

Level 2 Certificate in Facilities Services (4429-21)

Candidate logbook

600/5476/1

4429-21



www.cityandguilds.com
September 2012
Version 1.0

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

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1 About your candidate logbook

1.1 Contact details

Candidate name	
Unique candidate number	
Centre name	
Centre number	
Qualification start date	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Quality Assurer	
Centre Contact	

1.2 Introduction to the logbook

This logbook will help you complete your qualification. It contains:

- the units you need to achieve to complete your Certificate
- information about your responsibilities as a candidate
- forms you can use to record and organise your evidence.

It will also tell you:

- about the qualification
- what you need to do to complete your Certificate
- who will help you.

About City & Guilds

City & Guilds is your awarding organisation for the Level 2 Certificate in Facilities Services. City & Guilds is the UK's leading awarding organisation for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website www.cityandguilds.com

2 About the qualification

The Level 2 Certificate in Facilities Services (4429-21) is a nationally recognised qualification gained in the workplace. The Qualification is based on National Occupational Standards, which are standards written by employers and experts in your industry.

When you achieve your qualification it will prove that you can work to the standards expected by employers in your industry. This qualification will show you are competent to do a job and have the skills, knowledge and understanding needed to do it well.

This qualification is assessed in the work place. Therefore, you should be carrying out the type of work involved in this qualification, or expect to carry it out in the future. If you are not in work, your centre will need to arrange a work placement for your assessment.

3 About the approved centre

3.1 Types of approved centre

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer these qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

3.2 Approved centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will:

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

Centres are also responsible for supporting you as you work towards your qualification. Your centre will:

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the qualification assessment process works
- produce an assessment plan for you.

3.3 Assessment roles

The following people at your centre will help you achieve your qualification.

The assessor

The assessor is the person you will have the most contact with as you work towards your qualification.

Your assessor will:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

Your assessor may be your manager or supervisor at work. You may have more than one assessor depending on which units of the qualification you take.

The internal quality assurer

The internal quality assurer maintains the quality of assessment within the centre.

The qualification consultant

The qualification consultant is employed by City & Guilds to ensure that your centre meets the required national standards for quality and assessment.

The mentor

The mentor is someone in your workplace who can help and support you as you are working towards your qualification but does not carry out assessments. They may be able to provide you with witness testimony for your qualification.

Witnesses

Witnesses do not judge your overall competence but may provide statements about your performance which can be used as evidence of your work.

4 About candidates

4.1 Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

- provide your centre with personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your evidence and qualification
- make sure you understand and comply with Health and Safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

4.2 Candidate enrolment number

Make sure you keep a note of your unique City & Guilds enrolment number on the front page of this logbook.

You will need this number again if you take any other City & Guilds qualifications. Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

4.3 Moving to a new centre

If you change jobs or move to a new centre, before you complete this qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

5 Assessment

5.1 Initial assessment

Before you start work on the Level 2 Certificate in Facilities Services (4429-21) you will meet with your assessor to discuss what you need to do to complete your qualification. This can include:

- checking you are taking the right level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

5.2 Skill scan

As part of this meeting, you will discuss the skills and knowledge you may already have, and decide how this can be used towards your Level 2 Certificate in Facilities Services (4429-21). This process is sometimes called a Skill scan.

5.3 The assessment process

Once you have chosen your units you will make and agree an assessment plan with your assessor. This will show:

- the units the assessment plan covers
- when you will be assessed
- where the assessment will take place
- what you will be doing
- what evidence you will produce
- who will assess you.

The assessment plan should also indicate the methods of assessment to be used to collect your evidence. Evidence can include:

- observation by your assessor
- questioning – this could be verbal, written or computer based
- peer reports
- witness testimonies
- professional discussion

Your centre will explain the different types of evidence to you in more detail. There is an Assessment Plan Form you can use in this logbook.

6 Assessment method requirements

This guidance is based on and amplifies the Policies and Principles for Awarding Asset Skills Competence Units in the QCF.

6.1 Assessment Principles

- Assessment should normally be at the candidate's workplace. Where the opportunity to assess across the range of standards is unavailable, other comparable working environments may be used, following agreement from the Qualification Consultant.
- A holistic approach towards the collection of evidence should be encouraged, assessing activities generated by the whole work experience rather than focusing on specific tasks. For example, if the candidate communicates with a customer whilst engaged in a facility service activity these can be assessed against both facility service and customer service elements.
- Assessors can only assess in their acknowledged area of occupational competence.
- Assessors and Internal Quality Assurers will be registered with their Approved Centre and be accountable to the organisation for their assessment practice.
- The health and safety of customers and employees must be maintained throughout the assessment process. If any person carrying out assessment or verification activities feels that due regard to health and safety is not being taken, they should refuse to continue with the activity/activities until satisfied that the situation has been resolved.

6.2 Simulation And Witness Testimony

There are a few occasions when simulation or witness testimony may be used and the centre can demonstrate that performance evidence has been impossible to obtain.

The underlying reasons for either simulation or witness testimony are:

- health and safety considerations
- activities that would cause serious inconvenience or loss to an employer if there was an undue delay in their being carried out
- infrequently occurring activities
- equality of access.

Simulation

Simulation may be necessary for specific elements of some units. Where simulation is necessary, demands on the candidate should be neither more nor less than they would encounter in a real work situation. In particular:

- simulations must be planned, developed and documented by the centre in a way that ensures the simulation accurately reflects what the unit seeks to assess
- simulations should follow the documented plans
- a centre's overall strategy for simulation must be examined and approved by the Qualification Consultant
- there should be a range of simulations to cover the same aspect of the standard so that the risk of candidates successfully colluding is reduced
- the nature of the contingency must be realistic
- the physical environment for the simulation must be as realistic as possible and draw on real resources that would be used in the industry

Witness Testimony

Witness testimony should not form the main source of evidence. Centres must comply with City & Guilds guidance over the occupational competence and briefing of witnesses in the use of witness testimony.

6.3 Recognition of prior learning and experience (RPL)

Recognition of Prior Learning (RPL) recognises where the candidate's previous experience could contribute to a qualification.

- Evidence from past achievement may be included as permissible evidence within assessment methods.
- Evidence of prior knowledge and understanding can be offered as supplementary evidence, as long as it is a measurable assessed outcome of learning which links to the unit of assessment.
- Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual circumstances.
- All candidates must demonstrate current competence with respect to recognition of prior learning (RPL).

7 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

These are:

Candidate job profile

You can use this form to record your personal details if you don't already have a Candidate résumé/ CV.

Skill scan/Initial assessment (Ref)

This can be used to record the skills and knowledge you may already have. This may be part of your initial assessment.

Expert/witness status list

This is used to record the details of staff that will provide you with witness testimony.

Assessment/Action Planning

You and your assessor will use this form to feedback after each session. It will also enable you and your assessor to plan what actions need to be done before the next session.

Candidate Progress

This form is used to show which units you have chosen and how many units you have completed. When you have completed all of the units and are ready to ask for your certificate, you and your assessor will sign this.

Please photocopy these forms as required.

Units (Section 13 of this document)

These record where the evidence you produce meets the requirements of the unit. You should give each piece of evidence a portfolio reference number.

Also available to download from www.cityandguilds.com are some standard forms that you might want to include in your portfolio.

8 Candidate job profile

If you already have your own CV you can use that instead of this form.

Name:

Place of Work:

Assessor:.....

Outline of job role

Previous roles & responsibilities relevant to the qualification:

Previous qualification and training relevant to the qualification:

9 Skill scan/Initial assessment

Level 2 Certificate in Facilities Services (4429-21)

Candidate name.....

Unit	Duties	Examples	Training Required
201	Reduce risks to health and safety in the workplace		
	Are you aware that when you are working you should not create any health & safety hazards?		
	Do you know how to identify hazards and risks in your workplace?		
	Are you aware that you should not ignore risks in your workplace?		
	Are you aware of your workplace procedures to put things right, reporting situations and seeking advice?		
	Has your workplace a security policy and are you aware of it?		
202	Promote and maintain service delivery		
	Are you aware of the importance of portraying a positive image when responding to, and dealing with, others in the workplace?		
	Do you know your organisations mission and objectives and your role in it?		
	Can you describe the organisations emergency procedures?		
	Do you know the importance of PPE?		

Do you know the
organisational procedure
for recording information?

Do you know who you
should report
communication issues to?

Skillscan/initial assessment

Unit	Duties	Examples	Training Required
203	Contribute to the effectiveness and efficiency of premises and facilities		
	Do you know the importance of carrying out inspections of the premises and facilities?		
	Do you know how to carry out inspections of the premises and facilities?		
	Do you know the organisational procedure for recording feedback from the inspections of premises and facilities?		
	Do you know how to monitor the use for facilities and premises and to record and utilise that information?		
	Do you know how to monitor and make basic adjustments to heating systems?		
204	Support the work of a team and develop yourself		
	Do you understand the importance of effective working relationships?		
	Do you know how to maintain and develop relationships with colleagues?		
	Do you know your area of competence and accountability?		
	How would you assist a new member of staff?		
	Have you identified areas of further development for yourself?		
	Do you know the importance of setting achievable targets for yourself, in your job role?		

Skillscan/initial assessment

Unit	Duties	Examples	Training Required
205	Develop customer relationships		
	Do you know how to gain a customer's confidence in your organisations' services?		
	Do you know how to manage the expectations of the customer?		
	Do you know how to develop a long term relationship with the customer and your organisation?		
	Do you know how to develop customer relationships?		
206	Control the use of resources in a property, caretaking and facilities services environment		
	Do you use, monitor and manage resources safely?		
	Do you prepare and use resources according to instructions?		
	Do you maximise the use of resources and reduce wastage?		
	Do you dispose of resources in line with organisational procedures and manufactures instructions?		
207	Maintain grounds of premises and facilities		
	Do you carry out maintenance of the grounds of the premises and facilities?		
	Do you know when it is appropriate to carry out maintenance of the grounds of the premises and facilities?		

Do you remove unwanted
debris and litter as
instructed?

Skillscan/initial assessment

Unit	Duties	Examples	Training Required
208	Maintain site security and safety		
	Do you carry out site security monitoring according to instructions?		
	Do you carry out appropriate checks on security and emergency equipment?		
209	Control the use of premises and facilities		
	Do you prepare the premises and facilities according to customer requirements?		
	Do you monitor the use of premises and facilities by contractors according to instructions?		
	Do you liaise with contractors over the use of premises and contractors?		
210	Work safely at heights (a height is defined as a place from which a person could be injured by falling, regardless of whether it is above, at or below ground level)		
	Do you work at a height?		
	Do you carry out the health and safety precautions for working safely at heights?		
211	Monitor and maintain electrical and plumbing services		
	Do you carry out basic electrical maintenance according to instructions?		
	Do you carry out basic plumbing maintenance according to instructions?		

Do you carry out health &
safety checks before
maintenance is carried out?

Do you carry out post-
maintenance checks?

Skillscan/initial assessment

Unit	Duties	Examples	Training Required
212	Carry out maintenance and minor repairs		
	Do you carry out maintenance and minor repairs inside and outside of buildings?		
	Do you use hand tools and other equipment?		
213	Operate plant to maintain the quality of pool water		
	Do you start up and shut down plant for pools?		
	Do you maintain plant in working order?		
	Do you maintain the quality of the water?		
214	Deal with routine waste		
	Do you handle waste while carrying out your cleaning duties?		
	Do you support waste collection?		
	Do you ensure that waste holding/collection areas are kept clean?		
215	Deal with non-routine waste		
	Do you deal with hazardous waste, i.e. clinical waste or sharps?		
	Do you label all non routine waste?		
216	Deep clean equipment in premises and facilities		
	Do you carry out specialised cleaning, using non routine or specialist equipment?		
	Do you carry out specialised cleaning, using specialist chemicals and treatments?		

