QUALIFICATION LOGBOOK

Level 2 NVQ in Insulation and Building Treatments (Construction)

(5931)

October 2021 Version 1.0

Candidate Logbook / Work-based Evidence Record

City & Guilds
A City & Guilds Group Business

Contents

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 your 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). Depending on which unit(s) you take, you may have more than one assessor/tutor or 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

Units

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Wood Preserving and Damp-proofing (Construction) (5931-41)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
102	Conforming to general health, safety and welfare in the workplace	1
236	Conforming to productive working practices in the workplace	2
618	Moving, handling and storing resources in the workplace	2
245	Preparing structures for treatment in the workplace	2
246	Applying preservation treatment in the workplace	2
247	Reinstating the structure after building treatments in the workplace	2
242	Insulation and building treatments, building construction, defects and interfaces	3
Additional (not compulsory)		
265	Erecting and dismantling access/working platforms in the workplace	2
266	Develop customer relationships	2

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Wall Tie Replacement (Construction) (5931-42)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
102	Conforming to general health, safety and welfare in the workplace	1
236	Conforming to productive working practices in the workplace	2
618	Moving, handling and storing resources in the workplace	2
245	Preparing structures for treatment in the workplace	2
247	Reinstating the structure after building treatments in the workplace	2
248	Installing wall ties in existing structures in the workplace	2
242	Insulation and building treatments, building construction, defects and interfaces	3
Additional (not compulsory)		
265	Erecting and dismantling access/working platforms in the workplace	2
266	Develop customer relationships	2

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Cavity Wall Insulation (Construction) (5931-43)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
102	Conforming to general health, safety and welfare in the workplace	1
236	Conforming to productive working practices in the workplace	2
618	Moving, handling and storing resources in the workplace	2
237	Installing cavity wall insulation in the workplace	2
242	Insulation and building treatments, building construction, defects and interfaces	3
Additional (not compulsory)		
265	Erecting and dismantling access/working platforms in the workplace	2
266	Develop customer relationships	2

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Solid Floor Insulation (Construction) (5931-44)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
102	Conforming to general health, safety and welfare in the workplace	1
236	Conforming to productive working practices in the workplace	2
618	Moving, handling and storing resources in the workplace	2
241	Installing insulation to solid floors in the workplace	2
242	Insulation and building treatments, building construction, defects and interfaces	3
Additional (not compulsory)		
265	Erecting and dismantling access/working platforms in the workplace	2
266	Develop customer relationships	2

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Under Floor Insulation (Construction) (5931-45)** learners must achieve all the mandatory units listed below. Learners must undertake **one** of the additional mandatory units (243 and 244).

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
102	Conforming to general health, safety and welfare in the workplace	1
236	Conforming to productive working practices in the workplace	2
618	Moving, handling and storing resources in the workplace	2
242	Insulation and building treatments, building construction, defects and interfaces	3
Additional mandatory		
243	Installing insulation to suspended floors in the workplace	2
244	Spraying insulation to suspended floors in the workplace	2
Additional (not compulsory)		
265	Erecting and dismantling access/working platforms in the workplace	2
266	Develop customer relationships	2

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Cold Roof Insulation (Construction) (5931-46)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit Level
Mandatory		
102	Conforming to general health, safety and welfare in the workplace	1
236	Conforming to productive working practices in the workplace	2
618	Moving, handling and storing resources in the workplace	2
218	Installing insulation to cold roofs in the workplace	2
242	Insulation and building treatments, building construction, defects and interfaces	3
Additional (not compulsory)		
265	Erecting and dismantling access/working platforms in the workplace	2
266	Develop customer relationships	2

6.2 Skill scan/initial assessment

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

Candidate name: _____

Unit	Duties	Examples	Training Required	
102	**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.			
236	**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.			
237	**Installing cavity wall insulation in the workplace**			
1	Interpret the given information relating to the work and resources to confirm its accuracy, completeness and relevance to the building type, fabric and condition when installing cavity wall insulation.			
2	Know how to comply with environmentally responsible work practices to meet current legislation standards and official guidance when installing cavity wall insulation.			
3	Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices.			
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 carry out the work efficiently install cavity wall insulation to the required specification.			

238	Installing insulation to cold roofs in the workplace			
1	Interpret the given design information relating to the work and resources to confirm its accuracy, completeness and relevance to the building type, fabric and condition when installing insulation to cold roofs.			
2	Know how to comply with environmentally responsible work practices to meet current legislation standards and official guidance when installing insulation to cold roofs.			
3	Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices.			
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 carry out the work efficiently to install insulation to cold roofs to the required specification.			

241	**Installing insulation to solid floors in the workplace**			
1	Interpret the given design information relating to the work and resources to confirm its accuracy, completeness and relevance to the building type, fabric and condition when installing insulation to solid floors.			
2	Know how to comply with environmentally responsible work practices to meet current, legislation standards and official guidance when installing insulation to solid floors.			
3	Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices.			
4	Select the required quantity and quality of resources for the methods of work to install insulation to solid floors.			
5	Minimise the risk of damage to the work and surrounding area when installing insulation to solid floors.			
6	Complete the work within the allocated time when installing insulation to solid floors.			

7	Comply with the given contract information to carry out the work efficiently to install insulation to solid floors to the required specification.			

242	**Insulation and building treatments, building construction, defects and interfaces**			
1	Interpret the given design information relating to the work and resources and identify its suitability, taking into consideration building type, defects and detailing and recording and reporting issues in regard to building construction, defects and interfaces.			
2	Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices as stated for each measure to be installed.			
3	Select the required quantity and quality of resources for the methods of work in relation to building construction, defects and interfaces.			
4	Minimise the risk of damage to the work and surrounding area in relation to building construction, defects and interfaces.			
5	Comply with the given contract information when identifying common building construction, defects and interfaces to the required specification.			

243	**Installing insulation to suspended floors in the workplace**			
1	Interpret the given design information relating to the work and resources to confirm its accuracy, completeness and relevance to the building type, fabric and condition when installing insulation to suspended floors.			
2	Know how to comply with relevant legislation and official guidance when installing insulation to suspended floors.			
3	Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices.			
4	Select the required quantity and quality of resources for the methods of work to install insulation to suspended floors.			
5	Minimise the risk of damage to the work and surrounding area when installing insulation to suspended floors.			
6	Complete the work within the allocated time when installing insulation to suspended floors.			
7	Comply with the given contract information to install insulation to suspended floors to the required specification.			
244	**Spraying insulation to suspended floors in the workplace**			

1	Interpret the given design information relating to the work and resources to confirm its accuracy, completeness and relevance to the building type, fabric and condition when spraying insulation to suspended floors.			
2	Know how to comply with environmentally responsible work practices to meet current, legislation standards and official guidance when spraying insulation to suspended floors.			
3	Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices.			
4	Select the required quantity and quality of resources for the methods of work to spray insulation to suspended floors.			
5	Minimise the risk of damage to the work and surrounding area when spraying insulation to suspended floors.			
6	Complete the work within the allocated time when spraying insulation to suspended floors.			
7	Comply with the given contract information to carry out the work efficiently to spray insulation to suspended floors to the required specification.			
245	**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 and healthy 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.			
246	**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.			

247	**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 and healthy 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.			
248	**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.			
265	**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.			
266	**Develop customer relationships**			
1	Build their customer's confidence that the service they give will be excellent.			
2	Meet the expectations of their customers.			
3	Develop the long-term relationship between their customer and their organisation.			
4	Know how to develop customer relationships.			
618	**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.			

6.3 Tracking documents

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Wood Preserving and Damp-proofing (Construction) (5931-41)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit achieved? Y/N	Date
Mandatory			
102	Conforming to general health, safety and welfare in the workplace		
236	Conforming to productive working practices in the workplace		
618	Moving, handling and storing resources in the workplace		
245	Preparing structures for treatment in the workplace		
246	Applying preservation treatment in the workplace		
247	Reinstating the structure after building treatments in the workplace		
242	Insulation and building treatments, building construction, defects and interfaces		
Additional (not compulsory)			
265	Erecting and dismantling access/working platforms in the workplace		
266	Develop customer relationships		

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Wall Tie Replacement (Construction) (5931-42)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
102	Conforming to general health, safety and welfare in the workplace		
236	Conforming to productive working practices in the workplace		
618	Moving, handling and storing resources in the workplace		
245	Preparing structures for treatment in the workplace		
247	Reinstating the structure after building treatments in the workplace		
248	Installing wall ties in existing structures in the workplace		
242	Insulation and building treatments, building construction, defects and interfaces		
Additional (not compulsory)			
265	Erecting and dismantling access/working platforms in the workplace		
266	Develop customer relationships		

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Cavity Wall Insulation (Construction) (5931-43)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
102	Conforming to general health, safety and welfare in the workplace		
236	Conforming to productive working practices in the workplace		
618	Moving, handling and storing resources in the workplace		
237	Installing cavity wall insulation in the workplace		
242	Insulation and building treatments, building construction, defects and interfaces		
Additional (not compulsory)			
265	Erecting and dismantling access/working platforms in the workplace		
266	Develop customer relationships		

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Solid Floor Insulation (Construction) (5931-44)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
102	Conforming to general health, safety and welfare in the workplace		
236	Conforming to productive working practices in the workplace		
618	Moving, handling and storing resources in the workplace		
241	Installing insulation to solid floors in the workplace		
242	Insulation and building treatments, building construction, defects and interfaces		
Additional (not compulsory)			
265	Erecting and dismantling access/working platforms in the workplace		
266	Develop customer relationships		

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Under Floor Insulation (Construction) (5931-45)** learners must achieve all the mandatory units listed below. Learners must undertake **one** of the additional mandatory units (243 and 244).

