



Qualification Specification

# **ProQual Level 3 NVQ Diploma in Supervising Hire and Rental Operations (Construction)**

# ProQual Level 3 NVQ Diploma in Supervising Hire and Rental Operations (Construction)



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

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## Introduction

The ProQual Level 3 NVQ Diploma in Supervising Hire and Rental Operations provides a nationally recognised qualification for those working in the hire and rental sector in a supervisory or management role.

The aims of this qualification are:

- To allow those working as supervisors and managers in the hire and rental sector to develop and demonstrate their knowledge and skills.
- To provide a route for career progression for those working in the hire and rental sector, and who wish to move into a supervisory and management role.

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

<b>Qualification Title:</b>	ProQual Level 3 NVQ Diploma in Supervising Hire and Rental Operations (Construction)
<b>Qualification Number:</b>	610/5294/2
<b>Level:</b>	3
<b>Total Qualification Time (TQT):</b>	730 Hours (73 Credits)
<b>Guided Learning Hours (GLH):</b>	358 Hours
<b>Assessment:</b>	Pass / Fail
	Internally assessed and verified by centre staff
	Externally verified by ProQual external verifiers
<b>Qualification Start Date:</b>	10/02/2025
<b>Qualification Review Date:</b>	10/02/2028

## 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.

Candidates must be aged **at least** 18 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 for this qualification **must** be employed in a role, or enrolled on a training course, where they will have access supervise hire and rental activities **in a real working environment**.

## Qualification Structure

This qualification consists of **seven mandatory units**. Candidates must complete all mandatory units to complete this qualification. Candidates must additionally complete

Unit Number	Unit Title	Level	TQT	GLH	CITB Ref.
Mandatory Units – Candidates must complete <b>all</b> units in this group.					
D/651/4779	Processing Customer Service Complaints (Hire and Rental) in the Workplace	3	60	30	HRC7v2
J/651/4780	Contributing to the Continuous Improvement of Hire and Rental Operations in the Workplace	3	80	37	HX21v2
K/651/4781	Ensuring People Can Undertake Relevant Work in the Hire and Rental Workplace	3	30	20	HRP5v2
A/651/0177	Developing and Maintaining Good Occupational Working Relationships in the Workplace	3	80	37	210v3
L/650/1406	Implementing and Maintaining Health, Safety, Environmental and Welfare Practices in the Workplace	3	140	80	212v3
L/651/4782	Monitoring Customer Service (Hire and Rental) in the Workplace	3	60	30	532
M/651/4783	Monitoring Hire and Rental Organisational Budgets in the Workplace	3	90	40	533



Optional Units – Candidates must complete <b>four</b> units in this group.					
R/651/4784	Implementing Quality Improvements to Customer Service (Hire And Rental) in the Workplace	4	100	43	HRD14
T/651/4785	Maximising Product Sales (Hire and Rental) in the Workplace	2	50	27	HRTC4
Y/651/4786	Selling Hire and Rental Products and Services in the Workplace	2	40	23	HRFC3
A/651/4787	Managing Conflict Within Hire and Rental Operation Team Members in the Workplace	3	50	27	HRDB8
D/651/4788	Allocating Work to Hire and Rental Team Members in the Workplace	2	60	30	HRDB2
F/651/4789	Investigating and Evaluating Health and Safety Incidents and Complaints (Hire and Rental) in the Workplace	3	80	37	HRS5
K/651/4790	Conducting Health and Safety Risk Assessments in the Hire and Rental Workplace	3	80	37	HRS6
L/651/4791	Using IT to Support Hire and Rental Operations in the Workplace	2	50	27	HRA231
M/651/4792	Confirming the Occupational Method of Work in the Workplace	3	110	47	VR211v2
R/651/4793	Providing Technical Information, Advice and Guidance to Users Of Plant Or Machinery in the Workplace	3	190	73	VR673v1

### 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.

### 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 3 NVQ Diploma in Supervising Hire and Rental Operations (Construction)

#### 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

<b>Title:</b>	Processing Customer Service Complaints (Hire and Rental) in the Workplace			<b>Level:</b>	3
<b>Unit Number:</b>	D/651/4779	<b>TQT:</b>	60	<b>GLH:</b>	30
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Recognise the signs that queries or problems are about to produce hire and rental complaints.	1.1	Identify signs that customers are becoming dissatisfied with the hire and rental organisation's customer service.		
		1.2	Take actions to change situations to minimise queries or problems becoming complaints.		
		1.3	Take actions to change their customer service approach to avoid future complaints when justified complaints are made.		
		1.4	Explain how the level of complaints can be monitored and how to identify those that should provoke a special review of the service offer and delivery.		
		1.5	Give reasons why dealing with complaints is an inevitable part of delivering customer service.		
		1.6	Explain how to identify and interpret signals that customers may be considering making a complaint.		
		1.7	Describe methods and techniques for handling conflicts.		
2	Deal effectively with hire and rental related complaints.	2.1	Ensure they have a clear understanding of the nature and details of complaints.		
		2.2	Investigate the facts of complaints and establish whether they should be dealt with as justified or unjustified.		

2	<i>Continued</i>	2.3	Identify all possible options for solutions and consider the benefits and drawbacks of each option for the customer and the organisation.
		2.4	Assess the risks of complaints to the organisation of choosing each option.
		2.5	Explain the organisational procedures for dealing with complaints.
		2.6	Explain how solutions can be negotiated with customers that are acceptable to them and the organisation.
		2.7	Explain the possible cost and regulatory implications of admitting liability for an error made by the organisation.
		2.8	Explain why it is important that complaints are dealt with promptly.
3	Convey and record the details and outcomes of complaints.	3.1	Report the finding of complaints to the relative customer and offer chosen solutions.
		3.2	Escalate the complaint (if necessary) by involving senior members of the organisation or independent third parties.
		3.3	Give feedback to other colleagues involved to help them avoid future complaints.
		3.4	Clearly record the way complaints have been handled clearly to avoid later misunderstandings.
		3.5	Explain the regulatory definition of given complaints relative to the hire and rental sector, and the regulatory requirements of how complaints should be handled and reported.
		3.6	Explain when complaints need to be escalated to more senior managers of the organisation or independent third-parties.
		3.7	Give reasons why the offer of compensation or replacement service or products may not always be the best options for resolving complaints.
		3.8	Explain how the successful handling of complaints presents an opportunity to impress customers who have been dissatisfied.
		3.9	Describe the most effective forms of response when complaints are submitted through different channels such as social media.

## Assessment Guidance

This unit must be assessed in a work environment, in accordance with the ConstructionSkills' Consolidated Assessment Strategy for Construction and the Built Environment.

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.



## 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 not** be simulated; and must be collected in a **real workplace environment**.