Skillscan/initial assessment

Unit	Duties	Examples	Training Required
217	Handle mail		
	Do you receive, distribute and collect internal mail or packages?		
	Do you follow procedures from despatching mail or packages?		
	Do you resolve, report or refer problems that may occur?		
218	Support the co-ordination of an event		
	Do you prepare venues for customer events?		
	Do you liaise with delegates throughout the event to ensure good customer service?		
	Do you carry out follow up activities after an event?		
219	Moving and transporting individuals within a healthcare environment		
	Do you prepare to move and transport individuals?		
	Do you move and transport individuals?		
	Do you pass on documentation and information in line with local policy and protocol of an individual?		
	Do you assist with any further movement of the individual?		
	Do you complete the move?		
220	Provide reception services		
	Do you provide a reception service?		
	Do you present a positive image of yourself and your organisation while providing a reception service?		

Do you look for additional
tasks during quiet periods as
required?

Skillscan/initial assessment

Unit	Duties	Examples	Training Required
221	Clean and maintain internal surfaces and areas		
	Do you clean in a low risk area; this could be an office area or a school area for example?		
	Do you carry out dry/damp dusting?		
	Do you carry out dry/damp mopping and vacuum cleaning?		
222	Introduction to equality and inclusion in health, social care or children's and young people's settings		
	Can you explain what is meant by diversity?		
	Can you explain what is meant by equality?		
	Can you explain what is meant by inclusion?		
	Can you explain what is meant by discrimination?		
223	Transport physical resources within the work area		
	Do you transport physical resources within the work area using powered or manual transportation?		
	Do you select, use and maintain relevant equipment?		
	Do you work in a safe manner?		
	Do you work in a way to minimise environmental damage?		

10 Expert/Witness Status list

Candidate name.....

Name and Witness Signature	Status *	Professional relationship to candidate **	Outcomes witnessed
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

*** Status**

- | | |
|--|--|
| 1 Occupational expert meeting specific requirements for role of expert witness | 3 Non expert familiar with the standards |
| 2 Occupational expert not familiar with the standards | 4 Non expert not familiar with the standards |

**** Professional relationship to candidate**

Manager = M Supervisor = S Colleague = Coll Customer = Cus Other (please specify)

11 Assessment/Action Planning

Candidate Name _____ Assessor Name _____ Date _____

Review of previous plan

Record of session

Feedback on session

Actions to be reviewed at next session	Date
--	------

Units/Outcomes completed

--	--	--	--	--	--

Signature of candidate.....

Signature of assessor.....

12 Summary of achievement



Candidate
name: _____

Candidate enrolment number: _____

Unique candidate
number: _____

Centre
number: _____

Assessor(s) and Internal Quality Assurer(s) must print their name and provide a sample signature in the table below. This is necessary for validating the signature provided by the Assessor/Internal Quality Assurer to confirm that the candidate has met all of the necessary requirements to complete the specified unit.

Please see unit achievement list on the next page.

Assessor(s)

Assessor(s) Name (print)	1. _____	2. _____	3. _____
-----------------------------	----------	----------	----------

Signature:	_____	_____	_____
------------	-------	-------	-------

Countersigning Assessor(s) Name (print)	1. _____	2. _____	3. _____
---	----------	----------	----------

Signature:	_____	_____	_____
------------	-------	-------	-------

Internal Quality Assurer(s)

Internal Quality Assurer(s) Name (print)	1. _____	2. _____	3. _____
--	----------	----------	----------

Signature:	_____	_____	_____
------------	-------	-------	-------

Countersigning Internal Quality Assurer(s) (print)	1. _____	2. _____	3. _____
--	----------	----------	----------

Signature:	_____	_____	_____
------------	-------	-------	-------

Summary of achievement



City & Guilds suggests that you should enter the unit numbers, of the units you plan to achieve, in the table below. This will allow you to track your progress through the qualification at a glance.

Declaration

By signing this summary of unit achievement, I confirm that all learning outcomes for the unit have been completed and that the evidence is authentic and has been obtained under specified conditions for which certification is now requested.

Units achieved

Unit Number	Date achieved	Candidate signature	Assessor signature	Countersigning Assessor signature*	Internal Quality Assurer signature	Countersigning Quality Assurer signature*

*where applicable

Candidate progress record

Level 2 Certificate in Facilities Services (4429-21)

Units	201	202											
Credits	3	4											
Total credits achieved:													

Minimum 20 credits

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IQA Name:	
IQA Signature:	
Date:	

13 Qualification structure, units and evidence requirements

To achieve the **Level 2 Certificate in Facilities Services (4429-21)** you must achieve a minimum of **20** credits:

- 7 credits from mandatory units 201 – 202, and
- a minimum of 4 credits from Option Group 1 (units 203, 205), plus
- a minimum of 9 credits from at least 3 units from Option Group 2 (units 204, 206-223)

Unit Number	Unit Title	Unit accreditation number	Credit value
Mandatory units (7 credits):			
201	Reduce risks to health and safety in the workplace	M/600/2775	3
202	Promote and maintain service delivery	K/601/6478	4
A minimum of 4 credits from:			
203	Contribute to the effectiveness and efficiency of premises and facilities	H/601/6480	4
205	Develop customer relationships	T/601/1526	6
A minimum of 9 credits, achieved from at least three units from 204, 205-223:			
204	Support the work of a team and develop yourself	M/601/6501	3
206	Control the use of resources in a property, caretaking and facilities services environment	D/601/6509	3
207	Maintain grounds of premises and facilities	H/601/6513	3
208	Maintain site security and safety	J/601/6522	3
209	Control the use of premises and facilities	H/601/6527	4
210	Work safely at heights	R/600/6348	3
211	Monitor and maintain electrical and plumbing services	Y/601/6542	4
212	Carry out maintenance and minor repairs	A/600/6344	3
213	Operate plant to maintain the quality of pool water	A/601/4492	4
214	Deal with routine waste	T/600/6326	3
215	Deal with non-routine waste	T/600/6343	3
216	Deep clean equipment in premises and facilities	L/601/6554	6
217	Handle mail	T/601/2479	3
218	Support the co-ordination of an event	D/601/2508	3
219	Moving and transporting individuals within a healthcare environment	K/602/4029	2
220	Provide reception services	K/601/2480	3
221	Clean and maintain internal surfaces and areas	K/600/6324	4
222	Introduction to equality and inclusion in health, social	R/601/5471	2

	care or children's and young people's settings		
223	Transport physical resources within the work area	J/502/1404	2

Unit 201

Reduce risks to health and safety in the workplace

Level: 2

Credit value: 3

GLH: 25

UAN: M/600/2775

Unit aim

This unit is about reducing risks to health and safety in the workplace. It is about appreciating significant risks in the workplace and knowing how to identify and deal with them.

Learning outcomes

1. Know about their organisation's health and safety procedures
2. Know how to identify the hazards in the workplace
3. Know how to evaluate risks in the workplace
4. Be able to identify the hazards and risks in the workplace
5. Be able to reduce the risks to health and safety in the workplace

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 201

Reduce risks to health and safety in the workplace

3 credits

Outcome 1 Know about their organisations health and safety procedures		
You must be able to:		PRN
2.1	describe their responsibilities and legal duties for health and safety in the workplace	
2.2	identify responsibilities and legal duties for health and safety specific to their own job role	
2.3	name and locate the person responsible for health and safety in their area of work	
2.4	describe where and when to get additional health and safety assistance	
2.5	give reasons why it is important to follow manufacturer's instructions for the safe use of equipment materials and products.	

Outcome 2 Know how to identify the hazards in the workplace		
You must be able to:		PRN
2.1	define the term 'hazard'	
2.2	give examples of hazards which could exist in the workplace and the safe working practices which should be followed and identify those specific to their own job role	
2.3	give reasons why it is important to remain alert to the presence of hazards in the whole workplace	
2.4	describe why personal presentation and behaviour is important in maintaining health and safety in the workplace.	

Outcome 3 Know how to evaluate risks in the workplace		
You must be able to:		PRN
3.1	define the term 'risk'	
3.2	give reasons why they should deal with or report risks	
3.3	describe procedures for reporting risks which they are unable to deal with	
3.4	describe the risks to the environment which may be present in the workplace and your own job.	

Performance evidence required		Portfolio Reference Number (PRN)					
Outcome 4 Be able to identify the hazards and risks in the workplace							
Evidence date:							
Performance evidence required							
4.1	select the workplace instructions which are relevant to the job						
4.2	identify aspects of the workplace which could pose a danger to themselves or others						
4.3	give examples of working practices in the job which could pose a danger to people in the workplace						
4.4	assess which aspects of the workplace and working practices pose the highest risk and report them to the relevant person						
4.5	deal with hazards in accordance with instructions and legal requirements.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning
 PD = Professional Discussion R = Report

Performance evidence required		Portfolio Reference Number (PRN)					
Outcome 5 Be able to reduce the risks to health and safety in the workplace							
Evidence date:							
Performance evidence required							
5.1	perform duties in accordance with workplace instructions, manufacturers instructions and legal requirements						
5.2	use equipment materials and products safely and in accordance with instructions						
5.3	use relevant equipment to control risks to health and safety						
5.4	make suggestions on how to reduce risks to health and safety in the workplace to the relevant person						
5.5	describe any differences between workplace instructions and manufacturer's instructions and report these to the relevant person						
5.6	describe how your personal presentation and behaviour at work could cause risks to the health and safety of him/her self and others.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning
 PD = Professional Discussion R = Report

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 4

GLH: 35

UAN: K/601/6478

Unit aim

This unit covers the candidate's understanding of their role within the organisation, following working practices, communication with others and handling information correctly.

Learning outcomes

1. Know how to present a positive image of the organisation to customers and others
2. Be able to follow working practices
3. Carry out work
4. Handle information appropriately
5. Be able to communicate with others

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 202
4 Credits

Promote and maintain service delivery

Outcome 1 Know how to present a positive image of the organisation to customers and others		
You must be able to:		PRN
1.1	explain the organisation's standards of appearance, behaviour and personal hygiene	
1.2	identify own role in the organisation's mission and objectives	
1.3	make sure appearance, behaviour and personal hygiene meet organisation standards at all times.	

Outcome 2 Be able to follow working practices		
You must be able to:		PRN
2.1	explain the importance of using personal protective equipment	
2.2	follow workplace policies, suppliers' and manufacturers' instructions for the safe use of equipment, materials and products	
2.3	explain the importance of keeping materials safe and secure	
2.4	explain the importance of keeping to work schedules and specifications and checking the quality of work	
2.5	describe the emergency procedures for the workplace	
2.6	describe procedures for dealing with problems outside own limits of competence and responsibility.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 3 Carry out work							
Evidence date:							
Performance evidence required							
3.1	use personal protective equipment, materials and work methods suitable for the work to be done						
3.2	carry out work to work schedules						
3.3	handle problems arising from own work						
3.4	report to appropriate person/s problems outside limits of own competence and responsibility						
3.5	make sure the quality of work meets organisational standards						
3.6	return equipment and materials to the appropriate area						
3.7	make recommendations to line manager on opportunities for improvement of services.						

Type of evidence →							
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O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 4 Handle information appropriately							
Evidence date:							
Performance evidence required							
4.1	pass information that could be useful for the organisation to the appropriate person						
4.2	record information accurately, in a way that is easy for others to understand						
4.3	describe the procedures for storing information safely and in good condition						
4.4	record information accurately in a way that is suitable for other's needs						
4.5	respond promptly to information from others						
4.6	store information in good condition and in appropriate place						
4.7	make sure information is only available to authorised persons.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 5 Be able to communicate with others							
Evidence date:							
Performance evidence required							
5.1	identify where there is a need for other services						
5.2	respond politely to feedback						
5.3	communicate confidently and in a way which encourages other's co-operation						
5.4	provide information that is accurate and up to date, in a way which is suitable for those receiving it.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Unit 202
Declaration

Promote and maintain service delivery

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Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Unit 203

Contribute to the effectiveness and efficiency of premises and facilities

Level: 2

Credit value: 4

GLH: 37

UAN: H/601/6480

Unit aim

This unit is about carrying out monitoring and inspections of the premises and facilities according to instructions.

