

Level 2 NVQ Certificate/Diploma in Insulation and Building Treatments (Construction) (5931)

September 2018 Version 2.2

**Candidate Logbook /
Work-Based Evidence Record**

www.cityandguilds.com

Version and date	Change detail	Section
V2.0	Amendments made to support changes to NVQ affecting all units.	All Sections
V2.1	Added 'City and Guilds' to each qualification name.	All Sections
V2.2	Added 5931-14 details	6.2 and 6.4
V2.3	Amended the footers	All Sections

Contents

1	About your candidate logbook/work-based evidence record	5
1.1	Contact details	5
1.2	Introduction to the logbook	6
2	About the qualification	7
3	About your approved centre	8
4	About candidates	10
5	Qualification assessment	11
5.1	Before you start your qualification	11
5.2	The assessment process	12
6	Using your logbook	13
6.1	Candidate job profile	14
6.2	Units	15
6.3	Skill scan/initial assessment	28
6.4	Tracking documents	41
6.5	On site assessment plan/feedback	48
6.6	On site observation report	49
6.7	Professional discussion supplementary evidence sheet	50
6.8	Oral questioning supplementary evidence sheet	51
6.9	Photographic supplementary evidence	52
6.10	Work-based recorder/expert witness details	54
6.11	Assessor continuation sheet	55
6.12	Signature sheet	56
Unit 101	Conforming to general health, safety and welfare in the workplace	57
Unit 201	Conforming to productive working practices in the workplace	63
Unit 202	Moving, handling and storing resources in the workplace	67
Unit 210	Erecting and dismantling access/working platforms in the workplace	74
Unit 215	Applying finishing plaster to prepared surfaces in the workplace	82
Unit 216	Installing external wall insulation in the workplace	91
Unit 217	Installing cavity wall insulation in the workplace	101
Unit 218	Installing insulation to cold roofs in the workplace	111
Unit 219	Installing draught-proofing to openings in the workplace	121
Unit 220	Installing internal insulation to walls in the workplace	130
Unit 221	Installing insulation to framed sections of buildings in the workplace	140
Unit 222	Applying surface finishes to external wall insulation in the workplace	150
Unit 223	Installing insulation to warm roofs in the workplace	159
Unit 224	Installing insulation to floors in the workplace	169
Unit 225	Preparing structures for treatment in the workplace	179
Unit 226	Applying preservation treatment in the workplace	188
Unit 227	Reinstating the structure after building treatments in the workplace	197

Unit 228	Installing wall ties in existing structures in the workplace	208
Appendix 1	Summary of City & Guilds assessment policies	217

1 About your candidate logbook/work-based evidence record



1.1 Contact details

Candidate name	
Candidate address	
Centre name	
Centre number	
Programme start date	
City & Guilds registration number	
Date of registration with City & Guilds	

This Candidate Logbook/Work-Based Evidence Record is your personal achievement in practical work carried out mostly in the workplace and knowledge assessments achieved. It may not be possible to replace this document, therefore it should be kept in good condition and in a safe place to be used by you to record your progress.

Once completed, you must keep this portfolio for a period of three years. During this time your training centre can request that you submit your portfolio to them. This will be returned to you.

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)	
Internal Quality Assurer (IQA)	
External Quality Assurer (EQA)	

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 qualification
- information about your responsibilities as a candidate
- forms you can use to record and organise your evidence.

It will also tell you:

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

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

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

2 About the qualification

The **Insulation and Building Treatments** qualifications are nationally recognised qualifications gained in the workplace. They are 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. Your 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 workplace. You should be carrying out the type of work involved in this qualification, or expect to carry out in the future. If you are not in work, your centre will need to arrange a work placement for your assessment.

3 About your approved centre

Types of approved centres

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 their qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

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 NVQ. Centres 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 assessment process works
- produce an assessment plan for you.

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.

You may have more than one assessor depending on which units of the qualification you take.

The Internal Quality Assurer (IQA)

The Internal Quality Assurer (IQA) maintains the quality of assessment within the centre.

The Work-Based Recorder/Expert Witness

The role of the work-based recorder/expert witness is to:

- observe you carrying out work activities
- take photographs as evidence of work carried out
- authenticate work based recordings and testimonies
- ensure all work meets current industrial standards
- ensure all work is carried out in a safe manner
- be in regular communication with your assessor to evaluate your performance on site
- try to make sure you get the relevant work experience needed to meet the criteria of your NVQ
- provide support, guidance and motivation to help you complete your NVQ successfully

4 About candidates

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

- provide your centre with your 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 qualification and evidence
- 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.

Learner registration number

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

Moving to a new centre

If you change jobs or move to a new centre before you complete your 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 Qualification assessment

5.1 Before you start your qualification

Initial assessment

Before you start work on your qualification 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 qualification 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.

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 qualification. This process is sometimes called a skill scan. There is a Skill Scan Form in this logbook you can use to record the skills you may already have.

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

- direct observation in the workplace by a qualified assessor
- witness testimony of work carried out by you in the workplace written by an expert witness
- questioning – this could be verbal, written or computer based
- other evidence which can include photographs or personal accounts.

Assessment requirements

Site Observations (SO) should be conducted in the workplace by your Assessor. For individual criteria not directly observed, evidence of your ability to complete a number of different tasks to confirm competence must be recorded.

Types of evidence

SO = Site Observation

OQ = Oral Question

WQ = Written Question and Answer

WT = Witness Testimony

PS = Photographic Supplementary

PD = Professional Discussion

The following people at your centre will explain the assessment and recording process and help you achieve your unit(s).

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

The Internal Quality Assurer (IQA)

The IQA maintains the quality of assessment within the centre.

The External Quality Assurer (EQA)

The EQA works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

6 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.

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

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

Overall unit sign-off

You can use this form to log your achievement of the units for the whole qualification including completion of assignments and online assessment

On-site assessment plan/feedback

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

On-site observation report

Your assessor will complete during observation. You will both sign this as a true record.

Professional discussion supplementary evidence sheet

To be completed by you, your work-based recorder or another witness to evidence meeting assessment criteria that could not be signed off during direct observation with your assessor.

Oral questioning supplementary evidence sheet

Your assessor will use this form to log any additional questions and answers asked during observation or to mop up any missing evidence.

Photographic supplementary evidence

Use this form to include a photo and brief description of the task being carried out.

Work-based recorder details

To be completed by your work-based recorders to confirm occupational competence.

Assessor briefing and report continuation sheet

Additional space for your assessor to make notes

Signature sheet

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

Units

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

Please photocopy these forms as many times as required to log the evidence.

6.1 Candidate job profile



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

Candidate name:	
Place of work:	
Assessor:	

Outline of job role:

Previous roles and responsibilities relevant to the qualification:

Previous qualification and training relevant to the qualification

Qualification/Training	Where achieved	Date achieved	Grade

6.2 Units

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (External Wall Insulation – Boarder) (5931-12)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215, however completion of these units will not contribute to the overall achievement of this qualification.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
216	Installing external wall insulation in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Cavity Wall Insulation) (5931-13)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215, however completion of these units will not contribute to the overall achievement of this qualification.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
217	Installing cavity wall insulation in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Cold Roof Insulation) (5931-14)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 & 215, however completion of these units will not contribute to the overall achievement of this qualification.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
218	Installing insulation to cold roofs in the workplace	2
Elective Unit		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Draughtproofing) (5931-15)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215, however the credits from this unit will not contribute to the overall achievement of this qualification.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
219	Installing draught-proofing to openings in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Internal Insulation) (5931-16)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215, however completion of these units will not contribute to the overall achievement of this qualification.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
220	Installing internal insulation to walls in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Insulate Framed Sections of Buildings) (5931-17)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215, however completion of these units will not contribute to the overall achievement of this qualification.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
221	Installing insulation to framed sections of buildings in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (External Wall Insulation – Finisher) (5931-18)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215, however completion of these units will not contribute to the overall achievement of this qualification.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
222	Applying surface finishes to external wall insulation in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Warm Roof Insulation) (5931-19)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215, however completion of these units will not contribute to the overall achievement of this qualification.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
223	Installing insulation to warm roofs in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Floor Insulation) (5931-20)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215, however completion of these units will not contribute to the overall achievement of this qualification.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
224	Installing insulation to floors in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Diploma in Insulation and Building Treatments (Construction) (Wood Preserving and Damp-proofing) (5931-21)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215. The credits from this unit will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
225	Preparing structures for treatment in the workplace	2
226	Applying preservation treatment in the workplace	2
227	Reinstating the structure after building treatments in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Diploma in Insulation and Building Treatments (Construction) (Wall Tie Replacement) (5931-22)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215. The credits from this unit will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
225	Preparing structures for treatment in the workplace	2
227	Reinstating the structure after building treatments in the workplace	2
228	Installing wall ties in existing structures in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Diploma in Insulation and Building Treatments (Construction) (External Wall Insulation – Boarder/Finisher) (5931-23)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215. The credits from this unit will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
216	Installing external wall insulation in the workplace	2
222	Applying surface finishes to external wall insulation in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

To achieve the **City & Guilds Level 2 NVQ Diploma in Insulation and Building Treatments (Construction) (Cold/Warm Roof insulation) (5931-24)** learners must achieve all the mandatory units listed below.

Learners can also undertake the elective Unit 210 and 215. The credits from this unit will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
101	Conforming to general health, safety and welfare in the workplace	1
201	Conforming to productive working practices in the workplace	2
202	Moving, handling and storing resources in the workplace	2
218	Installing insulation to cold roofs in the workplace	2
223	Installing insulation to warm roofs in the workplace	2
Elective		
210	Erecting and dismantling access/working platforms in the workplace	2
215	Applying finishing plaster to prepared surfaces in the workplace	2

6.3 Skill scan/initial assessment

Pathway title: _____ Qualification No: **5931**

Candidate name: _____

Unit	Duties	Examples	Training Required	
101	Conforming to general health, safety and welfare in the workplace			
1	Comply with all workplace health, safety and welfare legislation requirements.			
2	Recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures.			
3	Comply with organisational policies and procedures to contribute to health, safety and welfare.			
4	Work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area.			
5	Comply with and support all organisational security arrangements and approved procedures.			
201	Conforming to productive working practices in the workplace			
1	Communicate with others to establish productive work practices.			
2	Follow organisational procedures to plan the sequence of work.			

3	Maintain relevant records in accordance with the organisational procedures.			
4	Maintain good working relationships when conforming to productive working practices.			
202	Moving, handling and storing resources in the workplace			
1	Comply with given information when moving, handling and/or storing resources.			
2	Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources.			
3	Maintain safe working practices when moving, handling and/or storing resources.			
4	Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources.			
5	Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources.			
6	Complete the work within the allocated time when moving, handling and/or storing resources.			
7	Comply with the given occupational resource information to move, handle and/or store resources to the required guidance.			
210	Erecting and dismantling access/working platforms in the workplace			
1	Interpret the given information relating to the work and resources when erecting and dismantling access/working platforms.			

