

# **Level 2 NVQ Certificate in Wall and Floor Tiling (Construction) (6560-02)**

March 2016 Version 3.0

**Candidate Logbook/Work-Based Evidence  
Record – Mandatory Units**

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# Level 2 NVQ Certificate in Wall and Floor Tiling (Construction) (6560-02)

## Candidate Logbook/Work-Based Evidence Record – Mandatory Units

<b>Qualification title</b>	<b>City &amp; Guilds qualification number</b>	<b>Qualification Accreditation Number (QAN)</b>
Level 2 NVQ Certificate in Wall and Floor Tiling (Construction)	6560-02	600/7852/2

[www.cityandguilds.com](http://www.cityandguilds.com)

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
V2 July 2013	Reference to being observed in the workplace on several occasions has been deleted	Final page of each unit
V3.0 March 2016	Phone numbers deleted  Elective Unit 362 replaced Unit 705	p.2 and last two pages  5.2 Units 5.4 Tracking document

# Contents

<b>1</b>	<b>About your Candidate Logbook/Work-Based Evidence Record</b>	<b>6</b>
1.1	Contact details	6
1.2	Introduction to the logbook	7
<b>2</b>	<b>About your approved centre</b>	<b>8</b>
<b>3</b>	<b>About candidates</b>	<b>10</b>
<b>4</b>	<b>Qualification assessment</b>	<b>11</b>
4.1	Before you start your qualification	11
4.2	The assessment process	12
<b>5</b>	<b>Using your logbook</b>	<b>13</b>
5.1	Candidate job profile	14
5.2	Units	15
5.3	Skill scan/initial assessment – mandatory units	16
5.4	Tracking Document	19
5.5	On site assessment plan/feedback	20
5.6	On site observation report	21
5.7	Professional discussion supplementary evidence sheet	22
5.8	Oral questioning supplementary evidence sheet	23
5.9	Photographic supplementary evidence	24
5.10	Work-based recorder/expert witness details	25
5.11	Assessor continuation sheet	26
5.12	Signature Sheet	27
<b>Unit 101</b>	<b>Conforming to general health, safety and welfare in the workplace</b>	<b>28</b>
<b>Unit 218</b>	<b>Conforming to productive working practices in the workplace</b>	<b>34</b>
<b>Unit 608</b>	<b>Moving, handling and storing resources in the workplace</b>	<b>38</b>
<b>Unit 671</b>	<b>Preparing backgrounds to receive wall and/or floor tiling in the workplace</b>	<b>45</b>
<b>Unit 708</b>	<b>Tiling wall and floor surfaces in the workplace</b>	<b>53</b>
<b>Appendix 1</b>	<b>Summary of City &amp; Guilds assessment policies</b>	<b>61</b>

# 1 About your Candidate Logbook/Work-Based Evidence Record



## 1.1 Contact details

<b>Candidate name</b>	
<b>Candidate address</b>	
<b>Centre name</b>	
<b>Centre number</b>	
<b>Programme start date</b>	
<b>City &amp; Guilds registration number</b>	
<b>Date of registration with City &amp; Guilds</b>	

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.

<b>Your Assessor(s)</b>	
<b>Internal Quality Assurer (IQA)</b>	
<b>Quality Consultant (QC)</b>	

## 1.2 Introduction to the logbook

This logbook will help you complete the units in **Level 2 NVQ Certificate in Wall and Floor Tiling (Construction) (6560-02)**. It contains forms you can use to record your evidence of what you have done.

This Logbook contains the **5 mandatory units** only. The optional units can be found in a zip file on the City & Guilds Website. You should discuss and agree with your assessor/tutor which of these units you are going to work towards.