Learning outcomes

1. Know how to carry out inspections of the premises and facilities
2. Carry out inspections of the premises and facilities according to instructions
3. Identify situations in which repair or improvement is necessary
4. Know how to monitor the use of facilities and utilities
5. Monitor the use of facilities and utilities at intervals agreed with the organisation
6. Know how to monitor and make basic adjustments to building systems
7. Monitor and make basic adjustments to systems in accordance with given instructions

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 203

Contribute to the effectiveness and efficiency of premises and facilities

4 Credits

Outcome 1 Know how to carry out inspections of the premises and facilities		
You must be able to:		PRN
1.1	explain how to inspect the condition of the premises and facilities and check for potential improvements in accordance with given instructions	
1.2	explain why it is important to report any problems that might affect the safety and use of the premises and facilities	
1.3	describe how to identify significant changes in the use of the premises and facilities and the possible reasons for these changes	
1.4	explain the importance of keeping appropriate records and passing them to the designated person	
1.5	explain the importance of following written instructions when operating systems	
1.6	describe the required levels of system performance and situations which may change them	
1.7	explain the importance of using safe working practices at all times.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 2 Carry out inspections of the premises and facilities according to instructions							
		Evidence date:					
Performance evidence required							
2.1	inspect the condition of the premises and facilities in accordance with given instructions						
2.2	promptly report any problems/safety issues to the appropriate person						
2.3	identify where there is a need for reactive maintenance and the appropriate action to be taken within limits of own competence and responsibility						
2.4	identify any significant changes in the use of the premises and facilities and the possible reasons for these changes						
2.5	keep accurate records of the outcomes of monitoring, passing them on to the appropriate person						
2.6	seek opportunities for improving the condition of premises and facilities						
2.7	make suggestions, to line manager on the basis of identified opportunities.						

Type of evidence →							
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O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Outcome 3 Identify situations in which repair or improvement is necessary

You must be able to:		PRN
3.1	describe the types of situation which require maintenance and repair, when to deal with these and when to report them to others	
3.2	state the limits of own competence and responsibility regarding maintenance and repairs	
3.3	explain why it is important to support suggestions made with valid reasons.	

Outcome 4 Know how to monitor the use of facilities and utilities

You must be able to:		PRN
4.1	state the importance of monitoring the use of facilities at the intervals prescribed by the organisation	
4.2	state how to suggest improvements in the use of facilities, and to whom these suggestions should be passed	
4.3	state how to monitor the use of facilities, and how to record all the necessary information	
4.4	describe how to conserve utilities, and the importance of encouraging others to do so	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 5 Monitor the use of facilities and utilities at intervals agreed with the organisation							
Evidence date:							
Performance evidence required							
5.1	monitor the use of facilities at specified intervals						
5.2	make appropriate suggestions to line manager regarding possible improvements in the use of facilities						
5.3	take appropriate action to conserve utilities within the limits of own competence and responsibility						
5.4	keep accurate records regarding the use of facilities and pass them on to the appropriate person.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Outcome 6 Know how to monitor and make basic adjustments to building services		PRN
You must be able to:		
6.1	state how to monitor temperature and system programme times at appropriate intervals	
6.2	describe how to make basic adjustments to maintain the required level of system performance	
6.3	state the typical faults that could occur in heating systems	
6.4	state situations where: <ul style="list-style-type: none"> • faults should be reported 	
	<ul style="list-style-type: none"> • faults should be dealt with within limits of own competence and responsibility 	
	<ul style="list-style-type: none"> • repairs should be reported 	
6.5	explain the importance of completing all the necessary records.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 7 Monitor and make basic adjustments to systems in accordance with given instructions							
Evidence date:							
Performance evidence required							
7.1	monitor temperature and system programme times accurately and at appropriate intervals, using safe working practices						
7.2	where appropriate, and within the limits of own competence and responsibility, maintain the required level of system performance						
7.3	complete all records promptly and accurately.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning
PD = Professional Discussion R = Report

Unit 203

Contribute to the effectiveness and efficiency of premises and facilities

Declaration

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Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Unit 204

Support the work of a team and develop yourself

Level: 2

Credit value: 3

GLH: 20

UAN: M/601/6501

Unit aim

This unit is about understanding the importance of effective working relationships and self development in the workplace.

Learning outcomes

1. Understand the importance of effective working relationships
2. Maintain and develop relationships with colleagues
3. Understand how to assist other staff with tasks they may not be familiar with
4. Assist other staff and new colleagues with work-related tasks
5. Be aware of the importance of self-development in the workplace

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 204

Support the work of a team and develop yourself

3 Credits

Outcome 1 Understand the importance of effective working relationships		
You must be able to:		PRN
1.1	explain the importance of teamwork to self, colleagues and the organisation	
1.2	state the types of information that other staff may need, and why it is important to deal with requests promptly	
1.3	give examples of the types of help you may need from other staff and why it is important to make such requests promptly	
1.4	explain why sharing workloads helps the team achieve better results	
1.5	state the types of disagreements which may occur in the workplace and why they should not be allowed to harm the work of the team	
1.6	give examples of the types of disagreements that cannot be resolved which should be reported to a line manager.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 2 Maintain and develop relationships with colleagues							
		Evidence date:					
Performance evidence required							
2.1	deal with requests from others promptly						
2.2	ask for help from colleagues when needed						
2.3	agree with co-workers how to share workloads in a way which enables the team to work more effectively						
2.4	handle disagreements with colleagues in a non-confrontational manner						
2.5	report to a line manager any disagreements which cannot be resolved.						
		Type of evidence →					

O = Observation

WT = Witness Testimony

P = Product

Q =

Questioning

PD = Professional Discussion

R = Report

Outcome 3 Understand how to assist other staff with tasks they may not be familiar with		PRN
You must be able to:		
3.1	state the importance of making new staff feel welcome	
3.2	describe the basic work tasks and procedures applicable to the workplace, and how to explain these to a new staff member	
3.3	state the limits of own competence and responsibility for helping and supporting other staff	
3.4	give examples of what makes a constructive contribution to a work-related discussion and why it is important to make them where appropriate.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 4 Assist other staff and new colleagues with work-related tasks							
		Evidence date:					
Performance evidence required							
4.1	welcome new staff to the workplace						
4.2	explain to other team members the basic work routines and procedures of the workplace						
4.3	within the limits of own competence and responsibility, show new staff how to perform tasks						
4.4	provide help to other staff within the limits of own competence and responsibility						
4.5	make constructive contributions to work-related discussions.						
		Type of evidence →					

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report

Outcome 5 Be aware of the importance of self-development in the workplace		PRN
You must be able to:		
5.1	explain the importance of self-development	
5.2	explain the importance of asking for feedback on performance, and how to do this	
5.3	use feedback from others to consider own performance	
5.4	work in partnership with management for personal development.	

Unit 204

Support the work of a team and develop yourself

Declaration

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Candidate Signature:	
Date:	

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Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 6

GLH: 40

UAN: T/601/1526

Unit aim

This unit covers the candidate's ability to build up the customer's confidence and a build a relationship with their organisation.

Learning outcomes

1. Build their customer's confidence that the service they give will be excellent
2. Meet the expectations of their customers
3. Develop the long-term relationships between their customer and their organisation
4. Know how to develop customer relationships

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 205
6 Credits

Develop customer relationships

Performance evidence required		Portfolio Reference Number (PRN)							
Outcome 1		Build their customer's confidence that the service they give will be excellent							
		Evidence date:							
Performance evidence required									
1.1	show that they behave assertively and professionally with customers								
1.2	allocate the time they take to deal with their customer following organisational guidelines								
1.3	reassure their customer that they are doing everything possible to keep the service promises made by the organisation.								
		Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q =
Questioning PD = Professional Discussion R = Report

Performance evidence required		Portfolio Reference Number (PRN)							
Outcome 2		Meet the expectations of the customer							
		Evidence date:							
Performance evidence required									
2.1	recognise when there may be a conflict between their customer's expectations and your organisation's service offer								
2.2	balance their customer's expectations with their organisation's service offer by offering an alternative or explaining the limits of the service offer								
2.3	work effectively with others to resolve any difficulties in meeting their customer's expectations.								
		Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q =
Questioning PD = Professional Discussion R = Report

Performance evidence required		Portfolio Reference Number (PRN)								
Outcome 3 Develop the long term relationship between their customer and their organisation										
								Evidence date:		
Performance evidence required										
3.1	give additional help and information to their customer in response to customer questions and comments about their organisation's services or products									
3.2	discuss expectations with their customer and explain how these compare with their organisation's services or products									
3.3	advise others of feedback received from their customer									
3.4	identify new ways of helping customers based on the feedback customers have given them									
3.5	identify added value that their organisation could offer to long-term customers.									
								Type of evidence →		

O = Observation WT = Witness Testimony P = Product Q = Questioning
 PD = Professional Discussion R = Report

Outcome 4 Know how to develop customer relationships		
You must be able to:		PRN
4.1	describe their organisation's services or products	
4.2	explain the importance of customer retention	
4.3	explain how their own behaviour affects the behaviour of the customer	
4.4	describe how to behave assertively and professionally with customers	
4.5	describe how to defuse potentially stressful situations	
4.6	identify the limitations of their organisation's service offer	
4.7	compare how customer expectations may change as the customer deals with their organisation	
4.8	identify the cost and resource implications of an extension of the service offer to meet or exceed customer expectations	
4.9	explain the cost implications of bringing in new customers as opposed to retaining existing customers	
4.10	identify who to refer to when considering any variation to their organisation's service offer.	

Unit 205
Declaration

Develop customer relationships

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Candidate Signature:	
Date:	

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Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Unit 206

Control the use of resources in a property, caretaking and facilities services environment

Level: 2
Credit value: 3
GLH: 25
UAN: D/601/6509

Unit aim

This aim of this unit is to prepare, use, conserve and dispose of resources where appropriate.

Learning outcomes

1. Understand how to use and manage resources safely
2. Prepare and use resources according to instructions
3. Understand how to conserve and dispose of resources
4. Conserve or dispose of resources where appropriate

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 206

Control the use of resources in a property, caretaking and facilities services environment

3 Credits

Outcome 1 Understand how to use and manage resources safely		
You must be able to:		PRN
1.1	list the health and safety requirements regarding the preparation and use of resources, and the possible consequences of failing to comply with these requirements	
1.2	state the approved procedures for maintaining resource levels, and their importance	
1.3	explain how the nature and characteristics of different types of resources affect the way in which they are handled and stored	
1.4	explain why it is important that resources are stored correctly	
1.5	list the types of personal protective clothing to wear for different types of resources	
1.6	state the purposes for which different types of resources are needed in the job role	
1.7	list which resources require authorisation for use, and the possible consequences of using them without authorisation.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 2 Prepare and use resources according to instructions							
		Evidence date:					
Performance evidence required							
2.1	wear personal protective clothing when necessary						
2.2	identify the type and amount of resources needed for own work						
2.3	ensure you have the competence to use the resources necessary for own work						
2.4	monitor the quantity of resources at appropriate intervals						
2.5	prepare and use resources for their approved purpose, in accordance with health and safety principles and the requirements of the organisation						
2.6	keep records of resources issued from storage and of waste disposal						
2.7	maintain resources in line with workplace procedures						
2.8	store resources securely and in the appropriate place.						

