

# Level 3 Diploma in Cleaning Services Supervision (7643)

## Assignment Guide



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July 2004

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# Level 3 Diploma in Cleaning Services Supervision (7643)

## Assignment Guide

Version A - July 2004

## Section 2 – The Assignments

Candidate name	Enrolment number
Centre name	Centre number

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# Assignment 301 - Control the Work of Others

## Assignment Composition

Assignment 301 is based on Unit 1 of the Scheme Handbook.

The assignment is made up of the following Outcomes, Practical Activities and Tasks.

## Checklist of completed evidence

Outcome	Practical Activity	Task	Evidence
1. Interpret contract specifications	1. Interpret information from a given contract specification to determine suitable workloads	A	Marking checklist Chart
	2. Interpret quality standards from a given contract specification to determine outgoing quality standards	B	Marking checklist Written report
2. Maintain work conditions and seek work improvement opportunities	1. Draw up work schedules and quality standards	A	Marking checklist Chart
3. Demonstrate awareness of the legal background to employment and how this affects the manner in which management action in personnel matters can be initiated and followed through	1. List from a digest of cases the range of causes of breaching employment law	C	Marking checklist Written report Summary sheet

# Assignment 301 - Tasks

## Task A - Interpret a contract specification

Candidates are required to read and interpret a contract specification in order to produce a chart which identifies:

suitable workloads for the cleaning operatives engaged on meeting the specification  
work schedules for the cleaning operatives which include:

- input quality standards
- output quality standards
- work requirements
- product requirements
- machinery/equipment requirements.

The contract specification selected should be selected and agreed with the tutor/assessor before undertaking the activity.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task B - Written report on interpretation of contract specification

Candidates are required to use the documentation produced for task A and write a report explaining how they:

- interpreted the quality standards of the cleaning specification
- arrived at the work loading and work schedules.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task C Report on employment law cases

Candidates are required to read a digest of **six** employment law cases which are covered by one or more of the following Acts:

- The Part-Time Workers Regulations
- Disability Discrimination Act
- TU & Labour relations (Consolidation) Act
- Employment Act
- National Minimum Wage Act
- The Working Time regulation.

Candidates are required to write a brief report on **four** cases to detail where:

- there was a breach of employment law
- how this breach could have been prevented including recommendations.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

A summary sheet is provided for the tutor/assessor to provide feedback to the candidate.

# Assignment 301- Marking Checklists

## Task A - Interpret a contract specification

### Marking checklist

Task completed and includes:

Suitable workloads for cleaning operatives [ ]

Workload chart to include:

- Identification of floor type ( )

- Identification of room type ( )

- Identification of equipment/material ( )

Work schedules for cleaning operatives correctly identified to include:

- Input quality standards [ ]

- Output quality standards [ ]

- Work requirements [ ]

- Product requirements [ ]

- Personal Protective Equipment ( )

- Machinery/equipment requirements [ ]

### Marking/Grading criteria

**Pass** – Candidates must achieve all **six** criteria shown as [ ].

**Credit** – Candidates must achieve all **six** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **six** criteria shown as [ ] and **four** shown as ( ).



# Task B - Written report on interpretation of contract specification

## Marking checklist

Task completed and includes:

Reasons for interpretation of the cleaning specification [ ]

Work loading to include:

- Mix of rooms [ ]

- Distance from cleaning store(s) [ ]

- An allowance for collecting up cleaning materials/equipment at start of the work and putting it away clean and ready for use at the end of the day ( )

- Any travelling time necessary to remove collected waste to its storage points ( )

- Fair loading to the individuals in the team ( )

- Time constraints [ ]

Work schedules to include:

- Interpretation of input standards to arrive at suitable output standards [ ]

- Consideration of cleaning budget to achieve these standards [ ]

- Consideration of fabric of the building to decide on the cleaning methods required ( )

- Consideration of the fabric and room usage to decide on cleaning materials to be used ( )

- Consideration of the fabric of the building to decide on cleaning / equipment required to carry out the cleaning processes ( )

- Consideration of time constraints [ ]

