencing components or make bespoke items to given working instructions relating to the following: <ul style="list-style-type: none"> • Gates. • Posts. • Fencing. • Furnishings and fixings. • Protective finishes.
		7.3	Reinstate ground to given working instructions.
		7.4	Safely use materials, hand tools, portable power tools and ancillary equipment.
		7.5	Safely store the materials, tools and equipment used when repairing, replacing and renewing, gates, posts and fencing.

7	Continued	<p>7.6 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Match components and fittings. • Checks required prior to excavation • Excavate posts holes. • Level, gradient and plumb. • Repair, replace and renew fencing components, posts, gates and panels, of different materials: timber, metal plastic and composite materials. • Repair, replace and renew furnishings and fixings. • Make bespoke items and features. • Ensure components are plumb and level. • Reinststate ground to match existing: turf, tarmac, paving, hard landscaping materials. • Apply protective finishings. • Complete preventative maintenance. • Recognise and determine when specific skills and knowledge are required and report accordingly. • Complete and maintain records. • Work on buildings of historical significance. • Use hand tools, portable power tools and equipment. • Work at height. • Use access equipment.
		<p>7.7 Describe the needs of other occupations and how to effectively communicate within a team when repairing, replacing and renewing, gates, posts and fencing.</p>
		<p>7.8 Describe how to maintain the tools and equipment used when repairing, replacing and renewing, gates, posts and fencing.</p>

Endorsement Requirements

This unit must be assessed within the context of building maintenance and endorsed to confirm that this taken place.

Additional Assessment Information

Where an assessment criteria is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Applying Paint Systems by Brush and Roller			Level:	2
Unit Number:	H/651/4068	TQT:	220	GLH:	83
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when applying paint systems by brush and/or roller.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.		
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.		
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.		
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. 		
2	Know how to comply with relevant legislation and official guidance when applying paint systems by brush and/or roller.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 		

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when applying paint systems by brush and/or roller.	3.1	Use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when applying paint systems by brush and/or roller.
		3.2	Comply with information relating to specific risks to health when applying paint systems by brush and/or roller.
		3.3	<p>Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to applying paint systems by brush and/or roller, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.
4	Select the required quantity and quality of resources for the methods of work to apply paint systems by brush and/or roller.	4.1	Select resources associated with own work in relation to materials, tools and equipment.

4	<i>Continued</i>	<p>4.2 Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</p> <ul style="list-style-type: none"> • Water-borne and solvent-borne coatings. • Primers, intermediate coatings (undercoats) and finishes (single pack coatings). • Single-product systems (e.g. Emulsions, varnishes). • Solvents/thinners. • Knotting, proprietary sealers. • Brushes, rollers and other associated equipment. • Protective sheeting and masking materials. • Access equipment. • Hand tools and associated equipment.
		<p>4.3 Describe how the resources should be used correctly and how problems associated with the resources are reported.</p>
		<p>4.4 Explain why the organisational procedures have been developed and how they are used for the selection of required resources.</p>
		<p>4.5 Describe any potential hazards associated with the resources and methods of work.</p>
		<p>4.6 Describe how to calculate quantity of materials required associated with the method/procedure to paint by brush and roller.</p>
5	Minimise the risk of damage to the work and surrounding area when applying paint systems by brush and/or roller.	<p>5.1 Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.</p>
		<p>5.2 Minimise damage and maintain a clean work space.</p>
		<p>5.3 Dispose of waste in accordance with current legislation.</p>
		<p>5.4 Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.</p>

5	<i>Continued</i>	5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when applying paint systems by brush and/or roller.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to apply paint systems by brush and/or roller to the required specification.	7.1	Demonstrate the following work skills when applying paint systems by brush and/or roller: <ul style="list-style-type: none"> • Mixing. • Pouring. • Diluting. • Loading. • Laying-on. • Laying-off. • Cutting-in.
		7.2	Apply water-borne and/or solvent-borne coatings to internal and/or external surfaces for industrial and/or non-industrial situations, to given working instructions, for linear/trim/narrow-runs and broad areas by brush and/or roller.
		7.3	Safely use materials, tools and associated equipment.
		7.4	Safely store the materials, tools and equipment used when applying paint systems by brush and/or roller.

7	<i>Continued</i>	<p>7.5 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Establish access requirements. • Check suitability of previously prepared surfaces. • Prepare and apply water-borne and solvent-borne coatings by brush and roller. • Prepare coatings with activators. • Coat broad areas, linear/trim/narrow runs. • Test wet and dry film thickness. • Identify how atmospheric conditions affect coatings and their application process. • Identify the working life of prepared materials. • Use access equipment. • Use brushes, rollers and associated tools and equipment.
		<p>7.6 Describe the needs of other occupations and how to effectively communicate within a team when applying paint systems by brush and roller.</p>
		<p>7.7 Describe how to maintain brushes, rollers and the associated tools and equipment used when applying paint systems by brush and/or roller.</p>

Endorsement Requirements

This unit must be assessed within the context of building maintenance and endorsed to confirm that this taken place.

This unit must also be endorsed with **one** of the following work areas:

- Decorative Finishing.
- Industrial Painting.

Additional Assessment Information

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- Candidate reflection on own practical work.

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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Hanging Standard Paper Wallcoverings			Level:	3
Unit Number:	R/651/4071	TQT:	260	GLH:	73
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when hanging standard paper wallcoverings.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.		
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.		
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.		
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. 		
2	Know how to comply with relevant legislation and official guidance when hanging standard paper wallcoverings.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 		

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when hanging standard paper wallcoverings.	3.1	Use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when hanging standard paper wallcoverings.
		3.2	Comply with information relating to specific risks to health when hanging standard paper wallcoverings.
		3.3	<p>Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to hanging standard paper wallcoverings, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.
4	Select the required quantity and quality of resources for the methods of work to hang standard paper wallcoverings.	4.1	Select resources associated with own work in relation to materials, tools and equipment.

4	<i>Continued</i>	4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Surface preparation materials • Pastes and adhesives. • Wallpapers. • Protective sheeting. • Rubbish containers/bags. • Access equipment. • Hand tools and associated equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
		4.6	Describe how to calculate quantity of materials required associated with the method/procedure to hang standard paper wallcoverings.
		5	Minimise the risk of damage to the work and surrounding area when hanging standard paper wallcoverings.
5.2	Minimise damage and maintain a clean work space.		
5.3	Describe how to keep the paper and adjacent surfaces clean.		
5.4	Dispose of waste in accordance with current legislation.		
5.5	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.		
5.6	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.		