Type of evidence →							
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O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Outcome 3 Understand how to conserve and dispose of resources		
You must be able to:		PRN
3.1	state how to monitor resource levels, why and when it is appropriate to do so	
3.2	state why it is important to keep accurate records of resources issued, and the appropriate format for doing so	
3.3	describe how to maximise the use of resources and reduce wastage	
3.4	describe how to record wastage and waste transfer and why this is important	
3.5	identify how and where waste should be disposed of	
3.6	state the benefits of routine maintenance of resources, and where manufacturers' instructions can be found	
3.7	state why it is important to return unused and reusable resources to the appropriate place/s, and where these are	
3.8	describe how and where unwanted resources should be disposed of.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 4 Conserve or dispose of resources where appropriate							
Evidence date:							
Performance evidence required							
4.1	minimise the wastage of resources						
4.2	carry out routine maintenance of resources in accordance with manufacturers' instructions						
4.3	dispose of unwanted resources in line with organisational procedures and manufacturers' instructions						
4.4	return unused and reusable resources to the appropriate places promptly.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Unit 206

Control the use of resources in a property, caretaking and facilities services environment

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

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Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 3

GLH: 25

UAN: H/601/6513

Unit aim

This unit is about carrying out maintenance, within certain limits, and removing and recycling waste.

Learning outcomes

1. Know how to carry out maintenance, and the appropriate conditions for doing so
2. Carry out maintenance according to given instructions
3. Understand how to remove debris and litter from the area, and why it is important
4. Remove any unwanted debris or litter as instructed

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 207
3 Credits

Maintain grounds of premises and facilities

Outcome 1 Know how to carry out maintenance, and the appropriate conditions for doing so		
You must be able to:		PRN
1.1	state the required personal protective equipment and why it is important to wear it	
1.2	state the tools and equipment available for use, and which are the most appropriate for the work	
1.3	explain why it is important to carry out maintenance only when the ground conditions and weather are suitable, and what these conditions are.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 2 Carry out maintenance according to given instructions							
Evidence date:							
Performance evidence required							
2.1	choose the personal protective equipment, hand tools and equipment which are most suitable for the task						
2.2	carry out maintenance when the weather and ground conditions are suitable and at the appropriate times						
2.3	minimise damage and degradation to the area when maintaining grounds.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning
 PD = Professional Discussion R = Report

Outcome 3 Understand how to remove debris and litter from the area, and why it is important		
You must be able to:		PRN
3.1	give examples of debris and litter that may need to be removed from grounds	
3.2	state why it is important to correctly identify the nature of debris and litter, and the appropriate methods for disposing of these different types of refuse	
3.3	state how and where unwanted debris and litter should be disposed of, and to whom queries regarding their safe disposal should be directed	
3.4	state the requirements regarding the segregation of waste for disposal and recycling, why these must be adhered to, and the possible consequences of not doing so	

3.5	list the collection points to which waste containers must be transferred.	
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Performance evidence required		Portfolio Reference Number (PRN)										
Outcome 4 Remove any unwanted debris and litter as instructed												
Evidence date:												
Performance evidence required												
4.1	identify the nature of any unwanted debris or litter											
4.2	using the appropriate methods, clear any unwanted debris from the area, and dispose in accordance with safe practice											
4.3	report any hazardous items or problems affecting the maintenance of the area to the relevant person,											
4.4	seek advice regarding the removal and disposal of hazardous items											
4.5	make sure completed work areas meet the requirements of the work specification.											
Type of evidence →												

O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Unit 207
Declaration

Maintain grounds of premises and facilities

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 3

GLH: 25

UAN: J/601/6522

Unit aim

The aim of this unit is for the candidate to understand and carry out site security according to instructions.

Learning outcomes

1. Understand the principles of site security and safety
2. Carry out site security monitoring according to instructions
3. Understand how to monitor security systems
4. Carry out the appropriate checks on security and emergency equipment

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 208
3 Credits

Maintain site security and safety

Outcome 1 Understand the principles of site security and safety		
You must be able to:		PRN
1.1	describe the equipment checks and personal safety precautions which must be taken, and the consequences of not doing so	
1.2	give examples of the types of security breach which could occur	
1.3	state the person(s) to whom any security breach should be reported, and the consequences of not doing so	
1.4	describe the limits of own competence and responsibility for rectifying security breaches, and how to rectify them	
1.5	state the organisation's requirements and own personal instructions for security monitoring, and why it is important that these are followed correctly	
1.6	describe why it is important to keep accurate records, what the records should contain and where they should be stored	
1.7	identify the other people involved in maintaining site security and why it is important to liaise with them.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 2 Carry out site security monitoring according to instructions							
Evidence date:							
Performance evidence required							
2.1	follow instructions for carrying out security monitoring						
2.2	take all necessary precautions to minimise risk to self and others during security monitoring						
2.3	liaise with others involved when maintaining site security						
2.4	identify breaches of security						
2.5	report any breaches of security to the appropriate person.						
Type of evidence →							

O = Observation
Q = Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Outcome 3 Understand how to monitor security systems		
You must be able to:		PRN
3.1	describe the checks which must be carried out on security and emergency equipment, and the regularity with which this must be done	
3.2	describe how to recognise malfunctions and/or damage to the equipment	
3.3	identify the person to whom equipment malfunctions should be reported, and the possible consequences of failing to do this.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 4 Carry out the appropriate checks on security and emergency equipment							
Evidence date:							
Performance evidence required							
4.1	carry out the necessary checks on security and emergency equipment according to manufacturers' instructions and legislative requirements						
4.2	promptly report any equipment malfunction						
4.3	take action to address security and safety issues, within the limits of own competence and responsibility						
4.4	keep accurate records of the outcomes of safety and security monitoring, and store them appropriately.						
Type of evidence →							

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Unit 208
Declaration

Maintain site security and safety

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Candidate Signature:	
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Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 4

GLH: 35

UAN: H/601/6527

Unit aim

This unit covers knowing and understanding customer requirements when using the premises and facilities and how to deal with problems that may occur. This unit is also about enabling contractors to use the premises and facilities and monitoring that usage.

Learning outcomes

1. Understand the importance of user needs and requirements when using premises and facilities
2. Find out customer requirements and prepare the premises and facilities accordingly
3. Know how to comply with health and safety regulations during contractor/customer visits
4. Know how to monitor the use of premises and facilities by contractors
5. Enable the use of premises and facilities by contractors according to instructions
6. Monitor the use of premises and facilities by contractors according to instructions

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 209
4 Credits

Control the use of premises and facilities

Outcome 1 Understand the importance of user needs and requirements when using premises and facilities		PRN
You must be able to:		
1.1	explain the importance of confirming customer requirements for the use of premises and facilities	
1.2	describe the factors to take into account when checking the availability and suitability of premises and facilities	
1.3	state the limits of own competence and responsibility in responding to customer needs and requests	
1.4	give examples of customer's needs during their use of the premises and facilities	
1.5	describe users' requirements for servicing the premises and facilities during their use.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 2 Find out customer requirements and prepare the premises and facilities accordingly							
Evidence date:							
Performance evidence required							
2.1	confirm user requirements for the use of the premises and facilities						
2.2	confirm that the required premises and facilities are available and suitable for their intended use						
2.3	prepare the premises and facilities according to instructions.						
Type of evidence →							

O = Observation
Q = Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Outcome 3 Know how to comply with health and safety regulations during contractor/customer visits		
You must be able to:		PRN
3.1	outline the approved procedures when organising access, security and health and safety arrangements	
3.2	list the approvals required for different types of contractor activities	
3.3	state the importance of checking that approvals have been granted by the appropriate person/s	
3.4	give examples of the types of problems which can arise during the customers use of the premises and facilities	
3.5	describe the procedures to deal with such problems during the customers' use of the premises and facilities	
3.6	describe the relevant emergency procedures for the premises and facilities	
3.7	describe the checks to ensure premises and facilities are left safe and secure after use	
3.8	list the types of records to be kept.	

Outcome 4 Know how to monitor the use of premises and facilities by contractors		
You must be able to:		PRN
4.1	state the appropriate access points and access arrangements for contractors	
4.2	list own instructions for monitoring contractor activities, and the possible consequences of not adhering to them	
4.3	outline the expected standards of contractor attendance, conduct and adherence to site health and safety legislation	
4.4	state the importance of giving accurate feedback to management on the outcomes of the monitoring.	

Performance evidence required		Portfolio Reference Number (PRN)								
Outcome 5 Enable the use of premises and facilities by contractors according to instructions										
Evidence date:										
Performance evidence required										
5.1	check with the appropriate person/s that approval has been granted for contractor activity									
5.2	check access, security and health and safety arrangements in accordance with approved procedures									
5.3	provide information to contractors and customers on emergency procedures and exit points									
5.4	provide access to premises and facilities for approved contractors according to instructions									
5.5	follow specialist procedures for allowing access to premises and facilities.									
Type of evidence →										

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 PD = Professional Discussion R = Report

Performance evidence required		Portfolio Reference Number (PRN)								
Outcome 6 Monitor the use of premises and facilities by contractors according to instructions										
Evidence date:										
Performance evidence required										
6.1	monitor contractor activities in accordance with instructions									
6.2	follow approved procedures to respond to problems with contractor use of premises and facilities									
6.3	ensure that premises and facilities are left safe and secure after use									
6.4	complete records of the premises and facilities use and pass them on to the appropriate person									
Type of evidence →										

O = Observation WT = Witness Testimony P = Product Q = Questioning
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Unit 209
Declaration

Control the use of premises and facilities

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The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 3

GLH: 20

UAN: R/600/6348

Unit aim

This unit is about working safely at heights, inside or when working outside. It includes assessing the risks involved, taking all suitable precautions and following the correct procedures.

For the purpose of this unit a height is defined as a place from which a person could be injured by falling, regardless of whether it is above, at or below ground level.

This unit applies to individuals who work at heights, including those working for example on gantries, ladders or similar structures from where this is a danger of falling.

Learning outcomes

1. Understand how to work safely at heights
2. Be able to work safely at heights

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 210
3 Credits

Work safely at heights

Outcome 1 Understand how to work safely at heights		
You must be able to:		PRN
1.1	describe how personal activities and behaviour in the workplace can contribute to health and safety of self and others	
1.2	describe individual responsibilities relating to maintaining safe working practices	
1.3	describe procedures when working at heights and how these link to health and safety legislation	
1.4	describe the risks associated with working at heights especially when carrying and handling objects	
1.5	describe how risks associated with working at heights can be controlled	
1.6	describe precautions which should be taken to minimise risks associated with working at heights	
1.7	describe organisational requirements for preparing for and working at heights	
1.8	describe organisational requirements for using, cleaning and storing:	
	<ul style="list-style-type: none"> • height access equipment 	
	<ul style="list-style-type: none"> • personal protective equipment 	
1.9	describe how to operate fall protection equipment.	

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 2 Be able to work safely at heights								
Evidence date:								
Performance evidence required								
2.1	carry out the work following an agreed plan							
2.2	assess the risks taking into account the potential dangers of:							
	• falling							
	• dropping tools and debris							
	• stability of ladders							
	• the working area							
	• overhead cables							
	• equipment							
	• other people in the vicinity							
2.3	take precautions to address identified risks							
2.4	check that personal protective equipment is functioning properly							
2.5	select and wear appropriate personal protective equipment including, where relevant, full body harness							
2.6	check that safety barriers are in place around the working area							
2.7	check that there is a permit to work, where required, before working at heights							
2.8	carry out all required pre-checks including ensuring that height access equipment is free from obvious defects before use							
2.9	check that height access equipment is deployed and secure							
2.10	maintain frequent communication with the appropriate person							
2.11	leave work areas clean, tidy and free of obstructions							
2.12	secure height access equipment and personal protective equipment in the correct storage area.							
Type of evidence →								

O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Unit 210
Declaration

Work safely at heights

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

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Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 4

GLH: 38

UAN: Y/601/6542

Unit aim

This unit is about working safely when carrying out plumbing and electrical maintenance. The importance of ensuring that all items are functioning correctly after maintenance has taken place is also covered.