<b>Title:</b>	Contributing to the Continuous Improvement of Hire and Rental Operations in the Workplace			<b>Level:</b>	3
<b>Unit Number:</b>	J/651/4780	<b>TQT:</b>	80	<b>GLH:</b>	37
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Identify opportunities for improving hire and rental operations.	1.1	Identify hire and rental operational problems and their causes.		
		1.2	Obtain accurate and up-to-date information about hire and rental work operations.		
		1.3	Report problems that effect hire and rental operations.		
		1.4	Describe how to identify likely problems with hire and rental work operations and their causes.		
		1.5	Explain how to receive hire and rental work instructions and specifications and how to interpret them accurately.		
		1.6	Describe how to use hire and rental information detailed in the specifications and instructions.		
		1.7	Explain who should be informed of problems and possible solutions.		
		1.8	Describe the types of information needed to assess the nature of problem and where it could be found.		
2	Take corrective action to solve problems and improve hire and rental operations.	2.1	Identify the resources needed to implement the proposed improvements.		
		2.2	Assist in implementing improvements in hire and rental work processes.		
		2.3	Carry out corrective action within your own area of responsibility.		

2	Continued	2.4	Describe the appropriate forms of corrective action to solve problems.
		2.5	Describe the limits of your authority when taking corrective action.
		2.6	Describe the sources of potential improvement to hire and rental work operations and their implications.
		2.7	Describe the ways of resolving problems within the limits of your own responsibility.
3	Recommend changes and improvements on hire and rental activities and processes.	3.1	Discuss suggestions and ideas for solving problems with other relevant people.
		3.2	Provide recommendations for improvements to appropriate people in accordance with hire and rental organisational procedures.
		3.3	Gather relevant information to support proposed recommendations.
		3.4	Identify potential results of recommended improvements.
		3.5	Complete and store accurate hire and rental records and documentation.
		3.6	Explain how any recommendations should be supported with the appropriate information.
		3.7	Describe how to present findings and recommendations and who they should be presented to.
		3.8	Explain the importance of achieving quality and its relation to the hire and rental end user/customer.
		3.9	Explain the hire and rental processes and how an individual's work activities relate to the whole process.
		3.10	Describe the safe working practices and organisational procedures for hire and rental.
		3.11	Explain the importance of effective communication between hire and rental colleagues.

3	<i>Continued</i>	3.12	Describe the lines of communication, authority and reporting procedures.
		3.13	Describe the hire and rental company's quality standards.
		3.14	Explain the types of records to be kept, how they are completed and the importance of accuracy.
		3.15	Explain the importance of complying with written instructions.
		3.16	Explain the operating procedures/multiplier's instructions for hire and rental equipment.
		3.17	Describe the statutory responsibilities under Health, Safety and Environmental legislation and regulations for hire and rental.

## Assessment Guidance

This unit must be assessed in a work environment, in accordance with the ConstructionSkills' Consolidated Assessment Strategy for Construction and the Built Environment.

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.

## 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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<b>Title:</b>	Ensuring People Can Undertake Relevant Work in the Hire and Rental Workplace		<b>Level:</b>	3	
<b>Unit Number:</b>	K/651/4781	<b>TQT:</b>	30	<b>GLH:</b>	20
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Set performance targets for people in the hire and rental workplace.	1.1	Plan how people will undertake their work, identifying any priorities or critical activities and making best use of available resources.		
		1.2	Set targets for people that explain what they do and how they need to perform.		
		1.3	Communicate the targets to the people involved and explain how their work will be assessed.		
		1.4	Allocate work to individual people on a fair basis taking account of their skills, knowledge, understanding, experience, workloads and the opportunity for development.		
		1.5	Brief people on the work they have been allocated and the standard or level of expected performance.		
		1.6	Encourage people to ask questions, make suggestions and seek clarification in relation to the work they have been allocated.		
		1.7	Describe how to plan the work required of people efficiently, taking due account of health and safety issues in the planning, allocation and checking of work.		
		1.8	Explain why it is important to set targets for the standard or level of expected performance.		
		1.9	Describe what type of performance targets can be set (for example skills, competence, productivity, quality and customer response).		

1	<i>Continued</i>	1.10	Describe the methods used for explaining performance targets (for example face-to-face or in writing).
		1.11	Explain why it is important to brief people on the work they have been allocated and the standard or level of expected performance and how this could be achieved.
		1.12	Describe how to enable and encourage people to ask questions, seek clarification, make suggestions and talk frankly about their problems.
2	Monitor people's performance in the hire and rental workplace.	2.1	Monitor the quality of work on a regular and fair basis against the standard or level of expected performance.
		2.2	Give clear and prompt feedback on performance and explain how they can improve.
		2.3	Recognise and reward success.
		2.4	Describe how to regularly and fairly assess the progress and quality of work, (for example observing, discussing and getting feedback from others, including customers and other relevant people).
		2.5	Describe how to provide constructive feedback to individuals that will improve their performance.
		2.6	Explain how to make sure that people understand that any criticisms made are related to their work and not to them personally.
		2.7	Describe the methods of motivating individuals by recognising and rewarding success (for example praise, recognitions in front of colleagues, rewards, benefits, pay rises).
3	Maintain safe working practices when moving, handling and/or storing resources.	3.1	Identify any poor performance promptly and discuss directly with the person concerned.
		3.2	Provide people with the opportunity to discuss actual or potential problems affecting their performance.
		3.3	Arrange for any issues identified to be discussed at a time and place appropriate to the type, seriousness and complexity of the problem.

3	<i>Continued</i>	3.4	Utilise information collected on individual's performance in any formal appraisal process.
		3.5	Determine whether people would benefit from training.
		3.6	Refer people to relevant support services where necessary.
		3.7	Maintain respect for the individual and the need for confidentiality.
		3.8	Ensure that records of personal details and performance are kept strictly confidential.
		3.9	Explain why it is important to identify unacceptable or poor performance, how to discuss the cause and agree ways of improving performance.
		3.10	Describe any problems and unforeseen events that may occur and how to support people to deal with them.
		3.11	Explain how to agree and follow up a course of action with the individual concerned.
		3.12	Describe how to log information on the ongoing performance of people and how to use this information for performance appraisal purposes.
		3.13	Explain what records should be kept and who should see them in order to maintain confidentiality.
		3.14	Outline the support services available and how people can access them.
		3.15	Describe how to maintain respect for the individual.
		3.16	Outline any situations where an individual's problem is beyond intervention.
		3.17	Describe the specific legislation, regulations, guidelines, codes of practice related to hire and rental work.
3.18	Explain what the requirements are for developing or maintaining knowledge, understanding, skill and abilities relevant to the hire and rental industry.		



## Assessment Guidance

This unit must be assessed in a work environment, in accordance with the ConstructionSkills' Consolidated Assessment Strategy for Construction and the Built Environment.

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.

## Additional Assessment Information

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<b>Title:</b>	Developing and Maintaining Good Occupational Working Relationships in the Workplace			<b>Level:</b>	3
<b>Unit Number:</b>	A/651/0177	<b>TQT:</b>	80	<b>GLH:</b>	37
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Develop, maintain and encourage working relationships to promote good will and trust.	1.1	Give appropriate advice and information to relevant people about the occupational work activities and/or associated occupations involved.		
		1.2	Apply the principles of equality and diversity by considering the needs of individuals when working and communicating with others.		
		1.3	Explain the methods and techniques used and personal attributes required to encourage and maintain working relationships that promote goodwill and trust with relevant people.		
		1.4	Explain the principles of equality and diversity and how to apply them when working and communicating with others.		
2	Inform relevant people about work activities in an appropriate level of detail, with the appropriate level of urgency.	2.1	Communicate on the following work activity information to relevant people following organisational procedures: <ul style="list-style-type: none"> <li>• Appropriate timescales.</li> <li>• Health and safety requirements.</li> <li>• Co-ordination of work procedures.</li> </ul>		
		2.2	Explain the different methods and techniques used to inform relevant people about work activities.		
		2.3	Explain the effects of not informing relevant people with the expected level of urgency.		