### **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](http://www.cityandguilds.com)**.

## 2 About your approved centre

### Types of approved centres

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

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

### Centre responsibilities

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

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

Centres are also responsible for supporting you as you work towards your NVQ. Centres will:

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

### Assessment roles

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

#### The Assessor

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

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

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

#### The Internal Quality Assurer (IQA)

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



## **The Work-Based Recorder/Expert Witness**

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

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

## 3 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.

## **4 Qualification assessment**

### **4.1 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.

## 4.2 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 & Answer

WT = Witness Testimony

PS = Photographic Supplementary

PD = Professional Discussion

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

### **The assessor/tutor**

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

### **The Internal Quality Assurer (IQA)**

The IQA maintains the quality of assessment within the centre.

### **The Qualification Consultant (QC)**

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

## 5 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.**

## 5.1 Candidate job profile



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

<b>Candidate name:</b>	
<b>Place of work:</b>	
<b>Assessor:</b>	

**Outline of job role:**

**Previous roles & responsibilities relevant to the qualification:**

**Previous qualification and training relevant to the qualification**

<b>Qualification/Training</b>	<b>Where achieved</b>	<b>Date achieved</b>	<b>Grade</b>

## 5.2 Units

To achieve the **Level 2 NVQ Certificate in Wall and Floor Tiling (Construction) (6560-02)**, you must achieve a total of **31** credits. **31** credits must come from the mandatory units listed below. Additional credits may be achieved from the elective units available, but will not count towards the overall qualification.

Unit No.	UAN	Unit level	Unit title	Credits	GLH
<b>Mandatory units</b>					
101	A/503/1170	1	Conforming to general health, safety and welfare in the workplace	2	7
218	J/503/1169	2	Conforming to productive working practices in the workplace	3	10
608	F/503/1171	2	Moving, handling and storing resources in the workplace	5	17
671	J/503/2547	2	Preparing backgrounds to receive wall and/or floor tiling in the workplace	8	27
708	L/503/2548	2	Tiling wall and floor surfaces in the workplace	13	43
<b>Elective units</b>					
296	A/503/2559	2	Laying under tile electrical heating systems and tiling surfaces in the workplace	12	40
362	R/506/3929	2	Slinging and hand signalling the movement of suspended loads in the workplace	10	33

### 5.3 Skill scan/initial assessment – mandatory units

Qualification title: **Level 2 NVQ Certificate in Wall and Floor Tiling (Construction)**

Qual No: **6560-02**

Candidate name: \_\_\_\_\_

Unit	Duties	Examples	Training required
<b>101</b>	<b>Conforming to general health, safety and welfare in the workplace</b>		
	Comply with all workplace health, safety and welfare legislation requirements		
	Recognise hazards associated with the workplace that have not been previously controlled and report them in accordance with organisational procedures		
	Comply with organisational policies and procedures to contribute to health, safety and welfare		
	Work responsibly to contribute to workplace health, safety and welfare whilst carrying out work in the relevant occupational area		
	Comply with and support all organisational security arrangements and approved procedures		
<b>218</b>	<b>Conforming to productive working practices in the workplace</b>		
	Communicate with others to establish productive work practices		
	Follow organisational procedures to plan the sequence of work		
	Maintain relevant records in accordance with the organisational procedures		



Maintain good working relationships when conforming to productive working practices

<b>608</b>	<b>Moving, handling and storing resources in the workplace</b>		
	Comply with given information when moving, handling and/or storing resources		
	Know how to comply with relevant legislation and official guidance when moving, handling and/or storing resources		
	Maintain safe working practices when moving, handling and/or storing resources		
	Select the required quantity and quality of resources for the methods of work to move, handle and/or store occupational resources		
	Prevent the risk of damage to occupational resources and surrounding environment when moving, handling and/or storing resources		
	Complete the work within the allocated time when moving, handling and/or storing resources		
	Comply with the given occupational resource information to move, handle and/or store resources to the required guidance		
<b>671</b>	<b>Preparing backgrounds to receive wall and/or floor tiling in the workplace</b>		
	Interpret the given information relating to the work and resources when preparing backgrounds for wall and/or floor tiling.		
	Know how to comply with relevant legislation and official guidance when preparing backgrounds for wall and/or floor tiling.		
	Maintain safe working practices when preparing backgrounds for wall and/or floor tiling.		
	Select the required quantity and quality of resources for the methods of work to prepare backgrounds for wall and/or floor tiling.		