2	Know how to comply with relevant legislation and official guidance when erecting and dismantling access/working platforms.			
3	Maintain safe and healthy working practices when erecting and dismantling access/working platforms.			
4	Select the required quantity and quality of resources for the methods of work to erect and dismantle access/working platforms.			
5	Minimise the risk of damage to the work and surrounding area when erecting and dismantling access/working platforms.			
6	Complete the work within the allocated time when erecting and dismantling access/working platforms.			
7	Comply with the given contract information to erect and dismantle access/working platforms to the required specification.			
215	Applying finishing plaster to prepared surfaces in the workplace			
1	Interpret the given information relating to the work and resources when applying finishing plaster to prepared surfaces.			
2	Know how to comply with relevant legislation and official guidance when applying finishing plaster to prepared surfaces.			
3	Maintain safe and healthy working practices when applying finishing plaster to prepared surfaces.			
4	Select the required quantity and quality of resources for the methods of work to apply finishing plaster to prepared surfaces.			

5	Minimise the risk of damage to the work and surrounding area when applying finishing plaster to prepared surfaces.			
6	Complete the work within the allocated time when applying finishing plaster to prepared surfaces.			
7	Comply with the given contract information to apply finishing plaster to prepared surfaces to the required specification.			
216	Installing external wall insulation in the workplace			
1	Interpret the given information relating to the work and resources when installing external wall insulation.			
2	Know how to comply with relevant legislation and official guidance when installing external wall insulation.			
3	Maintain safe and healthy working practices when installing external wall insulation.			
4	Select the required quantity and quality of resources for the methods of work to install external wall insulation.			
5	Minimise the risk of damage to the work and surrounding area when installing external wall insulation.			
6	Complete the work within the allocated time when installing external wall insulation.			
7	Comply with the given contract information to install external wall insulation.			

217	Installing cavity barriers to floors and ceilings in the workplace			
1	Interpret the given information relating to the work and resources when installing cavity wall insulation.			
2	Know how to comply with relevant legislation and official guidance when installing cavity wall insulation.			
3	Maintain safe and healthy working practices when installing cavity wall insulation.			
4	Select the required quantity and quality of resources for the methods of work to install cavity wall insulation.			
5	Minimise the risk of damage to the work and surrounding area when installing cavity wall insulation.			
6	Complete the work within the allocated time when installing cavity wall insulation.			
7	Comply with the given contract information to install cavity wall insulation to the required specification.			
218	Installing insulation to cold roofs in the workplace			
1	Interpret the given information relating to the work and resources when installing insulation to cold roofs.			
2	Know how to comply with relevant legislation and official guidance when installing insulation to cold roofs.			
3	Maintain safe and healthy working practices when installing insulation to cold roofs.			

4	Select the required quantity and quality of resources for the methods of work to install insulation to cold roofs.			
5	Minimise the risk of damage to the work and surrounding area when installing insulation to cold roofs.			
6	Complete the work within the allocated time when installing insulation to cold roofs.			
7	Comply with the given contract information to install insulation to cold roofs to the required specification.			
219	Installing draught-proofing to openings in the workplace			
1	Interpret the given information relating to the work and resources when installing draught-proofing to openings.			
2	Know how to comply with relevant legislation and official guidance when installing draught-proofing to openings.			
3	Maintain safe and healthy working practices when installing draught-proofing to openings.			
4	Select the required quantity and quality of resources for the methods of work to install draught-proofing to openings.			
5	Minimise the risk of damage to the work and surrounding area when installing draught-proofing to openings.			
6	Complete the work within the allocated time when installing draught-proofing to openings.			
7	Comply with the given contract information to install draught-proofing to openings to the required specification.			

220	Installing internal insulation to walls in the workplace			
1	Interpret the given information relating to the work and resources when installing internal insulation to walls.			
2	Know how to comply with relevant legislation and official guidance when installing internal insulation to walls.			
3	Maintain safe and healthy working practices when installing internal insulation to walls.			
4	Select the required quantity and quality of resources for the methods of work to install internal insulation to walls.			
5	Minimise the risk of damage to the work and surrounding area when installing internal insulation to walls.			
6	Complete the work within the allocated time when installing internal insulation to walls.			
7	Comply with the given contract information to install internal insulation to walls to the required specification.			
221	Installing insulation to framed sections of buildings in the workplace			
1	Interpret the given information relating to the work and resources when installing insulation to framed sections of buildings.			
2	Know how to comply with relevant legislation and official guidance when installing insulation to framed sections of buildings.			

3	Maintain safe and healthy working practices when installing insulation to framed sections of buildings.			
4	Select the required quantity and quality of resources for the methods of work to install insulation to framed sections of buildings.			
5	Minimise the risk of damage to the work and surrounding area when installing insulation to framed sections of buildings.			
6	Complete the work within the allocated time when installing insulation to framed sections of buildings.			
7	Comply with the given contract information to install insulation to framed sections of buildings to the required specification			
222	Applying surface finishes to external wall insulation in the workplace			
1	Interpret the given information relating to the work and resources when applying surface finishes to external wall insulation.			
2	Know how to comply with relevant legislation and official guidance when applying surface finishes to external wall insulation.			
3	Maintain safe and healthy working practices when applying surface finishes to external wall insulation.			
4	Select the required quantity and quality of resources for the methods of work to apply surface finishes to external wall insulation.			
5	Minimise the risk of damage to the work and surrounding area when applying surface finishes to external wall insulation.			

6	Complete the work within the allocated time when applying surface finishes to external wall insulation.			
7	Comply with the given contract information to apply surface finishes to external wall insulation to the required specification.			
223	Installing insulation to warm roofs in the workplace			
1	Interpret the given information relating to the work and resources when installing insulation to warm roofs in the workplace			
2	Know how to comply with relevant legislation and official guidance when installing insulation to warm roofs.			
3	Maintain safe and healthy working practices when installing insulation to warm roofs.			
4	Select the required quantity and quality of resources for the methods of work to install insulation to warm roofs.			
5	Minimise the risk of damage to the work and surrounding area when installing insulation to warm roofs.			
6	Complete the work within the allocated time when installing insulation to warm roofs.			
7	Comply with the given contract information to install insulation to warm roofs to the required specification.			
224	Installing insulation to floors in the workplace			
1	Interpret the given information relating to the work and resources when installing insulation to floors.			

2	Know how to comply with relevant legislation and official guidance when installing insulation to floors.			
3	Maintain safe working practices when installing insulation to floors.			
4	Select the required quantity and quality of resources for the methods of work to install insulation to floors.			
5	Minimise the risk of damage to the work and surrounding area when installing insulation to floors.			
6	Complete the work within the allocated time when installing insulation to floors.			
7	Comply with the given contract information to install insulation to floors to the required specification.			
225	Preparing structures for treatment in the workplace			
1	Interpret the given information relating to the work and resources when preparing structures for treatment.			
2	Know how to comply with relevant legislation and official guidance when preparing structures for treatment.			
3	Maintain safe working practices when preparing structures for treatment.			
4	Select the required quantity and quality of resources for the methods of work to prepare structures for treatment.			
5	Minimise the risk of damage to the work and surrounding area when preparing structures for treatment.			
6	Complete the work within the allocated time when preparing structures for treatment.			

7	Comply with the given contract information to prepare structures for treatment to the required specification.			
226	Applying preservation treatment in the workplace			
1	Interpret the given information relating to the work and resources when applying preservation treatment.			
2	Know how to comply with relevant legislation and official guidance when applying preservation treatment.			
3	Maintain safe working practices when applying preservation treatment..			
4	Select the required quantity and quality of resources for the methods of work to apply preservation treatment.			
5	Minimise the risk of damage to the work and surrounding area when applying preservation treatment.			
6	Complete the work within the allocated time when applying preservation treatment.			
7	Comply with the given contract information to apply preservation treatment to the required specification.			
227	Reinstating the structure after building treatments in the workplace			
1	Interpret the given information relating to the work and resources when reinstating the structure after building treatments.			
2	Know how to comply with relevant legislation and official guidance when reinstating the structure after building treatments.			

3	Maintain safe working practices when reinstating the structure after building treatments.			
4	Select the required quantity and quality of resources for the methods of work to reinstate the structure after building treatments.			
5	Minimise the risk of damage to the work and surrounding area when reinstating the structure after building treatments.			
6	Complete the work within the allocated time when reinstating the structure after building treatments.			
7	Comply with the given contract information to reinstate the structure after building treatments to the required specification.			
228	Installing wall ties in existing structures in the workplace			
1	Interpret the given information relating to the work and resources when installing wall ties in existing structures.			
2	Know how to comply with relevant legislation and official guidance when installing wall ties in existing structures.			
3	Maintain safe working practices installing wall ties in existing structures.			
4	Select the required quantity and quality of resources for the methods of work to install wall ties in existing structures.			
5	Minimise the risk of damage to the work and surrounding area when installing wall ties in existing structures.			
6	Complete the work within the allocated time when installing wall ties in existing structures.			

7 Comply with the given contract information to install wall ties in existing structures to the required specification.

6.4 Tracking documents



To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (External Wall Insulation – Boarder) (5931-12)**, learners must achieve all the mandatory units listed below.

Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification.

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
216	Installing external wall insulation in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Cavity Wall Insulation) (5931-13)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
217	Installing cavity wall insulation in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Cold Roof Insulation) (5931-14)** learners must achieve all the mandatory units listed below. Learners can also undertake the elective Unit 210 & 215, however completion of these units will not contribute to the overall achievement of this qualification.

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
218	Installing insulation to cold roofs in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Draughtproofing) (5931-15)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification.

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
219	Installing draught-proofing to openings in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Internal Insulation) (5931-16)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification.

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
220	Installing internal insulation to walls in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Insulate Framed Sections of Buildings) (5931-17)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification.

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
221	Installing insulation to framed sections of buildings in the workplace.		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (External Wall Insulation - Finisher) (5931-18)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification.

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
222	Applying surface finishes to external wall insulation in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Warm Roof Insulation) (5931-19)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification.

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
223	Installing insulation to warm roofs in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 Level 2 NVQ Certificate in Insulation and Building Treatments (Construction) (Floor Insulation) (5931-20)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification.

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
224	Installing insulation to floors in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 Level 2 NVQ Diploma in Insulation and Building Treatments (Construction) (Wood Preserving and Damp-proofing) (5931-21)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification.