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	**Unit title**	**Unit achieved? (Y/N)**	**Date**
Mandatory			
102	Conforming to general health, safety and welfare in the workplace		
236	Conforming to productive working practices in the workplace		
618	Moving, handling and storing resources in the workplace		
242	Insulation and building treatments, building construction, defects and interfaces		
Additional mandatory			
243	Installing insulation to suspended floors in the workplace		
244	Spraying insulation to suspended floors in the workplace		
Additional (not compulsory)			
265	Erecting and dismantling access/working platforms in the workplace		
266	Develop customer relationships		

To achieve the **City & Guilds Level 2 NVQ in Insulation and Building Treatments – Cold Roof Insulation (Construction) (5931-46)** learners must achieve all the mandatory units listed below.

Learners can also undertake the additional units 265 & 266; however, the completion of these units will not contribute to the overall achievement of this qualification pathway.

City & Guilds unit number	Unit title	Unit achieved? (Y/N)	Date
Mandatory			
102	Conforming to general health, safety and welfare in the workplace		
236	Conforming to productive working practices in the workplace		
618	Moving, handling and storing resources in the workplace		
218	Installing insulation to cold roofs in the workplace		
242	Insulation and building treatments, building construction, defects and interfaces		
Additional (not compulsory)			
265	Erecting and dismantling access/working platforms in the workplace		
266	Develop customer relationships		

6.4 On site assessment plan/feedback

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:

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:

6.5 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:

6.6 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 (eg flow rates, pressure, temperature):

Candidate signature:	Date:
Assessor/Work-based Recorder name:	Date:
Assessor/Work-based Recorder signature:	Date:

IQA name:	IQA signature:	Date:

6.7 Oral questioning supplementary evidence sheet

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:

6.8 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:

6.9 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:

6.10 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:

6.11 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

Witness relationship to candidate eg supervisor, customer, lecturer, assessor	Name	Signature	Date

Unit 102 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 102 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 236 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							
b. colleagues							
c. 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 236 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 237 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 to confirm its accuracy, completeness and relevance to the building type, fabric and condition 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 why the organisational procedures have been developed and how they are implemented							
1.4	explain the importance of organisational procedures to solve problems and why it is important to follow them							
1.5	describe different types of information, their source accuracy, completeness and how they are interpreted in relation to:							
	a. drawings							
	b. specifications							
	c. schedules							
	d. method statements							
	e. risk assessments							
	f. design							
	g. standards							
	h. manufacturers' information							
	i. data sheets							
	j. official guidance							
	k. current legislation and regulations governing buildings							

2. Know how to comply with environmentally responsible work practices to meet current legislation standards 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 in relation to:							
a. 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 and 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. tools							
b. workplace							
c. siting and location of vehicles							
d. company							
e. customer							
f. access equipment							
g. material and waste storage							
h. the general public							
2.3 explain the accident reporting procedures and who is responsible for making reports.							
2.4 describe the types of fire extinguishers available when installing cavity wall insulation and describe how and when they are used in relation to:							
a. water							

b. CO_2							
c. foam							
d. powder							

3. Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **demonstrate compliance with relevant legislation, standards and official guidance when installing cavity wall insulation in relation to the following:**							
a. **methods of work**							
b. **safe use of health and safety control equipment**							
c. **safe use of access equipment and harness systems**							
d. **safe use, storage and handling of materials, tools and equipment**							
e. **operative maintenance of installation equipment**							
f. **specific risks to health including mental health**							
g. **specific risks associated with ventilation (roof space, inside the property and under floor) and combustion appliances**							
3.2 explain why and when health and safety control equipment, identified by the principles of prevention, should be used, when installing cavity wall insulation in relation to:							
a. collective protective measures							
b. personal protective equipment (PPE)							
c. respiratory protective equipment (RPE)							
d. local exhaust ventilation (LEV)							
3.3 describe how emergencies should be responded to in accordance with organisational authorisation and personal skills in relation to:							
a. fires							

b. spillages							
c. injuries							
d. emergencies relating to occupational activities							
e. identification of and reporting asbestos containing materials							
3.4 describe how to report risks and hazards identified by the following:							
a. risk assessment							
b. personal assessment							
c. methods of work							
d. manufacturers' technical information							
e. data sheets							
f. statutory regulations							
g. official guidance							
h. Control of Substances Hazardous to Health (COSHH)							

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 **check the suitability, compatibility characteristics of the materials, components and finishes determine if they are moisture open or moisture closed and their impact on the building.**							
4.3 **record and report issues or defects.**							
4.4 describe why the characteristics, compatibility, quality, uses, sustainability, limitations and defects associated with the resources are important and how defects should be rectified.							
4.5 describe how the resources should be used correctly and how problems associated with the resources are reported in relation to:							
a. protective sheeting							
b. warning signs							
c. public protection equipment							
d. calibration equipment							
e. essential airway sleeves							
f. cavity barriers							
g. mortar mix							
h. mortar dyes							
i. insulation							
j. all work tools							

4.6	describe how to confirm that the resources and materials conform to the specification.						
4.7	explain why the organisational procedures have been developed and how they are used for the selection of required resources.						
4.8	describe how to identify any potential hazards associated with the resources and methods of work and how they are overcome.						
4.9	describe how to calculate the quantity of materials required and used to ensure adequacy of full as per system designer specification and wastage associated with the method and 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 **maintain a safe, clear and tidy work area**							
5.3 explain why it is important to maintain a safe, clear and tidy work area.							
5.4 **dispose of waste in accordance with current legislation.**							
5.5 describe how to protect work and its surrounding area from damage by general workplace activities, other occupations and adverse weather conditions and how to minimise damage to existing building fabric.							
5.6 explain the importance of protecting the work and its surrounding area against the risk of damage.							
5.7 explain why and how the disposal of waste must be carried out safely in accordance with the following:							
a. current legislation							
b. environmental responsibilities							
c. organisational procedures							
d. manufacturers' information and data sheets							
e. statutory regulations							
f. 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 your work within the estimated, allocated time and performance requirements of the system design, method statement and the required standard.**							
6.2 describe the purpose of the work programme, including the estimated and allocated time, 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. **monitoring**							
e. **fitting**							
f. **filling**							
g. **making good**							
7.2 **use and maintain all work tools and installation equipment**							
7.3 **carry out external and internal pre-installation check, assessing recording and reporting issues to include:**							
a. **suitable access**							
b. **property suitability**							
c. **structural integrity**							
d. **dampness**							

	e. **decay**							
	f. **exposure ratings**							
	g. **vents and ventilation**							
	h. **services (gas, electric, water, media cables)**							

7.4	**check, record and report issues with construction ventilation, flues, chimneys and combustion air ventilators pre- and post-installation.**							
7.5	**prepare for and install cavity wall insulation to given system designer specification, method statement and the required standard.**							
7.6	**drill holes to specified patterns using depth gauges and right-angled drilling only, selecting the correct masonry drill bit, speed and setting, and taking effective steps to minimise the impact to the building fabric and preventing rubble falling into the cavity.**							
7.7	**fit cavity barriers.**							
7.8	**assemble and operate installation equipment, measuring density, flow and quality tests.**							
7.9	**fill holes with matching and suitable materials.**							
7.10	**clean, disassemble and prepare installation processing equipment for transportation.**							
7.11	**hand over and sign off to the customers satisfaction.**							
7.12	**carry out post installation checks.**							
7.13	describe how the methods of work to meet the specification, are carried out and how problems are identified and reported by the application of knowledge for safe, healthy and environmental work practices, procedures and skills relating to the method and area of work in relation to:							
	a. the suitability, compatibility and characteristics of the materials, components and finishes, and determine if they are moisture open or moisture closed, their impact on the building and their appropriateness to the design and physical application							
	b. how to record and report issues or defects with the materials, components and finishes							
	c. why it is important to carry out external and internal pre-installation checks							
	d. how to carry out external and internal pre-installation checks, assessing, recording and reporting issues to include:							
	i. suitable access							

ii. property suitability							
iii. structural integrity							
iv. dampness							
v. decay							
vi. exposure ratings							
vii. vents and ventilation							
viii. services (gas, electric, water, media cables)							
e. why it is important to ensure that all necessary repairs are completed prior to installation							
f. how to recognise, record and report the key issues that may inhibit commencement of the work including but not limited to:							
i. condition of building fabric							
ii. identification of any areas of potential water penetration							
iii. visibility and completeness of damp proof course							
iv. condition of window and door seals							
v. height of internal floors in relation to external floor height							
vi. condition of roof							
vii. damaged or spalled brickwork							
viii. drainage and down pipes							
ix. protection and existence of sub floor ventilation							
x. cavity width and identification of any debris							
g. how to identify when specialist skills and knowledge are required and report accordingly including but not limited to:							
i. fire safety							
ii. electrical							
iii. asbestos							

iv. Radon							
v. heritage							
vi. architectural features							
vii. ecology							
viii. ventilation							
h. the relevance of an assessment of significance and how to recognise specific requirements for structures of special interest, traditional construction, hard-to-treat buildings and historical significance							
i. how to identify, record, report and rectify unintended consequences not addressed in the design, including but not limited to the existence of thermal bridges, thermal bypassing and water ingress, inadequate ventilation and condensation risk							
j. why it is important to avoid unintended consequences							
k. why it is important to explain installation procedure to building occupants to include but not limited to the following:							
i. scope and work programme							
ii. safety requirements during the installation process							
iii. protection of property and personal items							
iv. specific benefits and implications to include homeowner information							
v. agreed standards of making good							
l. the implications of existing guarantees and warranties that may be compromised by the installation, to include but not limited to: i. wall ties							
ii. windows							
iii. damp proof course							
iv. renders							
v. tyrolean coatings							
vi. silicone weatherproof coatings							
m. how to work with, around and in close proximity to plant and machinery							