6	Complete the work within the allocated time when hanging standard paper wallcoverings.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to hang standard paper wallcoverings to the required specification.	7.1	Demonstrate the following work skills when hanging standard paper wallcoverings: <ul style="list-style-type: none"> • Shading. • Measuring. • Matching and cutting. • Mixing and applying. • Folding. • Positioning. • Fixing. • Trimming. • Cleaning off.
		7.2	Establish start and finish point and hang standard papers of substantial length to the given working instructions to the following areas: <ul style="list-style-type: none"> • Ceilings with any type of paper. • Walls with both internal and external angles using foundation paper (cross), textured/relief and patterned finishing papers.
		7.3	Safely use materials, hand tools and associated equipment.
		7.4	Safely store the materials, tools and equipment used when hanging standard paper wallcoverings.

7	<i>Continued</i>	7.5	<p>Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Establish access requirements. • Check suitability of surface to receive wallpaper. • Prepare and apply pastes and adhesives. • Prepare and hang paper to ceilings. • Prepare and hang foundation paper, textured/relief and patterned finishing papers. • Work to reveals and internal and external angles. • Work around electrical fittings and pipework. • Keep paper and adjacent surfaces clean. • Use access equipment. • Use tools and associated equipment.
		7.6	<p>Describe the needs of other occupations and how to effectively communicate within a team when hanging standard paper wallcoverings.</p>
		7.7	<p>Describe how to maintain the tools and equipment used when hanging standard paper wallcoverings.</p>

Additional Assessment Information

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- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Preparing Background Surfaces for Plastering, Tiling, Panelling or Painting/Decorating		Level:	2	
Unit Number:	A/651/4074	TQT:	70	GLH:	33
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when preparing background surfaces for plastering, tiling, panelling or painting/decorating.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.		
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.		
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.		
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. • Current regulations governing buildings. 		
2	Know how to comply with relevant legislation and official guidance when preparing background surfaces for plastering, tiling, panelling or painting/decorating.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level • At height • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 		

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when preparing background surfaces for plastering, tiling, panelling or painting/decorating.	3.1	Use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when preparing background surfaces for plastering, tiling, panelling or painting/decorating.
		3.2	Comply with information relating to specific risks to health when preparing background surfaces for plastering, tiling, panelling or painting/decorating.
		3.3	<p>Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to preparing background surfaces for plastering, tiling, panelling or painting/decorating, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.
4	Select the required quantity and quality of resources for the methods of work to prepare background surfaces for plastering, tiling, panelling or painting/decorating.	4.1	Select resources associated with own work in relation to materials, components, fixings, tools and equipment.

4	Continued	4.2	<p>Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</p> <ul style="list-style-type: none"> • Solvents and cleaning agents. • Stripping materials and equipment. • Fillers and bonding agents. • Primers, surface treatment materials and waterproofing agents. • Sand, cement, lime and plaster renders • Mesh, trims and fixings. • Hand and/or portable powered tools and equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
		4.6	Describe how to calculate quantity, length, area and wastage associated with the method/procedure to preparing background surfaces for plastering, tiling, panelling or painting/decorating.
5	Minimise the risk of damage to the work and surrounding area when preparing background surfaces for plastering, tiling, panelling or painting/decorating.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Dispose of waste in accordance with current legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.

6	Complete the work within the allocated time when preparing background surfaces for plastering, tiling, panelling or painting/decorating.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to prepare background surfaces for plastering, tiling, panelling or painting/decorating to the required specification.	7.1	Demonstrate the following work skills when preparing background surfaces for plastering, tiling, panelling or painting/decorating: <ul style="list-style-type: none"> • Measuring. • Marking out. • Washing. • Stripping/scraping. • Abrading/keying. • Hacking. • Cutting out. • Removing. • Mixing. • Filling. • Levelling/Flattening. • Brushing down. • Priming.
		7.2	Prepare new or existing background surfaces for plastering and/or tiling and/or panelling and/or painting/decorating to given working instructions for five of the following: <ul style="list-style-type: none"> • Previously plastered, tiled, panelled or painted/decorated surfaces. • Brick. • Block. • Concrete. • Render or plaster. • Manufactured board. • Wood. • Metal.
		7.3	Safely use materials, hand tools, portable power tools and ancillary equipment.

7	Continued	7.4	Safely store the materials, tools and equipment used when preparing background surfaces for plastering, tiling, panelling or painting/decorating.
		7.5	<p>Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Prepare previously plastered, tiled, panelled or painted/decorated surfaces. • Remove surface contamination. • Prepare brick, block, concrete and boarding for plastering. • Prepare brick, block, concrete, wood, metal, render and plaster for tiling. • Prepare brick, block, concrete, wood, metal, render or and plaster for painting/decorating. • Prepare brick, block, concrete, wood, metal, render and plaster for panelling. • Prepare manufactured board. • Mix and apply plaster, sand, cement and lime renders. • Apply primers. • Fill, level and abrade surfaces. • Apply preparatory treatments. • Use waterproof membranes. • Fix proprietary mesh and trims. • Apply movement joints. • Recognise and determine when specific skills and knowledge are required and report accordingly. • Complete and maintain records. • Work on buildings of historical significance. • Use hand tools, portable power tools and equipment. • Work at height. • Use access equipment.
		7.6	Describe the needs of other occupations and how to effectively communicate within a team when preparing background surfaces for plastering, tiling, panelling or painting/decorating.
		7.7	Describe how to maintain the tools and equipment used when preparing background surfaces for plastering, tiling, panelling or painting/decorating.

Endorsement Requirements

This unit must be assessed within the context of building maintenance and endorsed to confirm that this taken place.

This unit must be further endorsed with **one** of the following areas of work:

- Painting and Decorating
- Tiling
- Plastering
- Panelling

This unit must also be further endorsed with **five** of the following surface types:

- Previously Plastered, Tiled, Panelled or Painted/Decorated Surfaces.
- Brick.
- Block.
- Concrete.
- Render or Plaster.
- Manufactured Board.
- Wood.
- Metal.