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
225	Preparing structures for treatment in the workplace		
226	Applying preservation treatment in the workplace		
227	Reinstating the structure after building treatments in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 Level 2 NVQ Diploma in Insulation and Building Treatments (Construction) (Wall Tie Replacement) (5931-22)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
225	Preparing structures for treatment in the workplace		
227	Reinstating the structure after building treatments in the workplace		
228	Installing wall ties in existing structures in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

To achieve the **City & Guilds Level 2 Level 2 NVQ Diploma in Insulation and Building Treatments (Construction) (External Wall Insulation – Boarder/Finisher) (5931-23)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
216	Installing external wall insulation in the workplace		
222	Applying surface finishes to external wall insulation in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		

215	Applying finishing plaster to prepared surfaces in the workplace		
-----	------------------------------------------------------------------	--	--

To achieve the **City & Guilds Level 2 Level 2 NVQ Diploma in Insulation and Building Treatments (Construction) (Cold/Warm Roof Insulation) (5931-24)**, the learner must achieve all the mandatory units listed below. Learners can also undertake the elective units 210 and 215, however completion of these units will not contribute towards the achievement of this qualification

City & Guilds unit no.	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
101	Conforming to general health, safety and welfare in the workplace		
201	Conforming to productive working practices in the workplace		
202	Moving, handling and storing resources in the workplace		
218	Installing insulation to cold roofs in the workplace		
223	Installing insulation to warm roofs in the workplace		
Elective			
210	Erecting and dismantling access/working platforms in the workplace		
215	Applying finishing plaster to prepared surfaces in the workplace		

6.5 On site assessment plan/feedback



Portfolio evidence reference:	
--------------------------------------	--

Candidate name:		Date:	
------------------------	--	--------------	--

<u>Candidate prepared for assessment</u>	<u>Yes / No</u>	<u>Candidate requires support</u>	<u>Yes / No</u>
Candidate briefed on appeals procedure	Yes / No	Support required	Yes / No

Assessment location/address and postcode:

Type of work to be carried out:

Assessor feedback:
(Use Assessor continuation sheet if required)

Forward Planning:

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

6.6 On site observation report



Portfolio evidence reference:	
--------------------------------------	--

Candidate name:		Date:	
------------------------	--	--------------	--

Candidate prepared for assessment	Yes / No	Candidate requires support	Yes / No
Candidate briefed on appeals procedure	Yes / No	Support required	Yes / No

Assessment location/address and postcode:

Learning outcome reference

Assessor observation:
(Use Assessor continuation sheet if required)

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

6.7 Professional discussion supplementary evidence sheet



Unit number:		Portfolio evidence reference:	
Candidate name:		Date:	

Completed by: (please tick)

Candidate:

Work-based Recorder

Witness

Learning outcome reference

Written evidence:

Reading taken (e.g. flow rates, pressure, temperature):

Candidate signature:	Date:	
Assessor/Work-Based Recorder name:	Date:	
Assessor/Work-Based Recorder signature:	Date:	
IQA name:	IQA signature:	Date:

Unit number:		Portfolio evidence reference:	
Candidate name:		Date:	

Assessor question:	Candidate answer:
Assessor feedback:	

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

6.9 Photographic supplementary evidence

Unit number:		Portfolio evidence reference:	
Candidate name:		Date:	

Brief description of task being carried out in the photograph (to be completed by the candidate):

(Attach photo in this box)

Where the photograph was taken:

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

6.10 Work-based recorder/expert witness details



If a work-based recorder/expert witness is to be used to confirm your competence in the workplace (system to be agreed by assessor) then to meet the requirements of the construction industry qualification assessment strategy (as agreed by the key industry bodies) he/she must be occupationally competent, endorsed by the employer the IQA or the assessor. The designated work-based recorder should ordinarily be your immediate work supervisor. It is recognised that over the lifetime of the qualification you may be allocated more than one work-based recorder. The requirements detailed below therefore **must** be completed by each work-based recorder allocated to you.

I confirm I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-Based Recorder name:	
Work-Based Recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-Based Recorder name:	
Work-Based Recorder signature:	Date:

I confirm that I am suitably experienced or qualified in line with the industry requirements for work-based recorders detailed above. I acknowledge that I will only counter sign documentation requested by the candidate where to my knowledge only the candidate has completed the work and on the understanding that the work has been carried out to a commercially acceptable standard.

Work-Based Recorder name:	
Work-Based Recorder signature:	Date:

- 6.11 Assessor continuation sheet
- On site assessment plan/feedback
- On site observation



Portfolio evidence reference:	
--------------------------------------	--

Candidate name:		Date:	
------------------------	--	--------------	--

Candidate signature:		Date:
Assessor name:	Assessor signature:	Date:
IQA name:	IQA signature:	Date:

6.12 Signature sheet



Candidate name:		Date:	
------------------------	--	--------------	--

Anyone who witnesses and signs a piece of the candidate's evidence must provide a specimen signature in the table below

Witnesses relationship to candidate e.g. supervisor, customer, lecturer, assessor	Name	Signature	Date

Unit 101

Conforming to general health, safety and welfare in the workplace

Level: 1

Unit aim:

The aim of this unit is to provide you with an awareness of:

- current statutory requirements and official guidance
- responsibilities, to self and others, relating to workplace health, safety and welfare
- personal behaviour and security in the workplace

*PER – Portfolio evidence reference SO – Site observation OQ – Oral question WQ – Written question WT – Witness testimony
PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Comply with all workplace health, safety and welfare legislation requirements.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 comply with information from workplace inductions and any health, safety and welfare briefings attended relevant to the occupational area							
1.2 use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements							
1.3 comply with:							
a. statutory requirements							
b. safety notices and warning notices displayed within the workplace and/or on equipment							

1.4	state why and when health and safety control equipment, identified by the principles of protection, should be used relating to types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to:							
	a. collective protective measures							
	b. Personal Protective Equipment (PPE)							
	c. Respiratory Protective Equipment (RPE)							
	d. Local Exhaust Ventilation (LEV)							
1.5	state how the health and safety control equipment relevant to the work should be used in accordance with the given instructions							
1.6	state which types of:							
	a. health, safety and welfare legislation							
	b. notices and warning signs							
	are relevant to the occupational area and associated equipment							
1.7	state why:							
	a. health, safety and welfare legislation							
	b. notices and warning signs							
	are relevant to the occupational area							
1.8	state how to comply with control measures that have been identified by risk assessments and safe systems of work.							

2. Recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 report any hazards created by changing circumstances within the workplace in accordance with organisational procedures							
2.2 list typical hazards associated with the work environment and occupational area in relation to:							
a. resources							
b. substances							
c. asbestos							
d. equipment							
e. obstructions							
f. storage							
g. services							
h. work activities							
2.3 list the current Health and Safety Executive top ten safety risks							
2.4 list the current Health and Safety Executive top five health risks							
2.5 state how changing circumstances within the workplace could cause hazards							
2.6 state the methods used for reporting changed circumstances, hazards and incidents in the workplace.							

3. Comply with organisational policies and procedures to contribute to health, safety and welfare.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
3.1	interpret and comply with given instructions to maintain safe systems of work and quality working practices													
3.2	contribute to discussions by offering/providing feedback relating to health, safety and welfare													
3.3	contribute to the maintenance of workplace welfare facilities in accordance with workplace welfare procedures													
3.4	safely store health and safety control equipment in accordance with given instructions													
3.5	dispose of waste and/or consumable items in accordance with legislation													
3.6	state the organisational policies and procedures for health, safety and welfare, in relation to:													
	a. dealing with accidents and emergencies associated with the work and environment													
	b. methods of receiving or sourcing information													
	c. reporting													
	d. stopping work													
	e. evacuation													
	f. fire risks and safe exit procedures													
	g. consultation and feedback													
3.7	state the appropriate types of fire extinguishers relevant to the work													
3.8	state how and when the different types of fire extinguishers are used in accordance with legislation and official guidance.													

4. Work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 demonstrate behaviour which shows personal responsibility for general workplace health, safety and welfare							
4.2 state how personal behaviour demonstrates responsibility for general workplace health, safety and welfare, in relation to:							
a. recognising when to stop work in the face of serious and imminent danger to self and/or others							
b. contributing to discussions and providing feedback							
c. reporting changed circumstances and incidents in the workplace							
d. complying with the environmental requirements of the workplace							
4.3 give examples of how the behaviour and actions of individuals could affect others within the workplace.							

5. Comply with and support all organisational security arrangements and approved procedures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 provide appropriate support for security arrangements in accordance with approved procedures:							
a. during the working day							
b. on completion of the day's work							
c. for unauthorised personnel (other operatives and the general public)							
d. for theft							
5.2 state how security arrangements are implemented in relation to:							
a. the workplace							
b. the general public							
c. site personnel							
d. resources.							

Unit 101

Conforming to general health, safety and welfare in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 201

Conforming to productive working practices in the workplace

Level: 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- productive communication with line management, colleagues and customers
- interpreting information
- planning and carrying out productive work practices
- working with others or as an individual

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Communicate with others to establish productive work practices.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively							
1.2 describe the different methods of communicating with:							
a. line management							
e. colleagues							
b. customers							
1.3 describe how to use different methods of communication to ensure that the work carried out is productive.							
2. Follow organisational procedures to plan the sequence of work.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 interpret relevant information from organisational procedures in order to plan the sequence of work							
2.2 plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively							

2.3	describe how organisational procedures are applied to ensure work is planned and carried out productively, in relation to:							
	a. using resources for own and others' work requirements							
	b. allocating appropriate work to employees							
	c. organising the work sequence							
	d. reducing carbon emissions							
2.4	describe how to contribute to zero/low carbon work outcomes within the built environment.							

3. Maintain relevant records in accordance with the organisational procedures.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
3.1	complete relevant documentation according to the occupation as required by the organisation							
3.2	describe how to complete and maintain documentation in accordance with organisational procedures, in relation to:							
	a. job cards							
	b. worksheets							
	c. material/resource lists							
	d. time sheets							
3.3	explain the reasons for ensuring documentation is completed clearly and within given timescales.							

4. Maintain good working relationships when conforming to productive working practices.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
4.1	carry out work productively, to the agreed specification, in conjunction with line management, colleagues, customers and/or other relevant people involved in the work to maintain good working relationships													
4.2	apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others													
4.3	describe how to maintain good working relationships, in relation to:													
	a. individuals													
	b. customer and operative													
	c. operative and line management													
	d. own and other occupations													
4.4	describe why it is important to work effectively with:													
	a. line management													
	b. colleagues													
	c. customers													
4.5	describe how working relationships could have an effect on productive working													
4.6	describe how to apply principles of equality and diversity when communicating and working with others.													

Unit 201

Conforming to productive working practices in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 202

Level 2

Moving, handling and storing resources in the workplace

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting aids or equipment to move, handle or store occupational resources
- moving, handling and storing occupational resources to maintain useful condition

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony

PS – Product supplementary

PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Comply with given information when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret the given information relating to moving, handling and/or storing resources, relevant to the given occupation							
1.2 interpret the given information relating to the use and storage of lifting aids and equipment							
1.3 describe the different types of technical, product and regulatory information, their source and how they are interpreted							
1.4 state the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							
1.5 describe how to obtain information relating to using and storing lifting aids and equipment							

2. Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities under current legislation and official guidance whilst working:							
a. in the workplace							
b. in confined spaces							

c. below ground level							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							
2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
a. site							
b. workplace							
c. company							
d. operative							
2.3 explain what the accident reporting procedures are and who is responsible for making the reports							
2.4 state the appropriate types of fire extinguishers relevant to the work							
2.5 describe how and when the different types of fire extinguishers, relevant to the given occupation, are used in accordance with legislation and official guidance.							