Learning outcomes

1. Understand how to safely prepare to carry out plumbing and electrical maintenance
2. Safely prepare to carry out maintenance
3. Know how to carry out basic electrical and plumbing maintenance
4. Carry out basic electrical and plumbing maintenance according to instructions
5. Understand how to carry out post-maintenance checks
6. Carry out the necessary post-maintenance checks

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 211

Monitor and maintain electrical and plumbing services

4 Credits

Outcome 1 Understand how to safely prepare to carry out plumbing and electrical maintenance		PRN
You must be able to:		
1.1	state the type of maintenance or repair:	
	<ul style="list-style-type: none"> that is required and its extent 	
	<ul style="list-style-type: none"> is within own competence and responsibility 	
1.2	outline the safety regulations and approved codes of practice relevant to electrical and plumbing maintenance	
1.3	explain why it is important to always adhere to safety regulations and codes of practice	
1.4	state the importance of wearing personal protective equipment	
1.5	identify which tools and equipment are most appropriate for the task	
1.6	describe the actions which must be taken to warn others of maintenance work	
1.7	describe how to isolate equipment from the supply	
1.8	state why equipment must be isolated before maintenance is started	
1.9	state where to turn off the supply.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 2 Safely prepare to carry out maintenance							
		Evidence date:					
Performance evidence required							
2.1	choose tools, equipment and personal protective equipment appropriate to the task						
2.2	explain why it is important to prevent faulty equipment from being used						
2.3	before starting maintenance, isolate the equipment from the supply						
2.4	warn others of the work being carried out and the potential impact on premises and facilities.						
		Type of evidence →					

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Q = Questioning

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P = Product

Q =

Outcome 3 Know how to carry out basic electrical and plumbing maintenance		PRN
You must be able to:		
3.1	describe how to remove faulty components	
3.2	state the consequences of failing to dispose of faulty components correctly	
3.3	explain why it is important to use the correct replacement parts	
3.4	describe the appropriate methods for removing damaged parts and fitting replacement component parts	
3.5	give examples of necessary adjustments and how to make them.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 4 Carry out basic electrical and plumbing maintenance according to instructions							
Evidence date:							
Performance evidence required							
4.1	use approved safe working practices throughout the task						
4.2	remove faulty components and dispose of them appropriately						
4.3	remove damaged parts and fit replacement parts or components						
4.4	connect the appropriate fittings and components according to procedures and manufacturer's instructions						
4.5	make any necessary adjustments and reassemble the equipment following maintenance						
4.6	report to the appropriate person any maintenance that cannot be completed						
4.7	reconnect the supply according to procedures.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Outcome 5 Understand how to carry out post-maintenance checks		PRN
You must be able to:		
5.1	state the procedures for reconnecting supply	
5.2	describe how to check that equipment is working properly following maintenance	
5.3	explain why it is important to leave equipment clean and safe to use.	

Performance evidence required		Portfolio Reference Number (PRN)							
Outcome 6 Carry out the necessary post-maintenance checks									
								Evidence date:	
Performance evidence required									
6.1	check equipment is working correctly following maintenance								
6.2	return tools and equipment to the appropriate area in a condition ready for their next use.								
								Type of evidence →	

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R =Report

Unit 211

Monitor and maintain electrical and plumbing services

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 3

GLH: 24

UAN: A/600/6344

Unit aim

This unit is about performing maintenance and minor repairs to items inside and outside of the building, using hand tools and equipment to complete the tasks. Candidates will work carefully to insure that the area where work has been carried out is in keeping with the surrounding area. This unit also covers the importance of ensuring that all items are functioning correctly after maintenance and repairs have taken place.

Learning outcomes

1. Understand how to prepare to carry out maintenance and minor repairs
2. Understand how to carry out maintenance and minor repairs
3. Be able to prepare to carry out maintenance and minor repairs
4. Be able to carry out maintenance and minor repairs

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 212
3 Credits

Carry out maintenance and minor repairs

Outcome 1 Understand how to prepare to carry out maintenance and minor repairs		
You must be able to:		PRN
1.1	state the type and amount of maintenance and repair work that is required	
1.2	describe how environmental and other site conditions can influence how work is carried out	
1.3	state which tools and equipment are appropriate for the task	
1.4	describe the importance of carrying out preparatory work before carrying out repairs	
1.5	describe the importance of protecting the surrounding area	
1.6	state methods which can be used to protect the surrounding area.	

Outcome 2 Understand how to carry out maintenance and minor repairs		
You must be able to:		PRN
2.1	describe safe, approved working practices for carrying out the work	
2.2	describe how to make sure that the surrounding areas are maintained during maintenance and repair	
2.3	describe the importance of retaining the items to be replaced	
2.4	describe how to check that items that have been repaired function correctly and why this should be done	
2.5	describe the organisational requirements for reporting any maintenance and repair work that they are not competent to carry out	
2.6	describe methods of cleaning tools and equipment	
2.7	state the importance of cleaning tools and equipment after use	
2.8	state where tools, equipment and un-used materials should be stored.	

Performance evidence required		Portfolio Reference Number (PRN)								
Outcome 3 Be able to prepare to carry out maintenance and minor repairs										
Evidence date:										
Performance evidence required										
3.1	identify the items that need maintenance and repair work required									
3.2	assess that environmental and other site conditions are suitable to be able to carry out maintenance and repairs									
3.3	select the hand tools and equipment that are the most appropriate for the task									
3.4	protect the immediate surrounding area throughout the preparations and the work									
3.5	apply the appropriate method for repairing damaged areas or surfaces for repair.									
Type of evidence →										

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Performance evidence required		Portfolio Reference Number (PRN)								
Outcome 4 Be able to carry out maintenance and minor repairs										
Evidence date:										
Performance evidence required										
4.1	use safe and approved working practices and techniques									
4.2	isolate any electrical supplies									
4.3	ensure that there are no adverse effects to the finished items or appearance of the surrounding areas									
4.4	check that replacement items function correctly and operate safely									
4.5	check that the working and surrounding areas match following maintenance and repair work									
4.6	report any maintenance or repair work that they are not competent to carry out									
4.7	report any cleaning requirements that cannot be carried out									
4.8	clean tools and equipment after use									
4.9	secure tools, equipment and used materials in the correct storage area.									
Type of evidence →										

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Questioning

PD = Professional Discussion

R = Report

Unit 212
Declaration

Carry out maintenance and minor repairs

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Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Unit 213

Operate plant to maintain the quality of pool water

Level: 2

Credit value: 4

GLH: 30

UAN: A/601/4492

Unit aim

This unit is about operating plant to maintain the quality of pool water. Carrying out such operations will involve starting and shutting down plant, working in accordance to health and safety, maintaining pool plant and ensuring all items are functioning as they should. This unit also covers the importance of ensuring that the quality of the water is maintained.

Learning outcomes

1. Know how to operate plant to maintain the quality of pool water
2. Know how to start up and shut down plant
3. Be able to start up and shut down plant
4. Know how to maintain plant in working order
5. Be able to maintain plant in working order
6. Know how to ensure the quality of water
7. Be able to ensure the quality of water

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 213

Operate plant to maintain the quality of pool water

4 Credits

Outcome 1 Know how to operate plant to maintain the quality of pool water		
You must be able to:		PRN
1.1	describe the manufacturers' instructions and the normal operating procedures for the plant	
1.2	identify the chemicals commonly used in pool plant	
1.3	for each chemical, identify:	
	<ul style="list-style-type: none"> its effect 	
	<ul style="list-style-type: none"> the hazards associated with it 	
	<ul style="list-style-type: none"> the control measures that must be put in place to ensure safe use 	
1.4	outline the emergency action plan for the plant	
1.5	identify the records concerning the operation of the plant which need to be kept up to date	
1.6	outline how to complete the necessary records	
1.7	identify who is the responsible colleague to give records to, and report equipment needing repair to	
1.8	outline the basic requirements of the Health and Safety at Work Act and COSHH regulations as they apply to the operation of plant.	

Outcome 2 Know how to start up and shut down plant		
You must be able to:		PRN
2.1	describe the importance of following instructions for the operation of the plant	
2.2	describe how to set the systems in preparation for start up and shut down	
2.3	describe how to begin start up and shut down sequences	
2.4	describe how to monitor the plant operation during start up and shut down	
2.5	outline how to take corrective action when the normal operating procedures are not met during start up and shut down	
2.6	identify the faults and alarms which may occur during start up and shut down.	

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 3 Be able to start up and shut down plant								
		Evidence date:						
Performance evidence required								
3.1	make sure the systems are correctly set for start-up and shut-down							
3.2	begin the start-up and shut-down sequences following the manufacturers' instructions							
3.3	monitor the systems for faults and alarms							
3.4	take the correct action to deal with any faults and alarms promptly and according to guidelines							
3.5	follow the emergency action plan in the event of any emergencies							
3.6	complete all the necessary records accurately and legibly							
3.7	make records available to the responsible colleague when required							
3.8	ensure plant operates within the recommended parameters and standards laid down by the manufacturer or installer and in accordance with nationally accepted guidelines							
3.9	follow all relevant legislation and other safety requirements at all times.							
		Type of evidence →						

O = Observation

WT = Witness Testimony

P = Product

Q =

Questioning

PD = Professional Discussion

R = Report

Outcome 4 Know how to maintain plant in working order		
You must be able to:		PRN
4.1	describe the importance of maintaining plant in good working order	
4.2	outline the basic principles of:	
	• filtration	
	• disinfection	
	• circulation	
	• storage	
	• boilers and heating equipment	
4.3	state the requirements of the maintenance schedule and log sheets	
4.4	identify:	
	• normal rates of energy use	
	• normal rates of energy flow	
	• normal levels of pressure	
4.5	outline how to carry out the routine tests and maintenance required	
4.6	outline how to calculate, monitor and record energy and water usage figures	
4.7	outline how to identify items needing repair	
4.8	outline what to do when items needing repair are found	
4.9	outline how to identify when the plant is not running properly	
4.10	outline how to test alarms.	

Performance evidence required		Portfolio Reference Number (PRN)										
Outcome 5 Be able to maintain plant in working order												
Evidence date:												
Performance evidence required												
5.1	carry out regular tests, visual and audible checks and routine maintenance according to the prescribed maintenance schedule and log sheet requirements											
5.2	identify any items which need repair and report these to the responsible colleague											
5.3	take the appropriate action when the normal operating procedures are not being met											
5.4	log and report energy and water usage figures, taking appropriate action to deal with wasteful losses and leaks to maintain the efficiency and safety of the plant											
5.5	monitor the alarms and respond to them following normal operating procedures and the emergency action plan											
5.6	complete all the necessary records											
5.7	make records available to the responsible colleague when required											
5.8	follow all relevant legislation and meet recommended operating conditions at all times.											
Type of evidence →												

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Outcome 6 Know how to ensure the quality of water		
You must be able to:		PRN
6.1	state the importance of maintaining the quality and temperature of the water	
6.2	outline the basic principles involved in maintaining water quality	
6.3	identify the tests and checks which need to be carried out in order to monitor the quality and temperature of the water	
6.4	describe how to carry out tests and checks on the quality and temperature of the water	
6.5	describe the remedial actions required for a range of chemical contaminants and biological releases into the pool	
6.6	describe the importance of uncontaminated test equipment	
6.7	describe how to ensure test equipment is not contaminated	
6.8	outline the water temperatures which are appropriate for a range of different activities	

6.9	describe the types of corrective action to take when water quality and temperature do not meet standards.	
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Performance evidence required		Portfolio Reference Number (PRN)										
Outcome 7 Be able to ensure the quality of water												
Evidence date:												
Performance evidence required												
7.1	carry out the regular tests, monitoring and sensory inspections according to the prescribed water test procedures											
7.2	check the water clarity to ensure it remains in optimum condition											
7.3	pay careful and on-going attention to the alarms which monitor water quality											
7.4	make sure that test equipment is free from contamination											
7.5	take water samples in a way that conforms to normal operating procedures											
7.6	take corrective action when normal operating procedures are not being met and in response to bacteriological test results including:											
	• faecal											
	• diarrhoeal											
	• vomit											
	• blood											
	• microbiological											
7.7	complete all the necessary records accurately and legibly											
7.8	make records available to the responsible colleague when required											
7.9	follow all relevant legislation and other safety requirement at all times.											
Type of evidence →												

O = Observation

WT = Witness Testimony

P = Product

Q =

Questioning

PD = Professional Discussion

R =Report

Unit 213

Operate plant to maintain the quality of pool water

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 3

GLH: 24

UAN: T/600/6326

Unit aim

This unit is about handling waste in conjunction with cleaning activities and making sure that the waste collection and holding areas are kept clean. This unit requires waste to be handled carefully, ensuring that waste receptacles are handled according to instructions. It is important to maintain personal hygiene when handling waste in order to prevent health and safety risks and to prevent contamination.