	Minimise the risk of damage to the work and surrounding area when preparing backgrounds for wall and/or floor tiling.		
	Complete the work within the allocated time when preparing backgrounds for wall and/or floor tiling.		
	Comply with the given contract information to prepare backgrounds for wall and/or floor tiling to the required specification.		
<b>708</b>	<b>Tiling wall and floor surfaces in the workplace</b>		
	Interpret the given information relating to the work and resources when tiling wall and floor surfaces		
	Know how to comply with relevant legislation and official guidance when tiling wall and floor surfaces		
	Maintain safe working practices when tiling wall and floor surfaces		
	Select the required quantity and quality of resources for the methods of work to tile wall and floor surfaces		
	Minimise the risk of damage to the work and surrounding area when tiling wall and floor surfaces		
	Complete the work within the allocated time when tiling wall and floor surfaces		
	Comply with the given contract information to tile wall and floor surfaces to the required specification		

## 5.4 Tracking Document

To achieve the **Level 2 NVQ Certificate in Wall and Floor Tiling (Construction) (6560-02)**, you must achieve a total of **31** credits. **31** credits must come from the mandatory units listed below. Additional credits may be achieved from the elective units available, but will not count towards the overall qualification.

City & Guilds unit no.	Unit level	Unit title	Credits	Unit achieved Yes/No	Date
<b>Mandatory units</b>					
101	1	Conforming to general health, safety and welfare in the workplace	2		
218	2	Conforming to productive working practices in the workplace	3		
608	2	Moving, handling and storing resources in the workplace	5		
671	2	Preparing backgrounds to receive wall and/or floor tiling in the workplace	8		
708	2	Tiling wall and floor surfaces in the workplace	13		
<b>Elective units</b>					
296	2	Laying under tile electrical heating systems and tiling surfaces in the workplace	12		
362	2	Slinging and hand signalling the movement of suspended loads in the workplace	10		

## 5.5 On site assessment plan/feedback



<b>Portfolio evidence reference:</b>	
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<b>Candidate name:</b>		<b>Date:</b>	
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<u>Candidate prepared for assessment</u>	<u>Yes / No</u>	<u>Candidate requires support</u>	<u>Yes / No</u>
<u>Candidate briefed on appeals procedure</u>	<u>Yes / No</u>	<u>Support required</u>	<u>Yes / No</u>

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:

## 5.6 On site observation report



<b>Portfolio evidence reference:</b>	
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<b>Candidate name:</b>		<b>Date:</b>	
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<u>Candidate prepared for assessment</u>	<u>Yes / No</u>	<u>Candidate requires support</u>	<u>Yes / No</u>
<u>Candidate briefed on appeals procedure</u>	<u>Yes / No</u>	<u>Support required</u>	<u>Yes / No</u>

### 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:

## 5.7 Professional discussion supplementary evidence sheet



<b>Unit number:</b>		<b>Portfolio evidence reference:</b>	
<b>Candidate name:</b>		<b>Date:</b>	

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:

<b>Unit number:</b>		<b>Portfolio evidence reference:</b>	
<b>Candidate name:</b>		<b>Date:</b>	

<b>Assessor question:</b>	<b>Candidate answer:</b>
<b>Assessor feedback:</b>	

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

## 5.9 Photographic supplementary evidence

<b>Unit number:</b>		<b>Portfolio evidence reference:</b>	
<b>Candidate name:</b>		<b>Date:</b>	

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:



## 5.10 Work-based recorder/expert witness details



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

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

<b>Work-Based Recorder name:</b>	
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.

<b>Work-Based Recorder name:</b>	
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.