n. how to direct and guide the operations and movement of plant and machinery to ensure protection of a safe working environment							
o. how to identify and follow the installation quality requirements							
p. how and why it is important to check, record and report issues with construction ventilation, flues, chimneys and combustion air ventilators pre and post installation							
q. why it is important to ensure pre-installation material checks are within specified parameters, to include checking and recording batch number and reporting defects							
r. how to assemble and operate installation processing							
s. how to calibrate equipment to measure density, flow and quality tests to ensure they are in line with manufacturers specifications and material requirements							
t. why effective selection of PPE equipment to avoid cementation dust is important							
u. how to drill holes to specified patterns and the importance of using depth gauges and right-angled drilling only, selecting the correct masonry drill bit, speed and setting, and taking effective steps to minimise the impact to the building fabric and preventing rubble falling into the cavity							
v. how to install cavity wall insulation from inside and outside of a building including lance techniques							
w. why it is important to ensure effective and safe operation of equipment and consistency of fill using the appropriate technique for the selected material (to include bead using adhesive bonding agents and blown mineral wool)							
x. how to fill holes with matching and suitable materials to ensure evidence of the drill pattern is minimised and the finish is in keeping with the original building texture and colour							
y. how to fill holes with matching and suitable materials to ensure evidence of the drill pattern is minimised and the finish is in keeping with the original building texture and colour							
z. why it is important to clean and disassemble installation processing equipment and pack away for transportation							
aa. the different types of air and vapour control layers and breather membranes, where and how they should be used and why it is important to install them correctly							
bb. the importance of ensuring the integrity of air and vapour control layers and breather membranes following installation and the need to maintain continuity							
cc. why it is important to immediately record and report unforeseen events including but not limited to equipment malfunctions, situations and faults not identified in the original design							

	dd. why it is important to complete post installation checks in accordance with the system designer installations operations manual and report issues to include but not limited to safeguarding the combustion ventilation and report defects							
	ee. why it is important to provide post installation advice and guidance to building occupants including homeowner packs							
	ff. how to handover and sign off to the customers satisfaction gg. how to use all work tools and installation equipment in line with manufacturers and system specifications							
	hh. how to work at height using access equipment and harness systems							
	ii. how and why maintenance of all work tools and installation equipment is carried out							
7.14	describe the needs of other occupations and the importance of teamwork and communication when installing cavity wall insulation							

Unit 237 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 238 Installing insulation to cold 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
- 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 design information relating to the work and resources to confirm its accuracy, completeness and relevance to the building type, fabric and condition 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 why the organisational procedures have been developed and how they are implemented.							
1.4 explain the importance of organisational procedures to solve problems and why it is important to follow them.							

1.5 describe different types of information, their source, accuracy and completeness and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. design							
g. standards							
h. manufacturers' information							
i. data sheets							
j. official guidance							
k. current legislation and 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 in relation to:							
a. the workplace							
b. below ground level							
c. confined spaces							
d. at height							
e. tools and equipment							
f. materials and substances							
g. movement and storage of materials 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. sitting and location of vehicles							
d. company							
e. customer							
f. access equipment							
g. materials and waste storage							
h. the general public							
2.3 explain the accident reporting procedures and who is responsible for making reports.							
2.4 describe the types of fire extinguishers available when installing to cold roofs and describe how and when they are used in relation to:							
a. water							
b. CO2							
c. foam							
d. powder							

3. Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **demonstrate compliance with relevant legislation, standards and official guidance when installing insulation to cold roofs in relation to the following:**							
a. **methods of work**							
b. **safe use of health and safety control equipment**							
c. **safe use of access equipment and harness systems**							
d. **safe use, storage and handling of materials, tools and equipment**							
e. **specific risks to health including mental health**							

f. **specific risks associated with ventilation (roof space, inside the property and under floor) and combustion appliances**							

3.2	explain why, when and how health and safety control equipment defined by the principles of prevention should be used when installing insulation to cold roofs in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.3	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills in relation to:							
	a. fires							
	b. spillages							
	c. injuries							
	d. other task-related activities							
	e. identification of and reporting of asbestos containing materials							
3.4	describe how to report risks and hazards identified by the following:							
	a. risk assessment							
	b. personal assessment							
	c. methods of work							
	d. manufacturers' technical information							
	e. data sheets							
	f. statutory regulations							
	g. official guidance							
	h. Control of Substances Hazardous to Health (COSHH)							

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 **check the suitability, compatibility characteristics of the materials, components, fixing and finishes determine if they are moisture open or moisture closed and their impact on the building.**							
4.3 **record and report issues or defects.**							
4.4 describe why the characteristics, compatibility, quality, uses, sustainability, limitations and defects associated with the resources are important and how defects should be rectified.							
4.5 describe how the resources should be used correctly and how problems associated with the resources are reported in relation to:							
a. protective sheeting							
b. warning signs							
c. temporary barriers							
d. insulation							
e. pipe insulation							
f. tank and cylinder jackets							
g. insulation fixings							
h. access boards							
i. loft hatches							
j. light wells							
k. soffit and fascia boards							

l. tile vents							
m. sarking felt vents							
n. draught-proofing materials							
o. fire related caps							
p. cable protection							
q. all work tools and equipment							
4.6 describe how to confirm that the resources and materials conform to the specification.							

4.7 explain why the organisational procedures have been developed and how they are used for the selection of required resources.							
4.8 describe how to identify the hazards associated with the resources and methods of work.							
4.9 describe how to calculate the quantity required and used to ensure adequacy of fill as per system designer specification and wastage associated with the method and 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 **maintain a safe, clear and tidy work area**							
5.3 explain why it is important to maintain a safe, clear and tidy work area							
5.4 **dispose of waste in accordance with current legislation**							
5.5 describe how to protect work and its surrounding area from damage by general workplace activities, other occupations and adverse weather conditions, and how to minimise damage to existing building fabric							
5.6 explain the importance of protecting the work and its surrounding area against the risk of damage							
5.7 explain why and how the disposal of waste must be carried out safely in accordance with the following:							

a. current legislation							

b. environmental responsibilities							
c. organisational procedures							
d. manufacturers' information							
e. statutory regulations							
f. 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 your work within the estimated, allocated time and performance requirements of the system design, method statement and the required standard**							
6.2 describe the purpose of the work programme, including the estimated and allocated time, 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. **filling**							
g. **positioning**							

	h. **securing**							
	i. **making good**							
7.2	**use and maintain work tools and equipment**							
7.3	**carry out external and internal pre-installation checks assessing, recording and reporting issues to include:**							
	a. **suitable access**							
	b. **property suitability**							
	c. **structural integrity**							
	d. **dampness**							
	e. **decay**							
	f. **vents and adequate ventilation**							
	g. **services (gas, electric, water, media cables)**							
7.4	**prepare and install insulation to cold roofs using at least one of the following methods in compliance with current regulations and given work instructions:**							
	a. **placed**							
	b. **mechanically or adhesively fixed**							
7.5	**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**							
	d. **light wells**							
7.6	**protect electrical services, lighting, media, high amperage cables**							
7.7	**create and protect platforms and walkways for access and storage**							
7.8	**remove and secure building occupants stored items**							
7.9	**install passive ventilation and safeguarding existing ventilation**							

7.10 **insulate and draught-proof access hatches**							
7.11 **insulate light wells**							
7.12 **minimise the effects of thermal bridging**							
7.13 **carry out post installation checks to ensure insulation complies with the design**							
7.14 **provide post installation advice and guidance to building occupants including homeowner packs**							
7.15 **hand over and sign off to the customers satisfaction**							
7.16 describe how the methods of work to meet the specification, are carried out and how problems are identified and reported by the application of knowledge for safe, healthy and environmental work practices, procedures and skills relating to the method and area of work relating to the following:							
a. the suitability, compatibility and characteristics of the materials, components and finishes, and determine if they are moisture open or moisture closed, their impact on the building and their appropriateness to the design and physical application							
b. how to record and report issues or defects with the materials, components and finishes							
c. why it is important to carry out external and internal pre-installation checks							
d. how to carry out external and internal pre-installation checks, assessing, recording and reporting issues to include:							
i. common infestations							
ii. protected species							
iii. suitable access							
iv. property suitability							
v. structural integrity							
vi. dampness							
vii. decay							
viii. vents and ventilation							
ix. services (gas, electric, water, media cables)							
e. why it is important to ensure that all necessary repairs are completed prior to installation							

f. how and why it is important to recognise the procedures to check, record and report issues with construction ventilation, flues, chimneys and combustion air ventilators pre and post installation							
g. how to identify and follow the installation quality requirements							
h. how to recognise, record and report the key issues that may inhibit commencement of the work including but not limited to:							
i. condition of building fabric							
ii. identification of any areas of potential water penetration							
iii. condition of roof							
iv. drainage and down pipes							
i. how to identify when specialist skills and knowledge are required and report accordingly including but not limited to:							
i. fire safety							
ii. electrical							
iii. asbestos							
iv. Radon							
v. heritage							
vi. architectural features							
vii. ecology							
viii. ventilation							
j. the relevance of an assessment of significance and how to recognise specific requirements for structures of special interest, traditional (pre-1919) construction, hard-to-treat buildings and historical significance							
k. how to identify, record, report and rectify unintended consequences not addressed in the design, including but not limited to the existence of thermal bridges, thermal bypassing and water ingress, inadequate ventilation and condensation risk							
l. why it is important to avoid unintended consequences							
m. why it is important to explain installation procedure to building occupants to include but not limited to the following:							