## Marking/Grading criteria

**Pass** – Candidates must achieve all **seven** criteria shown as [ ].

**Credit** – Candidates must achieve all **seven** criteria shown as [ ] and **three** shown as ( ).

**Distinction** – Candidates must achieve all **seven** criteria as shown [ ] and **six** shown as ( ).

## Task C - Report on employment law cases

### Marking checklist

Task completed and includes:

	Case 1	Case 2	Case 3	Case 4
Correct identification of a breach of employment law	[ ]	[ ]	[ ]	[ ]
Correct identification of prevention of breach	[ ]	[ ]	[ ]	[ ]
Make suitable recommendations to correct breach	[ ]	[ ]	[ ]	[ ]

### Marking/Grading criteria

**Pass** Candidates must achieve all **twelve** criteria shown as [ ].

**This task is Pass/Fail only.**

# Assignment 301 - Summary Sheets

Summary sheet for Task C	Candidate name:
Tutor's/Assessor's comments:	

Tutor's/Assessor's name	Tutor's/Assessor's signature	Date	Mark Awarded	
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# Assignment 301: Control the Work of Others

## Assignment Mark Sheet

To be completed by the tutor/assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Marking/Grading criteria		
		Pass	Credit	Distinction
1. Interpret contract specifications	A			
2. Maintain work conditions and seek work improvement opportunities	B			
3. Demonstrate awareness of the legal background to employment and how this affects the manner in which management action in personnel matters can be initiated and followed through	C			
<b>Task C is Pass/Fail only</b>				
<b>Overall Grade</b>				

Candidate's signature	Date
Tutor's/assessor's signature	Date
Internal verifier's signature ( <i>where applicable</i> )	Date
External verifier's signature ( <i>where applicable</i> )	Date

# Assignment 302 - Communication Skills

## Assignment Composition

Assignment 302 is based on Unit 2 of the Scheme Handbook.

The assignment is made up of the following Outcomes, Practical Activities and Tasks.

## Checklist of completed evidence

Outcome	Practical Activity	Task	Evidence
1. Apply communication skills	1. Prepare and make a formal presentation	A	Marking checklist Summary sheet
2. Conduct formal meetings	1. Prepare for and conduct formal meetings  2. Produce minutes in action form and report outcomes	B	Marking checklist Summary sheet
3. Use written business communications	1. Draft advertisements	C	Marking checklist Advertisement
	2. Prepare memoranda and letters	D	Marking checklist Memorandum
		E	Marking checklist Letter

# Assignment 302 - Tasks

## Task A - Prepare and make a formal presentation

Candidates are required to select a topic, then research and prepare a 10 minute formal presentation. The topic should be selected and agreed with the tutor/assessor before undertaking the activity.

Candidates are required to make the presentation to a small audience with the use of prompts and visual aids. The presentation should be structured with an introduction and a conclusion. Candidates should be prepared to answer questions on the content of their presentation.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

A summary sheet is provided for the tutor/assessor to provide feedback to the candidate.

## Task B - Participate in a formal meeting and produce records

Candidates are required to take part in a formal meeting. The content of the meeting and the candidate's roles will be decided by the tutor/assessor.

Candidates are required to take an active part in the meeting and produce the following:

- a notice to the meeting
- an agenda
- a set of minutes of the meeting.

Candidates will be observed, undertaking their designated role, by the tutor/assessor.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

A summary sheet is provided for the tutor/assessor to provide feedback to the candidate.

## Task C - Produce an advertisement for a cleaning vacancy

Candidates are required to draft a suitable advertisement which could be placed in a local publication.

Candidates are to advertise for the post of a domestic assistant. The details of the post can be based on the candidate's own work place or a fictitious location.

Candidates should consider that the advertisement needs to catch attention but must also not be too large so as to be too expensive to publish.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task D - Prepare a memorandum

Candidates are required to produce a suitable memorandum, which a cleaning supervisor could send out to their team leaders.

The memorandum should inform the team leaders they have to attend a meeting concerning cleaning staff sickness levels. They are to be advised to bring any necessary records to the meeting.

Candidates should remember this is an internal method of communication and consider appropriate style and tone in respect of the recipients.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task E - Prepare an official/business letter

Candidates are required to write a letter observing the main conventions of letter writing. Candidates are to assume they are not using a company's headed notepaper and must therefore complete this information.

Candidates should assume the role of a supervisor for the piece of correspondence.