2	<i>Continued</i>	2.4	<p>Explain the different types of work activity related information and to what level of detail the following people would expect to receive:</p> <ul style="list-style-type: none"> <li>• Colleagues.</li> <li>• Employers.</li> <li>• Customers.</li> <li>• Contractors.</li> <li>• Suppliers of products and services.</li> <li>• Other people affected by the work/project.</li> </ul>
3	Offer advice and help to relevant people about work activities and encourage questions/requests for clarification and comments.	3.1	Give appropriate advice and information to relevant people about the different methods of carrying out occupational work activities to achieve the required outcome.
		3.2	Explain the techniques of encouraging questions and/or requests for clarification and comments.
		3.3	<p>Explain the different ways of offering advice and help to different people about work activities, in relation to:</p> <ul style="list-style-type: none"> <li>• Progress.</li> <li>• Results.</li> <li>• Achievements.</li> <li>• Occupational problems.</li> <li>• Occupational opportunities.</li> <li>• Health and safety requirements.</li> <li>• Co-ordinated work.</li> </ul>
4	Clarify proposals with relevant people and discuss alternative suggestions.	4.1	Engage regular discussions with relevant people about the occupational work activity and/or other occupations involved.
		4.2	Explain the methods of clarifying alternative proposals with relevant people.
		4.3	Explain the methods of suggesting alternative proposals.
5	Resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect.	5.1	Examine and agree the work activities that satisfy all people involved and will meet the required outcome of the proposed method of work.
		5.2	Explain the methods and techniques used to resolve differences of opinion in ways which minimise offence and maintain goodwill, trust and respect.

## Assessment Guidance

This unit must be assessed in a work environment, in accordance with the ConstructionSkills' Consolidated Assessment Strategy for Construction and the Built Environment.

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.

## Additional Assessment Information

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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.

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<b>Title:</b>		Implementing and Maintaining Health, Safety, Environmental and Welfare Practices in the Workplace		<b>Level:</b>		3	
<b>Unit Number:</b>		L/650/1406		<b>TQT:</b>		140	
				<b>GLH:</b>		60	
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>					
1	Allocate and maintain health, safety, environmental and welfare equipment and resources to meet project and statutory requirements.	1.1	Make arrangements for health, safety, environmental and welfare practices in the relevant operational work environment.				
		1.2	Allocate responsibilities for maintaining health, safety, environmental and welfare equipment and resources to relevant people.				
		1.3	Check and maintain statutory notices and hazard warnings.				
		1.4	Allocate appropriate health, safety, environmental and welfare equipment and resources relative to the operational work environment.				
		1.5	Explain the methods of identifying and allocating health, safety, environmental and welfare equipment and resources, relating to: <ul style="list-style-type: none"> <li>• Protective clothing.</li> <li>• Protective equipment.</li> <li>• First-aid facilities and arrangements.</li> <li>• Welfare facilities.</li> <li>• Storage and security of materials and equipment.</li> <li>• Fire-fighting equipment.</li> <li>• Statutory notices.</li> <li>• Hazard warning signs.</li> </ul>				

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



2	<i>Continued</i>	2.13	<p>Explain the different ways of checking and monitoring correct authorisation of the following people whilst in the workplace:</p> <ul style="list-style-type: none"> <li>• Workforce.</li> <li>• Suppliers.</li> <li>• Visitors.</li> <li>• Customers.</li> <li>• Members of the public.</li> </ul>
		2.14	<p>Explain the current organisational procedures for dealing with unauthorised people and trespasses.</p>
3	<p>Ensure that their team is inducted and check that they are suitably competent and monitored whilst at the workplace.</p>	3.1	<p>Use appropriate methods to confirm that the team are properly inducted and given regular health and safety updates.</p>
		3.2	<p>Use appropriate methods and techniques to communicate and report any team performance issues.</p>
		3.3	<p>Explain the organisational methods and procedures for carrying out inductions that confirm:</p> <ul style="list-style-type: none"> <li>• Health and safety responsibilities.</li> <li>• Methods of work.</li> <li>• Workplace operations.</li> <li>• Health, safety and welfare equipment and resources.</li> <li>• Risk control procedures.</li> <li>• First-aid arrangements.</li> </ul>
		3.4	<p>Explain the different ways of checking and monitoring the workforce's competence specific to the work requirements.</p>
		3.5	<p>Explain the different techniques and methods of communicating and reporting any team performance issues.</p>

4	Monitor and review health, safety, environmental and welfare practices and safe systems of work in the relevant work environment in accordance with current organisational and statutory requirements.	4.1	Monitor, observe and record the implementation and maintenance of health, safety, environmental and welfare practices within the operational work environment in accordance with current legislation, workplace regulations, Codes of Practice and official guidance.
		4.2	Review the safe systems of work to identify and eliminate hazards or mitigate risks in accordance with current organisational requirements and legislation, and feedback results.
		4.3	Ensure compliance with the safe systems of work in accordance with current organisational requirements and legislation.
		4.4	Instigate, record and report actions to deal with any changing circumstances within the operational work environment in order to maintain the required health, safety, environmental and welfare practices.
		4.5	<p>Explain the methods and techniques used to regularly check health, safety, environmental and welfare practices in accordance with the following statutory requirements:</p> <ul style="list-style-type: none"> <li>• Current organisational health, safety, environmental and welfare policies, procedures and regulations.</li> <li>• Current general health, safety, environmental and welfare legislation.</li> <li>• Approved codes of practice.</li> <li>• Statutory notices.</li> <li>• Hazard warnings.</li> <li>• Safety signs.</li> </ul>
		4.6	Explain the reasons for regularly checking the health safety, environmental and welfare practices relevant to the operational working environment.
		4.7	Explain the organisational requirements to ensure compliance with safe systems of work.
		4.8	Explain how to review the safe systems of work by carrying out systematic examinations of work processes to eliminate hazards or mitigate risks in accordance with current organisational policies, procedures and legislation and feedback results.

4	<i>Continued</i>	4.9	Explain how to identify any special workplace conditions and examples which do not comply with regulations.
		4.10	Describe the different methods of recording special workplace conditions and examples which do not comply with regulations.

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<b>Title:</b>	Monitoring Customer Service (Hire and Rental) in the Workplace		<b>Level:</b>	3
<b>Unit Number:</b>	L/651/4782	<b>TQT:</b>	60	<b>GLH:</b> 30
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>		
1	Evaluate and implement customer service procedures in accordance with organisational requirements.	1.1	Examine and compare existing customer service procedures against organisational requirements.	
		1.2	Apply procedures and any amended arrangements to ensure conformity with organisational requirements.	
		1.3	Outline the organisational policies and procedures for evaluating and implementing customer service improvements.	
		1.4	Describe the different formats that customer service can be delivered and the effects of good and poor customer service upon the organisation.	
		1.5	Explain how authorisation to change customer service practices can be obtained.	
		1.6	Explain what limits of authority are when implementing customer service procedures.	
		1.7	Explain how legislation, regulations and official guidance can be incorporated when implementing customer service improvements or changes.	
2	Review customer service procedures in accordance with legislative requirements.	2.1	Evaluate customer service procedures and measure against the following: <ul style="list-style-type: none"> <li>• Legislation.</li> <li>• Regulations.</li> <li>• Official guidance.</li> </ul>	
		2.2	Note when customer service procedures do not meet legislative requirements.	
		2.3	Explain what the organisational policies and procedures are for reviewing customer service.	