3. Maintain safe working practices when moving, handling and/or storing resources							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements when moving, handling and/or storing resources							
3.2 use lifting aids safely as appropriate to the work							
3.3 protect the environment in accordance with safe working practices as appropriate to the work							
3.4 explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to moving, handling and/or storing resources, and the types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to:							
a. collective protective measures							
b. personal protective equipment (PPE)							
c. respiratory protective equipment (RPE)							
d. local exhaust ventilation (LEV)							
3.5 describe how the health and safety control equipment relevant to the work should be used in accordance with the given instructions							
3.6 state how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
a. fires							
b. spillages							
c. injuries							
d. other task-related hazards							

4. Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 select the relevant resources to be moved, handled and/or stored, associated with own work							
4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the occupational resources in relation to:							
a. lifting and handling aids							
b. container(s)							
c. fixing, holding and securing systems							
4.3 describe how the resources should be handled and how any problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							

5. Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect occupational resources and their surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2 dispose of waste and packaging in accordance with legislation							
5.3 maintain a clean work space when moving, handling or storing resources							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when moving, handling and/or storing resources							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme							

7. Comply with the given occupational resource information to move, handle and/or store resources to the required guidance							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when moving, handling and/or storing occupational resources:							
a. moving							
b. positioning							
c. storing							
d. securing and/or using lifting aids							
e. kinetic lifting techniques							
7.2 move, handle and/or store occupational resources to meet product information and organisational requirements relating to three of the following:							
a. sheet material							
b. loose material							
c. bagged or wrapped material							
d. fragile material							
e. tools and equipment							
f. components							
g. liquids							
7.3 describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them when moving, handling and/or storing occupational resources							
7.4 describe the needs of other occupations when moving, handling and/or storing resources							

Unit 202

Moving, handling and storing resources in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 210

Erecting and dismantling access/working platforms in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- erecting and dismantling access/working platforms

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony

PS – Product supplementary

PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing suspended ceiling systems							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. specifications							
b. method statements							
c. risk assessments							
d. manufacturers' information							
1.2 comply with information and/or instructions derived from risk assessments and method statement							

1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							
1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. specifications							
b. current legislation							
c. method statements							
d. risk assessments							
e. manufacturers' information							

2. Know how to comply with relevant legislation and official guidance when erecting and dismantling access/working platforms.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities under current legislation and official guidance whilst working:							
a. in the workplace							
b. at height							
c. in confined areas							
d. with tools and equipment							
e. with materials and substances							
f. with movement/storage of materials							
g. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
a. site							
b. workplace							
c. company							
d. operative							
2.3 State what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe working practices when erecting and dismantling access/working platforms.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use personal protective equipment (PPE) and access equipment safely to carry out the activity in accordance with legislation and organisational requirements when erecting and dismantling access/working platforms.							
3.2 explain why, when and how personal protective equipment (PPE) should be used, relating to erecting and dismantling access/working platforms, and the types, purpose and limitations of each type.							
3.3 state how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
a. fires							
b. spillages							
c. injuries							
d. other task-related hazards.							

4. Select the required quantity and quality of resources for the methods of work to erect and dismantle access/working platforms.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 describe the characteristics, quality, uses, limitations and defects associated with the resources in relation to:							
a. ladders/crawler boards							
b. stepladders/platform steps							
c. trestles							
d. proprietary staging/podiums							
e. proprietary towers							
f. mobile scaffold towers							
g. protection equipment and notices							
h. tools and ancillary equipment.							
4.2 select resources associated with own work in relation to materials, components, tools and equipment.							
4.3 state how the resources should be used correctly, how problems associated with the resources are reported and how the organisational procedures are used.							
4.4 describe how to calculate quantity of equipment required associated with the method/procedure to erect and dismantle access equipment/working platforms.							

5. Minimise the risk of damage to the work and surrounding area when erecting and dismantling access/working platforms.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage							
5.2 minimise damage and maintain a clean work space.							
5.3 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.4 dispose of waste in accordance with legislation							
5.5 state why the disposal of waste should be carried out in relation to the work							

6. Complete the work within the allocated time when erecting and dismantling access/working platforms.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. organisational procedures for reporting circumstances which will affect the work programme							

7. Comply with the given contract information to erect and dismantle access/ working platforms to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when erecting and dismantling access/working platforms:							
a. moving							
b. positioning/erecting							
c. securing							
d. checking							
e. dismantling							
f. removing							
7.2 erect, dismantle and store two of the following access equipment to given access regulations:							
a. ladders/crawler boards							
b. stepladders/platform steps							
c. proprietary towers							
d. trestle platforms							
e. mobile scaffold towers							
f. proprietary staging/podiums.							
7.3 describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
a. provide protection to the work area							
b. establish a base for equipment							
c. erect proprietary access equipment to manufacturer's instructions suitable for the work							
d. erect non-proprietary access equipment suitable for the work							
e. place protective screens and notices							
f. check/monitor equipment during the period of use							
g. dismantle and store access equipment							

h. use tools and equipment							
i. work at height.							
7.4 safely use and store materials, hand tools and ancillary equipment.							
7.5 state the needs of other occupations and how to communicate within a team when erecting and dismantling access/working platforms.							
7.6 describe how to maintain the tools and equipment used when erecting and dismantling access/working platforms.							

Unit 210

Erecting and dismantling access/working platforms in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 215
Level 2

Applying finishing plaster to prepared surfaces in the workplace

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- preparing for and applying finishing plaster to prepared surfaces

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when applying finishing plaster to prepared surfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract relevant information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information							
1.2 comply with information and/or instructions derived from risk assessments and method statements.							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented.							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information							
g. current regulations governing buildings.							
2. Know how to comply with relevant legislation and official guidance when applying finishing plaster to prepared surfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
a. site							
b. workplace							
c. company							
d. operative							
2.3 explain what the accident reporting procedures are and who is responsible for making reports							

3. Maintain safe and healthy working practices when applying finishing plaster to background prepared surfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when applying finishing plaster to prepared surfaces							
3.2 demonstrate compliance with given information and relevant legislation when applying finishing plaster to prepared surfaces in relation to the following:							
a. safe use of access equipment and work platforms							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to applying finishing plaster to prepared surfaces, and the types, purpose and limitations of each type, the work situation and general work environment in relation to:							
	a. collective protective measures							
	b. local exhaust ventilation (LEV)							
	c. personal protective equipment (PPE)							
	d. respiratory protective equipment (RPE).							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions.							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to apply finishing plaster to prepared surfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 select resources associated with own work in relation to:							
a. materials							
b. components							
c. tools							
d. ancillary equipment							
4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
a. plaster							
b. clean water							
c. hand tools, portable power tools and equipment							

4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							
4.6 describe how to measure:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to apply finishing plaster to prepared surfaces.							

5. Minimise the risk of damage to the work and surrounding area when applying finishing plaster to prepared surfaces							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2 minimise damage and maintain a clean work space.							
5.3 dispose of waste in accordance with current legislation							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							

5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when applying finishing plaster to prepared surfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time.							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to: organisational procedures for reporting circumstances which will affect the work programme							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme							

7. Comply with the given contract information to apply finishing plaster to prepared surfaces to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when applying finishing plaster to prepared surfaces:							
a. checking							
b. applying							
c. finishing							
7.2 use and maintain hand tools, portable power tools and ancillary equipment							
7.3 check surface, mix and apply finishing plasters to two of the following to given working instructions:							
a. Pre-plastered surfaces							
b. Plasterboard							

c. Finished concrete								
7.4	describe how to apply safe, healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. mix plasters							
	b. check surface preparation							
	c. apply finishing plasters to vertical and horizontal surfaces (pre-plastered, plasterboard and finished concrete)							
	d. recognise and determine when specialist skills and knowledge are required and report accordingly							
	e. understand specific requirements for structures of special interest, traditional build (pre 1919) and historical significance							
	f. use hand tools, portable power tools and ancillary equipment							
	g. work at height							
	h. use access equipment/working platforms							
7.5	describe the needs of other occupations in the proximity of the working area and how to communicate effectively within a team when applying finishing plaster to prepared surfaces							
7.6	describe how to maintain the tools and equipment used when applying finishing plaster to prepared surfaces.							

Unit 215

Applying finishing plaster to prepared surfaces in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 216 Installing external wall insulation in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- preparing for and installing external wall insulation

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing external wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information							
g. data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							

1.3	describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							
1.4	describe different types of information, their source and how they are interpreted in relation to:							
	a. drawings							
	b. specifications							
	c. schedules							
	d. method statements							
	e. risk assessments							
	f. manufacturers' information and data sheets							
	g. current regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when installing external wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							
2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
a. site							
b. workplace							
c. vehicles							
d. company							
e. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing external wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing external wall insulation							
3.2 demonstrate compliance with given information and relevant legislation when installing external wall insulation in relation to the following:							
a. safe use of access equipment and work platforms							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							
3.3 explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to installing external wall insulation, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:							
a. collective protective measures							
b. personal protective equipment (PPE)							
c. respiratory protective equipment (RPE)							
d. local exhaust ventilation (LEV)							
3.4 describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5 describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
a. fires							
b. spillages							
c. injuries							
d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to install external wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 select resources associated with own work in relation to:							
a. materials							
b. components							
c. fixings							
d. tools							
e. equipment							
4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. insulation materials							
h. tracks							
i. adhesives							
j. sealants							
k. mechanical fixing components							

l. pre-formed trims							
m. tracks and shims							
n. beads							
o. joints							
p. cills							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources.							
4.5 describe any potential hazards associated with the resources and methods of work							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to install external wall insulation							

5. Minimise the risk of damage to the work and surrounding area when installing external wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.							
5.2 maintain a clean work space							
5.3 dispose of waste in accordance with current legislation							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information and data sheets							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when installing external wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme							

7. Comply with the given contract information to install external wall insulation to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing external wall insulation:							
a. removing							
b. measuring							
c. marking out							
d. fitting							
e. filling							
f. finishing							
g. positioning							
h. securing							
7.2 use and maintain hand tools, portable power tools and ancillary equipment.							
7.3 prepare and install external wall insulation to given working instructions, relating to one of the following:							
a. pre-finished insulation systems/methods							
b. non-finished insulation systems/methods							
7.4 carry out pre and post installation checks							
7.5 describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
a. carry out external and internal pre-installation checks: level, plumb, structural integrity, dampness, vents, services (gas, electric, water, media cables)							
b. recognise the procedures to check flues and combustion air ventilation							
c. understand the implications of existing guarantees and warranties							
d. confirm condition of substrate for installation							
e. remove existing defective surface finishes							
f. install pre-finished or non-finished insulation systems/methods to all surface areas including door and window reveals							

g. minimise the effects of thermal bridging							
h. make good existing surface finishes							
i. reinstate ancillary wall fixtures (downpipes, fences, handrails)							
j. provide temporary protective covers to work areas							
k. apply treatments to existing walls							
l. cut and fix pre-formed trims							
m. cut and fix mounting blocks							
n. cut, line, level, drill and fix tracks, beads, shims, joints, cills							
o. complete post installation checks: compliance with specifications, water penetration, anchorage/fixing, vents, services (gas, electric, water, media cables)							
p. install vapour control barriers/airtightness layers where appropriate							
q. recognise when specialist skills and knowledge are required and report accordingly							
r. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance							
s. use hand tools, portable power tools and equipment							
t. working at height							
u. use access equipment and work platforms.							
7.6 describe the needs of other occupations and how to communicate effectively within a team when installing external wall insulation							
7.7 describe how to maintain the tools and equipment used when installing external wall insulation.							