i. scope and work programme							
ii. safety requirements during the installation process							
iii. protection of property and personal items							
iv. specific benefits and implications to include homeowner information							
v. agreed standards of making good							
n. the implications of existing guarantees and warranties that may be compromised by the installation to include but not limited to:							
i. roof skylights							
ii. loft guarantees							
iii. building warranties							
iv. timber treatment							
o. how to work with, around and in close proximity to plant and machinery							
p. how to direct and guide the operations and movement of plant and machinery to ensure protection of a safe working environment							
q. how to work in confined spaces							
r. how to create and protect platforms and walkways							
s. why it is important to identify and remove infested, damaged and contaminated insulation from the roof area							
t. how to remove and secure building occupants stored items							
u. how to identify and install passive ventilation and report any ventilation limitations identified							
v. why it is important to recognise and report the potential risk of increased condensation following installation relating to roof coverings (pitched and flat) and roof structures (timber, metal, concrete)							
w. the importance of ensuring all work to services (gas, electric, water, media cables) is carried out by suitably qualified people							
x. how to check for and protect hidden utilities							
y. how to identify insulation materials and their characteristics for cold roofs, pipes, storage tanks, cylinders and access hatches							
z. how to prepare and install, placed, mechanically or adhesively fixed insulation to cold roofs							

aa.	why it is important to minimise the effects of thermal bridging through compliance with design detail ensuring consistent insulation of the area being insulated						
bb.	how to check serviceability and provision of walkway boards and platforms						
cc.	how to prepare and fix pipe, tank and cylinder insulation						
dd.	how to ensure the insulation is contained within the prescribed areas						
ee.	how to protect downlighters by installation of fire rated caps to the required specification						
ff.	how to ensure insulation around electrical apparatus will not create fire hazards (light fittings, electrical units and cables)						
gg.	how to insulate and draught-proof access hatches						
hh.	how to Insulate light wells to ensure continuity of						
ii.	how to maintain fire resistant barriers						
jj.	the different types of air and vapour control layers and breather membranes, where and how they should be used and why it is important to install them correctly						
kk.	the importance of ensuring the integrity of air and vapour control layers and breather membranes following installation and the need to maintain continuity						
ll.	why it is important to immediately record and report unforeseen events including but not limited to equipment malfunctions, situations and faults not identified in the original design						
mm.	why it is important to complete post installation checks in accordance with the design, method statement and installations operations manual and report issues to include but not limited to safeguarding the combustion ventilation and report defects						
nn.	why it is important to provide advice to building occupants to preserve the integrity of the insulation (insulation data sheet and warning labels)						
oo.	how to handover and sign off to the customers' satisfaction						
pp.	how to use all work tools and equipment						
qq.	how to work at height using access equipment and harness systems						
rr.	how and why maintenance of all work tools and equipment is carried out						
7.17	describe the needs of other occupations and the importance of teamwork and communication when installing insulation to cold roofs.						

Unit 238 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 241 Installing insulation to solid floors in the workplace

Level: 2

Unit aim:

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

- interpreting information
- complying with responsible work practices to meet legislation standards
- selecting the required quantity and quality of resources
- minimising risk
- completing within the allocated time.

*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 design information relating to the work and resources to confirm its accuracy, completeness and relevance to the building type, fabric and condition when installing insulation to solid 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**							
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 explain the importance of organisational procedures to solve problems and why it is important to follow them							
1.5 describe different types of information, their source, accuracy, completeness and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. design							
g. standards							
h. manufacturers' information							

2. Know how to comply with environmentally responsible work practices to meet current, legislation standards and official guidance when installing insulation to solid floors.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe their responsibilities regarding potential accidents, health hazards and the environment in relation to:							
a. the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. tools and equipment							
f. materials and substances							
g. movement and storage of materials 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. siting and location of vehicles							
d. company							
e. customer							
f. access equipment							
g. material and waste storage							
h. the general public							
2.3 explain the accident reporting procedures and who is responsible for making reports							
2.4 describe the types of fire extinguishers available when installing insulation to solid floors and describe how and when they are used in relation to:							
a. water							
b. CO2							
c. foam							
d. powder							

3. Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **demonstrate compliance with relevant legislation, standards and official guidance when installing insulation to solid floors in relation to the following:**							
a. methods of work							
b. safe use of health and safety control equipment							
c. safe use of access equipment							
d. safe use, storage and handling of materials, tools and equipment							
e. specific risks to health including mental health							
f. specific risks associated with ventilation and combustion appliances							
3.2 explain why, when and how health and safety control equipment, identified by the principles of prevention, should be used when installing insulation to solid floors in relation to:							
a. collective protective measures							
b. personal protective equipment (PPE)							
c. respiratory protective equipment (RPE)							
d. local exhaust ventilation (LEV)							
3.3 describe how emergencies should be responded to in accordance with organisational authorisation and personal skills in relation to:							
a. fires							
b. spillages							
c. injuries							
d. emergencies relating to occupational activities							
e. identification of and reporting of asbestos containing materials							
3.4 describe how to report risks and hazards identified by the following:							
a. risk assessment							
b. personal assessment							

c. methods of work							
a. manufacturers' technical information							
b. data sheets							
c. statutory regulations							
d. official guidance							
e. Control of Substances Hazardous to Health (COSHH)							
4. Select the required quantity and quality of resources for the methods of work to install insulation to solid floors.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 **select resources associated with own work in relation to materials, components, tools and equipment**							
4.2 **check the suitability, compatibility and characteristics of the materials and components, determine if they are moisture open or moisture closed and their impact on the building**							
4.3 **record and report issues or defects**							
4.4 describe why the characteristics, compatibility, quality, uses, sustainability, limitations and defects associated with the resources are important and how defects should be rectified							
4.5 describe how the resources should be used and how problems associated with the resources are reported in relation to:							
a. protective sheeting							
b. warning signs							
c. temporary barriers							
d. insulation							
e. making good materials							
f. filling materials							
g. tapes and sealants							
h. all work tools							

4.6	describe how to confirm that the resources and materials conform to the specification						
4.7	explain why the organisational procedures have been developed and how they are used for the selection of required resources						
4.8	describe how to identify the hazards associated with the resources and methods of work and how they are overcome						

5. Minimise the risk of damage to the work and surrounding area when installing insulation to solid 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 **maintain a safe, clear and tidy work area**							
5.3 **explain why it is important to maintain a safe, clear and tidy work area**							
5.4 **dispose of waste in accordance with current legislation**							
5.5 describe how to protect work and its surrounding area from damage by general workplace activities, other occupations and adverse weather conditions and how to minimise damage to existing building fabric							
5.6 explain the importance of protecting the work and its surrounding area against the risk of damage							
5.7 explain why and how the disposal of waste must be carried out safely in accordance with the following:							
a. current legislation							
b. environmental responsibilities							
c. organisational procedures							
d. manufacturers' information							
e. data sheets							
f. statutory regulations							
g. official guidance							

6. Complete the work within the allocated time when installing insulation to solid floors.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 **demonstrate completion of your work within the estimated, allocated time and performance requirements of the system design, method statement and the required standard**							
6.2 describe the purpose of the work programme, including the estimated and allocated time 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 carry out the work efficiently to install insulation to solid 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 solid floors:**							
a. **carrying out internal pre-installation checks**							
b. **measuring**							
c. **marking out**							
d. **calculating**							
e. **cutting**							
f. **fitting**							
g. **filling**							
h. **positioning and securing**							
i. **making good**							
7.2 **use and maintain all work tools and equipment**							
7.3 **check, record and report issues with construction ventilation, flues, chimneys and combustion air ventilators pre- and post-installation**							
7.4 **recognise, record and report the key issues that may inhibit commencement of the work including but not limited to:**							
a. **condition of building fabric**							

	b. **identification of any areas of potential water penetration**							
	c. **visibility and completeness of damp proof course and membranes**							
	d. **condition of window and door seals**							
	e. **height of internal floors in relation to external floor height**							
	f. **drainage and down pipes**							
	g. **protection of existing ventilation in line with design**							
7.5	**identify the potential risk of increased condensation following installation relating to solid floors and how to prevent it**							
7.6	**prepare floor for insulation to include the following but not limited to:**							
	a. **safe systems of work**							
	b. **minimising damage**							
	c. **checking existing services**							
	d. **building construction and heritage significance**							
	e. **working surface, solid, free from defect, level and dry**							
	f. **customer safety**							
7.7	**check for hidden utilities**							
7.8	**maintain integrity of membranes**							
7.9	**remove and minimise damage to floorcoverings**							
7.10	**clear and safeguard existing and install additional ventilation if required in accordance with the design and installation checks and report back issues which impact the ventilation assessment**							
7.11	**protect the building occupants and their property**							
7.12	**confirm pre-installation material checks are within specified parameters to include checking and reporting defects**							
7.13	**rectify defects in preparation of insulation measures**							
7.14	**prepare and place insulation to solid floors using the following methods to given working instructions:**							
	a. **insulation under a screed**							