<b>Work-Based Recorder name:</b>	
Work-Based Recorder signature:	Date:

5.11 Assessor continuation sheet  
 On site assessment plan/feedback  
 On site observation



<b>Portfolio evidence reference:</b>	
--------------------------------------	--

<b>Candidate name:</b>		<b>Date:</b>	
------------------------	--	--------------	--

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

## 5.12 Signature Sheet



<b>Candidate name:</b>		<b>Date:</b>	
------------------------	--	--------------	--

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

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

**Unit 101**  
2 credits

**Conforming to general health, safety and welfare in the workplace**

**Level:** 1  
**UAN:** A/503/1170

**Unit aim:**  
This unit is about awareness of relevant 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 <b>comply with information from workplace inductions and any health, safety and welfare briefings attended relevant to the occupational area</b>							
1.2 <b>use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements</b>							
1.3 <b>comply with:</b>							
a. <b>statutory requirements</b>							
b. <b>safety notices and warning notices displayed within the workplace and/or on equipment</b>							

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 and associated equipment							
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	<b>report any hazards created by changing circumstances within the workplace in accordance with organisational procedures</b>													
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	<b>interpret and comply with given instructions to maintain safe systems of work and quality working practices</b>													
3.2	<b>contribute to discussions by offering/providing feedback relating to health, safety and welfare</b>													
3.3	<b>contribute to the maintenance of workplace welfare facilities in accordance with workplace welfare procedures</b>													
3.4	<b>safely store health and safety control equipment in accordance with given instructions</b>													
3.5	<b>dispose of waste and/or consumable items in accordance with legislation</b>													
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 <b>demonstrate behaviour which shows personal responsibility for general workplace health, safety and welfare</b>							
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 <b>provide appropriate support for security arrangements in accordance with approved procedures:</b>							
a. <b>during the working day</b>							
b. <b>on completion of the day's work</b>							
c. <b>for unauthorised personnel (other operatives and the general public)</b>							
d. <b>for theft</b>							
5.2 state how security arrangements are implemented in relation to:							
a. the workplace							
b. the general public							
c. site personnel							
d. resources.							



## Unit 101 Declaration

# Conforming to general health, safety and welfare in the workplace

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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

**Unit 218**  
3 credits

**Conforming to productive working practices in the workplace**

**Level:** 2  
**UAN:** J/503/1169

**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 <b>communicate in an appropriate manner with line management, colleagues and/or customers to ensure that work is carried out productively</b>							
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	<b>interpret relevant information from organisational procedures in order to plan the sequence of work</b>													
2.2	<b>plan the sequence of work, using appropriate resources, in accordance with organisational procedures to ensure work is completed productively</b>													
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 other's 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	<b>complete relevant documentation according to the occupation as required by the organisation</b>													
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	<b>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</b>													
4.2	<b>apply the principles of equality and diversity and respect the needs of individuals when communicating and working with others</b>													
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 218

## 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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

**Unit 608**  
5 credits

**Moving, handling and storing resources in the workplace**

**Level:** 2  
**UAN:** F/503/1171

**Unit aim:**

The aim of this unit is to provide you with the skills and knowledge required to:

- interpret information
- adopt safe and healthy working practices
- select aids or equipment to move, handle or store occupational resources
- move, handle and store 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	<b>interpret the given information relating to moving, handling and/or storing resources, relevant to the given occupation</b>													
1.2	<b>interpret the given information relating to the use and storage of lifting aids and equipment</b>													
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	<b>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</b>													
3.2	<b>use lifting aids safely as appropriate to the work</b>													
3.3	<b>protect the environment in accordance with safe working practices as appropriate to the work</b>													
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	<b>select the relevant resources to be moved, handled and/or stored, associated with own work</b>													
4.2	describe the characteristics, quality, uses, sustainability, limitations and 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	<b>protect occupational resources and their surrounding area from damage in accordance with safe working practices and organisational procedures</b>													
5.2	<b>dispose of waste and packaging in accordance with legislation</b>													
5.3	<b>maintain a clean work space when moving, handling or storing resources</b>													
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 <b>demonstrate completion of the work within the allocated time</b>							
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
<b>7.1 demonstrate the following work skills when moving, handling and/or storing occupational resources:</b>							
a. <b>moving</b>							
b. <b>positioning</b>							
c. <b>storing</b>							
d. <b>securing and/or using lifting aids</b>							
e. <b>kinetic lifting techniques</b>							
<b>7.2 move, handle and/or store occupational resources to meet product information and organisational requirements relating to three of the following:</b>							
a. <b>sheet material</b>							
b. <b>loose material</b>							
c. <b>bagged or wrapped material</b>							
d. <b>fragile material</b>							
e. <b>tools and equipment</b>							
f. <b>components</b>							
g. <b>liquids</b>							
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 608