Candidates are to invent any incidental details they deem necessary.

Candidates are to produce a letter to a job applicant who is to be appointed to a recently advertised post of domestic assistant.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

# Assignment 302 - Marking Checklists

## Task A - Prepare and make a formal presentation

### Marking checklist

Task completed and includes:

Suitable use of prompts	[ ]
Introduction to presentation topic	[ ]
Clear speaking	[ ]
Suitable eye contact	[ ]
Use of at least <b>one</b> visual aid	[ ]
Content relevant to topic	[ ]
Evidence that research has been undertaken	[ ]
Topic presented logically	[ ]
Suitable conclusion	[ ]
Completion within suitable length of time	[ ]
Additional visual aids/handouts	( )
Appropriate pace and continuity of presentation	( )
Appropriate body language	( )
An ability to hold audience attention	( )
Professionally presented visual aids	( )
Displaying an understanding of content while dealing with questions	( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **ten** criteria shown as [ ].

**Credit** – Candidates must achieve all **ten** criteria shown as [ ] and **three** shown as ( ).

**Distinction** – Candidates must achieve all **ten** criteria shown as [ ] and **six** shown as ( ).



## Task B - Participate in a formal meeting and produce records

### Marking checklist

Task completed and includes:

An example of a notice to the meeting	[ ]
An example of a planned agenda	[ ]
Correct minutes of the meeting	[ ]
Ability to speak clearly	[ ]
Effectively following agenda	[ ]
Knowing when to speak	[ ]
Ability to keep to the point	[ ]
Being objective when putting a point forward	( )
Effective listening	( )
Willingness to compromise	( )
Written evidence that was clear, concise and clearly presented	( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **seven** criteria shown as [ ].

**Credit** – Candidates must achieve all **seven** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **seven** criteria shown as [ ] and **four** shown as ( ).

## Task C - Produce an advertisement for a cleaning vacancy

### Marking checklist

Task completed and includes:

Job title	[ ]
Description of job/employer/location	[ ]
Experience/skills/qualifications required	[ ]
Pay details	[ ]
Hours of work	[ ]
Training provision	[ ]
The action the applicant should take	[ ]
Consideration of equal opportunities	( )
Suitable layout/eye catching quality	( )
Management size for publishing	( )
Written evidence that is clear, concise and clearly presented	( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **seven** criteria shown as [ ].

**Credit** – Candidates must achieve all **seven** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **seven** criteria shown as [ ] and **four** shown as ( ).

## Task D - Prepare a memorandum

### Marking checklist

Task completed and includes:

Appropriate layout showing:

- Who to	[ ]
- Who from	[ ]
- Date	[ ]
- Subject-brief indication	[ ]
Content that is concise and accurate	[ ]
Content that is appropriate for the intended recipients	[ ]
Correct style – formal/informal	( )
Suitable tone– friendly/authoritative	( )
Written evidence that is clear, concise and clearly presented	( )
Consideration given to wider circulation	( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **six** criteria shown as [ ].

**Credit** – Candidates must achieve all **six** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **six** criteria shown as [ ] and **four** shown as ( ).

## Task E - Prepare an official/business letter

### Marking checklist

Task completed and includes:

Correctly positioned address	[ ]
Date	[ ]
Appropriate greeting	[ ]
Corresponding ending	[ ]
Introduction – why writing	[ ]
Details – factual and clear	[ ]
The need for a response	[ ]
Appropriate language	[ ]
Correct spelling, punctuation and grammar	[ ]
Signature	[ ]
Designation	[ ]
Choice of simple words	( )
Appropriate use of paragraphs	( )
Appropriate length	( )
Consistency of tone throughout	( )
Written evidence that is clear, concise and clearly presented	( )

### Marking/Grading criteria

Pass – Candidates must achieve all eleven criteria shown as [ ].

**Credit** – Candidates must achieve all **eleven** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **eleven** criteria shown as [ ] and **five** shown as ( ).