	b. **insulation on top of a solid floor**							
	c. **cut, place and tape insulation to manufacturers' specification**							
	d. **apply damp proof membrane as required**							
	e. **restrict or reduce unwanted heat loss**							
	f. **ensure maintenance of adequate ventilation**							
	g. **minimise the effects of thermal bridging through compliance with design detail and ensuring a consistent level of insulation of the installed area**							
7.15	**complete post installation checks in accordance with the design, method statement and installations operations manual and report issues to include but not limited to safeguarding the combustion ventilation and report defects**							
7.16	**provide post installation advice and guidance to building occupants including homeowner packs**							
7.17	**handover and sign off to the customers satisfaction**							
7.18	describe how the methods of work to meet the specification, are carried out and how problems are identified and reported by the application of knowledge for safe, healthy and environmental work practices, procedures and skills relating to the method and area of work relating to the following:							
	a. the suitability, compatibility and characteristics of the materials, components and finishes, and determine if they are moisture open or moisture closed, their impact on the building and their appropriateness to the design and physical application							
	b. how to record and report issues or defects with the materials, components and finishes							
	c. why it is important to carry out external and internal pre-installation checks							
	d. how to carry out external and internal pre-installation checks assessing, recording and reporting issues to include:							
	i. suitable access							
	ii. property suitability							
	iii. structural integrity							
	iv. dampness							
	v. decay							
	vi. vents and ventilation							

vii.	services (gas, electric, water, media cables)							
e.	why it is important to ensure that all necessary repairs are completed prior to installation							
f.	how to recognise, record and report the key issues that may inhibit commencement of the work including but not limited to:							
i.	condition of building fabric							
ii.	identification of any areas of potential damp							
iii.	evidence of incompleteness of damp proof							
iv.	height of internal floors in relation to external floor height							
v.	damaged or spalled brickwork							
vi.	drainage and down pipes							
vii.	protection and existence of sub floor ventilation							
g.	how to identify when specialist skills and knowledge are required and report accordingly including but not limited to:							
i.	fire safety							
ii.	electrical							
iii.	asbestos							
iv.	Radon							
v.	heritage							
vi.	ecology							
vii.	architectural features							
viii.	ventilation							
h.	the relevance of an assessment of significance and how to recognise specific requirements for structures of special interest, traditional construction, hard-to-treat buildings and historical significance							
i.	how to identify, record, report and rectify unintended consequences not addressed in the design, including but not limited to the existence of: thermal bridges, thermal bypassing and water ingress, inadequate ventilation and condensation risk							
j.	why it is important to avoid unintended consequences							

k.	how to check, record and report issues with construction ventilation, flues, chimneys and combustion air ventilators pre- and post-installation							
l.	why it is important to recognise the potential risk of increased condensation following installation relating to solid floors and how to prevent it							
m.	why it is important to explain installation procedure to building occupants to include but not limited to the following:							
	i. scope and work programme							
	ii. safety requirements during the installation process							
	iii. protection of property and personal items							
	iv. specific benefits and implications to include homeowner information							
	v. agreed standards of making good							
n.	how to identify and follow the installation quality requirements							
o.	how to work with, around and in close proximity to plant and machinery							
p.	how to direct and guide the operations and movement of plant and machinery to ensure protection of a safe working environment							
q.	how to prepare floor for insulation to include the following but not limited to:							
	i. safe systems of work							
	ii. minimising damage							
	iii. checking existing services							
	iv. building construction and heritage significance							
	v. working surface, solid, free from defect, level and dry							
	vi. customer safety							
r.	how to check for and protect hidden utilities							
s.	the importance of ensuring all work to services (gas, electric, water) is carried out by suitably qualified people							
t.	how to maintain integrity of membranes							
u.	how to remove and minimise damage to floorcoverings							

v. how to clear and safeguard existing and install additional ventilation if required in accordance with the design and installation checks and report back issues which impact the ventilation assessment							
w. how to protect the building occupants and their property							
x. how to confirm pre-installation material checks are within specified parameters to include checking and reporting defects							
y. how to rectify defects in preparation of insulation measures							
z. how to prepare and place insulation to solid floors using the following methods to given working instructions:							
i. insulation under a screed							
ii. insulation on top of a solid floor							
iii. cut, place and tape insulation to manufacturers' specification							
iv. apply damp proof membrane							
v. restrict or reduce unwanted heat loss							
vi. ensure maintenance of adequate ventilation							
aa. why it is important to minimise the effects of thermal bridging through compliance with design detail and ensuring a full consistent level of insulation to the area being insulated							
bb. the different types of air and vapour control layers and breather membranes, where and how they should be used and why it is important to install them correctly							
cc. the importance of ensuring the integrity of air and vapour control layers and breather membranes following installation and the need to maintain continuity							
dd. why it is important to immediately record and report unforeseen events including but not limited to equipment malfunctions, situations and faults not identified in the original design							
ee. why it is important to complete post installation checks in accordance with the design, method statement and installations operations manual and report issues to include but not limited to safeguarding the combustion ventilation and report							
ff. why it is important to provide post installation advice and guidance to building occupants including homeowner packs							
gg. how to handover and sign off to the customers satisfaction							
hh. how to use all work tools and equipment							

ii. how to work at height using access equipment							
jj. how and why maintenance of all work tools and installation equipment is carried out							
7.19 describe the needs of other occupations and the importance of teamwork and communication when installing insulation to solid floors							

Unit 241 Installing insulation to solid 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 242 Insulation and building treatments, building construction, defects and interfaces

Level: 2

Unit aim:

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

- interpreting information
- complying with legislation, standards and official guidance
- selecting the required quantity and quality of resources
- minimising the risk of damage
- complying with given contract information.

*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 design information relating to the work and resources and identify its suitability, taking into consideration building type, defects and detailing and recording and reporting issues in regard to building construction, defects and interfaces.							
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**							
g. **data sheets**							
1.2 **comply with information and/or instructions derived from risk assessments and method statements**							
1.3 explain the importance of organisational procedures to solve problems and why it is important to follow them							

1.4 describe different types of information, their source, accuracy, completeness and how they are interpreted in relation to:							
a. types of construction							
b. energy efficiency measures							
c. building treatments							
d. drawings							
e. method statements							
f. design							
g. standards							
h. manufacturers' information							
i. data sheets							
j. official guidance							
k. current legislation and regulations governing buildings							
2. Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices as stated for each measure to be installed.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe the relevant, current legislation, standards and official guidance and how they are applied							
2.2 describe how emergencies should be responded to in accordance with organisational authorisation and personal skills in relation to:							
a. fires							
a. spillages							
b. injuries							
c. emergencies relating to occupational activities							
d. identification of and reporting of asbestos containing materials							
2.3 describe how to report risks and hazards identified by the following:							

a. risk assessment							
b. personal assessment							
c. methods of work							
d. safe systems of work							
e. manufacturers' technical information							
f. data sheets							
g. statutory regulations							
h. official guidance							
i. Control of Substances Hazardous to Health (COSHH)							
2.4 explain the accident reporting procedures and who is responsible for making reports.							
3. Select the required quantity and quality of resources for the methods of work in relation to building construction, defects and interfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **select resources associated with own work**							
3.2 **check the suitability, compatibility and characteristics of the materials, components and finishes and determine if they are moisture open or moisture closed and their impact on the building**							
3.3 **record and report issues or defects**							
3.4 describe why the characteristics, compatibility, quality, uses, sustainability, limitations and defects associated with the resources are important and how defects should be rectified							
3.5 describe how the resources should be used and how problems associated with the resources are reported							
3.6 describe how to confirm that the resources and materials conform to the specification							
3.7 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
3.8 describe how to identify the hazards associated with the resources and methods of work and how they are overcome							

4. Minimise the risk of damage to the work and surrounding area in relation to building construction, defects and interfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 **protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures**							
4.2 **maintain a safe, clear and tidy work area**							
4.3 explain why it is important to maintain a safe, clear and tidy work area							
4.4 **dispose of waste in accordance with current legislation**							
4.5 describe how to protect work and its surrounding area from damage by general workplace activities, other occupations and adverse weather conditions and how to minimise damage to existing building fabric							
4.6 explain the importance of protecting the work and its surrounding area against the risk of damage							
5. Comply with the given contract information when identifying common building construction, defects and interfaces to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 **comply with the given contract information to carry out the work efficiently to the required specification**							
5.2 **demonstrate work skills to carry out external and internal pre installation checks in regard to building construction, defects and material interfaces**							
5.3 **identify common building defects including but not limited to:**							
a. **salt contamination**							
b. **causes of dampness**							
c. **rain penetration**							
d. **rising damp**							
e. **internal moisture vapour**							
f. **damaged services**							
g. **structural defects**							