Unit 216 Installing external wall insulation in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 217

Installing cavity wall insulation in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- preparing for and installing cavity wall insulation

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony

PS – Product supplementary

PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing cavity wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information							
g. data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							

1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							
1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current guidance/regulations associated with installing cavity wall insulation.							

2. Know how to comply with relevant legislation and official guidance when installing cavity wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							
2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
a. site							
b. workplace							
c. company							
d. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing cavity wall insulation														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
3.1	use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing cavity wall insulation.													
3.2	demonstrate compliance with given information and relevant legislation when installing cavity wall insulation in relation to the following:													
	a. safe use of access equipment and work platforms													
	b. safe use, storage and handling of materials, tools and equipment													
	c. operative maintenance of installation equipment													
	d. specific risks to health.													
3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to installing cavity wall insulation, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:													
	a. collective protective measures													
	b. personal protective equipment (PPE)													
	c. respiratory protective equipment (RPE)													
	d. local exhaust ventilation (LEV).													
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions													
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:													
	a. fires													
	b. spillages													
	c. injuries													
	d. other task-related activities													

4. Select the required quantity and quality of resources for the methods of work to install cavity wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 select resources associated with own work in relation to:							
a. materials							
b. components							
c. fixings							
d. tools							
e. equipment							
4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. protective sheeting							
h. warning signs							
i. temporary barriers							
j. airway sleeves							
k. cavity barriers							
l. mortar mix							
m. insulation							
n. hand tools, portable power tools and equipment							

4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources.							
4.5 describe any potential hazards associated with the resources and methods of work.							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to install cavity wall insulation.							

5. Minimise the risk of damage to the work and surrounding area when installing cavity wall insulation							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures.							
5.2 minimise damage and maintain a clean work space							
5.3 dispose of waste in accordance with current legislation							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information and data sheets							
d. statutory regulations							
e. official guidance							

6. Complete the work within the allocated time when installing cavity wall insulation							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme							

7. Comply with the given contract information to install cavity wall insulation to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 Demonstrate the following work skills when installing loft cavity wall insulation:							
a. measuring							
b. marking out							
c. calibrating							
d. drilling							
e. fitting							
f. filling							
7.2 use and maintain hand tools, portable power tools and ancillary equipment							
7.3 prepare for and install cavity wall insulation to given working instructions							
7.4 carry out pre and post installation checks							
7.5 describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
a. remove obstructions and store							
b. protect access routes							
c. carry out external and internal pre-installation checks to include: structural integrity, dampness, exposure ratings, vents and services (gas, electric, water, media cables)							
d. understand the implications of existing guarantees and warranties							
e. install cavity wall insulation from inside and outside of a building including lance techniques							
f. ensure pre-installation material checks are within specified parameters							
g. assemble, operate clean and disassemble installation processing equipment							
h. calibrate equipment to measure density, flow and quality tests							
i. drill holes to patterns							
j. fit cavity barriers							

k. fill holes with matching and suitable materials							
l. complete post installation checks							
m. check construction ventilation, flues, chimneys and combustion air ventilators pre and post installation							
n. recognise and determine when specialist skills and knowledge are required and report accordingly							
o. recognise specific requirements for structures of special interest, traditional construction (pre 1919), hard-to-treat buildings, and historical significance							
p. use hand tools, portable power tools and installation/ancillary equipment							
q. work at height							
r. use access equipment and work platforms							
7.6 describe the needs of other occupations and how to communicate effectively within a team when installing cavity wall insulation							
7.7 describe how to maintain the tools and equipment used when installing cavity wall insulation							

Unit 217

Installing cavity wall insulation in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 218

Level 2

Installing insulation to cold roofs in the workplace

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- preparing, installing and relocating modular demountable partition systems.

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony

PS – Product supplementary

PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing insulation to cold roofs.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current guidance/regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when installing insulation to cold roofs.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. in confined spaces							
c. at height							
d. with tools and equipment							
e. with materials and substances							
f. with movement/storage of materials							
g. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
a. site							
b. workplace							
c. vehicles							
d. company							
e. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing insulation to cold roofs							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing insulation to cold roofs							
3.2 demonstrate compliance with given information and relevant legislation when installing insulation to cold roofs in relation to the following:							
a. safe use of access equipment							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							

3.3	explain why and when health and safety control equipment defined by the principles of prevention should be used, relating to installing insulation to cold roofs, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to install insulation to cold roofs.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
4.1	select resources associated with own work in relation to:												
	a. materials												
	b. components												
	c. fixings												
	d. tools												
	e. equipment												

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
a. Insulation							
b. Pipe insulation							
c. Tank and cylinder jackets							
d. fixings							
e. ancillary items							
f. hand tools and installation equipment							
g. portable power tools							
h. ancillary equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							

4.4	explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5	describe any potential hazards associated with the resources and methods of work							
4.6	describe how to calculate:							
	a. quantity							
	b. length							
	c. depth							
	d. area							
	e. wastage associated with the method/procedure to install insulation to cold roofs							

5. Minimise the risk of damage to the work and surrounding area when installing insulation to cold roofs								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
5.1	protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2	minimise damage and maintain a clean work space							
5.3	dispose of waste in accordance with current legislation							
5.4	describe how to protect work from damage and the purpose of protection in relation to:							
	a. general workplace activities							
	b. other occupations							
	c. adverse weather conditions							

5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when installing insulation to cold roofs							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to install insulation to cold roofs to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing insulation to cold roofs							
a. measuring							
b. marking out							
c. calculating							
d. cutting							
e. fitting							
f. positioning							
g. securing							

7.2	use and maintain hand tools, portable power tools and ancillary equipment								
7.3	prepare and install insulation to cold roofs using two of the following methods in compliance with current regulations and given work instructions:								
	a. injected/blown								
	b. placed								
	c. mechanically or adhesively fixed								
	d. sprayed								
7.4	prepare and install insulation to cold roofs to the following compliance with current regulations and to given work instructions:								
	a. pipes								
	b. tanks and/or cylinders								
	c. Access hatches								
7.5	carry out pre and post installation checks								
7.6	describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:								
	a. understand the implications of existing guarantees and warranties								
	b. recognise the procedures to check flues and combustion air ventilation								
	c. process access routes								
	d. remove obstructions and store								
	e. remove unwanted insulation from roof area								
	f. carry out pre-installation checks to include: common infestations, protected species, structural integrity, dampness, vents and services (gas, electric, water media cables)								
	g. check adequacy of ventilation and increase if required								
	h. recognise and determine when specialist skills and knowledge are required and report accordingly								
	i. recognise the potential risk of increased condensation following installation relating to: roof coverings (pitched and flat) and roof structures (timber, metal, concrete)								
	j. ensure all work to services (gas, electric, water, media cables) is carried out by suitably qualified people								

k. check for hidden utilities							
l. identify insulation materials and characteristics for: cold roofs, pipes, storage tanks, cylinders and access hatches							
m. prepare and install injected/blown, placed, mechanically or adhesively fixed and sprayed insulation to cold roofs							
n. minimise the effects of thermal bridging							
o. insulate up to and under existing walkway boards							
p. prepare and fix pipe, tank and cylinder insulation							
q. ensure the insulation is contained within the prescribed areas							
r. insulate downlighters to the required specification							
s. ensure insulation around electrical apparatus will not create fire hazards (light fittings and cables)							
t. restrict or reduce unwanted heat loss (down lights and other fittings)							
u. maintain fire resistant barriers where appropriate							
v. insulate access hatches							
w. complete post installation checks							
x. provide advice to preserve the integrity of the insulation (insulation data sheet and warning labels)							
y. recognise when specialist skills and knowledge are required and report accordingly							
z. recognise specific requirements for structures of special interest, traditional build (pre 1919) and historical significance							
a. use hand tools, installation equipment, portable power tools and ancillary equipment							
b. work at height							
c. work in confined spaces							
d. use access equipment and work platforms							
7.7 describe the needs of other occupations and how to communicate effectively within a team when installing insulation to cold roofs							
7.8 describe how to maintain the tools and equipment used when installing insulation to cold roofs							

Unit 218 Installing insulation to cold roofs in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 219

Installing draught-proofing to openings in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- preparing and installing draught-proofing to openings

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing draught-proofing to openings.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information data sheets							
g. current guidance/regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when installing draught-proofing to openings							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. in confined spaces							
c. at height							
d. with tools and equipment							
e. with materials and substances							
f. with movement/storage of materials							
g. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. company							
g. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing draught-proofing to openings							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing draught-proofing to openings							
3.2 demonstrate compliance with given information and relevant legislation when installing and draught-proofing to openings in relation to the following:							
a. safe use of access equipment and work platforms							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risk to health.							