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Title:	Tiling Wall and Floor Surfaces		Level:	2
Unit Number:	F/651/4076	TQT:	130	GLH: 53
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>		
1	Interpret the given information relating to the work and resources when tiling wall and floor surfaces.	1.1	Interpret and extract relevant information from drawings specifications, job details, method statements, risk assessments, control of substances hazardous to health (COSHH) assessments and manufacturers' information related to the work to be carried out.	
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.	
		1.3	State the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.	
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Job details. • Method statements. • Risk assessments. • COSHH assessments. • Manufacturers' information • Wall and floor tiling. 	
2	Know how to comply with relevant legislation and official guidance when tiling wall and floor surfaces.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level • At height • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 	

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe working practices when tiling wall and floor surfaces.	3.1	Use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements when tiling wall and floor surfaces.
		3.2	<p>Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to tiling wall and floor surfaces, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.3	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.4	State how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.
4	Select the required quantity and quality of resources for the methods of work to tile wall and floor surfaces.	4.1	Select resources associated with own work in relation to materials, components, accessories, tools and equipment.
		4.2	<p>Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</p> <ul style="list-style-type: none"> • Wall and floor tiles. • Grout. • Adhesives. • Accessories. • Hand and/or powered tools and associated equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.

4	<i>Continued</i>	4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and method of work.
		4.6	Describe how to calculate quantity, length, area and wastage associated with the method/procedure to tile wall and floor surfaces.
5	Minimise the risk of damage to the work and surrounding area when tiling wall and floor surfaces.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Dispose of waste in accordance with legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when tiling wall and floor surfaces.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.

7	Comply with the given contract information to tile wall and floor surfaces to the required specification.	7.1	<p>Demonstrate the following work skills when tiling wall and floor surfaces:</p> <ul style="list-style-type: none"> • Measuring. • Setting out. • Cutting. • Removing. • Applying. • Positioning. • Securing. • Finishing.
		7.2	<p>Fix tiles to vertical, horizontal and inclined surfaces to given working instructions for:</p> <ul style="list-style-type: none"> • Wall and floor surfaces. • Reveals, cills and soffits (door and/or windows). • Floor drainage and outlets. • Fixture of appropriate accessories.
		7.3	<p>Safely use materials, hand tools, portable power tools and associated equipment.</p>
		7.4	<p>Safely store the materials, tools and equipment used when tiling wall and floor surfaces.</p>
		7.5	<p>Describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Fix and finish wall and floor tiles to regular and irregular vertical, horizontal and inclined surfaces, including staircase and landing (new and repair work). • Remove existing tiles and prepare background. • Form reveals, cills and soffits (door and window openings). • Form internal and external angles. • Fix channels/form drainage and outlets. • Use appropriate accessories. • Use hand tools, power tools and associated equipment. • Work at height. • Use access equipment.
		7.6	<p>Describe the needs of other occupations and how to effectively communicate within a team when tiling wall and floor surfaces.</p>

7	<i>Continued</i>	7.7	Describe how to maintain the tools and equipment used when tiling wall and floor surfaces.
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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Removing and Renewing Floor Screeds			Level:	2
Unit Number:	J/651/4078	TQT:	180	GLH:	70
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when removing and renewing floor screeds.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.		
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.		
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.		
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. 		
2	Know how to comply with relevant legislation and official guidance when removing and renewing floor screeds.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 		
		2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.		

2	<i>Continued</i>	2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when removing and renewing floor screeds.	3.1	Use health and safety control equipment and access equipment (if applicable) safely to carry out the activity in accordance with current legislation and organisational requirements when removing and renewing floor screeds.
		3.2	Comply with information relating to specific risks to health when removing and renewing floor screeds.
		3.3	Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to removing and renewing floor screeds, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.
4	Select the required quantity and quality of resources for the methods of work to remove and renew floor screeds.	4.1	Select resources associated with own work in relation to materials, components, fixings, tools and equipment.
		4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Floor screeds. • Bonding agents. • Damp-proofing materials. • Insulation materials. • Fittings and fixings. • Hand and/or portable powered tools and equipment.

4	<i>Continued</i>	4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
		4.6	Describe how to calculate quantity, length, area and wastage associated with the method/procedure to remove and renew floor screeds.
5	Minimise the risk of damage to the work and surrounding area when removing and renewing floor screeds.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Dispose of waste in accordance with current legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when removing and renewing floor screeds.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.

7	Comply with the given contract information to remove and renew floor screeds to the required specification.	7.1	<p>Demonstrate the following work skills removing and renewing floor screeds:</p> <ul style="list-style-type: none"> • Measuring. • Marking out. • Cutting. • Keying. • Mixing. • Applying. • Levelling. • Finishing.
		7.2	Prepare floor screeds to given working instructions.
		7.3	Remove and renew floor screeds to given working instructions.
		7.4	Safely use materials, hand tools, portable power tools and ancillary equipment.
		7.5	Safely store the materials, tools and equipment used when removing and renewing floor screeds.
		7.6	<p>Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Cut out and remove defective screeds. • Protect damp-proofing, insulation and services (gas, electric, water). • Replace damp-proofing and insulation. • Prepare background surfaces. • Determine level and gradient. • Select and prepare materials. • Apply bonding agents. • Place, rule off and trowel screeds to float finish. • Match new screed to existing. • Recognise and determine when specific skills and knowledge are required and report accordingly. • Complete and maintain records. • Work on buildings of historical significance. • Use hand tools, portable power tools and equipment. • Work at height. • Use access equipment.

7	<i>Continued</i>	7.7	Describe the needs of other occupations and how to effectively communicate within a team when removing and renewing floor screeds.
		7.8	Describe how to maintain the tools and equipment used when removing and renewing floor screeds.

Endorsement Requirements

This unit must be assessed within the context of building maintenance and endorsed to confirm that this taken place.