5.4	describe how the methods of work to meet the specification, are carried out and how problems are identified and reported by the application of knowledge for safe, healthy and environmental work practices, procedures and skills relating to the method and area of work relating to the following:							
	a. the suitability, compatibility and characteristics of the materials, components and finishes, and determine if they are moisture open or moisture closed, their impact on the building and their appropriateness to the design and physical application							
	b. how to record and report issues or defects with the materials, components and finishes							
	c. why it is important to carry out external and internal pre-installation checks							
	d. how to carry out external and internal pre-installation checks, assessing, recording and reporting issues to include but not limited to:							
	i property suitability							
	ii structural integrity							
	iii dampness							
	iv decay							
	v exposure ratings							
	vi vents and ventilation							
	vii services (gas, electric, water, media cables)							
	e. why it is important to ensure that all necessary repairs are completed prior to installation							
	f. the implications that types of construction and materials have on the introduction of energy efficiency measures and other forms of building treatments with specific reference to:							
	i roofs							
	ii walls including internal and external finishes							
	iii floors							
	iv windows and doors							
	v chimneys and fireplaces							
	vi flues and combustion ventilation							
	vii fabric interfaces							

	viii existing services							
g.	the importance of the correct sequencing of installation of energy efficiency measures and building treatments							
h.	how performance varies in different construction types, locations and through the impact of habitation and usage							
i.	how alterations, additions and extensions to the original construction can affect the performance of the building							
j.	how to identify common building defects including but not limited to: salt contamination and causes of dampness, rain penetration, rising damp, internal moisture vapour, damaged services, structural defects and understand the implications of these when they are present							
k.	how achieving continuity of the insulation and building treatments can prevent problems such as water ingress, poor energy efficiency and thermal bridges, whilst understanding the unique circumstances at party walls and the associated risks to adjacent properties							
l.	how to recognise unintended consequences, why they happen, how to avoid them and the importance of moisture content in external fabric including but not limited to:							
	i impacts on neighbouring properties							
	ii insulation fitting and placement for different insulation types							
	iii junctions							
	iv thermal bridging and condensation risks							
	v thermal bypassing							
	vi void ventilation							
m.	the potential causes of mould and fungal decay in buildings and the impact of ventilation and air flow following the installation of thermal efficiency measures							
n.	the implications of building defects and the repairs required and how they will affect the choice of energy efficiency measures and building treatments							
o.	the importance of compatibility and interactions between measures and the fabric of the underlying building							
p.	how to identify when specialist skills and knowledge are required and report accordingly, including but not limited to:							
	i fire safety							
	ii electrical							

	iii gas							
	iv asbestos							
	v Radon							
	vi heritage							
	vii ecology							
	viii archaeological and architectural features							
	ix ventilation							
	x dampness and building exposure							
	q. the relevance of an assessment of significance and how to recognise specific requirements for structures of special interest, traditional construction, hard-to-treat buildings and historical significance							
	r. how your actions can lead to unintended consequences, why they happen, how to avoid them and the importance of reporting them							
5.5	describe the needs of other occupations and the importance of teamwork and communication how to effectively communicate within a team when identifying building construction, defects and interfaces							

Unit 242 Insulation and building treatments, building construction, defects and interfaces

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 243 Installing insulation to suspended 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 design information relating to the work and resources to confirm its accuracy, completeness and relevance to the building type, fabric and condition when installing insulation to suspended floors.							
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							
g. data sheets							
1.2 **comply with information and/or instructions derived from risk assessments and method statements**							
1.3 describe why the organisational procedures have been developed and how they are implemented							

1.4 explain the importance of organisational procedures to solve problems and why it is important to follow them							
1.5 describe different types of information, their source, accuracy, completeness and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. design							
g. standards							
h. manufacturers' information							
i. data sheets							
j. official guidance							
k. current legislation and regulations governing buildings							
2. Know how to comply with environmentally responsible work practices to meet current, legislation standards and official guidance when installing insulation to suspended floors.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe their responsibilities regarding potential accidents, health hazards and the environment in relation to:							
a. the workplace							
b. below ground level							
c. confined spaces							
d. at height							
e. tools and equipment							

f. materials and substances							
g. movement and storage of materials 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. siting and location of vehicles							
d. company							
e. customer							
f. access equipment							
g. materials and waste storage							
h. the general public							
2.3 explain the accident reporting procedures and who is responsible for making reports							
2.4 describe the types of fire extinguishers available when applying surface finishes to installing insulation to suspended floors and describe how and when they are used in relation to:							
a. water							
b. CO2							
c. foam							
d. powder							
3. Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **demonstrate compliance with, relevant legislation, standards and official guidance when installing insulation to suspended floors in relation to the following:**							
a. methods of work							

	b. safe use of health and safety control equipment							
	c. safe use of access equipment							
	d. safe use, storage and handling of materials, tools and equipment							
	e. specific risks to health including mental health							
	f. specific risks associated with ventilation (inside the property and under floor) and also including combustion appliances							
	g. specific risks associated with working in confined spaces							
3.2	explain why, when and how health and safety control equipment, identified by the principles of prevention, should be used when installing insulation to suspended floors, in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.3	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills in relation to:							
	a. fires							
	b. spillages							
	c. injuries							
	d. emergencies relating to occupational activities							
	e. identification of and reporting of asbestos containing materials							
3.4	describe how to report risks and hazards identified by the following:							
	a. risk assessment							
	b. personal assessment							
	c. methods of work							
	d. manufacturers' technical information							
	e. data sheets							

f. statutory regulations							
g. official guidance							
h. Control of Substances Hazardous to Health (COSHH)							
4. Select the required quantity and quality of resources for the methods of work to install insulation to suspended floors.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 **select resources associated with own work in relation to materials, components, fixings, finishes, tools and equipment**							
4.2 **check the suitability, compatibility and characteristics of the materials, components and finishes, determine if they are moisture open or moisture closed and their impact on the building**							
4.3 **record and report issues**							
4.4 describe why the characteristics, compatibility, quality, uses, sustainability, limitations and defects associated with the resources are important and how defects should be rectified							
4.5 describe how the resources should be used and how problems associated with the resources are reported in relation to:							
a. protective sheeting							
b. warning signs							
c. temporary barriers							
d. making good materials							
e. filling materials							
f. sealants							
g. all work tools and equipment							
4.6 describe how to confirm that the resources and materials conform to the specification							
4.7 explain why the organisational procedures have been developed and how they are used for the selection of required resources							

4.8 describe how to identify the hazards associated with the resources and methods of work and how they are overcome							
4.9 describe how to calculate the quantity of materials required and used to ensure, adequacy of fill as per system designer specification and wastage associated with the method and procedure to install insulation to suspended floors							
5. Minimise the risk of damage to the work and surrounding area when installing insulation to suspended 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 **maintain a safe, clear and tidy work area**							
5.3 explain why it is important to maintain a safe, clear and tidy work area							
5.4 **dispose of waste in accordance with current legislation**							
5.5 describe how to protect work and its surrounding area from damage by general workplace activities, other occupations and adverse weather conditions and how to minimise damage to existing building fabric							
5.6 explain why and how the disposal of waste must be carried out safely in accordance with the following:							
a. current legislation							
b. environmental responsibilities							
c. organisational procedures							
d. suppliers and manufactures' information							
e. data sheets							
f. statutory regulations							
g. official guidance							
6. Complete the work within the allocated time when installing insulation to suspended floors.							

	You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1	**demonstrate completion of your work within the estimated, allocated time and performance requirements of the system design, method statement and the required standard**							
6.2	describe the purpose of the work programme, including the estimated and allocated time, 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 carry out the work efficiently to install insulation to suspended 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 suspended floors:**							
	a. measuring							
	b. marking out							
	c. cutting							
	d. fitting							
	e. positioning							
	f. securing							
	g. making good							
7.2	**use and maintain all work tools and equipment**							
7.3	**carry out external and internal pre-installation check, assessing, recording and reporting issues to include:**							
	a. suitable access							
	b. property suitability							
	c. structural integrity							
	d. dampness							

	e. decay							
	f. vents and ventilation							
	g. services (gas, electric, water, media cables)							
7.4	**recognise, record and report the key issues that may inhibit commencement of the work including but not limited to:**							
	a. condition of building fabric							
	b. identification of any areas of potential water penetration							
	c. visibility and completeness of damp proof course							
	d. condition of window and door seals							
	e. height of internal floors in relation to finished ground level							
	f. drainage and down pipes							
	g. protection and existence of sub floor ventilation							
7.5	**identify the potential risk of increased condensation following installation relating to suspended floors and how to prevent it**							
7.6	**check, record and report issues with under floor (cross flow) ventilation, flues, chimneys and combustion air ventilators pre- and post-installation**							
7.7	**prepare floor for insulation creating access points taking into consideration the following but not limited to:**							
	a. safe systems of work							
	b. minimising damage							
	c. checking existing services							
	d. building construction and heritage significance							
	e. customer safety							
7.8	**install placed, mechanically or adhesively fixed insulation to suspended floors**							
7.9	**check for hidden utilities**							
7.10	**maintain integrity of membranes**							
7.11	**remove and minimise damage to floorcoverings**							

7.12 **ensure the minimum void area air space is maintained by removing debris**							
7.13 **clear and safeguard existing and install additional in accordance with the design and installation checks and report back issues which impact the ventilation assessment**							
7.14 **protect the building occupants and their property**							
7.15 **confirm pre-installation material checks are within specified parameters to include checking and reporting defects**							
7.16 **rectify defects in preparation of insulation measures.**							
7.17 **maintain existing soundproofing**							
7.18 **install and maintain fire resistant barriers**							
7.19 **carry out post installation checks in accordance with the design, method statement and installations operations manual and report issues to include but not limited to safeguarding the combustion ventilation and report defects**							
7.20 **provide post installation advice and guidance to building occupants including homeowner packs**							
7.21 **handover and sign off to the customers satisfaction**							
7.22 **work at height using access equipment**							
7.23 describe how the methods of work to meet the specification, are carried out and how problems are identified and reported by the application of knowledge for safe, healthy and environmental work practices, procedures and skills relating to the method and area of work relating to the following:							
a. the suitability, compatibility and characteristics of the materials, components and finishes, and determine if they are moisture open or moisture closed, their impact on the building and their appropriateness to the design and physical application							
b. how to record and report issues or defects with the materials, components and finishes							
c. why it is important to carry out external and internal pre-installation checks							
d. how to carry out external and internal pre-installation checks, assessing, recording and reporting issues to include:							
i suitable access							
ii property suitability							
iii structural integrity							
iv dampness							