3.3	explain why and when health and safety control equipment defined by the principles of prevention should be used, relating to installing draught-proofing to openings, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to install draught-proofing to openings.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	select resources associated with own work in relation to:							
	a. materials							
	b. components							
	c. fixings							
	d. tools							
	e. equipment							

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. cleaning agents							
h. draught-proofing							
i. mastic sealants							
j. fixings							
k. fittings as appropriate to the method of draught-proofing							
l. hand tools, portable power tools and ancillary equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 describe any potential hazards associated with the resources and methods of work							
4.5 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to install draught-proofing to openings							

5. Minimise the risk of damage to the work and surrounding area when installing draught-proofing to openings							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2 minimise damage and maintain a clean work space							
5.3 dispose of waste in accordance with current legislation							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when installing draught-proofing to openings							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to install draught-proofing to openings to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing draught-proofing to openings:							
a. measuring							
b. marking out							
c. fitting							
d. removing							
e. positioning							
f. securing							
7.2 use and maintain hand tools, portable power tools and ancillary equipment							
7.3 install draught-proofing to openings to given working instructions:							
a. external and internal doors							
b. windows							
c. access hatches							

7.4	carry out pre and post installation checks						
7.5	describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:						
	a. understand the implications of existing guarantees and warranties						
	b. carry out pre-installation checks to include: structural integrity, dampness, vents, condensation and services (gas, electric, water, media cables)						
	c. remove existing draught-proofing						
	d. degrease and clean surfaces						
	e. install draught-proofing to external and internal doors, windows and access hatches						
	f. apply mastic seals						
	g. apply injected draught-proofing to voids when replacing doors and window frames						
	h. complete post installation checks						
	i. report any repair requirements						
	j. recognise and determine when specialist skills and knowledge are required and report accordingly						
	k. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance						
	l. use hand tools, portable power tools and ancillary equipment						
	m. use access equipment and work platforms						
7.6	describe the needs of other occupations and how to communicate effectively within a team when installing draught-proofing to openings						
7.7	describe how to maintain the tools and equipment used when installing draught-proofing to openings						

Unit 219

Installing draught-proofing to openings in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 220

Installing internal insulation to walls in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- preparing and installing internal insulation to walls

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing internal insulation to walls.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current guidance/regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when installing internal insulation to walls.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. vehicles							
g. company							
h. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing internal insulation to walls							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing internal insulation to walls							
3.2 demonstrate compliance with given information and relevant legislation when installing internal insulation to walls in relation to the following:							
a. safe use of access equipment and work platforms							
b. specific risks to health.							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to installing internal insulation to walls, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:								
	a. collective protective measures								
	b. personal protective equipment (PPE)								
	c. respiratory protective equipment (RPE)								
	d. local exhaust ventilation (LEV)								
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions								
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:								
	a. fires								
	b. spillages								
	c. injuries								
	d. other task-related activities.								

4. Select the required quantity and quality of resources for the methods of work to install internal insulation to walls.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 select resources associated with own work in relation to:							
a. materials							
b. components							
c. fixings							
d. tools							
e. equipment							
4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. insulation systems, internal insulation materials							
h. hand tools, portable power tools and ancillary equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							

4.6 describe how to calculate:							
a. quantity							
b. length							
c. thickness							
d. area							
e. wastage associated with the method/procedure to install internal insulation to walls							

5. Minimise the risk of damage to the work and surrounding area when installing internal insulation to walls								
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD	
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures								
5.2 minimise and maintain a clean work space								
5.3 dispose of waste in accordance with current legislation								
5.4 describe how to protect work from damage and the purpose of protection in relation to:								
a. general workplace activities								
b. other occupations								
c. adverse weather conditions								

5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information and data sheets							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when installing internal insulation to walls							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to install internal insulation to walls to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing internal insulation to walls:							
a. measuring							
b. marking out							
c. cutting							
d. fitting							
e. finishing							
f. positioning							
g. sealing							
h. securing							

7.2	use and maintain hand tools, portable power tools and ancillary equipment								
7.3	prepare and install internal insulation to internal walls, to given working instructions by using two of the following methods:								
	a. injected/blown								
	b. placed								
	c. mechanically or adhesively fixed								
	d. sprayed								
7.4	carry out pre and post installation checks								
7.5	describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:								
	a. understand the implications of existing guarantees and warranties								
	b. carry out pre-installation checks to include structural integrity, dampness, vents and services (gas, electric, water, media cables)								
	c. check for hidden utilities								
	d. protect and reinstate existing fixtures and fittings (carpets)								
	e. recognise the procedures to check flues and combustion air ventilation								
	f. prepare walls for insulation								
	g. ensure all work to services (gas, electric, water, media cables) is carried out by suitably qualified people								
	h. remove and replace/reinstate skirting, coving and cornices								
	i. construct independent or semi-independent frames, or straps to walls, to contain or hold insulation								
	j. fit mechanically or adhesively fixed insulation								
	k. install injected/blown, placed and sprayed insulation								
	l. fit insulated plasterboard (drylining) on straps by adhesive and mechanical fasteners								
	m. restrict or reduce unwanted heat loss								
	n. ensure the integrity of vapour control/airtightness layer where appropriate								
	o. minimise the effects of thermal bridging								

p. maintain fire resistant barriers							
q. maintain sound-proofing where appropriate							
r. seal joints, perimeters and penetrations							
s. complete post installation checks							
t. recognise when specialist skills and knowledge are required and report accordingly							
u. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance							
v. use hand tools, portable power tools and ancillary equipment							
w. work at height							
x. use access equipment and work platforms							
7.6 describe the needs of other occupations and how to effectively communicate within a team when installing internal insulation to walls.							
7.7 describe how to maintain the tools and equipment used when installing internal insulation to walls							

Unit 220 Installing internal insulation to walls in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 221

Level 2

Installing insulation to framed sections of buildings in the workplace

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- preparing and installing insulation to framed sections of buildings

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question

WT –

Witness testimony

PS – Product supplementary

PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing insulation to framed sections of buildings.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when installing insulation to framed sections of buildings.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. vehicles							
g. company							
h. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing insulation to framed sections of buildings							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing insulation to framed sections of buildings							
3.2 demonstrate compliance with given information and relevant legislation when installing and installing insulation to framed sections of buildings in relation to the following:							
a. safe use of access equipment							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to installing insulation to framed sections of buildings, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to install insulation to framed sections of buildings.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 select resources associated with own work in relation to:							
a. materials							
b. components							
c. fixings							
d. tools							
e. equipment							
4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. protective sheeting, warning signs, temporary barriers							
h. insulation materials, filling materials							
i. installation equipment							
j. hand tools, portable power tools and equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							

4.6 describe how to calculate:								
a. quantity								
b. length								
c. area								
d. wastage associated with the method/procedure to install insulation to framed sections of buildings								

5. Minimise the risk of damage to the work and surrounding area when installing insulation to framed sections of buildings								
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD	
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures								
5.2 minimise damage maintain a clean work space								
5.3 dispose of waste in accordance with current legislation								
5.4 describe how to protect work from damage and the purpose of protection in relation to:								
a. general workplace activities								
b. other occupations								
c. adverse weather conditions								

5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information and data sheets							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when installing insulation to framed sections of buildings							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to install insulation to framed sections of buildings							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing insulation to framed sections of buildings							
a. measuring							
b. marking out							
c. calibrating							
d. fitting							
e. filing							
f. positioning							
g. securing							
7.2 use and maintain hand tools, portable power tools, installation equipment and ancillary equipment							

7.3	install or maintain the integrity of the vapour control/airtightness layer as appropriate								
7.4	prepare for and install insulation to framed sections of roof, floor, wall or ceiling structures, contained frame or open frame, to given working instructions, using one of the following methods								
	a. injected/blown								
	b. placed								
	c. mechanically or adhesively fixed								
	d. sprayed								
7.5	carry out pre and post installation checks								
7.6	describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:								
	a. understand the implications of existing guarantees and warranties								
	b. carry out pre-installation checks to include structural integrity, dampness, vents, services (gas, electric, water, media cables)								
	c. recognise the procedures to check flues and combustion air ventilation								
	d. check framed structures are suitable for insulation								
	e. remove existing wall lining								
	f. protect and reinstate existing fixtures and fittings (carpets)								
	g. check for hidden utilities								
	h. install injected/blown, placed, mechanically or adhesively fixed, sprayed insulation to framed sections, roof, floor, wall or ceiling structures of contained and open framed components								
	i. identify insulation materials and their characteristics								
	j. assemble, operate, clean and disassemble installation processing equipment								
	k. calibrate equipment to measure density, flow and quality tests								
	l. make and drill holes to patterns for injection points								
	m. fill holes								
	n. seal joints, perimeters and penetrations								

o. maintain the integrity of the vapour control/airtightness layer							
p. minimise the effects of thermal bridging							
q. carry out post installation checks							
r. recognise and determine when specialist skills and knowledge are required and report accordingly							
s. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance							
t. use hand tools, portable power tools and installation/ancillary equipment							
u. work at height							
v. use access equipment and work platforms							
7.7 describe the needs of other occupations and how to communicate effectively within a team when installing insulation to framed sections of buildings							
7.8 describe how to maintain the tools and equipment used when installing insulation to framed sections of buildings							

Unit 221

Installing insulation to framed sections of buildings in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 222

Level 2

Applying surface finishes to external wall insulation in the workplace

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- applying surface finishes to external wall insulation

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question

WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when applying surface finishes to external wall insulation							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information							
g. current guidance/regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when applying surface finishes to external wall insulation							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. company							
g. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when applying surface finishes to external wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when applying surface finishes to external wall insulation.							
3.2 demonstrate compliance with given information and relevant legislation when applying surface finishes to external wall insulation in relation to the following:							
a. safe use of access equipment and work platforms							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risk to health.							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to applying surface finishes to external wall insulation, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to apply surface finishes to external wall insulation.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	select resources associated with own work in relation to:							
	a. materials							
	b. components							
	c. fixings							
	d. tools							
	e. equipment							

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. dash finishes							
h. proprietary pre-cast finishes							
i. paints							
j. beads							
k. reinforcement							
l. stress patches							
m. brick slips							
n. renders							
o. sealants							
p. fixings and fittings							
q. hand tools, portable power tools and equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							

4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to apply surface finishes to external wall insulation							

5. Minimise the risk of damage to the work and surrounding area when applying surface finishes to external wall insulation								
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD	
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures								
5.2 minimise damage and maintain a clean work space								
5.3 dispose of waste in accordance with current legislation								
5.4 describe how to protect work from damage and the purpose of protection in relation to:								
a. general workplace activities								
b. other occupations								
c. adverse weather conditions								
5.5 explain why the disposal of waste should be carried out safely in accordance with:								
a. environmental responsibilities								
b. organisational procedures								
c. manufacturers' information and data sheets								
d. statutory regulations								
e. official guidance.								