## 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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

**Unit 671**  
8 credits

**Preparing backgrounds to receive wall and/or floor tiling in the workplace**

**Level:** 2  
**UAN:** J/503/2547

**Unit aim:**

The aim of this unit is to provide you with the skills and knowledge required to:

- interpret information
- adopt safe and healthy working practices
- selecting materials, components and equipment
- preparing new and/or existing solid and manufactured board backgrounds to receive wall and/or floor tiling.

\*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 backgrounds for wall and/or floor tiling.							
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. job details							
d. method statements							
e. risk assessments							
f. Control of Substances Hazardous to Health (COSHH) assessments							
g. manufacturers' information							

1.2	<b>comply with information and/or instructions derived from risk assessments and method statements</b>							
1.3	state the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							
1.4	describe different types of information, their source and how they are interpreted in relation to:							
	a. drawings							
	b. specifications							
	c. job details							
	d. method statements							
	e. risk assessments							
	f. COSHH assessments							
	g. manufacturers' information							
	h. wall and floor tiling recommendations.							

2. Know how to comply with relevant legislation and official guidance when preparing backgrounds for wall and/or floor tiling.								
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. with tools and equipment							
	d. with materials and substances							
	e. with movement/storage of materials							
	f. 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 reports.							

3. Maintain safe working practices when preparing backgrounds for wall and/or floor tiling.								
You must be able to:		*PER	SO	OQ	WQ	WT	PS	PD
3.1	<b>use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements when preparing backgrounds for wall and/or floor tiling</b>							
3.2	explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to preparing backgrounds for wall and/or floor tiling, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:							
	a. collective protective measures							
	b. Personal Protective Equipment (PPE)							
	c. Respiratory Protective Equipment (RPE)							
	d. Local Exhaust Ventilation (LEV)							
3.3	describe how the relevant health and safety control equipment should be used in accordance with the given instructions							
3.4	state how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
	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 prepare backgrounds for wall and/or floor tiling.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 <b>select resources associated with own work in relation to:</b>							
a. <b>materials</b>							
b. <b>components</b>							
c. <b>accessories</b>							
d. <b>tools</b>							
e. <b>equipment</b>							
4.2 describe the characteristics, quality, uses, limitations and defects associated with the resources in relation to:							
a. sand							
b. cement							
c. plaster renders							
d. screeds							
e. trim							
f. bonding/priming agents							
g. waterproofing agents							
h. accessories							
i. hand and/or powered tools and associated equipment							
4.3 describe how the resources should be used correctly and how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and method of work							
4.6 describe how to calculate quantity, length, area and wastage associated with the method/procedure to prepare backgrounds for wall and/or floor tiling.							



5. Minimise the risk of damage to the work and surrounding area when preparing backgrounds for wall and/or floor tiling.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 <b>protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures</b>							
5.2 <b>minimise damage and maintain a clean work space</b>							
5.3 <b>dispose of waste in accordance with legislation</b>							
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 preparing backgrounds for wall and/or floor tiling.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 <b>demonstrate completion of the work within the allocated time</b>							
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 prepare backgrounds for wall and/or floor tiling to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
<b>7.1 demonstrate the following work skills when preparing backgrounds for wall and/or floor tiling:</b>							
a. <b>measuring</b>							
b. <b>setting out</b>							
c. <b>stripping</b>							
d. <b>cutting out</b>							
e. <b>removing</b>							
f. <b>making good</b>							
g. <b>applying</b>							
h. <b>finishing</b>							
i. <b>positioning</b>							
j. <b>securing</b>							
k. <b>finishing</b>							
<b>7.2 prepare and apply new and/or existing surfaces (to receive ceramic and natural stone wall and floor tiling) to given working instructions for:</b>							
a. <b>brick, block, tiles, concrete and manufactured board surfaces, cement and sand surfaces</b>							
b. <b>application of appropriate accessories</b>							
<b>7.3 safely use:</b>							
a. <b>materials</b>							
b. <b>hand tools</b>							
c. <b>portable power tools</b>							
d. <b>associated equipment</b>							