Additional Assessment Information

Where an assessment criteria is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

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- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

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- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Applying Finishing Plaster to Prepared Surfaces			Level:	2
Unit Number:	T/651/4081	TQT:	180	GLH:	70
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when applying finishing plaster to prepared surfaces.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.		
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.		
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.		
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. • Current regulations governing buildings. 		
2	Know how to comply with relevant legislation and official guidance when applying finishing plaster to prepared surfaces.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 		

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when applying finishing plaster to background prepared surfaces	3.1	Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when applying finishing plaster to prepared surfaces.
		3.2	<p>Demonstrate compliance with given information and relevant legislation when applying finishing plaster to prepared surfaces in relation to the following:</p> <ul style="list-style-type: none"> • Safe use of access equipment/working platforms. • Safe use, storage and handling of materials, tools and equipment. • Specific risks to health.
		3.3	<p>Explain why and when health and safety control equipment, identified by the principles of prevention should be used, relating to applying finishing plaster to prepared surfaces, and the types, purpose and limitations of each type, the work situation and general work environment in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Local exhaust ventilation (LEV). • Personal protective equipment (PPE). • Respiratory protective equipment (RPE).
		3.4	Describe how relevant health and safety control equipment should be used in accordance with given working instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.

4	Select the required quantity and quality of resources for the methods of work to apply finishing plaster to prepared surfaces.	4.1	Select resources associated with own work in relation to materials, components, tools and ancillary equipment.
		4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Plaster. • Clean water. • Hand tools portable power tools and ancillary equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
		4.6	Describe how to calculate quantity, length, area and wastage associated with the method/procedure to apply finishing plaster to prepared surfaces.
5	Minimise the risk of damage to the work and surrounding area when apply finishing plaster to prepared surfaces.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Dispose of waste in accordance with current legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.

6	Complete the work within the allocated time when applying finishing plaster to prepared surfaces.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to apply finishing plaster to prepared surfaces to the required specification.	7.1	Demonstrate the following work skills when applying finishing plaster to prepared surfaces: <ul style="list-style-type: none"> • Checking. • Applying. • Finishing.
		7.2	Use and maintain hand tools, portable power tools and ancillary equipment.
		7.3	Check surface, mix and apply finishing plasters to two of the following to given working instructions: <ul style="list-style-type: none"> • Pre-plastered surfaces. • Plasterboard. • Finished concrete.
		7.4	Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to: <ul style="list-style-type: none"> • Mix plasters. • Check surface preparation. • Apply finishing plasters to vertical and horizontal surfaces (pre-plastered, plasterboard and finished concrete). • Recognise and determine when specialist skills and knowledge are required and report accordingly. • Understand specific requirements for structures of special interest, traditional build (pre 1919) and historical significance. • Use hand tools, portable power tools and ancillary equipment. • Work at height. • Use access equipment/working platforms.

7	<i>Continued</i>	7.5	Describe the needs of other occupations and how to effectively communicate within a team when applying finishing plaster to prepared surfaces.
		7.6	Describe how to maintain the tools and equipment used when applying finishing plaster to prepared surfaces.

Endorsement Requirements

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Additional Assessment Information

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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Maintaining Slate and Tile Roofing	Level:	2
Unit Number:	Y/651/4082	TQT:	140
		GLH:	57
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>	
1	Interpret the given information relating to the work and resources when maintaining slate and tile roofing.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. • Current regulations governing buildings.
2	Know how to comply with relevant legislation and official guidance when maintaining slate and tile roofing.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting.

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when maintaining slate and tile roofing.	3.1	Use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when maintaining slate and tile roofing.
		3.2	Comply with information relating to specific risks to health when maintaining slate and tile roofing.
		3.3	<p>Explain why and when health and safety control equipment, identified by the principles of prevention should be used, relating to maintaining slate and tile roofing, and the types, purpose and limitations of each type, the work situation and general work environment in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Local exhaust ventilation (LEV). • Personal protective equipment (PPE). • Respiratory protective equipment (RPE).
		3.4	Describe how relevant health and safety control equipment should be used in accordance with given working instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.
4	Select the required quantity and quality of resources for the methods of work to maintain slate and tile roofing.	4.1	Select resources associated with own work in relation to materials, components and fixings, and tools and equipment.

4	<i>Continued</i>	4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Slates. • Tiles. • Battens. • Underlays. • Sand. • Cement. • Limes. • Vents. • Lead. • Additives. • Guttering. • Downpipes. • Fixings. • Hand and/or powered tools and equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
		4.6	Describe how to calculate quantity, length, area and wastage associated with the method/procedure to maintain slate and tile roofing.
		5	Minimise the risk of damage to the work and surrounding area when maintaining slate and tile roofing.
5.2	Minimise damage and maintain a clean work space.		
5.3	Dispose of waste in accordance with current legislation.		
5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.		

5	<i>Continued</i>	5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when maintaining slate and tile roofing.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to maintain slate and tile roofing to the required specification.	7.1	Demonstrate the following work skills when maintaining slate and tile roofing: <ul style="list-style-type: none"> • Measuring. • Marking out. • Removing. • Fitting. • Positioning. • Securing.
		7.2	Repair specified roof areas to given working instructions for four of the following: <ul style="list-style-type: none"> • Slate roofs (local material and style). • Tiled roofs (local material and style). • Flashings. • Roof ventilation. • Rainwater goods.
		7.3	Check surface, mix and apply finishing plasters to two of the following to given working instructions: <ul style="list-style-type: none"> • Pre-plastered surfaces. • Plasterboard. • Finished concrete.

7	<i>Continued</i>	7.4	<p>Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Mix plasters. • Check surface preparation. • Apply finishing plasters to vertical and horizontal surfaces (pre-plastered, plasterboard and finished concrete). • Recognise and determine when specialist skills and knowledge are required and report accordingly. • Understand specific requirements for structures of special interest, traditional build (pre 1919) and historical significance. • Use hand tools, portable power tools and ancillary equipment. • Work at height. • Use access equipment/working platforms.
		7.5	<p>Describe the needs of other occupations and how to effectively communicate within a team when applying finishing plaster to prepared surfaces.</p>
		7.6	<p>Describe how to maintain the tools and equipment used when applying finishing plaster to prepared surfaces.</p>

Endorsement Requirements

This unit must be assessed within the context of building maintenance and endorsed to confirm that this taken place.

This unit must be further endorsed with **four** of the following work areas:

- Slate Roofs (Local Material and Style).
- Tiled Roofs (Local Material and Style).
- Flashings.
- Roof Ventilation.
- Rainwater Goods.