# Assignment 302 - Summary Sheets

<b>Summary sheet for Task:</b>	<b>Candidate name:</b>
Tutor's/Assessor's comments:	

Tutor's / Assessor's name	Tutor's / Assessor's Signature	Date	Mark Awarded	
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# Assignment 302: Communication Skills

## Assignment Mark Sheet

To be completed by the tutor/assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Marking/Grading criteria		
		Pass	Credit	Distinction
1. Apply communication skills	A			
2. Conduct formal meetings	B			
3. Use written business communications	C			
	D			
	E			
<b>Overall Grade</b>				

Candidate's signature	Date
Tutor's/assessor's signature	Date
Internal verifier's signature <i>(where applicable)</i>	Date
External verifier's signature <i>(where applicable)</i>	Date

# Assignment 303 - Control and Selection of Resources

## Assignment Composition

Assignment 303 is based on Unit 3 of the Scheme Handbook.

The assignment is made up of the following Outcomes, Practical Activities and Tasks.

## Checklist of completed evidence

Outcome	Practical Activity	Task	Evidence
1. Analyse and control resource costs	<ol style="list-style-type: none"> <li>1. Tabulate component costs for a given budget</li> <li>2. Interpret information derived</li> <li>3. Produce control charts and trend analysis for costs</li> </ol>	A	Marking checklist Table Calculations
2. Access information and suggest work improvement factors	<ol style="list-style-type: none"> <li>1. Access information about processes and equipment offering work improvement opportunities</li> <li>2. Make performance comparisons against the opportunity for work improvement and prepare a report</li> </ol>	B	Marking checklist Report
3. Collect resource information and apply it to the development of resource inventories and performance improvement	<ol style="list-style-type: none"> <li>1. Analyse plans and finishes schedules and prepare a resource inventory with reasons for selection</li> <li>2. Access information about processes and equipment and rate their relative labour efficiency and effectiveness</li> <li>3. Analyse a resource inventory and accommodation schedule, detect opportunities for performance improvement and make a report</li> </ol>	C	Marking checklist Inventory list

# Assignment 303 – Tasks

## Task A - Identify examples and types of resource costs with suitable control measures

A cleaning service including a given budget should be selected and agreed with the tutor/assessor before undertaking the activity.

Candidates are required to tabulate the component costs for the budget using Table 1. Candidates are advised to present the table using information technology.

Candidates are required to justify the allocation of components to the following costs:

- fixed costs
- variable costs
- direct costs
- indirect costs.

From the budget candidates are required to calculate the above costs.

Candidates are required to comment on the variation over time of each resource.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

<b>The Cost of Cleaning</b>
Labour: cleaning operatives + working supervision
Management / non working supervision
Equipment, depreciation and maintenance
Materials used to clean (non consumables)
Personal Protective Equipment
Training
Overheads
Profit

Table 1 Source: British Institute of Cleaning Science



## Task B - Prepare a report describing how resources can aid work improvement

Candidates are required to access sources of information to research processes and equipment which would offer work improvement opportunities.

Candidates are required to identify the sources for this information which should include trade journals and the internet.

Candidates are required to justify **four** work improvement opportunities in report form.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task C Prepare a resource inventory

Candidates are required to examine a given set of plans for an area of a building which should be determined by the tutor/assessor.

Candidates are required to analyse the area taking into consideration all given information and produce a resource inventory.

Candidates are required to justify the selection of resources.

Candidates should present work in the form of an inventory list.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

# Assignment 303 - Marking Checklists

## Task A Identify examples and types of resource costs with suitable control measures

### Marking checklist

Task completed and includes:

Correct % of budget allocated to costs (within industry accepted practice)	[ ]
Costs that are apportioned and justified correctly	[ ]
Costs that are calculated correctly	[ ]
Correct identification of variation of each resource	[ ]
A table that is accurately and clearly designed using information technology	( )
Data that can be easily interpreted from the table designed using information technology	( )
A table presented effectively using information technology that meets the purpose and needs of the audience	( )
Correct justification of the variation of each resource over time	( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **four** criteria shown as [ ].

**Credit** – Candidates must achieve all **four** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **four** criteria shown as [ ] and **four** shown as ( ).

## Task B - Prepare a report describing how resources can aid work improvement

### Marking checklist

Task completed and includes:

Identification of <b>four</b> work improvement opportunities	[ ]
Correct identification of resources/processes	[ ]
Identification of a minimum of two sources of information	[ ]
Presentation in report format	[ ]
An additional source of information	( )
Written evidence that is clear, concise and clearly presented	( )
Correct justification of the <b>four</b> work improvement opportunities provided	( )
A justification of work improvement opportunities that show understanding	( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **four** criteria shown as [ ].