2	Continued	2.4	Explain how customer service procedures and can be reviewed and developed.
		2.5	Explain the information that is relevant to hire and rental operations that is contained in legislation, regulations and official guidance, and how it is applied to customer service.
		2.6	Describe what types of legislation, regulations and official guidance would apply to hire and rental operations.
3	Communicate customer service review findings to the organisation.	3.1	Prepare customer review findings using agreed or appropriate formats.
		3.2	Provide feedback using suitable or agreed formats to line managers or staff involved in the development of organisational procedures.
		3.3	Describe the organisational policies and procedures that deal with customer service review feedback.
		3.4	Explain ways of documenting review findings of customer service.
4	Develop their personal customer service skills.	4.1	Analyse their current and future skills and knowledge requirements for customer service.
		4.2	Identify actions required to improve personal customer service skills and agree with line managers or other relevant people.
		4.3	Outline the organisational policies and procedures that deal with the improvement of customer service.
		4.4	Explain the different ways that can be used to review personal development needs.
		4.5	Explain methods and techniques that can be used to respond to and communicate personal development needs.
5	Coach and support others in developing customer service skills for the hire and rental environment.	5.1	Identify skills requirements and obstacles to learning for others within a given work team.
		5.2	Plan and agree actions with individual members of given teams that will develop hire and rental customer service skills.

5	<i>Continued</i>	5.3	Outline the organisational policies and procedures that deal with developing and supporting internal staff.
		5.4	Explain how staff development needs can be reviewed.
		5.5	Explain ways that personal development plans for staff can be constructed.
6	Provide feedback to others on their progress when developing their hire and rental customer service skills.	6.1	Review and record individual and team performance during hire and rental customer service activities.
		6.2	Provide ongoing feedback to individual team members on individual and collective performance.
		6.3	Explain techniques of giving personal and constructive feedback to internal staff.
		6.4	Explain how personal feedback from staff can be obtained.
		6.5	Explain ways that can be used to help internal staff respond positively to personal feedback.

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<b>Title:</b>	Monitoring Hire and Rental Organisational Budgets in the Workplace		<b>Level:</b>	3	
<b>Unit Number:</b>	M/651/4783	<b>TQT:</b>	90	<b>GLH:</b>	40
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Measure hire and rental performance against budgets.	1.1	Organise suitable methods that can measure performance against budgets.		
		1.2	Assess hire and rental performance in relevant workplaces.		
		1.3	Evaluate the results of assessments against relevant organisational budgets.		
		1.4	Describe the organisation procedures used for measuring budgets against performance.		
		1.5	Explain factors that need to be taken into account when measuring budgets against performance.		
		1.6	Give reasons why hire and rental performance needs to be regularly assessed against budgets.		
		1.7	Explains that findings should be recorded when using organisational documentation.		
		1.8	Explain how organisational budgets are derived.		
2	Consult with staff about hire and rental performance.	2.1	Identify relevant staff that can effectively contribute to performance measuring processes.		
		2.2	Undertake regular discussions with identified staff and others during performance measuring processes.		
		2.3	List and describe who should be involved when measuring hire and rental performance.		
		2.4	Give reasons why consultation should be regularly undertaken with relevant people.		
		2.5	Explain the ways that relevant people can be involved during the measurement process.		

2	<i>Continued</i>	2.6	Explain how contributions and feedback can be encouraged from relevant people.
3	Confirm hire and rental performance plans and communicate within the organisation.	3.1	Analyse and corroborate hire and rental performance against organisational plans.
		3.2	Convey relevant information to relevant people using suitable and/or agreed formats and procedures.
		3.3	Explain how organisational documentation can be amended when noting measurement findings.
		3.4	Explain who the measurement findings must be communicated to within their organisation.
		3.5	Explain how the confidentiality of information within, and external to, the organisation can be maintained.
4	Identify and communicate trends and variations in hire and rental activities.	4.1	Identify and assess and hire and rental revenues and costs.
		4.2	Analyse revenues and costs in order to identify hire and rental trends and reasons for variations.
		4.3	Communicate the results of analysis to relevant people within the organisation.
		4.4	Explain the organisational procedures for assessing revenues and costs.
		4.5	Describe the factors to be taken into account when assessing and analysing revenues and costs.
		4.6	Give reasons why hire and rental revenues and costs need to be regularly assessed.
		4.7	Outline the organisation's revenues and products.
		4.8	Give typical reasons for variations of revenues and costs, and explain ways of managing the variations for hire and rental activities.
		4.9	Explain methods that can be used to communicate revenue and cost trends within the organisation.

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<b>Title:</b>		Implementing Quality Improvements to Customer Service (Hire and Rental) in the Workplace		<b>Level:</b>	4
<b>Unit Number:</b>		R/651/4784	<b>TQT:</b>	100	<b>GLH:</b> 43
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Plan the introduction of customer service improvements.	1.1	Identify possible customer service improvements and the resources available to implement them.		
		1.2	Evaluate factors that may help or hinder the introduction of change.		
		1.3	Develop realistic objectives, tasks and schedules for the introduction of improvements and agree them with colleagues.		
		1.4	Assess the risks associated with each action to effect change.		
		1.5	Plan how to evaluate the proposed improvements.		
		1.6	Explain why it is important that careful planning is undertaken when introducing change.		
		1.7	Explain the types of factors that can help or hinder the process of change and how to identify and plan for these.		
		1.8	Explain how plans can be developed which contain realistic objectives, tasks and schedules.		
2	Manage the implementation of customer service improvements.	2.1	Inform people affected by change, win their support and keep them informed of progress.		
		2.2	Implement plans for improvement whilst dealing effectively with any difficulties.		
		2.3	Provide the necessary support to all colleagues involved with the changes and improvements.		

2	<i>Continued</i>	2.4	Ensure that planned improvements are implemented on time and within budget.
		2.5	Explain the importance of having clear lines of responsibility and accountability.
		2.6	Describe methods of identifying and planning for possible contingencies.
		2.7	Explain the importance of clear communication when changes are taking place.
		2.8	Describe how, and give reasons why it is important, to win the support of staff who will be affected by change and who are resistant to change.
		2.9	Explain the types of support that staff may need when improvements are being implemented, and how to provide such support.
		2.10	Give reasons why it is important to complete change on time and within budget.
3	Monitor and evaluate customer service improvements.	3.1	Monitor and evaluate impacts that changes are having on the quality of customer service.
		3.2	Identify and recommend any further changes that may be necessary to achieve the planned aims and objectives of improvements.
		3.3	Identify any lessons from the change process and note for future activities.
		3.4	Explain how the impact of changes can be monitored and evaluated.
		3.5	Give reasons why it is important to evaluate change and note lessons for future initiatives.