Additional Assessment Information

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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Repairing Sheeting and Cladding Systems on Roofs and Walls, Including Rainscreen		Level:	2
Unit Number:	A/651/4083	TQT:	200	GLH: 190
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>		
1	Interpret the given information relating to the work and resources when repairing sheeting and cladding systems on roofs and walls, including rainscreen.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.	
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.	
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.	
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. • Current regulations governing buildings. • Official guidance associated with the repair of sheeting and cladding systems. 	

2	Know how to comply with relevant legislation and official guidance when repairing sheeting and cladding systems on roofs and walls, including rainscreen.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting.
		2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when repairing sheeting and cladding systems on roofs and walls, including rainscreen.	3.1	Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when repairing sheeting and cladding systems on roofs and walls, including rainscreen.
		3.2	Demonstrate compliance with given information and relevant legislation when repairing sheeting and cladding systems on roofs and walls, including rainscreen, in relation to the following: <ul style="list-style-type: none"> • Safe use of access equipment and working platforms. • Safe use, storage and handling of materials, tools and equipment. • Specific risks to health.

3	<i>Continued</i>	3.3	<p>Explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to repairing sheeting and cladding systems on roofs and walls, including rainscreen, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Local exhaust ventilation (LEV). • Personal protective equipment (PPE). • Respiratory protective equipment (RPE).
		3.4	<p>Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.</p>
		3.5	<p>Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries, falls, rescue procedures and other task-related activities.</p>
4	<p>Select the required quantity and quality of resources for the methods of work to repair sheeting and cladding systems on roofs and walls, including rainscreen.</p>	4.1	<p>Select resources associated with own work in relation to materials, components and fixings, and tools and equipment.</p>
		4.2	<p>Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</p> <ul style="list-style-type: none"> • Fixings, fasteners, flashings, fittings, halters and spacer system. • Insulation, vapour control, separation and breather membranes. • Primers, cleaning agents, sealing tapes, sealants and fillers. • Metal and translucent sheets, built up, standing seam, secret fix, composite panels, rainscreen cladding panels, decking panels and fibre cement systems. • Rainwater goods. • Hand tools, portable power tools and equipment.
		4.3	<p>Describe how the resources should be used correctly and how problems associated with the resources are reported.</p>

4	<i>Continued</i>	4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
		4.6	Describe the methods of calculating quantity, length, area and wastage associated with the method and procedure to repair sheeting and cladding systems on roofs and walls, including rainscreen.
5	Minimise the risk of damage to the work and surrounding area when repairing sheeting and cladding systems on roofs and walls, including rainscreen.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Dispose of waste in accordance with current legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when repairing sheeting and cladding systems on roofs and walls, including rainscreen.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.

7	Comply with the given contract information to repair sheeting and cladding systems on roofs and walls, including rainscreen, to the required specification.	7.1	<p>Demonstrate the following work skills when repairing sheeting and cladding systems on roofs and walls, including rainscreen:</p> <ul style="list-style-type: none"> • Removing. • Replacing. • Renewing. • Repairing.
		7.2	Use and maintain hand tools, portable power tools and ancillary equipment.
		7.3	<p>Identify and repair defects in sheeting and cladding systems to given working instructions:</p> <ul style="list-style-type: none"> • Leaks. • Condensation. • Damaged sheets and components. • Minor surface coating defects. • Damaged or missing flashings.
7	<i>Continued</i>	7.4	<p>Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Identify installation quality requirements. • Conform to agreed specification. • Confirm manufacturers' repair and installation criteria. • Identify defects including: leaks, condensation, damaged sheets and components, surface coating defects, damaged and missing flashings. • Remove and recover defective materials. • Carry out repairs to sheet components. • Remove and replace damaged, missing and incorrect sheeting and cladding materials, components, fittings, fixings and flashings. • Identify and match existing products. • Identify the source of leaks and condensation. • Deal with and prevent water leaks and condensation. • Inspect, test, repair and replace rainwater goods. • Identify and ensure the integrity of joints and overlaps. • Treat surface coating defects.

7	Continued	7.4 Cont.	<ul style="list-style-type: none"> • Apply sealants and fillers to ensure water and airtightness. • Install and replace insulation, fire stops, breather membranes and vapour control layers. • Recognise the differences between sheeting and cladding materials for roofs and walls including rainscreen systems. • Check quality and suitability of work on completion and at the end of each working period. • Recognise and determine when additional specialist skills and knowledge are required and report accordingly. • Work from mobile elevating work platforms. • Work with, around and in close proximity to plant and machinery. • Use hand tools, portable power tools and equipment. • Work at height and use access equipment.
		7.5	Describe the needs of other occupations and how to effectively communicate within a team when repairing sheeting and cladding systems on roofs and walls, including rainscreen.
		7.6	Describe how and when to maintain the tools and equipment used when repairing sheeting and cladding systems on roofs and walls, including rainscreen.

Additional Assessment Information

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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Repairing Membrane Roofing Systems		Level:	2
Unit Number:	D/651/4084	TQT:	160	GLH: 120
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>		
1	Interpret the given information relating to the work and resources when repairing membrane roofing systems.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information and oral/written instructions.	
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.	
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.	
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. • Electronic data. • Oral/written procedures. • Current regulations. 	
2	Know how to comply with relevant legislation and official guidance when repairing membrane roofing systems.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 	

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
		2.4	Describe the types of fire extinguishers available when repairing membrane roofing systems and describe how and when they are used.
3	Maintain safe and healthy working practices when repairing membrane roofing systems.	3.1	Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when repairing membrane roofing systems.
		3.2	Demonstrate compliance with given information and relevant legislation when repairing membrane roofing systems in relation to: <ul style="list-style-type: none"> • Safe use of access equipment. • Safe use and handling of materials, tools and equipment. • Safe storage and distribution of materials, tools and equipment. • Specific risks to health.
		3.3	Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.
		3.4	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.
4	Select the required quantity and quality of resources for the methods of work to repair membrane roofing systems.	4.1	Select resources associated with own work in relation to materials, components, fixings, tools and equipment.

4	<i>Continued</i>	4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Relevant membrane system materials, upstands, pipes, vents, rainwater outlets and associated materials, components, fixings and fittings. • Access equipment. • Hand and/or power tools and equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
		4.6	Describe how to calculate quantity, length, area and wastage associated with the method/procedure to repair membrane roofing systems.
		5	Minimise the risk of damage to the work and surrounding area when repair membrane roofing systems.
5.2	Minimise damage and maintain a clean work space.		
5.3	Dispose of waste in accordance with current legislation.		
5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.		
5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.		