v	decay							
vi	vents and ventilation							
vii	services (gas, electric, water, media cables)							
e. how to recognise, record and report the key issues that may inhibit commencement of the work including but not limited to:								
i	condition of building fabric							
ii	identification of any areas of potential water penetration							
iii	visibility and completeness of damp proof course							
iv	condition of window and door seals							
v	height of internal floors in relation to external floor height							
vi	condition of roof							
vii	damaged and spalled brickwork							
viii	rain and waste water goods							
ix	protection and existence of sub floor ventilation							
x	wall cavity width and identification of any debris							
f. why it is important to ensure that all necessary repairs are completed prior to installation								
g. how to identify when specialist skills and knowledge are required and report accordingly including but not limited to:								
i	fire safety							
ii	electrical							
iii	asbestos							
iv	Radon							
v	heritage							
vi	archaeological and architectural features							
vii	ecology							

	viii	ventilation						
	ix	exposure and topography						
h.	the relevance of an assessment of significance and how to recognise specific requirements for structures of special interest, traditional construction, hard-to-treat buildings and historical significance							
i.	how to identify, record, report and rectify unintended consequences not addressed in the design, including but not limited to the existence of thermal bridges, thermal bypassing and water ingress, inadequate ventilation and condensation risk							
j.	why it is important to avoid unintended consequences							
k.	how to check, record and report issues with under floor (cross flow) ventilation, flues, chimneys and combustion air ventilators pre- and post-installation							
l.	why it is important to explain installation procedure to building occupants to include but not limited to the following:							
	x	scope and work programme						
	xi	safety requirements during the installation process						
	xii	protection of property and personal items						
	xiii	specific benefits and implications to include homeowner information						
	xiv	agreed standards of making good						
m.	the implications of existing guarantees and warranties that may be compromised by the installation to include but not limited to:							
	i	timber treatments						
	ii	replacement wall ties						
	iii	injected damp proof course						
	iv	under floor and central heating systems						
	v	Radon barriers						
	vi	electrical wiring						
	vii	services						
n.	how to identify and follow the installation quality requirements							

o.	how to work with, around and in close proximity to plant and machinery							
p.	how to direct and guide the operations and movement of plant and machinery to ensure protection of a safe working environment							
q.	why it is important to recognise the potential risk of increased condensation following installation relating to suspended floors and how to prevent it							
r.	how to prepare a floor for insulation, creating access points taking into consideration the following but not limited to:							
	i safe systems of work							
	ii minimising damage							
	iii checking existing services							
	iv building construction and heritage significance							
	v customer safety							
	vi archaeology							
s.	how to check for hidden utilities							
t.	the importance of ensuring all work to services (gas, electric, water) is carried out by suitably qualified people							
u.	how to maintain the integrity of membranes							
v.	how to remove and minimise damage to floorcoverings							
w.	why it is important to ensure the minimum void area air space is maintained by removing debris as required							
x.	why it is important to clear and safeguard existing and install additional ventilation if required in accordance with the design and installation checks and report back issues which impact the ventilation assessment							
y.	how to protect the building occupants and their property							
z.	how to install placed, mechanically or adhesively fixed insulation to suspended floors							
aa.	the different types of air and vapour control layers and breather membranes, where and how they should be used and why it is important to install them correctly							
bb.	the importance of ensuring the integrity of air and vapour control layers and breather membranes following installation and the need to maintain continuity							
cc.	why it is important to immediately record and report unforeseen events including but not limited to equipment malfunctions, situations and faults not identified in the original design							

dd. how to ensure pre-installation material checks are within specified parameters and reporting defects							
ee. how to ensure existing cross flow ventilation is maintained within the floor void							
ff. how to maintain existing sound-proofing							
gg. how to install and maintain fire resistant barriers							
hh. why it is important to minimise thermal bridging through compliance with design detail ensuring a consistent level of insulation to the area being insulated							
ii. why it is important to complete post installation checks in accordance with the design, method statement and installations operations manual and report issues to include but not limited to safeguarding the combustion ventilation and report defects							
jj. why it is important to provide post installation advice and guidance to building occupants including homeowner packs							
kk. how to handover and sign off to the customers satisfaction							
ll. how to use all work tools and equipment							
mm. how to work at height using access equipment							
nn. how and why maintenance of all work tools and equipment is carried out							
7.24 describe the needs of other occupations and the importance of teamwork and communication when installing insulation to suspended floors							

Unit 243 Installing insulation to suspended 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 244 Spraying insulation to suspended floors in the workplace

Level: 2

Unit aim:

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

- interpreting information
- complying with legislation, standards and official guidance
- selecting the required quantity and quality of resources
- minimising the risk of damage
- complying with given contract information

*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 design information relating to the work and resources to confirm its accuracy, completeness and relevance to the building type, fabric and condition when spraying insulation to suspended floors.							
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**							
g. **data sheets**							
1.2 **comply with information and/or instructions derived from risk assessments and method statements**							

1.3 describe why the organisational procedures have been developed and how they are implemented							
1.4 explain the importance of organisational procedures to solve problems and why it is important to follow them							
1.5 describe different types of information, their source, accuracy, completeness and how they are interpreted in relation to:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. design							
g. standards							
h. manufacturers' information							
i. data sheets							
j. official guidance							
k. current legislation and regulations governing buildings							
2. Know how to comply with environmentally responsible work practices to meet current, legislation standards and official guidance when spraying insulation to suspended floors.							
You must be able to:							
2.1 describe their responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace, below ground level, in confined spaces, at height, with tools and equipment, with materials and substances, with movement/storage of materials and by manual handling and mechanical lifting.							
2.2 describe the organisational security procedures for tools, equipment and personal belongings in relation to:							
a. site							
b. workplace							

c. siting and location of vehicles							
d. company							
e. customer							
f. access equipment							
g. material and waste storage							
h. the general public							
2.3 explain what the accident reporting procedures are and who is responsible for making reports							
2.4 describe the types of fire extinguishers available when spraying insulation to suspended floors and describe how and when they are used in relation to:							
a. water							
b. CO2							
c. foam							
d. powder							
3. Comply with current, relevant legislation, standards and official guidance to carry out your work and maintain safe and healthy work practices.							
You must be able to:							
3.1 **demonstrate compliance with relevant legislation, standards and official guidance when spraying insulation to suspended floors in relation to the following:**							
a. **methods of work**							
b. **safe use of health and safety control equipment**							
c. **safe use of access equipment**							
d. **safe use, storage and handling of materials, tools and equipment**							
e. **operative maintenance of installation equipment**							
f. **specific risks to health including mental health**							

	g. **specific risks associated with ventilation (inside the property and under floor) and also including combustion appliances**							
	h. **specific risks associated with working in confined spaces**							
3.2	explain why, when and how health and safety control equipment, identified by the principles of prevention, should be used when spraying insulation to suspended floors in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
3.3	describe how emergencies should be responded to in accordance with organisational authorisation and personal skills in relation to:							
	a. fires							
	b. spillages							
	c. injuries							
	d. emergencies relating to occupational activities							
	e. identification of and reporting of asbestos containing materials							
3.4	describe how to report risks and hazards identified by the following:							
	a. risk assessment							
	b. personal assessment							
	c. methods of work							
	d. manufacturers' technical information							
	e. data sheets							
	f. statutory regulations							
	g. official guidance							
	h. Control of Substances Hazardous to Health (COSHH)							

4. Select the required quantity and quality of resources for the methods of work to spray insulation to suspended floors.							
You must be able to:							
4.1 **select resources associated with own work in relation to materials, components and finishes, tools and equipment**							
4.2 **check the suitability, compatibility and characteristics of the materials, components and finishes, determine if they are moisture open or moisture closed and their impact on the building**							
4.3 **record and report issues or defects**							
4.4 describe why the characteristics, compatibility, quality, uses, sustainability, limitations and defects associated with the resources are important and how defects should be rectified							
4.5 describe how the resources should be used and how problems associated with the resources are reported in relation to:							
a. protective sheeting							
b. warning signs							
c. temporary barriers							
d. making good materials							
e. filling materials							
f. sealants							
g. installation equipment							
h. all work tools							
4.6 describe how to confirm that the resources and materials conform to the specification							
4.7 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.8 describe how to identify the hazards associated with the resources and methods of work and how they are overcome							
4.9 describe how to calculate the quantity of materials required and used to ensure adequacy of fill as per the system designer specification and wastage associated with the method and procedure to spray insulation to suspended floors							

5. Minimise the risk of damage to the work and surrounding area when spraying insulation to suspended floors.							
You must be able to:							
5.1 **protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures**							
5.2 **maintain a safe, clear and tidy work area**							
5.3 explain why it is important to maintain a safe, clear and tidy work area							
5.4 **dispose of waste in accordance with current legislation**							
5.5 describe how to protect work and its surrounding area from damage by general workplace activities, other occupations and adverse weather conditions and how to minimise damage to existing building fabric							
5.6 explain the importance of protecting the work and its surrounding area against the risk of damage							
5.7 explain why and how the disposal of waste must be carried out safely in accordance with the following:							
a. current legislation							
b. environmental responsibilities							
c. organisational procedures							
d. manufacturers' information							
e. data sheets							
f. statutory regulations							
g. official guidance							
6. Complete the work within the allocated time when spraying insulation to suspended floors.							
You must be able to:							
6.1 demonstrate completion of your work within the estimated, allocated time and performance requirements of the system design, method statement and the required standard							