This unit does not cover non-routine removal of clinical waste or sharps.

Learning outcomes

1. Understand how to handle routine waste
2. Understand how to handle hazardous and suspicious items
3. Understand how to deal with waste containers
4. Be able to handle routine waste safely
5. Be able to deal with waste containers

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Outcome 1 Understand how to handle routine waste		
You must be able to:		PRN
1.1	describe the procedures and methods for preparing self and the work area	
1.2	list different types of personal protective equipment	
1.3	describe the importance of wearing personal protective equipment and for others to see it being worn	
1.4	describe the importance of maintaining personal hygiene when handling routine waste	
1.5	state the organisational requirements for handling and disposing of routine waste	
1.6	state the correct equipment for handling and disposing of routine waste	
1.7	state the arrangements for recycling in the workplace	
1.8	describe the approved methods for transferring waste	
1.9	describe the organisational requirements for reporting and handling waste spillages.	

Outcome 2 Understand how to handle hazardous and suspicious items		
You must be able to:		PRN
2.1	state the importance of checking with the appropriate person before removing hazardous items	
2.2	explain the organisational requirements for dealing with suspicious items.	

Outcome 3 Understand how to deal with waste containers		
You must be able to:		PRN
3.1	describe why the location and cleaning of waste areas is important in preventing and controlling pests	
3.2	describe the organisational requirements for dealing with waste containers that are damaged	
3.3	state the standards of cleanliness required for holding areas, empty holding and collection	
3.4	state who is responsible for cleaning holding areas, empty holding and collection bins	
3.5	state the location of waste holding areas	
3.6	describe methods of taking waste to the holding area safely	
3.7	describe the organisational requirements for reporting:	
	• dangerous equipment	
	• faulty equipment	
	• danger of disease.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 4 Be able to handle routine waste safely							
		Evidence date:					
Performance evidence required							
4.1	prepare self and the work area to do the task efficiently, correctly and safely						
4.2	select and wear appropriate personal protective equipment for the task						
4.3	identify the location of the waste holding areas						
4.4	identify different categories of waste and deal with them appropriately						
4.5	check that waste bags or receptacles are secure before handling						
4.6	identify waste to be collected and transferred to a collection point						
4.7	ensure that sacks and receptacles are not damaged during handling						
4.8	ensure the safety of self and others when handling sacks and receptacles						
4.9	check that sacks and receptacles are not damaged once they have been removed						
4.10	take appropriate action if a sack or receptacle is damaged						
4.11	apply organisational requirements on the safe removal of waste spillages.						
		Type of evidence →					

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 5 Be able to deal with waste containers								
		Evidence date:						
Performance evidence required								
5.1	follow organisational requirements to cut down the risk of contaminating surrounding areas							
5.2	follow organisational requirements for reporting signs of pest infestation							
5.3	clean waste containers							
5.4	replace waste containers or bin liners							
5.5	report any faulty or damaged equipment							
5.6	secure cleaning equipment, machinery and waste containers to the correct storage area							
5.7	follow organisational requirements for the removal, cleaning and disposal of used personal protective equipment.							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Unit 214 Deal with routine waste

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 3

GLH: 22

UAN: T/600/6343

Unit aim

This unit is about the handling of non-routine waste, which could for example include hazardous waste such as clinical waste or sharps. It is about following procedures to ensure that waste is clearly labelled and its movement is recorded.

Learning outcomes

1. Understand how to handle and label non-routine waste
2. Understand how to handle suspicious items
3. Understand how to transfer non-routine waste and deal with containers
4. Be able to handle and label non-routine waste safely
5. Be able to transfer non-routine waste and deal with containers

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 215
3 Credits

Deal with non-routine waste

Outcome 1 Understand how to handle and label non-routine waste		
You must be able to:		PRN
1.1	describe the procedures and methods for preparing self and the work area	
1.2	list different types of personal protective equipment	
1.3	describe the importance of wearing personal protective equipment and for others to see it being worn	
1.4	describe the importance of maintaining personal hygiene when handling non-routine waste	
1.5	explain ways to mark, label and record waste and its movement	
1.6	explain the importance of marking, labelling and recording waste and its movement correctly	
1.7	identify equipment required to dispose of sharps safely	
1.8	explain the procedures for disposing of sharps safely	
1.9	describe methods for handling and disposing of clinical waste	
1.10	describe safe procedures for segregating and sorting waste for recycling.	

Outcome 2 Understand how to handle suspicious items		
You must be able to:		PRN
2.1	state ways to identify suspicious items	
2.2	explain the organisational requirements for dealing with suspicious items	
2.3	state the importance of checking with the appropriate person before removing unidentified items.	

Outcome 3 Understand how to transfer non-routine waste and deal with containers		
You must be able to:		PRN
3.1	describe procedures for transferring waste	
3.2	describe the methods used to ensure safe carriage of collected waste to the holding area	
3.3	describe the organisational requirements for dealing with sanitation bins	
3.4	describe ways to identify problem and hazardous waste	
3.5	describe why the location and cleaning of waste areas is important in preventing and controlling pests	
3.6	describe the importance of repackaging waste containers that have dangerous residue on the outside	
3.7	describe the organisational requirements for reporting and handling waste spillages	
3.8	state the standards of cleanliness required for holding areas, empty holding and collection bins.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 4 Be able to handle and label non-routine waste safely							
		Evidence date:					
Performance evidence required							
4.1	prepare self and the work area to do the task efficiently, correctly and safely						
4.2	select and wear appropriate personal protective equipment						
4.3	identify the location of the waste holding areas						
4.4	check that storage containers are securely sealed before handling						
4.5	check that seals on storage containers are unbroken after moving						
4.6	identify waste to be collected and transferred to a collection point and follow correct handling procedures						
4.7	identify the waste material for collection and segregate or sort before disposal to collection point						
4.8	mark the origin of waste clearly						
4.9	label and record movement of waste						
4.10	ensure the safety of self and others when handling sacks and receptacles						
4.11	use the handles provided to move rigid containers						
4.12	identify sharps that require special handling and use the pick up kit or specific box for their disposal						
4.13	check with the appropriate person before removing unidentified items.						

Type of evidence →							
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O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 5 Be able to transfer non-routine waste and deal with containers							
Evidence date:							
Performance evidence required							
5.1	ensure that containers of waste materials are taken safely to the right place and secured if necessary						
5.2	follow organisational requirements to cut down the risk of contaminating surrounding areas						
5.3	follow organisational requirements for reporting:						
	• signs of pest infestation						
	• faulty/broken equipment						
5.4	clean waste containers following organisational requirements						
5.5	replace bin liners and set up fresh containers						
5.6	leave clean containers in the correct place and in a condition which is fit for use						
5.7	apply organisational requirements on the safe removal of waste spillages						
5.8	leave holding areas clean when finished						
5.9	secure cleaning equipment, machinery and waste containers to the correct storage area						
5.10	follow procedures for the removal, cleaning and disposal of used personal protective equipment.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Unit 215
Declaration

Deal with non-routine waste

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Unit 216

Deep clean equipment in premises and facilities

Level: 2

Credit value: 6

GLH: 39

UAN: L/601/6554

Unit aim

This unit is about conducting specialised cleaning to non-routine equipment and surfaces; this may involve the use of specialist equipment, chemicals and treatments.

In food businesses, it is important to take into account the businesses' food safety management procedures.

Learning outcomes

1. Understand how to prepare for deep clean equipment and surfaces
2. Understand how to deep clean equipment and surfaces
3. Understand how to restore the deep clean area
4. Be able to prepare to deep clean equipment and surfaces
5. Be able to undertake deep cleaning of equipment and surfaces
6. Be able to restore the work area for use

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 216

Deep clean equipment in premises and facilities

6 Credits

Outcome 1 Understand how to prepare for deep clean equipment and surfaces		
You must be able to:		PRN
1.1	explain the importance of having an up to date cleaning specification and where it can be found	
1.2	state the importance of maintaining standards of personal hygiene when cleaning	
1.3	state the importance of removing personal items prior to cleaning and where they should be stored	
1.4	state the importance of wearing appropriate personal protective equipment and for others to see it being worn	
1.5	describe the best methods and materials for carrying out deep cleaning identifying possible alternatives	
1.6	explain how the following factors might affect the type of cleaning required:	
	<ul style="list-style-type: none"> • type of soiling 	
	<ul style="list-style-type: none"> • type of surface 	
	<ul style="list-style-type: none"> • position 	
	<ul style="list-style-type: none"> • amount of soiling 	
1.7	explain how to check the equipment and surface is suitable for the treatment	
1.8	explain the importance of reporting damaged and deteriorating surfaces	
1.9	state why the selected treatment might not be suitable	
1.10	explain the importance of reporting immediately any concerns about the deep clean	
1.11	state how to ventilate the work area	
1.12	state additional customer or manufacturer's standards that may need to be applied to the work surface and equipment.	

Outcome 2 Understand how to deep clean equipment and surfaces		
You must be able to:		PRN
2.1	describe why there are checks and restrictions in place for the use of deep cleaning equipment	
2.2	describe how to check that equipment is in safe working order	
2.3	state the organisational requirements for reporting problems with equipment	
2.4	state the importance of removing superficial dust and debris	
2.5	describe how to soften ground-in soil and stains	
2.6	state the importance of softening ground in soiling	
2.7	explain how to select the most appropriate place to carry out test cleans	
2.8	explain why test cleans should be carried out before applying treatments	
2.9	explain why treatments should be applied evenly	
2.10	state when equipment and surfaces should be pre-treated	
2.11	state how long the treatment should take to work	
2.12	state where to find manufacturer's instructions for:	
	<ul style="list-style-type: none"> • disassembling and re-assembling equipment 	
	<ul style="list-style-type: none"> • applying treatments 	
	<ul style="list-style-type: none"> • operating equipment 	
2.13	state why it is important to follow manufacturer's and organisational requirements	

Outcome 3 Understand how to restore the deep clean area		
You must be able to:		PR N
3.1	describe what to look for when checking the cleaned area and equipment	
3.2	state what treatments require rinsing	
3.3	describe why and how rinsing of treatments should be carried out	
3.4	state the organisational requirements for reporting soiling or stains that cannot be removed	
3.5	state factors which might mean another treatment is required	
3.6	describe the importance of putting items back to their original place after cleaning	
3.7	describe how to check for pest infestation	
3.8	state the organisational requirements for reporting pest infestations	
3.9	state why it is important to check that equipment is working properly	
3.10	explain the procedures for the disposal of used and unused treatments and why this is important	
3.11	state the importance of cleaning equipment after use	
3.12	state where cleaning treatments, equipment and machinery should be stored	
3.13	describe the importance of cleaning and checking personal protective	

	equipment after use	
3.14	state the organisational requirements for storing and disposing of personal protective equipment.	