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<b>Title:</b>	Maximising Product Sales (Hire and Rental) in the Workplace			<b>Level:</b>	2
<b>Unit Number:</b>	T/651/4785	<b>TQT:</b>	50	<b>GLH:</b>	27
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Identify opportunities to increase the hire and rental sales.	1.1	Identify temporary and permanent selling and hiring opportunities, and assess their potential to increase sales.		
		1.2	Identify opportunities which offer the greatest potential to increase sales and hire.		
		1.3	Report potential sales and hire opportunities to the relevant people.		
		1.4	Communicate essential features and benefits of products and services to customers in a manner which promotes a buying decision and retains goodwill.		
		1.5	Explain how to estimate and compare the potential of promotional opportunities to increase sales.		
		1.6	Explain how seasonal trends can affect opportunities for sales and hire.		
		1.7	Outline who should be approached about the opportunities they have identified.		
2	Promote hire and rental products to customers.	2.1	Identify and carry out direct and in-direct customer contact actions which offer the greatest potential for converting promotional sales into regular future hire and rental sales.		
		2.2	Describe the techniques to encourage customers to hire or rent the product being promoted.		
		2.3	Describe the techniques for encouraging customers to continue to hire or rent the product being promoted in the future.		
		2.4	Outline the information which is relevant in evaluating the success of promotions and who will require this information.		



2	<i>Continued</i>	2.5	Explain the difference between a feature of a product and a benefit of a product.
		2.6	Explain how to promote the features and benefits of hire and rental products to customers.
		2.7	Explain how to evaluate and record the results of promotions.
3	Record and communicate improvements in product sales and hire.	3.1	Report relevant and accurate information on the effectiveness of promotions in enhancing sales and hire to relevant persons.
		3.2	Complete relevant sales and hire documentation fully and accurately and following organisational guidelines.
		3.3	Record the outcomes of promotional activities clearly and accurately.
		3.4	Communicate effectively with hire and rental colleagues.
		3.5	Report any problems outside their areas of responsibility to the appropriate people.
		3.6	Comply with written and oral instructions.
		3.7	Explain how to comply with the organisational guidelines and standards relating to hire and rental work objectives.
		3.8	Explain the hire and rental workplace health, safety and environmental requirements.
		3.9	Describe the hire and rental organisational reporting procedures.
		3.10	Outline the limits of their own responsibilities.

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<b>Title:</b>	Selling Hire and Rental Products and Services in the Workplace			<b>Level:</b>	2
<b>Unit Number:</b>	Y/651/4786	<b>TQT:</b>	40	<b>GLH:</b>	23
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Establish the buying needs and interests of hire and rental customers.	1.1	Contact customers identified as sales leads, accessing those who can make buying decisions.		
		1.2	Identify customer requirements through careful questioning, checking for understanding and summarising their buying needs.		
		1.3	Identify the key features and associated benefits of the relevant hire and rental products and services, relating these to the needs identified.		
		1.4	Assess with the customer which of the hire and rental products and services are suitable for their needs.		
2	Promote the features and benefits of hire and rental products and services to customers.	2.1	Evaluate potential trade-offs, whereby particular aspects of the hire and rental product or service's package might be enhanced whilst other of lesser importance might be reduced, which may be beneficial to both the customer and the hire and rental organisation.		
		2.2	Provide accurate information regarding hire and rental products, services and prices.		
		2.3	Make proposals to match the customer's requirements.		
3	Help customers to overcome their queries and complaints about hire and rental products and services.	3.1	Explore any queries or objections raised by the customer and identify any reasons holding the customer back from agreeing the hire and rental.		
		3.2	Identify and prioritise any concerns the customer may have.		
		3.3	Provide evidence of the strengths of your organisation and its hire and rental products and services to address any concerns the customer may have.		

3	<i>Continued</i>	3.4	Check that the customer agrees how any concerns can be overcome.
		3.5	Seek relevant support from at least two of the following types of people to resolve customer objections: <ul style="list-style-type: none"> <li>• Other hire and rental team members.</li> <li>• Line manager.</li> <li>• Product or service specialists.</li> </ul>
4	Agree hire and rental terms and conditions and close sales.	4.1	Interpret verbal and non-verbal buying signals given by the hire and rental customer and act upon them accordingly in progressing towards closing the sale.
		4.2	Close the sale by gaining the commitment of the customer.
		4.3	Agree future contact arrangements, including post hire and rental sales to confirm customer satisfaction where relevant.
		4.4	Record all required details accurately and clearly.
		4.5	Fulfil all relevant hire and rental legal, regulatory and ethical requirements.

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<b>Title:</b>		Managing Conflict Within Hire and Rental Operation Team Members in the Workplace		<b>Level:</b>	3
<b>Unit Number:</b>	A/651/4787	<b>TQT:</b>	50	<b>GLH:</b>	27
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Establish organisational requirements with hire and rental team members to minimise potential conflicts.	1.1	Communicate clearly, concisely and accurately, the standards of work and behaviour expected, to team members.		
		1.2	Help team members understand how the roles of different team members interface, complement and support each other.		
		1.3	Identify and address any issues with organisational structures, systems or procedures that are likely to give rise to conflict.		
		1.4	Identify potential conflicts between team members and take pre-emptive action to avoid these.		
		1.5	Describe the principles of effective communication and explain how to apply them.		
		1.6	Explain ways that can help team members understand how the roles of different team members interface, compliment and support each other, and how they interface, support and complement each other.		
		1.7	Explain how issues with organisational structures, systems or procedures, likely to give rise to conflicts, can be identified and addressed.		
		1.8	Explain the importance of identifying potential conflicts between team members and how to take preventative action to avoid conflicts occurring.		



2	Take appropriate actions to resolve conflicts that have occurred in the workplace.	2.1	Encourage team members, using appropriate techniques, to resolve their own conflicts and problems amongst themselves.
		2.2	Take appropriate, prompt actions to deal with conflicts when team members are not able to resolve conflicts themselves.
		2.3	Acknowledge and show respect for team members' emotions regarding conflicts and seek ways to manage any negative emotions.
		2.4	Give reasons why it is important to give team members opportunities to discuss serious problems that directly or indirectly affect their work, and explain ways of encouraging team members to do so.
		2.5	Explain why it is important to take prompt actions to deal with conflicts when they arise and when team members concerned are not able to resolve conflicts themselves.
		2.6	Describe methods and techniques of dealing with conflicts in the hire and rental workplace, and explain what types of action should be taken, and when.
		2.7	Explain why it is important to acknowledge and show respect for team member's emotions regarding conflicts and how to seek to manage any negative emotions.
3	Manage conflicts to prevent further re-occurrences.	3.1	Investigate, impartially, the causes of conflicts, giving all parties opportunities to present the facts and their perceptions about the conflict.
		3.2	Identify, and agree with team members, ways of resolving conflicts without apportioning blame.
		3.3	Seek help from colleagues or specialists, where necessary.
		3.4	Explain how the causes of conflicts can be impartially identified, giving all parties opportunities to present the facts and their perception about the conflict.
		3.5	Explain how, and why it is important, to identify, agree and resolve the conflict with team members without blame being apportioned.