6	Complete the work within the allocated time when repairing membrane roofing systems.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to repair membrane roofing systems to the required specification.	7.1	Demonstrate the following work skills when repairing membrane roofing systems: <ul style="list-style-type: none"> • Removing. • Measuring. • Marking out. • Cutting. • Fitting. • Applying. • Positioning. • Securing.
		7.2	Use and maintain hand tools, power tools and ancillary equipment.
		7.3	Repair reinforced bitumen and/or single ply and/or liquid applied membrane roofing systems to given working instructions relating to one of the following: <ul style="list-style-type: none"> • Damaged membrane. • Edges and upstands. • Penetrations, pipes and vents. • Perimeters, rainwater outlets.

7	<i>Continued</i>	<p>7.4 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Identify and evaluate defects in the membrane and inspect condition of substrata. • Record and report findings. • Take account of the local environment. • Remove debris and blockages. • Repair damaged reinforced bitumen membrane system, single ply membrane system or liquid membrane system. • Carry out appropriate repair to edges, upstands, penetrations, pipes, vents, perimeters and rainwater outlets. • Repair/replace damaged insulation/decking. • Repair/replace damaged associated materials and components. • Work at height. • Use access equipment.
		<p>7.5 Describe the needs of other occupations and how to effectively communicate within a team when repairing membrane roofing systems.</p>
		<p>7.6 Describe how to maintain the tools and equipment used when repairing membrane roofing systems.</p>

Endorsement Requirements

This unit must be endorsed with **one** of the following roofing types:

- Reinforced Bitumen Membrane Roofing.
- Single-ply Membrane Roofing.
- Liquid Applied Membrane Roofing.

Additional Assessment Information

Where an assessment criteria is **knowledge based**. This means that evidence is expected to take the form of candidate's written work and/or records of appropriate professional discussions.

Where an assessment criteria is **competency based**. This means that the candidate is expected to perform the tasks, and demonstrate the level of competence, outlined in the assessment criteria. It is expected that evidence will be a combination following:

- Photographic and/or video evidence of the candidate's practical work.
- Assessor's observation report.
- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Evidence of practical skills **may** be collected in a simulated environment.

Title:	Removing and Repairing Eaves and Verge Finishings			Level:	2
Unit Number:	F/651/4085	TQT:	160	GLH:	63
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when removing and repairing eaves and verge finishings.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.		
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.		
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.		
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. • Current regulations governing buildings. • Official guidance. 		

2	Know how to comply with relevant legislation and official guidance when removing and repairing eaves and verge finishings.	2.1	Describe their responsibilities regarding potential accidents, health hazards and the environment whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. • Near telephone lines and overhead power supplies.
		2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe working and healthy practices when removing and repairing eaves and verge finishings.	3.1	Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when removing and repairing eaves and verge finishings.
		3.2	Demonstrate compliance with given information and relevant legislation when removing and repairing eaves and verge finishings in relation to the following: <ul style="list-style-type: none"> • Safe use of access equipment and working platforms. • Safe use, storage and handling of materials, tools and equipment. • Safe use, storage and handling of asbestos cement materials. • Specific risks to health.

3	<i>Continued</i>	3.3	<p>Explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to removing and repairing eaves and verge finishings, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Local exhaust ventilation (LEV). • Personal protective equipment (PPE). • Respiratory protective equipment (RPE).
		3.4	<p>Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.</p>
		3.5	<p>Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related activities.</p>
4	<p>Select the required quantity and quality of resources for the methods of work to remove and repair eaves and verge finishings.</p>	4.1	<p>Select resources associated with own work in relation to materials, components and fixings, and tools and equipment.</p>
		4.2	<p>Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:</p> <ul style="list-style-type: none"> • Timber. • Tiles and slates. • Sarking. • Fixings. • Fittings. • Sand and cement. • Hand tools, power tools and equipment.
		4.3	<p>Describe how to confirm that the resources and materials conform to the specification.</p>
		4.4	<p>Describe how the resources should be used correctly and how problems associated with the resources are reported.</p>
		4.5	<p>Explain why the organisational procedures have been developed and how they are used for the selection of required resources.</p>

4	<i>Continued</i>	4.6	Describe any potential hazards associated with the resources and methods of work.
		4.7	Describe how to calculate quantity, length, area and wastage associated with the method and procedure to remove and repair eaves and verge finishings.
5	Minimise the risk of damage to the work and surrounding area when removing and repairing eaves and verge finishings.	5.1	Protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.
		5.2	Minimise damage and maintain a clean work space.
		5.3	Dispose of waste in accordance with current legislation.
		5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when repairing sheeting and cladding systems on roofs and walls, including rainscreen.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to remove and repair eaves and verge finishings to the required specification.	7.1	Demonstrate the following work skills when removing and repairing eaves and verge finishings: <ul style="list-style-type: none"> • Measuring. • Marking out. • Removing. • Replacing. • Fitting. • Positioning. • Securing.

7	<i>Continued</i>	7.2	Use and maintain hand tools, portable power tools and ancillary equipment.
		7.3	Remove to given working instructions: <ul style="list-style-type: none"> • Gutters and pipework. • Facias. • Bargeboards. • Soffits. • Tiles and/or slates. • Battens. • Sarking.
		7.4	Repair and/or replace to given working instructions: <ul style="list-style-type: none"> • Rafters and/or joist feet. • Tile battens, sarking, tiles and slates. • Application of appropriate timber preservative. • Roof pointing to verges.

7	Continued	<p>7.5 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Remove existing gutters, fascias, snow guards, leaf traps, bargeboards, soffits, tiles and slates, asbestos cement materials. • Repair feet of existing rafters and/or joists. • Replace sarking and battens. • Locate and remove telephone lines and overhead power supplies in accordance with organisational policy. • Assess expansion and contraction across products. • Assess compatibility across manufacturer's products. • Recognise and determine when specialist skills and knowledge are required and report accordingly. • Determine specific requirements for structures of special interest, traditional build (pre 1919) and historical significance. • Identify and follow the installation quality requirements. • Work with, around and in close proximity to plant and machinery. • Direct and guide the operations and movement of plant and machinery. • Use hand tools, portable power tools and equipment. • Work at height. • Use access equipment.
		<p>7.6 Describe the needs of other occupations and how to communicate effectively within a team when removing and repairing eaves and verge finishings.</p>
		<p>7.7 Describe how to maintain the tools and equipment used when removing and repairing eaves and verge finishings.</p>

Additional Assessment Information

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- Expert witness testimony.
- Candidate reflection on own practical work.