Performance evidence required		Portfolio Reference Number (PRN)							
Outcome 4 Be able to prepare to deep clean equipment and surfaces									
		Evidence date:							
Performance evidence required									
4.1	locate the relevant cleaning specification and describe what is required to do the task								
4.2	remove personal items and store them correctly								
4.3	select and wear appropriate personal protective equipment for the task								
4.4	select the appropriate equipment and materials for each cleaning task taking into account surface and type of soiling								
4.5	check that the equipment is serviceable								
4.6	check that the surface and equipment is suitable for the planned treatment								
4.7	report damaged equipment and surfaces which are deteriorating								
4.8	contact the appropriate person for advice on:								
	• soiling								
	• surfaces that could be damaged by cleaning								
	• health risks of using a substance								
4.9	check the work area for factors which may affect the clean								
4.10	ensure that the power supplies are isolated and protected during cleaning								
4.11	ventilate the work area								
4.12	check for authorisation to use any deep cleaning equipment prior to use								
4.13	check whether there are any additional requirements from the customer regarding the deep clean								
4.14	report any reasons for not using the specified equipment.								
		Type of evidence →							

O = Observation
 Questioning

PD = Professional Discussion

WT = Witness Testimony
 R = Report

P = Product

Q =

Performance evidence required		Portfolio Reference Number (PRN)							
Outcome 5 Be able to undertake deep cleaning of equipment and surfaces									
Evidence date:									
Performance evidence required									
5.1	remove superficial dust and debris before starting the deep clean								
5.2	soften ground-in soil and stains before trying to remove them								
5.3	conduct a test clean in an area where marks are least likely to be noticed								
5.4	follow manufacturer's instructions when disassembling equipment								
5.5	apply the treatment safely, evenly and methodically following manufacturer's instructions and without over-wetting or damaging the surface								
5.6	ensure that absorbent patches are pre-treated and that stubborn and ingrained stains are given concentrated treatment								
5.7	protect furniture and equipment in areas where a wet treatment is being used								
5.8	follow the manufacturer's and organisational requirements in the safe use and disassembly of machinery and equipment								
5.9	ensure safety of self and others throughout the cleaning process.								
Type of evidence →									

O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 6 Be able to restore the work area for use								
		Evidence date:						
Performance evidence required								
6.1	check the cleaned surface for an even appearance							
6.2	ensure the surface is left free from dirt and excess moisture							
6.3	rinse treated surfaces if necessary without disturbing the surrounding area							
6.4	apply protective coatings and treatments if necessary							
6.5	reinstate the work area							
6.6	check that no residues remain on furniture and equipment							
6.7	check for and report any signs of pest infestation							
6.8	check that equipment with moving parts is working after the deep clean							
6.9	report any defects and damage caused during cleaning							
6.10	dispose of used and un-used solutions according to manufacturer's instructions							
6.11	clean the equipment after use							
6.12	store cleaning agents and treatments in a safe and secure place							
6.13	store the equipment after use.							
		Type of evidence →						

O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Unit 216

Deep clean equipment in premises and facilities

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 3

GLH: 17

UAN: T/601/2479

Unit aim

This unit is about handling internal and external mail and packages within the service requirements of an organisation.

Learning outcomes

1. Understand security procedures when handling mail or packages
2. Understand the range of available internal and external mail services
3. Be able to receive, distribute and collect internal mail or packages
4. Be able to follow procedures for despatching mail or packages
5. Be able to resolve, report or refer problems that may occur in handling mail or packages

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 217
3 credits

Handle mail

Outcome 1 Understand security procedures when handling mail or packages		
You must be able to:		PRN
1.1	explain the purpose of security procedures for handling mail or packages	
1.2	give examples of security procedures for handling mail in organisation(s).	

Outcome 2 Understand the range of available internal and external mail services		
You must be able to:		PRN
2.1	explain the purpose of distributing and dispatching mail to the correct recipient within agreed timescales	
2.2	state the organisational structure and names, roles and locations of individuals and teams	
2.3	give examples of internal and external mail services available to organisations	
2.4	give reasons for selecting internal and external mail services	
2.5	describe the methods of calculating postage charges for mail or packages	
2.6	describe the types of problems that may occur with incoming and outgoing mail and how to deal with these.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 3 Be able to receive, distribute and collect internal mail or packages							
		Evidence date:					
Performance evidence required							
3.1	receive, check and sort incoming mail or packages						
3.2	identify and deal with unwanted junk mail or damaged items						
3.3	identify and deal with suspicious items						
3.4	distribute incoming mail or packages						
3.5	collect, sort and prioritise outgoing mail or packages.						
		Type of evidence →					

O = Observation WT = Witness Testimony P = Product Q = Questioning
 PD = Professional Discussion R = Report

Unit 217

Handle mail

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 4 Be able to follow procedures for despatching mail or packages							
Evidence date:							
Performance evidence required							
4.1	identify best options for despatching mail						
4.2	agree a cost for despatching mail or packages						
4.3	arrange services to collect outgoing mail or packages, if required						
4.4	identify and prepare items for urgent or special delivery, where necessary						
4.5	calculate correct postage charges for outgoing mail or packages						
4.6	record postage costs						
4.7	despatch outgoing mail or packages to agreed timescale.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning
 PD = Professional Discussion R = Report

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 5 Be able to resolve, report or refer problems that may occur in handling mail or packages							
Evidence date:							
Performance evidence required							
5.1	identify where a problem may exist with incoming and outgoing mail or packages						
5.2	resolve, report or refer problems with incoming and outgoing mail or packages.						
Type of evidence →							

O = Observation WT = Witness Testimony P = Product Q = Questioning
 PD = Professional Discussion R = Report

Unit 217 Handle mail

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 3

GLH: 20

UAN: D/601/2508

Unit aim

This unit is about supporting the co-ordination and delivery of an event.

Learning outcomes

1. Understand the role and purpose of supporting the co-ordination of an event
2. Be able to support the co-ordination of an event

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Outcome 1 Understand the role and purpose of supporting the co-ordination of an event		
You must be able to:		PRN
1.1	describe the range of support activities that may be required when supporting the co-ordination of an event	
1.2	identify the responsibilities involved in supporting the co-ordination of an event	
1.3	describe the types of problems that may occur during events and how to deal with these	
1.4	describe the points to observe when clearing and vacating an event	
1.5	describe the types of follow-up activities that may be required to carry out the co-ordination of an event.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 2 Be able to support the co-ordination of an event							
Evidence date:							
Performance evidence required							
2.1	contribute to the co-ordination of an event by:						
	<ul style="list-style-type: none"> preparing the venue and making sure all necessary resources and supporting activities are in place 						
	<ul style="list-style-type: none"> arranging resources during an event, in line with agreed plans 						
	<ul style="list-style-type: none"> helping delegates to feel welcome 						
	<ul style="list-style-type: none"> meeting delegates' needs throughout an event 						
	<ul style="list-style-type: none"> resolving or referring problems, as required 						
	<ul style="list-style-type: none"> liaising with the management of the venue to make sure facility resources are in place 						
	<ul style="list-style-type: none"> clearing, and vacating the venue according to the terms of the contract 						
<ul style="list-style-type: none"> preparing and circulating papers, or completing other follow up actions following the event, if required. 							
Type of evidence →							

O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Unit 218
Declaration

Support the co-ordination of an event

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 2

GLH: 18

UAN: K/602/4029

Unit aim

This unit is about transporting individuals in an internal or external environment. Carrying out this unit will involve knowledge of the organisations working practices, policies and procedures.

Learning outcomes

1. Understand own responsibilities and accountability in relation to policies and protocols in relation to moving and transporting individuals
2. Know how to move and transport individuals
3. Be able to prepare to move and transport individuals
4. Be able to move and transport individuals
5. Be able to complete the move

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 219

Moving and transporting individuals within a healthcare environment

2 credits

Outcome 1 Understand own responsibilities and accountability in relation to policies and protocols in relation to moving and transporting individuals		
You must be able to:		PRN
1.1	identify local policies and protocols affecting work practice	
1.2	describe own responsibilities	
1.3	define the term accountability in relation to own role	
1.4	explain why it is important to work within the limits of own competence and seek advice when required.	

Outcome 2 Know how to move and transport individuals		
You must be able to:		PRN
2.1	describe safe techniques to be used when moving and handling an individual	
2.2	explain how take into account the following when moving and transporting an individual:	
	<ul style="list-style-type: none"> the nature of illness and injury 	
	<ul style="list-style-type: none"> types of records or documentation accompanying them types of medical equipment accompanying them 	
2.3	describe the types of transportation equipment available	
2.4	describe the geography of the work area and how it effects own role in moving and transporting	
2.5	explain how and when to use personal protective equipment	
2.6	describe circumstances under which an individual escort may be required.	

Unit 219

Moving and transporting individuals within a healthcare environment

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 3 Be able to prepare to move and transport individuals								
		Evidence date:						
3.1	confirm the individual's identity and gain valid consent							
3.2	communicate with relevant staff to confirm:							
	<ul style="list-style-type: none"> the purpose of the move needs of the individual in relation to the move 							
3.3	check all details and documentation with relevant people prior to the move							
3.4	communicate with the individual to introduce self, the purpose of the move and agree how this will be done							
3.5	assess transportation equipment for safety and function							
3.6	support the individual to move onto transportation equipment in line with local policy and protocol and maintaining their dignity							
3.7	secure medical equipment and accompanying documentation for transportation.							
		Type of evidence →						

O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Unit 219

Moving and transporting individuals within a healthcare environment

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 4 Be able to move and transport individuals							
		Evidence date:					
4.1	use the most suitable route in line with the individual's needs and preferences						
4.2	support the individual throughout the move in accordance with:						
	• their preferences						
	• the nature of illness or injury						
	• their dignity, privacy and comfort						
4.3	maintain compliance with health and safety guidance at all times						
4.4	use transportation equipment in line with local policy and protocol						
4.5	explain the action to be taken in accordance with local policy or protocol if any problems arise						
4.6	apply standard precautions for infection control.						
		Type of evidence →					

O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 5 Be able to complete the move							
		Evidence date:					
5.1	pass on documentation and information in line with local policy and protocol						
5.2	assist with any further movement of the individual						
5.3	return any transportation equipment to its location.						
		Type of evidence →					

O = Observation

WT = Witness Testimony

P = Product

Q =

Questioning PD = Professional Discussion

R =Report

Unit 219

Moving and transporting individuals within a healthcare environment

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 3

GLH: 15

UAN: K/601/2480

Unit aim

This unit is about providing a reception service in a business environment. Completing this unit will involve the candidate having knowledge of the organisation's working practices, policies and procedures. It is important that areas for improvement in the reception services and self development are explored.

Learning outcomes

1. Understand the purpose of reception services in a business environment
2. Understand the procedures to be followed when providing reception services
3. Understand ways of improving reception services and developing own role
4. Provide a reception service

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 220

Provide reception services

3 credits

Outcome 1 Understand the purpose of reception services in a business environment		
You must be able to:		PRN
1.1	explain the purpose of the receptionist role as the first point of contact between the public / client and an organisation	
1.2	explain the purpose of presenting a positive image of self and the organisation	
1.3	explain how to present a positive image of self and the organisation.	

Outcome 2 Understand the procedures to be followed when providing reception services		
You must be able to:		PRN
2.1	describe the structure and lines of communication in an organisation	
2.2	explain how the structure in an organisation affects lines of communication	
2.3	explain the purpose of entry, departure, security and confidentiality procedures, including own responsibilities	
2.4	explain how to carry out entry, departure, security and confidentiality procedures in a reception area	
2.5	explain the purpose of health and safety procedures when providing a reception service, including own responsibilities	
2.6	explain how to carry out health and safety procedures in a reception area	
2.7	describe the emergency procedures and your role within them	
2.8	describe the types of problems that may occur with visitors including, conflict and aggression	
2.9	explain ways of dealing with problems and when to refer them to an appropriate colleague.	

Outcome 3 Understand ways of improving reception services and developing own role		
You must be able to:		PRN
3.1	explain the purpose of suggesting ideas for improving a reception area	
3.2	explain the purpose of carrying out additional duties, if applicable, and give examples.	