3	<i>Continued</i>	3.6	Explain when help should be sought from colleagues or specialists, and what specialists inside and outside of the organisation are available.
4	Follow established procedures when managing conflicts in the workplace.	4.1	Comply with organisational and legal requirements when resolving conflicts in the workplace.
		4.2	Maintain complete, accurate and confidential records of conflicts and their outcomes, in line with organisation policy.
		4.3	Give reasons why it is important to comply with organisational and legal requirements when resolving conflicts in the workplace.
		4.4	Explain why it is important to maintain complete, accurate and confidential records of conflicts and their outcomes, and ways of doing so.
		4.5	Outline the industry/sector specific requirements for managing conflicts with teams in the workplace.

## Assessment Guidance

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<b>Title:</b>	Allocating Work to Hire and Rental Team Members in the Workplace		<b>Level:</b>	2
<b>Unit Number:</b>	D/651/4788	<b>TQT:</b>	60	<b>GLH:</b> 30
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>		
1	Review and plan the work activities in the hire and rental workplace.	1.1	Confirm the work required of the hire and rental team with the manager and seek clarification, where necessary, on any outstanding points or issues.	
		1.2	Plan how the hire and rental team will undertake the work, identifying any priorities or critical activities and making effective use of the available resources.	
		1.3	Describe the different ways of communicating effectively with the members of a hire and rental team.	
		1.4	Explain the importance of effectively confirming/clarifying the work required of the hire and rental team with the manager.	
		1.5	Describe how to plan the work of the hire and rental team, including how to identify any priorities or critical activities and the available resources.	
2	Allocate work effectively to others.	2.1	Allocate work to hire and rental team members on a fair basis taking account of the individual's: <ul style="list-style-type: none"> <li>• Skills, knowledge and competence.</li> <li>• Backgrounds and experience.</li> <li>• Existing workloads.</li> <li>• Opportunities for their development.</li> </ul>	
		2.2	Brief hire and rental team members on the work they have been allocated and the standard of performance expected.	
		2.3	Encourage hire and rental team members to ask questions, make suggestions and seek clarification in relation to the allocated work.	

2	<i>Continued</i>	2.4	Address any concerns hire and rental team members may have relating to the allocated work.
		2.5	Explain how to, and why it is important to, allocate work across the hire and rental team on a fair basis.
		2.6	Explain how the individual's knowledge, skills, competence, workload, background and experience should be taken into consideration when allocating work.
		2.7	Describe how opportunities for development, in line with organisational policies and procedures, can be identified when allocating the work.
		2.8	Explain how to, and why it is important to, brief hire and rental team members on the allocated work and the standard and level of expected performance, in line with organisational standards.
		2.9	Explain how to recognise and address concerns hire and rental team members may have about the allocated work.
		2.10	Describe the industry/sector specific legislation, regulations, guidelines and codes of practice relating to carrying out hire and rental work.

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<b>Title:</b>	Investigating and Evaluating Health and Safety Incidents and Complaints (Hire and Rental) in the Workplace			<b>Level:</b>	3
<b>Unit Number:</b>	F/651/4789	<b>TQT:</b>	80	<b>GLH:</b>	37
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Investigate workplace incidents and complaints.	1.1	Brief people involved and ensure they understand the purpose of the investigation and how it will be conducted.		
		1.2	Find and prepare the necessary documentation and support materials before the investigation is conducted.		
		1.3	Gather accurate and comprehensive information from those involved whilst using supportive and sensitive techniques.		
		1.4	Check all documentary evidence to identify and review any inconsistencies.		
		1.5	Prepare reports containing details of incidents and complaints in the required formats and timescales.		
		1.6	Forward reports to relevant people upon request, in accordance with agreed timescales, legal regulations and workplace requirements.		
		1.7	Explain the employers' and employees' main legal responsibilities for health and safety in the workplace.		
		1.8	Describe their responsibilities for health and safety as defined by any specific legislation covering their job role.		
		1.9	Explain what statutory and organisational requirements apply with regards to the confidentiality of reports.		

1	<i>Continued</i>	1.10	Describe the statutory and organisational requirements relating to the confidentiality of reports.
		1.11	Explain typical work areas and job roles where investigations have been carried out in the workplace.
		1.12	Describe their capabilities and the scope of their job role in regard to investigations.
		1.13	Describe effective interview techniques to identify root causes.
		1.14	Describe the workplace requirements for conducting investigations and reporting investigations.
		1.15	Describe what risks may exist in your workplace.
		1.16	Explain the importance of dealing with, or promptly reporting, risks.
2	Make recommendations as a result of workplace investigations.	2.1	Base recommendations for improving health and safety on accurate and detailed analysis of all reports, advice and support material collected during the investigation.
		2.2	Develop recommendations which comply with current working practices, relevant legislation and workplace health and safety instructions.
		2.3	Produce realistic and achievable action plans for implementing recommendations for change.
		2.4	Ensure that action plans involve a review process to check the implementation of recommendations.
		2.5	Explain methods of communication and presentation that can be effective in dealing with people at different levels.
		2.6	Describes the types of analytical techniques that can be used on workplace incidents and complaints.
		2.7	Describe how to write action plans.
		2.8	Explain the factors that determine workplace budgets assigned to carry out investigations.
		2.9	Explain the types of and roles or external regulatory and support organisations.



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<b>Title:</b>		Conducting Health and Safety Risk Assessments in the Hire and Rental Workplace		<b>Level:</b>	3	
<b>Unit Number:</b>		K/651/4790	<b>TQT:</b>	80	<b>GLH:</b>	37
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>				
1	Prepare to identify hazards in a hire and rental workplace.	1.1	Establish why and where risk assessments need to be carried out.			
		1.2	Seek expert advice and guidance on operational controls where appropriate, and recognise their own limitations in health and safety matters.			
		1.3	Select a method for identifying hazards and evaluating risks appropriate to the hire and rental workplace being assessed.			
		1.4	Explain the relevant legal requirements and standards.			
		1.5	Explain where expert advice and guidance can be sourced and what limitations, job responsibilities and capabilities they have for health and safety in the workplace.			
		1.6	Describe the work areas and work activities where they would normally carry out risk assessments.			
2	Identify hazards in a hire and rental workplace.	2.1	Prioritise areas in the workplace where hazards with a potential to cause serious harm to health and safety are most likely to occur.			
		2.2	Identify hazards which have the potential to cause harm and/or loss.			
		2.3	Review internal and external standards and guidelines.			
		2.4	List the hire and rental workplace hazards which are most likely to cause harm or loss.			

2	<i>Continued</i>	2.5	Explain the importance of staying alert to the presence of hazards in the hire and rental workplace.
		2.6	Explain methods that can be used to identify hazards in the workplace.
3	Assess the hire and rental workplace and recommend control measures.	3.1	Confirm that all industry standards and other reasonable precautions are in place.
		3.2	Assess the level of risk and record significant findings.
		3.3	Identify and prioritise whether further controls are required.
		3.4	Describe the purpose, legal implications and importance of carrying out risk assessments.
		3.5	Describe the techniques and resources required for carrying out a risk assessment.
		3.6	Describe the particular health and safety risks which may affect their own hire and rental job role and the precautions to be taken.
		3.7	List the information sources available for risk assessments (e.g. Health and Safety Executive publications).
		3.8	Explain why they need to consider the work activities of the people in the hire and rental workplace where they are carrying out the risk assessment.
		3.9	Describe how to identify suitable control measures.
4	Present the results of hazard identification to others.	4.1	Present the results of and reasonably practicable recommendations from the risk assessments to the people responsible.
		4.2	Explain what to do with the results of risk assessments.
		4.3	Explain why it is important to deal with, or promptly report, relevant hazards and risks.
		4.4	Explain the methods and techniques that can be used effectively to communicate the results of risk assessments to others.