An observation report and witness testimony are differentiated as follows:

- An **assessor's report** is completed by a qualified assessor who observes the candidate carrying out practical work. The assessor will make assessment decisions as they observe and record these in the report, alongside a commentary of what they observe.
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Evidence of practical skills **may** be collected in a simulated environment.

Title:	Repairing and Maintaining Masonry Structures		Level:	3
Unit Number:	H/651/4086	TQT:	220	GLH: 83
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>		
1	Interpret the given information relating to the work and resources when repairing and maintaining masonry structures.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.	
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.	
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.	
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' information. • Current regulations governing buildings. 	
2	Know how to comply with relevant legislation and official guidance when repairing and maintaining masonry structures.	2.1	Describe their responsibilities under current legislation and official guidance whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 	

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when repairing and maintaining masonry structures.	3.1	Use health and safety control equipment and access equipment safely to carry out the activity in accordance with current legislation and organisational requirements when repairing and maintaining masonry structures.
		3.2	Comply with information relating to specific risks to health when repairing and maintaining masonry structures.
		3.3	Explain why and when health and safety control equipment, identified by the principles of protection, should be used relating to repairing and maintaining masonry structures,, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to: <ul style="list-style-type: none"> • Collective protective measures. • Personal protective equipment (PPE). • Respiratory protective equipment (RPE). • Local exhaust ventilation (LEV).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries and other task-related hazards.
4	Select the required quantity and quality of resources for the methods of work to repair and maintain masonry structures.	4.1	Select resources associated with own work in relation to materials, components and fixings, and tools and equipment.

4	<i>Continued</i>	4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Bricks. • Blocks. • Natural stones. • Mortars. • Sands • Lime. • Additives. • Frames. • Insulation. • Damp-proof barriers. • Lintels. • Fixings and ties. • Hand and/or powered tools and equipment.
		4.3	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.4	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.5	Describe any potential hazards associated with the resources and methods of work.
		4.6	Describe how to calculate quantity, length, area and wastage associated with the method/procedure to repair and maintain masonry structures.
		5	Minimise the risk of damage to the work and surrounding area when repairing and maintaining masonry structures.
5.2	Minimise damage and maintain a clean work space.		
5.3	Dispose of waste in accordance with current legislation.		
5.4	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.		

5	<i>Continued</i>	5.5	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when repairing and maintaining masonry structures.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to repair and maintain masonry structures to the required specification.	7.1	Demonstrate the following work skills when repairing and maintaining masonry structures: <ul style="list-style-type: none"> • Measuring. • Marking out. • Removing. • Laying. • Positioning • Securing.
		7.2	Repair and maintain existing brick, and/or block masonry and/or local style structures to given working instructions for three of the following: <ul style="list-style-type: none"> • Match existing materials. • Continue existing bonding. • Match existing quality of structure. • Form openings. • Prop existing walls and floors. • Form internal and external angles.
		7.3	Safely use materials, hand tools, portable power tools and ancillary equipment.
		7.4	Safely store the materials, tools and equipment used when repairing and maintaining masonry structures.

7	Continued	<p>7.5 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Repair and maintain existing masonry structures in brick, traditional and thin joint blocks or local materials and styles. • Form joint finishes. • Form openings. • Prop existing walls and floors. • Form internal and external angles. • Dress surfaces. • Form finishes. • Mortar mix ratios (volume, gauge boxes and colour). • Work with plant and machinery. • Use hand tools, power tools and equipment. • Work at height. • Use access equipment.
		<p>7.6 Describe the needs of other occupations and how to effectively communicate within a team when repairing and maintaining masonry structures.</p>
		<p>7.7 Describe how to maintain the tools and equipment used when repairing and maintaining masonry structures.</p>

Endorsement Requirements

This unit must be assessed within the context of building maintenance and endorsed to confirm that this taken place.

This unit must be further endorsed with **one** of the following materials:

- Brick.
- Block.
- Local Style.

This unit must also be further endorsed with **three** of the following work areas:

- Match existing materials.
- Continue existing bonding.
- Match existing quality of structure.
- Form openings.
- Prop existing walls and floors.
- Form internal and external angles.

Additional Assessment Information

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Evidence of practical skills **may** be collected in a simulated environment.

Title:		Repairing Basic Stonemasonry Structures		Level:	2
Unit Number:		L/651/4089	TQT:	190	GLH: 120
Learning Outcomes <i>The learner will be able to:</i>		Assessment Criteria <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when repairing basic stonemasonry structures.	1.1	Interpret and extract relevant information from drawings, specifications, schedules, method statements, risk assessments and manufacturers' information.		
		1.2	Comply with information and/or instructions derived from risk assessments and method statements.		
		1.3	Describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.		
		1.4	Describe different types of information, their source and how they are interpreted in relation to: <ul style="list-style-type: none"> • Drawings. • Specifications. • Schedules. • Method statements. • Risk assessments. • Manufacturers' and technical information. • Official guidance and current regulations governing buildings. 		
2	Know how to comply with relevant legislation and official guidance when repairing basic stonemasonry structures.	2.1	Describe their responsibilities regarding potential accidents, health hazards and the environment whilst working: <ul style="list-style-type: none"> • In the workplace. • In confined spaces. • Below ground level. • At height. • With tools and equipment. • With materials and substances. • With movement/storage of materials and by manual handling and mechanical lifting. 		