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 4 Provide a reception service								
		Evidence date:						
4.1	present a positive image of self and the organisation							
4.2	provide individuals with requested information and other useful information, within guidelines on confidentiality							
4.3	follow entry and exit security procedures, if required							
4.4	follow relevant health and safety procedures							
4.5	deal with problems that may occur, if necessary							
4.6	refer problems, as required							
4.7	make sure a reception area gives a positive image of the organisation							
4.8	make suggestions for improving a reception area, as required							
4.9	follow organisational procedures in the event of an accident or emergency, as required							
4.10	look for and complete additional task(s) during quiet periods, as required.							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Unit 220 Provide reception services

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Unit 221

Clean and maintain internal surfaces and areas

Level: 2

Credit value: 4

GLH: 33

UAN: K/600/6324

Unit aim

This unit is about working efficiently in a routine, low risk environment and following relevant processes and procedures. It covers assessing the area to see what work has to be done, selecting the most appropriate equipment for the task and dealing with spillages and accidents.

Learning outcomes

1. Understand how to prepare to clean and maintain internal surfaces and areas
2. Understand how to clean and maintain internal surfaces
3. Know how to complete the cleaning activity
4. Be able to prepare to clean and maintain internal surfaces and areas
5. Be able to clean and maintain internal surfaces
6. Be able to complete the cleaning process

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 221

Clean and maintain internal surfaces and areas

4 credits

Outcome 1 Understand how to prepare to clean and maintain internal surfaces and areas		
You must be able to:		PRN
1.1	describe the sequence for cleaning to avoid re-soiling	
1.2	list the permits and checks that may be required to work on the premises	
1.3	state the procedures for entering and leaving the workplace	
1.4	state the standards of appearance and behaviour required in the workplace	
1.5	state the importance of personal hygiene when cleaning	
1.6	describe how the following factors can influence the cleaning method used:	
	<ul style="list-style-type: none"> • manufacturer's instructions 	
	<ul style="list-style-type: none"> • risk 	
	<ul style="list-style-type: none"> • efficiency 	
	<ul style="list-style-type: none"> • access 	
	<ul style="list-style-type: none"> • time 	
	<ul style="list-style-type: none"> • surface 	
1.7	state how to inspect a work area to decide what cleaning needs to be carried out	
1.8	state the importance of wearing the required personal protective equipment and for others to see it being worn	
1.9	state the importance of following a work schedule	
1.10	describe the best methods and materials for carrying out a specific task identifying possible alternatives	
1.11	state why different equipment should be used for different tasks	
1.12	state the importance of using the correct colour coded equipment.	

Unit 221

Clean and maintain internal surfaces and areas

Outcome 2 Understand how to clean and maintain internal surfaces		
You must be able to:		PRN
2.1	describe how to avoid causing injury or damage when cleaning	
2.2	state the amount of time allowed for completing the activity	
2.3	state what results are expected from each cleaning activity	
2.4	state the techniques to use with chosen equipment and materials	
2.5	describe the consequences of:	
	<ul style="list-style-type: none"> • using wrong equipment 	
	<ul style="list-style-type: none"> • using wrong materials 	
	<ul style="list-style-type: none"> • not following manufacturer's instructions 	
2.6	state how to change between cleaning methods to cope with different types of soiling and surface	
2.7	describe methods that can be used for different types of soiling and surface	
2.8	state how to identify pest infestation and the action needed to deal with it	
2.9	state which cleaning methods and techniques may cause nuisance to the public/client and steps that can be taken to avoid this	
2.10	state the importance of checking the quality of work as it is being done	
2.11	state tasks that are outside of own responsibility	
2.12	describe the organisational requirements for dealing with and reporting accidental damage.	

Outcome 3 Know how to complete the cleaning activity		
You must be able to:		PRN
3.1	state why tools and equipment should be cleaned after use	
3.2	state the location of the storage areas for equipment and materials	
3.3	state why storage areas should be kept clean, safe and secure	
3.4	describe the organisational requirements for organising replacement and extra resources.	

Unit 221

Clean and maintain internal surfaces and areas

Performance evidence required		Portfolio Reference Number (PRN)					
Outcome 4 Be able to prepare to clean and maintain internal surfaces and areas							
		Evidence date:					
4.1	follow the correct procedure for entering and leaving the workplace						
4.2	identify the area to be cleaned and taking into account different types of surfaces and areas						
4.3	inform appropriate people know when cleaning is taking place and when it will be completed						
4.4	select the appropriate equipment and materials for each cleaning task taking into account surface and type of soiling						
4.5	select and wear appropriate personal protective equipment for the task						
4.6	ensure that all surfaces are accessible and can be reached to carry out adequate cleaning						
4.7	deal with unattended items following organisational requirements						
4.8	ventilate the area.						
		Type of evidence →					

O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R =Report

P = Product

Q =

Unit 221

Clean and maintain internal surfaces and areas

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 5 Be able to clean and maintain internal surfaces								
		Evidence date:						
5.1	remove loose dirt, debris and detritus prior to cleaning							
5.2	use the correct cleaning method for the work area, type of soiling and surface							
5.3	follow the sequence for cleaning in order to avoid re-soiling							
5.4	assess the actions required to prevent disturbance to others when cleaning							
5.5	avoid obstructions to access when using cleaning equipment and power leads							
5.6	select and display appropriate warning signs							
5.7	adapt the cleaning method according to the available equipment, materials and problems identified							
5.8	report any difficulties in carrying out the work in line with organisational requirements							
5.9	deal with spillages using the equipment, materials and method appropriate to the surface and type of spillage							
5.10	report any additional cleaning required that is outside own responsibility or skill.							
		Type of evidence →						

O = Observation

WT = Witness Testimony

P = Product

Q =

Questioning

PD = Professional Discussion

R = Report

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 6 Be able to complete the cleaning process							
		Evidence date:					
6.1	replenish supplies or consumables						
6.2	leave the area clean and dry						
6.3	secure cleaning equipment, materials and personal protective equipment in the correct storage area						
6.4	organise replacement resources as required.						
		Type of evidence →					

O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Unit 221

Clean and maintain internal surfaces and areas

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Unit 222

Introduction to equality and inclusion in health, social care or children's and young people's settings

Level: 2

Credit value: 2

GLH: 20

UAN: R/601/5471

Unit aim

This unit is about understanding the importance of equality and inclusion and working in a way that displays this. It also includes knowing how to access information on equality and inclusion.

Learning outcomes

1. Understand the importance of equality and inclusion
2. Be able to work in an inclusive way
3. Know how to access information, advice and support about diversity, equality and inclusion

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 222

Introduction to equality and inclusion in health, social care or children's and young people's settings

2 credits

Outcome 1 Understand the importance of equality and inclusion		
You must be able to:		PRN
1.1	explain what is meant by:	
	• diversity	
	• equality	
	• inclusion	
1.2	describe ways in which discrimination may deliberately or inadvertently occur in the work setting	
	1.3	explain how practices that support equality and inclusion reduce the likelihood of discrimination.

Outcome 2 Be able to work in an inclusive way		
You must be able to:		PRN
2.1	identify which legislation and codes of practice relating to equality, diversity and discrimination apply to own role	
2.2	show interaction with individuals that respects their beliefs, culture, values and preferences	
2.3	describe how to challenge discrimination in a way that encourages change.	

Performance evidence required	Portfolio Reference Number (PRN)						
Outcome 3 Know how to access information, advice and support about diversity, equality and inclusion							
3.1	identify a range of sources of information, advice and support about diversity, equality and inclusion						
3.2	describe how and when to access information, advice and support about diversity, equality and inclusion.						
Type of evidence →							

O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Unit 222

Introduction to equality and inclusion in health, social care or children's and young people's settings

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Level: 2

Credit value: 2

GLH: 15

UAN: J/502/1404

Unit aim

This unit is about using both manual and powered transportation equipment. Carrying out such transportation will involve knowledge on health and safety, legal requirements, codes of practice and organisational policies and procedures.

Learning outcomes

1. Be able to transport physical resources within the work area
2. Be able to select, use and maintain relevant equipment
3. Be able to work safely and minimise environmental damage
4. Know how to transport physical resources within the work area
5. Know the types of equipment required and how to maintain them
6. Know relevant health and safety legislation and environmental good practice

Assessment

The 'What you must know' learning outcomes (beginning with the word 'know') will normally be covered by your assessor asking you questions.

'What you must do' learning outcomes (which begin 'be able to'), are mainly assessed by your assessor, observing you carrying out your job, in the workplace. However, where parts of the unit are not carried out on a regular basis, other forms of evidence may be used.

Unit 223

Transport physical resources within the work area

2 credits

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 1 Be able to transport physical resources within the work area								
		Evidence date:						
1.1	transport resources using powered or manual transportation equipment							
1.2	minimise damage to the resources and environment during manoeuvres and transit							
1.3	ensure that load is secure and protected from contamination and adverse weather conditions							
1.4	monitor load during transit and take action if required							
1.5	provide clear and accurate information for recording purposes.							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 2 Be able to select, use and maintain relevant equipment								
		Evidence date:						
2.1	select appropriate equipment for this area of work							
2.2	use equipment according to relevant legislation							
2.3	prepare, maintain and store equipment in a safe and effective working condition.							
		Type of evidence →						

O = Observation WT = Witness Testimony P = Product Q =
 Questioning PD = Professional Discussion R = Report

Performance evidence required		Portfolio Reference Number (PRN)						
Outcome 3 Be able to work safely and minimise environmental damage								
		Evidence date:						
3.1	work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements.							

Type of evidence →						
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O = Observation
Questioning

PD = Professional Discussion

WT = Witness Testimony
R = Report

P = Product

Q =

Outcome 4 Know how to transport physical resources within the work area		
You must be able to:		PRN
4.1	describe the ways of handling transportation equipment to minimise damage to resources in transit	
4.2	describe the methods of protecting resources from contamination and adverse weather conditions during transit	
4.3	state the reasons for monitoring loads during transit and the actions to take in case of problems with:	
	• imbalance	
	• contamination	
	• adverse weather	

Outcome 5 Know the types of equipment required and how to maintain them		
You must be able to:		PRN
5.1	describe the equipment which will be required for the activity and relevant legal restrictions on operation	
5.2	describe the methods of maintaining the equipment used.	

Outcome 6 Know the types of equipment required and how to maintain them		
You must be able to:		PRN
6.1	outline the current health and safety legislation, codes of practice and any additional requirements.	

Unit 223

Transport physical resources within the work area

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

Internal Quality Assurer Name:	
Internal Quality Assurer Signature:	
Date:	

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds Qualification Consultants check this when they visit assessment centres.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website www.cityandguilds.com, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website www.cityandguilds.com or is available from the City & Guilds Customer Relations Team or your centre.

Appendix 2 City & Guilds assessment policies summary

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for training, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

You are responsible for making sure that you understand, and comply with, the health and safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

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City & Guilds QCF qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

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Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Useful contacts

UK learners
General qualification information
T: +44 (0)844 543 0033
E: learnersupport@cityandguilds.com

International learners
General qualification information
T: +44 (0)844 543 0033
F: +44 (0)20 7294 2413
E: intcg@cityandguilds.com

Centres
Exam entries, Registrations/enrolment, Certificates, Invoices, Missing or late exam materials, Nominal roll reports, Results
T: +44 (0)844 543 0000
F: +44 (0)20 7294 2413
E: centresupport@cityandguilds.com

Single subject qualifications
Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change
T: +44 (0)844 543 0000
F: +44 (0)20 7294 2413
F: +44 (0)20 7294 2404 (BB forms)
E: singlesubjects@cityandguilds.com

International awards
Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports
T: +44 (0)844 543 0000
F: +44 (0)20 7294 2413
E: intops@cityandguilds.com

Walled Garden
Re-issue of password or username, Technical problems, Entries, Results, GOLLA, Navigation, User/menu option, Problems
T: +44 (0)844 543 0000
F: +44 (0)20 7294 2413
E: walledgarden@cityandguilds.com

Employer
Employer solutions, Mapping, Accreditation, Development Skills, Consultancy
T: +44 (0)121 503 8993
E: business_unit@cityandguilds.com

Publications
Logbooks, Centre documents, Forms, Free literature
T: +44 (0)844 543 0000
F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email:
feedbackandcomplaints@cityandguilds.com

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and training

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