5	Review the workplace assessment of risks.	5.1	Review and revise the risk assessments as appropriate.
		5.2	Maintain suitable and sufficient records.
		5.3	Take suitable action to control or remove imminent risk.
		5.4	Identify new hazards arising from changes in the workplace and/or working practices.
		5.5	Make changes to the risk assessment and promptly inform those affected by the changes.
		5.6	Give reasons why it is important to remain alert to the presence of ongoing hazards in the workplace.

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<b>Title:</b>	Using IT to Support Hire and Rental Operations in the Workplace		<b>Level:</b>	2
<b>Unit Number:</b>	L/651/4791	<b>TQT:</b>	50	<b>GLH:</b> 27
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>		
1	Handle files containing information relative to hire and rental activities.	1.1	Apply file handling techniques appropriate for the software being used.	
		1.2	Use appropriate techniques to handle, organise and save hire and rental files.	
2	Edit, format and check hire and rental related information.	2.1	Use appropriate editing and formatting tools and techniques on documents.	
		2.2	Use proof reading techniques to ensure documents are accurate and look professional.	
		2.3	Explain why the IT system and software that was used was appropriate for the task.	
		2.4	Explain why and how using the IT system and software was an appropriate way of carrying out the task.	
3	Search for relevant hire and rental information on the intranet or internet.	3.1	Choose search engines that are appropriate for the information that is needed.	
		3.2	Use search engines to find and select appropriate information.	
		3.3	Use techniques to enable useful information to be easily located, (bookmarks; favourites), and passed to others (links in emails).	
		3.4	Carry out searches efficiently and extract the correct required information.	
		3.5	Describe who and what the information is for, where it will be used (e.g. on-screen or hardcopy) and when it is needed.	
		3.6	Explain how to produce information that communicates clearly and accurately with the audience, where and when it is needed.	

4	Know how health and safety issues can affect self and others.	4.1	Describe the health and safety risks to self in using IT.
		4.2	Describe the health and safety risks to others from common hardware.
		4.3	Explain what health and safety laws and guidelines affect the use of IT.
		4.4	Describe ways to keep risks to people to a minimum.
		4.5	Describe the ways to keep risk to hardware to a minimum.
5	Send and receive emails relating to hire and rental operations.	5.1	<p>Send and receive emails relating to the following:</p> <ul style="list-style-type: none"> <li>• Basic send commands.</li> <li>• Basic reply commands.</li> <li>• Delete emails.</li> <li>• Send and open emails with attachments.</li> <li>• Save attachments to the appropriate places.</li> <li>• Follow any rules and guidance for sending and replying to emails.</li> <li>• Use more advanced features.</li> <li>• Send messages to groups of people using groups set up in an address book.</li> <li>• Send and receive instant messages with and without attachments.</li> <li>• Compress messages on sending and un-compress messages that have been received.</li> <li>• Archive emails where necessary.</li> </ul>
		5.2	Describe how to use an address book.
		5.3	Describe how to send emails to groups using a group list in an address book.
		5.4	Explain how to archive and compress emails.
		5.5	Describe what other resources may be provided by email software and how to use them.



6	Recognise problems with exchanging information.	6.1	Explain why some computer users may have difficulty in sending and receiving emails with attachments.
		6.2	Describe how emails from unknown people should be dealt with.
		6.3	Explain what viruses are and the problems they can cause.
		6.4	Describe how using anti-virus software can help to keep risks to a minimum.
		6.5	Explain the potential risks in downloading documents and software.
		6.6	Describe the risks in sharing information such as personal details.
		6.7	Explain where and when to seek advice.
		6.8	Describe how emails intended to cause problems, such as SPAM or chain-emails, should be dealt with.
		6.9	Explain how to keep problems with sending and receiving large emails to a minimum.
		6.10	Describe what limits there may be to the number or size of emails that can be received or stored.
		6.11	Describe how to avoid viruses.
		6.12	Explain which laws and guidelines affect the day-to-day use of IT, such as Data Protection, Equal Opportunities, Disability, Health and Safety, copyright and guidelines set by the hire and rental company or organisation.
		6.13	Describe what and how different IT activities are affected by laws and guidelines, such as storing names and addresses, downloading images from the internet or sending inappropriate emails.

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<b>Title:</b>	Confirming the Occupational Method of Work in the Workplace			<b>Level:</b>	3
<b>Unit Number:</b>	M/651/4792	<b>TQT:</b>	110	<b>GLH:</b>	47
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Assess available project data accurately to determine the occupational method of work.	1.1	Interpret and extract information from drawings, specifications, schedules, manufacturer's information, methods of work, risk assessments and programmes of work.		
		1.2	Explain how to summarise the following project data: <ul style="list-style-type: none"> <li>• Required quantities.</li> <li>• Specifications.</li> <li>• Detailed drawings.</li> <li>• Health and safety requirements.</li> <li>• Timescales.</li> <li>• Scope of works.</li> </ul>		
		1.3	Explain the different methods of assessing available project data.		
		1.4	Explain how to use project data to interpret the work method, in relation to: <ul style="list-style-type: none"> <li>• Standard work procedures.</li> <li>• Sequence of work.</li> <li>• Organisation of resources (people, equipment, materials).</li> <li>• Work techniques.</li> <li>• Working conditions (health, safety and welfare).</li> <li>• Risk assessment.</li> </ul>		
2	Obtain additional information from alternative sources in cases where the available project data is insufficient.	2.1	Collect and collate additional information from alternative sources to clarify the work to be carried out.		

2	<i>Continued</i>	2.2	<p>Explain different methods and techniques of obtaining additional information from the following alternative sources when available project data is insufficient:</p> <ul style="list-style-type: none"> <li>• Customers or representatives.</li> <li>• Suppliers.</li> <li>• Regulatory authorities.</li> <li>• Manufacturer's literature.</li> </ul>
3	Identify work methods that will make best use of resources and meet project, statutory and contractual requirements.	3.1	Examine potential work methods to carry out the occupational work activity.
		3.2	Determine which work methods will make best use of relevant resources and meet health and safety requirements relating to technical and/or project criteria.
		3.3	<p>Explain how to identify work methods that make best use of resources and meet project, statutory and contractual requirements against technical criteria, in relation to:</p> <ul style="list-style-type: none"> <li>• Health and safety welfare (principles of protection).</li> <li>• Fire protection.</li> <li>• Access and egress.</li> <li>• Equipment availability.</li> <li>• Availability of competent workforce.</li> <li>• Pollution risk.</li> <li>• Waste and disposal.</li> <li>• Zero and low carbon outcomes.</li> <li>• Weather conditions.</li> </ul>
		3.4	<p>Explain how to identify work methods that make best use of resources and meet project, statutory and contractual requirements against project criteria, in relation to:</p> <ul style="list-style-type: none"> <li>• Conforming to statutory requirements.</li> <li>• Customer and user needs.</li> <li>• Contract requirements in terms of time, quantity and quality.</li> <li>• Environmental considerations.</li> </ul>
		3.5	Explain how different methods of work can achieve zero/low carbon outcomes.