6.2 describe the purpose of the work programme, including the estimated and allocated time 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 carry out the work efficiently to spray insulation to suspended floors to the required specification.							
You must be able to:							
7.1 **demonstrate the following work skills when spraying insulation to suspended floors:**							
a. **measuring**							
b. **marking out**							
c. **calculating**							
d. **cutting**							
e. **fitting**							
f. **filling**							
g. **positioning and securing**							
h. **making good**							
7.2 **use and maintain all work tools and installation equipment**							
7.3 **carry out external and internal pre installation checks assessing, recording and reporting issues to include:**							
a. **suitable access**							
b. **property suitability**							
c. **structural integrity**							
d. **dampness**							
e. **decay**							

	f. **vents and ventilation**							
	g. **services (gas, electric, water, media cables)**							
7.4	**recognise, record and report the key issues that may inhibit commencement of the work including but not limited to:**							
	a. **condition of building fabric**							
	b. **identification of any areas of potential water penetration**							
	c. **visibility and completeness of damp proof course**							
	d. **condition of window and door seals**							
	e. **height of internal floors in relation to external floor height**							
	f. **drainage and down pipes**							
	g. **protection and existence of sub floor ventilation**							
7.5	**identify the potential risk of increased condensation following installation relating to suspended floors and how to prevent it**							
7.6	**check, record and report issues with under floor (cross flow) ventilation, flues, chimneys and combustion air ventilators pre- and post-installation**							
7.7	**prepare floor for insulation creating access points taking into consideration the following but not limited to:**							
	a. **safe systems of work**							
	b. **minimising damage**							
	c. **checking existing services**							
	d. **building construction and heritage significance**							
	e. **customer safety**							
7.8	**check for hidden utilities**							
7.9	**maintain integrity of membranes**							
7.10	**remove and minimise damage to floorcoverings**							
7.11	**ensure the minimum void area air space is maintained by removing debris**							

7.12 **clear and safeguard existing and install additional ventilation in accordance with the design and installation checks and report back issues which impact the ventilation assessment**							
7.13 **protect the building occupants and their property**							
7.14 **confirm pre-installation material checks are within specified parameters to include checking and reporting defects**							
7.15 **rectify defects in preparation of insulation measures**							
7.16 **assemble, operate, clean and disassemble installation processing equipment**							
7.17 **calibrate equipment to measure density, flow and quality tests**							
7.18 **spray insulation to suspended floors**							
7.19 **maintain existing soundproofing**							
7.20 **install and maintain fire resistant barriers**							
7.21 **complete post installation checks in accordance with the design, method statement and installations operations manual and report issues to include but not limited to safeguarding the combustion ventilation and report defects**							
7.22 **provide post installation advice and guidance to building occupants including homeowner packs**							
7.23 **handover and sign off to the customers satisfaction**							
7.24 **clean and disassemble installation processing equipment and pack away for transportation**							
7.25 **work at height using access equipment**							
7.26 describe how the methods of work to meet the specification, are carried out and how problems are identified and reported by the application of knowledge for safe, healthy and environmental work practices, procedures and skills relating to the method and area of work relating to the following:							
a. the suitability, compatibility and characteristics of the materials, components and finishes, and determine if they are moisture open or moisture closed, their impact on the building and their appropriateness to the design and physical application							
b. how to record and report issues or defects with the materials, components and finishes							
c. why it is important to carry out external and internal pre-installation checks							
d. how to carry out external and internal pre-installation checks, assessing, recording and reporting issues to include:							
i. suitable access							

ii.	property suitability							
iii.	structural integrity							
iv.	dampness							
v.	decay							
vi.	vents and ventilation							
vii.	services (gas, electric, water, media cables)							
e.	why it is important to ensure that all necessary repairs are completed prior to installation							
f.	how to recognise, record and report the key issues that may inhibit commencement of the work including but not limited to:							
i	condition of building fabric							
ii	identification of any areas of potential water penetration							
iii	visibility and completeness of damp proof course							
iv	condition of window and door seals							
v	height of internal floors in relation to external floor height							
vi	condition of roof							
vii	damaged or spalled brickwork							
viii	rain and wastewater goods							
ix	protection and existence of sub floor ventilation							
x	cavity width and identification of any debris							
g.	how to identify when specialist skills and knowledge are required and report accordingly including but not limited to:							
i	fire safety							
ii	electrical							
iii	asbestos							
iv	Radon							

v	heritage							
vi	archaeological and architectural features							
vii	ecology							
viii	ventilation							
ix	exposure & topography							
h. the relevance of an assessment of significance and how to recognise specific requirements for structures of special interest, traditional construction, hard-to-treat buildings and historical significance								
i. how to identify, record, report and rectify unintended consequences not addressed in the design, including but not limited to the existence of thermal bridges, thermal bypassing and water ingress, inadequate ventilation and condensation risk								
j. why it is important to avoid unintended consequences								
k. how to check, record and report issues with under floor (cross flow) ventilation, flues, chimneys and combustion air ventilators pre- and post-installation								
l. why it is important to explain installation procedure to building occupants to include but not limited to the following:								
i	scope and work programme							
ii	safety requirements during the installation process							
iii	protection of property and personal items							
iv	specific benefits and implications to include homeowner information							
v	agreed standards of making good							
m. the implications of existing guarantees and warranties that may be compromised by the installation to include but not limited to:								
i	timber treatments							
ii	replacement wall ties							
iii	injected damp proof course							
iv	under floor and central heating systems							
v	Radon barriers							

vi	electrical wiring							
vii	services							
n.	how to identify and follow the installation quality requirements							
o.	how to work with, around and in close proximity to plant and machinery							
p.	how to direct and guide the operations and movement of plant and machinery to ensure protection of a safe working environment							
q.	why it is important to recognise the potential risk of increased condensation following installation relating to suspended floors and how to prevent it							
r.	how to prepare a floor for insulation, creating access points taking into consideration the following but not limited to:							
viii	safe systems of work							
ix	minimising damage							
x	checking existing services							
xi	building construction and heritage significance							
xii	customer safety							
xiii	archaeology							
s.	how to check for hidden utilities							
t.	the importance of ensuring all work to services (gas, electric, water) is carried out by suitably qualified people							
u.	how to maintain integrity of membranes							
v.	how to remove and minimise damage to floorcoverings							
w.	why it is important to ensure the minimum void area air space is maintained by removing debris as required							
x.	why it is important to clear and safeguard existing and install additional ventilation if required in accordance with the design and installation checks and report back issues which impact the ventilation assessment							
y.	how to protect the building occupants and their property							
z.	how to assemble, operate, clean and disassemble installation processing equipment							
aa.	how to calibrate equipment to measure density, flow and quality tests							

bb.	how to spray insulation to suspended floors						
cc.	how to ensure pre-installation material checks are within specified parameters to include checking and recording batch number and reporting defects						
dd.	the different types of air and vapour control layers and breather membranes, where and how they should be used and why it is important to install them correctly						
ee.	the importance of ensuring the integrity of air and vapour control layers and breather membranes following installation and the need to maintain continuity						
ff.	why it is important to immediately record and report unforeseen events including but not limited to equipment malfunctions, situations and faults not identified in the original design						
gg.	how to ensure existing cross flow ventilation is maintained within the floor void						
hh.	how to maintain existing soundproofing						
ii.	how to install and maintain fire resistant barriers						
jj.	why it is important to minimise thermal bridging through compliance with design detail ensuring a consistent level of insulation of the area being insulated						
kk.	why it is important to complete post installation checks in accordance with the design, method statement and installations operations manual and report issues to include but not limited to safeguarding the combustion ventilation and report defects						
ll.	why it is important to provide post installation advice and guidance to building occupants including homeowner packs						
mm.	how to handover and sign off to the customers satisfaction						
nn.	how to clean and disassemble installation processing equipment and pack away for transportation						
oo.	how to use all work tools and installation equipment in line with manufacturers and system specifications						
pp.	how to work at height using access equipment and harness systems						
qq.	how and why maintenance of all work tools and installation equipment is carried out						
7.27	describe the needs of other occupations and the importance of teamwork and communication when spraying insulation to suspended floors						

Unit 244 Spraying insulation to suspended 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 245 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 workspace**							
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 245 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 246 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 workspace**							
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 246 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 247 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 workspace**							
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
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 **reinstate 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 247 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 248 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 workspace**							
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 248 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:	

Unit 265 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**							

1.2 describe the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							
1.3 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 tools, equipment and 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 workspace**							
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 265 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 266 Develop customer relationships

Level: 2

Unit aim:

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

- building customer confidence
- meeting customer expectations
- developing long-term customer relationships.

*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. Build their customer's confidence that the service they give will be excellent.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 **show that you behave assertively and professionally with customers**							
1.2 **allocate the time you take to deal with your customer following organisational guidelines**							
1.3 **reassure your customer that you are doing everything possible to keep the service promises made by the organisation**							

2. Meet the expectations of their customers.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 **recognise when there may be a conflict between their customer's expectations and your organisation's service offer**							
2.2 **balance your customer's expectations with your organisation's service offer by offering an alternative or explaining the limits of the service offer**							
2.3 **work effectively with others to resolve any difficulties in meeting your customer's expectations**							

3. Develop the long-term relationship between their customer and their organisation.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 **give additional help and information to your customer in response to customer questions and comments about your organisation's services or products**							
3.2 **discuss expectations with your customer and explain how these compare with your organisation's services or products**							
3.3 **advise others of feedback received from your customer**							
3.4 identify new ways of helping customers based on the feedback customers have given you							
3.5 identify added value that your organisation could offer to long-term customers							

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

Unit 266 Develop customer relationships

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 618 Moving, handling and storing resources 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 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 workspace 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 618 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:	

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.

Appendix 2 Change detail

Version and date	Change detail	Section
October 2021 V1.0	Amendments made to support changes from incremental review.	All Sections

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	

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

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes ILM (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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