6. Complete the work within the allocated time when applying surface finishes to external wall insulation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to apply surface finishes to external wall insulation to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when applying surface finishes to external wall insulation:							
a. measuring							
b. marking out							
c. mixing							
d. applying							
e. fitting							
7.2 use and maintain hand tools, portable power tools and ancillary equipment							
7.3 apply base coats, reinforcing mesh and stress patches							
7.4 apply finishes to external wall insulation, to given working instructions, relating to two of the following:							
a. dash finishes							
b. synthetic or non-synthetic renders							
c. proprietary pre-cast finishes							
d. paint finishes							
e. corner and surface beads							
f. brick slips							

g. brick effect render							
7.5 carry out pre and post installation checks							
7.6 describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
a. carry out pre-installation checks to include structural integrity, dampness, vents, services (gas, electric, water, media cables)							
b. recognise the procedures to check flues and combustion air ventilation							
c. understand the implications of existing guarantees and warranties							
d. apply dash finishes, synthetic and non-synthetic renders, proprietary pre-cast finishes, paint finishes, brick slips, brick effect render and sealants to previously installed external wall surface insulation including door and window reveals							
e. minimise the effects of thermal bridging							
f. fix corner and surface beads							
g. apply base coats, reinforcing mesh and stress patches							
h. complete post installation checks: compliance with specifications, resistance to water penetration, anchorage/fixing, vents, services (gas, electric, water, media cables)							
i. carry out any maintenance and repair after installation							
j. recognise and determine when specialist skills and knowledge are required and report accordingly							
k. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance							
l. use hand tools, portable power tools and equipment							
m. work at height							
n. use access equipment and work platforms							
7.7 describe the needs of other occupations and how to effectively communicate within a team when applying surface finishes to external wall insulation							
7.8 describe how to maintain the tools and equipment used when applying surface finishes to external wall insulation							

Unit 222

Applying surface finishes to external wall insulation in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 223

Installing insulation to warm roofs in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- installing insulation to warm roofs

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing insulation to warm roofs in the workplace							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current guidance/regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when installing insulation to warm roofs							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. company							
g. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing insulation to warm roofs							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing insulation to warm roofs							
3.2 demonstrate compliance with given information and relevant legislation when installing insulation to warm roofs in relation to the following:							
a. safe use of access equipment							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							
3.3 explain why and when health and safety control equipment, identified by the principles of prevention should be used, relating to installing insulation to warm roofs, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
a. collective protective measures							
b. personal protective equipment (PPE)							
c. respiratory protective equipment (RPE)							
d. local exhaust ventilation (LEV)							

3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to install insulation to warm roofs								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	select resources associated with own work in relation to:							
	a. materials							
	b. components							
	c. tools							
	d. equipment							
4.2	describe the:							
	a. characteristics							
	b. quality							
	c. uses							
	d. sustainability							
	e. limitations							

f. defects associated with the resources in relation to:							
g. insulation materials							
h. filling materials							
i. vapour control/airtightness layers							
j. installation equipment							
k. hand tools, portable power tools and ancillary equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to install insulation to warm roofs							

5. Minimise the risk of damage to the work and surrounding area when installing insulation to warm roofs							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2 maintain a clean work space							
5.3 dispose of waste in accordance with current legislation							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information and data sheets							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when installing insulation to warm roofs							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 describe the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to install insulation to warm roofs to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing insulation to warm roofs:							
a. measuring							
b. marking out							
c. cutting							
d. fitting							
e. finishing							
f. positioning							
g. sealing							
h. fixing							
i. securing							
7.2 use and maintain hand tools, portable power tools and ancillary equipment							
7.3 install insulation to the plane of the roof pitch to given working instructions using one of the following methods:							
a. injected/blown							
b. placed							
c. mechanically or adhesively fixed							
d. sprayed							
7.4 carry out pre and post installation checks							

7.5 describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
a. understand the implications of existing guarantees and warranties							
b. recognise the procedures to check flues and combustion air ventilation							
c. carry out pre-installation checks to include structural integrity, dampness, vents, services, (gas, electric, water, media cables)							
d. protect access routes							
e. remove obstructions and store							
f. remove unwanted insulation from roof area							
g. ensure all work to services (gas, electric, water, media cables) is carried out by suitably qualified people							
h. check for hidden utilities							
i. identify insulation materials and their characteristics							
j. install injected/blown, placed, mechanically or adhesively fixed and sprayed insulation to warm roofs							
k. restrict or reduce unwanted heat loss							
l. ensure adequate ventilation above and below insulation							
m. recognise the potential risk of increased condensation following installation relating to roof coverings (pitched and flat) and roof structures (timber, metal, concrete)							
n. maintain fire resistant barriers where appropriate							
o. assemble, operate, clean and disassemble installation processing equipment							
p. calibrate equipment to measure density, flow and quality tests							
q. seal joints, perimeters and penetrations							
r. minimise the effects of thermal bridging							
s. complete post installation checks							
t. recognise when specialist skills and knowledge are required and report accordingly							
u. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance							
v. use hand tools, portable power tools and installation/ancillary equipment							

w. work at height							
x. work in confined spaces							
y. use access equipment and work platforms							
7.6 describe the needs of other occupations and how to effectively communicate within a team when installing insulation to warm roofs							
7.7 describe how to maintain the tools and equipment used when installing insulation to warm roofs							

Unit 223 Installing insulation to warm roofs in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 224

Installing insulation to floors in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- installing insulation to floors

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony

PS – Product supplementary

PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing insulation to floors							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when installing insulation to floors							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. company							
g. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing insulation to floors							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing insulation to floors							
3.2 demonstrate compliance with given information and relevant legislation when installing insulation to floors systems in relation to the following:							
a. safe use of access equipment and work platforms							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention should be used, relating to installing insulation to floors, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to install insulation to floors													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
4.1	select resources associated with own work in relation to:												
	a. materials												
	b. components												
	c. fixings												
	d. tools												
	e. equipment												

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. protective sheeting							
h. warning signs							
i. temporary barriers							
j. insulation materials							
k. filling materials							
l. vapour control/airtightness layers							
m. installation equipment							
n. hand tools, portable power tools and equipment							
4.3 describe how to confirm that the resources and materials conform to the specification							
4.4 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.5 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.6 describe any potential hazards associated with the resources and methods of work							

4.7 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to install insulation to floors.							

5. Minimise the risk of damage to the work and surrounding area when installing insulation to floors								
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD	
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures								
5.2 minimise damage and maintain a clean work space								
5.3 dispose of waste in accordance with current legislation								
5.4 describe how to protect work from damage and the purpose of protection in relation to:								
a. general workplace activities								
b. other occupations								
c. adverse weather conditions								
5.5 explain why the disposal of waste should be carried out safely in accordance with:								
a. environmental responsibilities								
b. organisational procedures								
c. manufacturers' information and data sheets								
d. statutory regulations								
e. official guidance.								

6. Complete the work within the allocated time when installing insulation to floors							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to install insulation to floors to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing insulation to floors:							
a. measuring							
b. marking out							
c. levelling							
d. cutting							
e. fitting							
f. finishing							
g. positioning							
h. sealing							
i. fixing							
j. securing							
7.2 use and maintain hand tools, portable power tools and ancillary equipment							

7.3	prepare and install insulation to suspended or solid floors using one of the following methods to given working instructions:								
	a. injected/blown								
	b. placed								
	c. mechanically/adhesively fixed								
	d. sprayed								
7.4	carry out pre and post installation checks								
7.5	describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:								
	a. understand the implications of existing guarantees and warranties								
	b. recognise the procedures to check flues and combustion air ventilation								
	c. carry out pre-installation checks to include structural integrity, dampness, vents, services (gas, electric, water, media cables)								
	d. recognise the potential risk of increased condensation following installation relating to suspended floors								
	e. prepare floor for insulation								
	f. ensure all work to services (gas, electric, water) is carried out by suitably qualified people								
	g. remove and reinstate floorcoverings								
	h. check for hidden utilities								
	i. identify insulation materials and their characteristics								
	j. maintain integrity of damp-proof membranes and gas membranes								
	k. install injected/blown, placed, mechanically or adhesively fixed, and sprayed insulation to restrict or reduce unwanted heat loss								
	l. ensure the integrity of vapour control/airtightness layers where appropriate								
	m. ensure adequate ventilation above and below insulation								
	n. maintain sound-proofing where appropriate								
	o. maintain fire resistant barriers where appropriate								
	p. assemble, operate, clean and disassemble installation processing equipment								

q. calibrate equipment to measure density, flow and quality tests							
r. seal joints, perimeters and penetrations							
s. minimise the effect of thermal bridging							
t. complete post installation checks							
u. recognise when specialist skills and knowledge are required and report accordingly							
v. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance							
w. use hand tools, portable power tools and installation/ancillary equipment							
x. work at height							
y. use access equipment and work platforms							
7.6 describe the needs of other occupations in the proximity of the working area and how to effectively communicate within a team when installing insulation to floors							
7.7 describe how to maintain the tools and equipment used when installing insulation to floors							

Unit 224 Installing insulation to floors in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 225

Preparing structures for treatment in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- preparing structures for treatment

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when preparing structures for treatment							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current guidance/regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when preparing structures for treatment.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. company							
g. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when preparing structures for treatment							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when preparing structures for treatment							
3.2 demonstrate compliance with given information and relevant legislation when preparing structures for treatment in relation to the following:							
a. safe use of access equipment and work platforms							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to preparing structures for treatment, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to prepare structures for treatment								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	select resources associated with own work in relation to:							
	a. materials							
	b. components							
	c. fixings							
	d. tools							
	e. equipment							

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. cleaning fluids, neutralisers, inhibitors, water repellents, stabilisers and wall ties							
h. signs, barriers, props, fixings							
i. hand tools, portable power tools and equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							

4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. volume							
e. wastage associated with the method/procedure to prepare structures for treatment							

5. Minimise the risk of damage to the work and surrounding area when preparing structures for treatment								
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD	
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures								
5.2 minimise damage and maintain a clean work space								
5.3 dispose of waste in accordance with current legislation								
5.4 describe how to protect work from damage and the purpose of protection in relation to:								
a. general workplace activities								
b. other occupations								
c. adverse weather conditions								
5.5 explain why the disposal of waste should be carried out safely in accordance with:								
a. environmental responsibilities								
b. organisational procedures								
c. manufacturers' information and data sheets								
d. statutory regulations								
e. official guidance.								