4	Confirm and communicate the selected work method to relevant personnel.	4.1	Confirm the selected occupational work method that meets project, statutory and contractual requirements.
		4.2	Communicate appropriately to relevant people on the selected occupational work method.
		4.3	Describe the different techniques and methods of confirming and communicating work methods to relevant people.
		4.4	Explain the principles of equality and diversity and how to apply them when working and communicating with others.

## Assessment Guidance

This unit must be assessed in a work environment, in accordance with the ConstructionSkills' Consolidated Assessment Strategy for Construction and the Built Environment.

Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.

## 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 not** be simulated; and must be collected in a **real workplace environment**.

<b>Title:</b>	Providing Technical Information, Advice and Guidance to Users of Plant or Machinery in the Workplace			<b>Level:</b>	3
<b>Unit Number:</b>	R/651/4793	<b>TQT:</b>	190	<b>GLH:</b>	73
<b>Learning Outcomes</b> <i>The learner will be able to:</i>		<b>Assessment Criteria</b> <i>The learner can:</i>			
1	Interpret the given information relating to the work and resources when providing technical information, advice and guidance to users of plant or machinery.	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"> <li>• Drawings.</li> <li>• Specifications.</li> <li>• Schedules.</li> <li>• Method statements.</li> <li>• Risk assessments.</li> <li>• Manufacturers' information and current regulations associated with the operation and use of plant and machinery.</li> </ul>		



2	Know how to comply with relevant legislation and official guidance when providing technical information, advice and guidance to users of plant or machinery.	2.1	Describe their responsibilities regarding potential accidents and health hazards, whilst working: <ul style="list-style-type: none"> <li>• In the workplace.</li> <li>• Below ground level.</li> <li>• At height.</li> <li>• In confined spaces.</li> <li>• With tools and equipment.</li> <li>• With materials and substances.</li> <li>• With movement/storage of materials and by manual handling and mechanical lifting.</li> </ul>
		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 providing technical information, advice and guidance to users of plant or machinery.	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 providing technical information, advice and guidance to users of plant or machinery.
		3.2	Comply with information relating to specific risks to health when providing technical information, advice and guidance to users of plant or machinery.
		3.3	Explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to providing technical information, advice and guidance to users of plant or machinery, 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"> <li>• Collective protective measures.</li> <li>• Personal protective equipment (PPE).</li> <li>• Respiratory protective equipment (RPE).</li> <li>• Local exhaust ventilation (LEV)</li> </ul>
		3.4	Describe how the relevant health and safety control equipment should be used in accordance with the given instructions.

3	<i>Continued</i>	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 provide technical information, advice and guidance to users of plant or machinery.	4.1	Select resources associated with own work in relation to materials, components, tools, equipment and consumables.
		4.2	Describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to: <ul style="list-style-type: none"> <li>• Consumables.</li> <li>• Literature, forms and documents.</li> <li>• Hand and/or portable powered tools and equipment.</li> </ul>
		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 provide technical information, advice and guidance to users of plant and machinery.
5	Minimise the risk of damage to the work and surrounding area when providing technical information, advice and guidance to users of plant or machinery.	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 providing technical information, advice and guidance to users of plant or machinery.	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"> <li>• Types of progress charts, timetables and estimated times.</li> <li>• Organisational procedures for reporting circumstances which will affect the work programme.</li> </ul>
7	Comply with the given contract information to provide technical information, advice and guidance to users of plant or machinery to the required specification.	7.1	Demonstrate the following work skills when providing technical information, advice and guidance to users of plant or machinery: <ul style="list-style-type: none"> <li>• Interpreting.</li> <li>• Analysing.</li> <li>• Explaining.</li> <li>• Advising.</li> <li>• Confirming.</li> <li>• Answering.</li> <li>• Replacing.</li> <li>• Referring.</li> <li>• Informing.</li> </ul>
		7.2	Provide technical information and advice to given working instructions for operators of plant or machinery for two of the following: <ul style="list-style-type: none"> <li>• At breakdown.</li> <li>• On handover.</li> <li>• On request.</li> <li>• Under terms of contract, guarantee, warranty or hire agreement.</li> <li>• On recall.</li> <li>• Modification or alteration.</li> </ul>
		7.3	Complete and maintain records when providing technical information, advice and guidance to users of plant or machinery.

7	Continued	7.4	Safely use and handle materials, hand tools, portable power tools and ancillary equipment.
		7.5	Safely store the materials, tools and equipment used when providing technical information, advice and guidance to users of plant or machinery.
		7.6	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"> <li>• Provide information advice and guidance to users and operators: on handover, at breakdowns, on request, under terms of contract, guarantee, warranty or hire agreement and for manufacturers' recall.</li> <li>• Explain the information, advice and guidance available.</li> <li>• Use situational awareness to interpret the information and advice required.</li> <li>• Analyse the information available to provide answers.</li> <li>• Refer to other sources of information: colleagues, multi-media.</li> <li>• Source and supply replacement literature and documentation.</li> <li>• Inform on progress.</li> <li>• Provide information, advice and guidance in a manner that maintains goodwill.</li> <li>• Confirm the information, advice and guidance given is appropriate.</li> <li>• Use hand tools, portable power tools and equipment.</li> <li>• Work at height.</li> <li>• Use access equipment.</li> <li>• Complete and maintain records.</li> </ul>
		7.7	Describe the needs of other occupations and how to effectively communicate within a team when providing technical information, advice and guidance to users of plant or machinery.
		7.8	Describe how to maintain the tools and equipment used when providing technical information, advice and guidance to users of plant or machinery.

### Assessment Guidance

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Assessors for this unit must have verifiable, current industry experience and a sufficient depth of relevant occupational expertise and knowledge, and must use a combination of assessment methods as defined in the Consolidated Assessment Strategy.

### Endorsement Requirements

This unit must be endorsed against **two** of the following:

- Breakdown.
- Handover.
- Request.
- Contract / Guarantee / Warranty / Hire Agreement.
- Recall.
- Modification / Alteration.

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## 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

<b>Apply</b>	Use existing knowledge or skills in a new or different context.
<b>Analyse</b>	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.
<b>Classify</b>	Organise information according to specific criteria.
<b>Compare</b>	Examine subjects in detail, giving the similarities and differences.
<b>Critically Compare</b>	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.
<b>Describe</b>	Provide detailed, factual information about a subject.
<b>Discuss</b>	Give a detailed account of a subject, including a range of contrasting views and opinions.
<b>Explain</b>	As with describe, but extended to include causation and reasoning.
<b>Identify</b>	Select or ascertain appropriate information and details from a broader range of information or data.
<b>Interpret</b>	Use information or data to clarify or explain something.
<b>Produce</b>	Make or create something.
<b>State</b>	Give short, factual information about something.
<b>Specify</b>	State a fact or requirement clearly and in precise detail.



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