7.4	<b>safely store the:</b>							
	a. <b>materials used when preparing backgrounds for wall and/or floor tiling</b>							
	b. <b>tools used when preparing backgrounds for wall and/or floor tiling</b>							
	c. <b>equipment used when preparing backgrounds for wall and/or floor tiling</b>							
7.5	describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. prepare brick, block, tiles, concrete, manufactured board surfaces, membranes and gypsum based surfaces							
	b. mix and apply cement and sand renders/screed and plaster renders							
	c. mix and apply proprietary material to make good the surfaces							
	d. install appropriate accessories							
	e. use waterproof decoupling and acoustic membranes							
	f. install movement joints							
	g. use hand tools, power tools and associated equipment							
	h. work at height							
	i. use access equipment							
7.6	describe the needs of other occupations and how to effectively communicate within a team when preparing backgrounds for tiling							
7.7	describe how to maintain the tools and equipment used when preparing backgrounds for tiling.							

## Unit 671

## Preparing backgrounds to receive wall and/or floor tiling 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.

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

# Unit 708

# Tiling wall and floor surfaces in the workplace

13 credits

**Level:** 2

**UAN:** L/503/2548

**Unit aim:**

The aim of this unit is to provide you with the skills and knowledge required to:

- interpret information
- adopt safe and healthy working practices
- selecting materials, components and equipment
- fixing wall and floor tiles to vertical, horizontal and inclined surfaces.

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

**Assessment criteria that are practical activities are highlighted in bold.**

1. Interpret the given information relating to the work and resources when tiling wall and floor surfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract relevant information from:							
a. drawings specifications related to the work to be carried out							
b. job details related to the work to be carried out							
c. method statements related to the work to be carried out							
d. risk assessments related to the work to be carried out							
e. Control of Substances Hazardous to Health (COSHH) assessments related to the work to be carried out							
f. manufacturers' information related to the work to be carried out							

1.2	<b>comply with information and/or instructions derived from risk assessments and method statements</b>							
1.3	state the organisational procedures developed to report and rectify inappropriate information and unsuitable resources and how they are implemented							
1.4	describe different types of information, their source and how they are interpreted in relation to:							
	a. drawings							
	b. specifications							
	c. job details							
	d. method statements							
	e. risk assessments							
	f. COSHH assessments							
	g. manufacturers' information							
	h. wall and floor tiling recommendations.							

2. Know how to comply with relevant legislation and official guidance when tiling wall and floor surfaces.								
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. at height							
	d. with tools and equipment							
	e. with materials and substances							
	f. with movement/storage of materials							
	g. by manual handling and mechanical lifting							

2.2 describe the organisational security procedures for 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 reports.							

3. Maintain safe working practices when tiling wall and floor surfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 <b>use health and safety control equipment safely to carry out the activity in accordance with legislation and organisational requirements when tiling wall and floor surfaces</b>							
3.2 explain why and when health and safety control equipment, identified by the principles of protection, should be used, relating to tiling wall and floor surfaces, and the types, purpose and limitations of each type, the work situation and general work environment, in relation to:							
a. collective protective measures							
b. Personal Protective Equipment (PPE)							
c. Respiratory Protective Equipment (RPE)							
d. Local Exhaust Ventilation (LEV)							
3.3 describe how the relevant health and safety control equipment should be used in accordance with the given instructions							
3.4 state how emergencies should be responded to in accordance with organisational authorisation and personal skills when involved with:							
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 tile wall and floor surfaces.							
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, accessories, tools and equipment							
4.2 describe the characteristics, quality, uses, sustainability, limitations and defects associated with the resources in relation to:							
a. wall and floor tiles							
b. grout							
c. adhesives							
d. accessories							
e. hand and/or powered tools							
f. associated equipment							
4.3 describe how the resources should be used correctly and how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and method of work							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to tile wall and floor surfaces.							