2	<i>Continued</i>	2.2	Describe the organisational security procedures for tools, equipment and personal belongings in relation to site, workplace, company and operative.
		2.3	Explain what the accident reporting procedures are and who is responsible for making reports.
3	Maintain safe and healthy working practices when repairing basic stonemasonry structures.	3.1	Use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when repairing basic stonemasonry structures.
		3.2	<p>Demonstrate compliance with given information and relevant legislation when repairing basic stonemasonry structures, in relation to the following:</p> <ul style="list-style-type: none"> • Safe use of access equipment and working platforms. • Safe use, storage and handling of materials, tools and equipment. • Specific risks to health.
		3.3	<p>Explain why and when health and safety control equipment, identified by the principles of prevention should be used, relating to repairing basic stonemasonry structures, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:</p> <ul style="list-style-type: none"> • Collective protective measures. • Local exhaust ventilation (LEV). • Personal protective equipment (PPE). • Respiratory protective equipment (RPE).
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.
		3.5	Describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with fires, spillages, injuries, near misses, evacuations and other task-related activities.

4	Select the required quantity and quality of resources for the methods of work to repair basic stonemasonry structures.	4.1	Select resources associated with own work in relation to materials, components and fixings, and tools and equipment.
		4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> • Natural stones. • Fixings. • Fine aggregates. • Lime. • Lime mortars. • Cement. • Lime additives. • Adhesives. • Damp barriers. • Colourings. • Insulation. • Reinforcements. • Props and struts. • Hand tools. • Power tools. • Ancillary and safety equipment.
		4.3	Describe how to confirm that the resources and materials conform to the specification.
		4.4	Describe how the resources should be used correctly and how problems associated with the resources are reported.
		4.5	Explain why the organisational procedures have been developed and how they are used for the selection of required resources.
		4.6	Describe any potential hazards associated with the resources and methods of work.
		4.7	Describe how to calculate quantity, length, weight, area, and wastage associated with the method/procedure to repair basic stonemasonry structures.
		5	Minimise the risk of damage to the work and surrounding area when repairing basic stonemasonry structures.
5.2	Maintain a clear and tidy work space.		

5	<i>Continued</i>	5.3	Dispose of waste in accordance with current legislation.
		5.4	Demonstrate compliance with employer's quality procedures.
		5.5	Describe how to protect work from damage and the purpose of protection in relation to general workplace activities, other occupations and adverse weather conditions.
		5.6	Explain why the disposal of waste should be carried out safely in accordance with environmental responsibilities, organisational and quality procedures, manufacturers' information, statutory regulations and official guidance.
6	Complete the work within the allocated time when repairing basic stonemasonry structures.	6.1	Demonstrate completion of the work within the allocated time.
		6.2	Describe the purpose of the work programme and explain why deadlines should be kept in relation to: <ul style="list-style-type: none"> • Types of progress charts, timetables and estimated times. • Organisational procedures for reporting circumstances which will affect the work programme.
7	Comply with the given contract information to repair basic stonemasonry structures to the required specification.	7.1	Demonstrate the following work skills when repairing basic stonemasonry structures: <ul style="list-style-type: none"> • Measuring. • Marking out. • Cutting out. • Removing. • Renewing. • Fixing. • Finishing.
		7.2	Use and maintain hand tools, portable power tools and ancillary equipment.
		7.3	Cut out and prepare the substrate with regard to the repair method to given working instructions.
		7.4	Arrange the lifting of stonemasonry structures to given working instructions.

7	<i>Continued</i>	7.5	Repair stonemasonry structures to given working instructions to: <ul style="list-style-type: none">• Stone and mortar repairs.• Individual damaged/defective stones.• Replicate stones.• Clean beds and joints including removal of redundant fixings.• Match finishes.
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7	Continued	<p>7.6 Describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:</p> <ul style="list-style-type: none"> • Identify and follow the organisational quality requirements. • Carry out stone and mortar repairs by full or partial replacement. • Repair individual damaged or defective stones. • Match finishes in both stone and mortar. • Prop and protect existing structures. • Cut out and prepare the substrate with regard to the repair method. • Clean beds and joints including removal of redundant fixings. • Replace and repair stones. • Identify and fix suitable reinforcements and fixings. • Identify and mix suitable mortars and adhesives. • Use quick lime, putty lime and hydraulic lime in mortars and lime washes. • Protect lime mortars from adverse weather and rapid drying. • Determine when specialist skills and knowledge are required and report accordingly. • Understand specific requirements for structures of special interest, traditional build (pre 1919) and historical significance, listed buildings, flora and fauna. • Discuss and review on-going work. • Work with, around and in close proximity to plant and machinery. • Use hand tools, power tools, ancillary and safety equipment. • Work at height. • Use access equipment.
		<p>7.7 Describe the needs of other occupations and how to communicate effectively within a team when repairing basic stonemasonry structures.</p>
		<p>7.8 Describe how to maintain the tools and equipment used when repairing basic stonemasonry structures.</p>

Additional Assessment Information

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- A **witness statement** is completed by a suitably qualified or experienced expert who observes the candidate carrying out practical work. The witness statement will contain **only** a commentary of what has been observed. An assessor must then use the witness statement, alongside any additional evidence to make assessment decisions.
- In all cases, an assessor's report is preferred as evidence over a witness statement; as it is always better for an assessor to observe a candidate live.

Assessors may wish use to use a checklist or evidence matrix to organise and track the assessment outcomes that have been achieved, but these **do not**, in themselves, constitute evidence of achievement.

An assessor's report or witness statement alone is unlikely to be sufficient evidence of achievement. Reports and statements should always be accompanied by photographic and/or video evidence.

Evidence of practical skills **may** be collected in a simulated environment.

Appendix One – Command Verb Definitions

The table below explains what is expected from each **command verb** used in an assessment objective. Not all verbs are used in this specification

Apply	Use existing knowledge or skills in a new or different context.
Analyse	Break a larger subject into smaller parts, examine them in detail and show how these parts are related to each other. This may be supported by reference to current research or theories.
Classify	Organise information according to specific criteria.
Compare	Examine subjects in detail, giving the similarities and differences.
Critically Compare	As with compare, but extended to include pros and cons of the subject. There may or may not be a conclusion or recommendation as appropriate.
Describe	Provide detailed, factual information about a subject.
Discuss	Give a detailed account of a subject, including a range of contrasting views and opinions.
Explain	As with describe, but extended to include causation and reasoning.
Identify	Select or ascertain appropriate information and details from a broader range of information or data.
Interpret	Use information or data to clarify or explain something.
Produce	Make or create something.
State	Give short, factual information about something.
Specify	State a fact or requirement clearly and in precise detail.



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