6. Complete the work within the allocated time when preparing structures for treatment							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information prepare structures for treatment to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when preparing structures for treatment:							
a. measuring							
b. marking out							
c. preparing							
d. positioning							
e. securing							
7.2 use and maintain hand tools, portable power tools and ancillary equipment							
7.3 prepare the treatments of wood preservation and/or damp-proofing and/or wall tie replacement to given working instructions relating to three of the following:							
a. clean substrates							
b. erect temporary barriers and signs							
c. removal of non-structural and/or structural components for access to treatment areas							
d. storage of items to be reinstated							
7.4 describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
a. understand the implications of existing guarantees and warranties							
b. prepare site and clean structures to substrate for either in-situ wood preservation and/or damp-proofing and/or wall tie replacement remedial treatments above and below (wood preservation only) ground level							

c. protect the site from all treatments (dust sheets, plastic sheets)							
d. measure areas for treatment and volumes of treatment products: cleaning fluids, neutralisers, inhibitors, biocides, water repellents, stabilisers and wall ties							
e. erect temporary barriers and signs							
f. remove non-structural and structural components for access to treatment areas							
g. check hidden utilities							
h. provide temporary supports to structure							
i. store items to be reinstated after treatment							
j. recognise when specialist skills and knowledge are required and report accordingly							
k. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance and report accordingly							
l. use hand tools, portable power tools and equipment							
m. work at height							
n. use access equipment and work platforms.							
7.5 describe the needs of other occupations in the proximity of the working area and how to communicate effectively within a team when preparing structures for treatment							
7.6 describe how to maintain the tools and equipment used when preparing structures for treatment							

Unit 225

Preparing structures for treatment in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 226

Applying preservation treatment in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- applying preservation treatment

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when applying preservation treatment.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current guidance/regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when applying preservation treatment.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. vehicles							
g. company							
h. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when applying preservation treatment							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when applying preservation treatment							
3.2 demonstrate compliance with given information and relevant legislation when applying preservation treatment in relation to the following:							
a. safe use of access equipment and work platforms							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to applying preservation treatment, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to apply preservation treatment												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
4.1	select resources associated with own work in relation to:											
	a.	materials										
	b.	components										
	c.	tools										
	d.	equipment										

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. biocides, damp-proofing products and water							
h. cementitious, liquid and physical membranes							
i. hand tools, portable power tools and equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							

4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. volume							
e. wastage associated with the method/procedure to apply preservation treatment							

5. Minimise the risk of damage to the work and surrounding area when applying preservation treatment							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2 minimise damage and maintain a clean work space							
5.3 dispose of waste in accordance with current legislation							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information and data sheets							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when applying preservation treatment							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to apply preservation treatment to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when preparing structures for treatment:							
a. measuring							
b. mixing							
c. brushing							
d. drilling							
e. spraying							
f. injecting							
7.2 use and maintain hand tools, portable power tools, treatment equipment and ancillary equipment							
7.3 apply remedial in-situ treatments to given working instructions for either wood preservation and/or damp-proofing							
7.4 describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
a. understand the implications of existing guarantees and warranties							
b. apply wood preservation and/or damp-proofing treatments above or below (wood preservation only) ground level to structures and components by brush, spray, irrigation, injection and electro-osmosis							
c. prepare two-part treatment mixes							
d. identify and complete drilling patterns							
e. measure areas for treatment and volumes of treatment mixes, biocides and additives							

f. apply cementitious and liquid membranes and fix physical membranes							
g. recognise when specialist skills and knowledge are required and report accordingly							
h. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance							
i. use hand tools, portable power tools and equipment							
j. work at height							
k. use access equipment and work platforms.							
7.5 describe the needs of other occupations and how to communicate effectively within a team when applying preservation treatments							
7.6 describe how to maintain the tools and equipment used when applying preservation treatment							

Unit 226

Applying preservation treatment in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 227

Reinstating the structure after building treatments in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- reinstating the structure after building treatments

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when reinstating the structure after building treatments.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current regulations governing buildings							

2. Know how to comply with relevant legislation and official guidance when reinstating the structure after building treatments							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. company							
g. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when reinstating the structure after building treatments							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when reinstating the structure after building treatments							
3.2 demonstrate compliance with given information and relevant legislation when reinstating the structure after building treatments to the following:							
a. safe use of access equipment							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to reinstating the structure after building treatments, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to reinstate the structure after building treatments													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
4.1	select resources associated with own work in relation to:												
	a. materials												
	b. components												
	c. fixings												
	d. tools												
	e. equipment												

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. removed components							
h. sand							
i. cement							
j. lime							
k. bricks							
l. masonry							
m. stone							
n. plasters							
o. plasterboards							
p. damp-proof course (DPC)							
q. insulation							
r. timber							
s. wall ties							
t. dyes							
u. fixings							
v. fittings							
w. hand tools, portable power tools and equipment							

4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to reinstate the structure after building treatments							

5. Minimise the risk of damage to the work and surrounding area when reinstating the structure after building treatments							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2 minimise damage and maintain a clean work space							
5.3 dispose of waste in accordance with current legislation							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							

c. manufacturers' information and data sheets							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when reinstating the structure after building treatments							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to reinstate the structure after building treatments to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when preparing structures for treatment:							
a. measuring							
b. marking out							
c. fitting							
d. applying							
e. cleaning							
f. positioning							
g. securing							
7.2 use and maintain hand tools, portable power tools and ancillary equipment							
7.3 reinstatement the structure after wood preservation and/or damp-proofing treatments and/or wall tie replacement to given working instructions, relating to two of the following:							
a. air bricks							
b. masonry							

c. plasterwork and/or renders							
d. structural timbers (wall plates, joists, flooring/decking) wood preservation and/or damp-proofing only							
e. non-structural components (doors, windows, skirting, architraves and services that have been temporarily moved for treatment purposes)							
f. damp-proof courses							
g. insulation							
7.4 arrange re-commission of services (electric, gas, water, media cables) to given working instructions							
7.5 describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
a. reinstate structures after treatments above or (wood preservation only) below ground							
b. understand the implications of existing guarantees and warranties							
c. reinstate air bricks and ventilation							
d. reinstate masonry							
e. rebuild (sleeper walls, piers, walls)							
f. apply plasterwork where removed							
g. install structural timbers (wall plates, joists, flooring/decking)							
h. replace doors, windows, skirting, architraves							
i. replace services, to the point of connection, that were temporarily removed for treatment purposes							
j. arrange the re-commission of services (electric, gas, water, media cables)							
k. insert damp-proof courses							
l. replace insulation							
m. mix lime and cement mortars and concrete							
n. clean cavities							
o. complete post installation checks: compliance with specifications, water penetration, anchorage/fixing, vents, services (gas, electric, water, media cables)							
p. recognise when specialist skills and knowledge are required and report accordingly							

q. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance							
r. use hand tools, portable power tools and equipment							
s. work at height							
t. use access equipment and work platforms.							
7.6 describe the needs of other occupations in the proximity of the working area and how to communicate effectively within a team when reinstating the structure after building treatments							
7.7 describe how to maintain the tools and equipment used when reinstating the structure after building treatments							

Unit 227

Reinstating the structure after building treatments in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA signature:	
Date:	

Unit 228

Installing wall ties in existing structures in the workplace

Level 2

Unit aim:

The aim of this unit is to provide you with an awareness of:

- interpreting information
- adopting safe and healthy working practices
- selecting materials, components and equipment
- installing wall ties in existing structures

*PER – Portfolio evidence reference

SO – Site observation

OQ – Oral question

WQ – Written question WT –

Witness testimony PS – Product supplementary PD – Professional discussion

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing wall ties in existing structures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
1.2 comply with information and/or instructions derived from risk assessments and method statements							
1.3 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							

1.4 describe different types of information, their source and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information and data sheets							
g. current regulations governing buildings.							

2. Know how to comply with relevant legislation and official guidance when installing wall ties in existing structures.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							
g. with movement/storage of materials							
h. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings in relation to:							
d. site							
e. workplace							
f. company							
g. operative/technician							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

3. Maintain safe and healthy working practices when installing wall ties in existing structures							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 use health and safety control equipment safely and comply with the methods of work to carry out the activity in accordance with current legislation and organisational requirements when installing wall ties in existing structures							
3.2 demonstrate compliance with given information and relevant legislation when installing wall ties in existing structures in relation to the following:							
a. safe use of access equipment							
b. safe use, storage and handling of materials, tools and equipment							
c. specific risks to health.							

3.3	explain why and when health and safety control equipment, identified by the principles of prevention, should be used, relating to installing wall ties in existing structures, and the types, purpose and limitations of each type, the work situation and the general work environment in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.4	describe how the relevant health and safety control equipment should be used in accordance with the given working instructions							
3.5	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities.							

4. Select the required quantity and quality of resources for the methods of work to install wall ties in existing structures								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
4.1	select resources associated with own work in relation to:							
	a. materials							
	b. components							
	c. fixings							
	d. tools							
	e. equipment							

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects associated with the resources in relation to:							
g. ties, fixings, fittings, resins and grouts							
h. hand tools, portable power tools and equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to install wall ties in existing structures							

5. Minimise the risk of damage to the work and surrounding area when installing wall ties in existing structures							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures							
5.2 maintain a clean work space							
5.3 dispose of waste in accordance with current legislation							
5.4 describe how to protect work from damage and the purpose of protection in relation to:							
a. general workplace activities							
b. other occupations							
c. adverse weather conditions							
5.5 explain why the disposal of waste should be carried out safely in accordance with:							
a. environmental responsibilities							
b. organisational procedures							
c. manufacturers' information and data sheets							
d. statutory regulations							
e. official guidance.							

6. Complete the work within the allocated time when installing wall ties in existing structures							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 demonstrate completion of the work within the allocated time							
6.2 state the purpose of the work programme and explain why deadlines should be kept in relation to:							
a. types of progress charts, timetables and estimated times							
b. organisational procedures for reporting circumstances which will affect the work programme.							

7. Comply with the given contract information to install wall ties in existing structures to the required specification							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing wall ties to existing structures:							
a. measuring							
b. marking out							
c. positioning							
d. fitting							
e. finishing							
f. securing							
7.2 use and maintain hand tools, portable power tools and ancillary equipment							
7.3 install and test new wall ties/fixings into existing structures to given work instructions, relating to two of the following systems:							
a. driven							
b. grouted							
c. resin							
d. mechanical							

7.4	describe how to apply safe, healthy and environmental work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. carry out pre and post installation checks							
	b. install driven, grouted, resin and mechanical wall tie/fixing systems into existing stone, concrete, masonry, brick, block, timber and manufactured unit structures							
	c. understand the implications of existing guarantees and warranties							
	d. understand the implications of existing cavity wall insulation							
	e. test pull wall ties							
	f. remove existing defective wall ties							
	g. isolate existing defective wall ties							
	h. recognise when specialist skills and knowledge are required and report accordingly							
	i. recognise specific requirements for structures of special interest, traditional construction (pre 1919) and historical significance							
	j. use hand tools, portable power tools and equipment							
	k. work at height							
	l. use access equipment and work platforms.							
7.5	describe the needs of other occupations and how to effectively communicate within a team when installing wall ties to existing structures							
7.6	describe how to maintain the tools and equipment used when wall ties to existing structures							

Unit 228

Installing wall ties in existing structures in the workplace

Declaration

I confirm that the evidence supplied for the above 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.

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:	

IQA name:	
IQA 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 external verifiers 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. 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, 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.

Useful contacts

UK learners

General qualification information

E: learnersupport@cityandguilds.com

International learners

General qualification information

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates,
Registrations/enrolment, Invoices,
Missing or late exam materials,
Nominal roll reports, Results

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

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments,
Invoices, Missing or late exam
materials, Nominal roll reports

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username,
Technical problems, Entries,
Results, e-assessment, Navigation,
User/menu option, Problems

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping,
Accreditation, Development Skills,
Consultancy

E: business@cityandguilds.com

Publications

Logbooks, Centre documents,
Forms, Free literature

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication. If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

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.

City & Guilds Group

The City & Guilds Group is a leader in global skills development. Our purpose is to help people and organisations to develop their skills for personal and economic growth. Made up of City & Guilds, City & Guilds Kineo, The Oxford Group and ILM, we work with education providers, businesses and governments in over 100 countries.

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council. Published by City & Guilds, a registered charity established to promote education and training

City & Guilds

1 Giltspur Street

London EC1A 9DD

www.cityandguilds.com

LB-02-6561