5. Minimise the risk of damage to the work and surrounding area when tiling wall and floor surfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 <b>protect the work and its surrounding area from damage in accordance with safe working practices and organisational procedures</b>							
5.2 <b>minimise damage and maintain a clean work space</b>							
5.3 <b>dispose of waste in accordance with legislation</b>							
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 and official guidance.							

6. Complete the work within the allocated time when tiling wall and floor surfaces.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
6.1 <b>demonstrate completion of the work within the allocated time</b>							
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 tile wall and floor surfaces to the required specification.														
You must be able to:							*PER	SO	OQ	WQ	WT	PS	PD	
<b>7.1 demonstrate the following work skills when tiling wall and floor surfaces:</b>														
a. <b>measuring</b>														
b. <b>setting out</b>														
c. <b>cutting</b>														
d. <b>removing</b>														
e. <b>applying</b>														
f. <b>positioning</b>														
g. <b>securing</b>														
h. <b>finishing</b>														
<b>7.2 fix tiles to vertical, horizontal and inclined surfaces to given working instructions for:</b>														
a. <b>wall and floor surfaces</b>														
b. <b>reveals, cills and soffits (door and/or windows)</b>														
c. <b>floor drainage and outlets</b>														
d. <b>fixture of appropriate accessories</b>														
<b>7.3 safely use materials, hand tools, portable power tools and associated equipment</b>														
<b>7.4 safely store the materials, tools and equipment used when tiling wall and floor surfaces</b>														
7.5 describe how to apply safe work practices, follow procedures, report problems and establish the authority needed to rectify them, to:														
a. fix and finish wall and floor tiles to regular and irregular vertical, horizontal and inclined surfaces, including staircase and landing (new and repair work)														
b. remove existing tiles and prepare background														
c. form reveals, cills and soffits (door and window openings)														

d. form internal and external angles							
e. fix channels/form drainage and outlets							
f. use appropriate accessories							
g. use hand tools, power tools and associated equipment							
h. work at height							
i. use access equipment							
7.6 describe the needs of other occupations and how to effectively communicate within a team when tiling wall and floor surfaces							
7.7 describe how to maintain the tools and equipment used when tiling wall and floor surfaces.							

## Unit 708 Tiling wall and floor surfaces in the workplace

### Declaration

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

<b>Candidate name:</b>	
<b>Candidate signature:</b>	
<b>Date:</b>	

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.

<b>Assessor name:</b>	
<b>Assessor signature:</b>	
<b>Date:</b>	

<b>IQA name:</b>	
<b>IQA signature:</b>	
<b>Date:</b>	

# 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](http://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](http://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](http://www.cityandguilds.com)** or is available from the City & Guilds Customer Relations Team or your centre.

City & Guilds  
**Believe you can**



[www.cityandguilds.com](http://www.cityandguilds.com)

## Useful contacts

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**UK learners**

General qualification information

E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)

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**International learners**

General qualification information

E: [intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)

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**Centres**

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

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

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**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](mailto:singlesubjects@cityandguilds.com)

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**International awards**

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

E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)

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**Walled Garden**

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

E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)

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**Employer**

Employer solutions, Mapping,  
Accreditation, Development Skills,  
Consultancy

E: [business@cityandguilds.com](mailto:business@cityandguilds.com)

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**Publications**

Logbooks, Centre documents,  
Forms, Free literature

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

## **About City & Guilds**

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

## **City & Guilds Group**

The City & Guilds Group 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 the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (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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