**Credit** – Candidates must achieve all **four** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **four** criteria shown as [ ] and **four** shown as ( ).

## Task C Prepare a resource inventory

### Marking checklist

Task completed and includes:

- |   |     |
|---|-----|
| List of adequate resources to service the area                | [ ] |
| Correct justifications for selections                         | [ ] |
| Presentation in the form of resource inventory                | [ ] |
| Written evidence that is clear, concise and clearly presented | [ ] |

### Marking/Grading criteria

**Pass** – Candidates must achieve all **four** criteria shown as [ ].

The task is **Pass/Fail** only.

# Assignment 303 - Control and Selection of Resources

## Assignment Mark Sheet

To be completed by the tutor/assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Marking/Grading criteria		
		Pass	Credit	Distinction
1. Analyse and control resource costs	A			
2. Access information and suggest work improvement factors	B			
3. Collect resource information and apply it to the development of resource inventories and performance improvement	C			
<b>Task C is Pass/Fail only</b>				
<b>Overall Grade</b>				

Candidate's signature	Date
Tutor's/assessor's signature	Date
Internal verifier's signature ( <i>where applicable</i> )	Date
External verifier's signature ( <i>where applicable</i> )	Date

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# Assignment 304 - Work Planning

## Assignment Composition

Assignment 304 is based on Unit 4 of the Scheme Handbook.

The assignment is made up of the following Outcomes, Practical Activities and Tasks.

## Checklist of completed evidence

Outcome	Practical Activity	Task	Evidence
2. Use work study techniques to identify work improvement opportunities	1. Use source documents to prepare a work programme, to include daily and periodic work with associated work schedules and rotas	A	Marking checklist Work schedules and rotas
	2. Select an aspect of cleaning to be studied and apply method study techniques for the following task a) spray cleaning	B	Marking checklist Written report

# Assignment 304 - Tasks

## Task A - From sample contract specifications complete work schedules and rotas

Candidates are required to use sample contract specifications for the following areas:

- a carpeted office containing desks, chairs, telephones and computers
- a washroom area containing washroom furniture, WC and wash hand basin.

Candidates are required to produce detailed work schedules and rotas for each area.

The schedule should contain:

- daily, weekly and periodic tasks
- materials and equipment required.

The contract specification selected should be selected and agreed with the tutor/assessor before undertaking the activity.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task B Apply work study techniques to the task of spray cleaning

Candidates are required to observe a competent operator complete a spray cleaning task, apply work study techniques to the task and report the results.

The report must include:

- method study techniques
- work measurement.

The observation should be arranged and agreed with the tutor/assessor before undertaking the activity.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.



# Assignment 304 - Marking Checklists

Task A From sample contract specifications complete work schedules and rotas

## Marking checklist

Task completed and includes:

	Carpeted office	Washroom
Area and work locations identified	[ ]	[ ]
Tasks satisfactorily completed to include:		
Frequencies	[ ]	[ ]
Access times	( )	( )
Time allowed	( )	( )
Equipment and required	[ ]	[ ]
Material required	[ ]	[ ]
Daily, weekly and periodic tasks	[ ]	[ ]

## Marking/Grading criteria

**Pass** – Candidates must achieve all **ten** criteria shown as [ ].

**Credit** – Candidates must achieve all **ten** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **ten** criteria as shown [ ] and **four** shown as ( ).

## Task B - Apply work study techniques to the task of spray cleaning

### Marking checklist

Task completed and includes:

Method study:

- Collecting correct equipment [ ]
- Collecting correct materials [ ]
- Task observation to include:  
comments on health and safety [ ]  
recommendations ( )
- Cleaning the equipment safely ( )
- Returning the equipment to store [ ]
- Securing the store area [ ]
- Comments on quality of finish to meet contract specification ( )

Work measurement includes calculation of:

- Basic times [ ]
- Standard times [ ]
- Relaxation allowances ( )
- Contingency allowances [ ]

### Marking/Grading criteria

**Pass** – Candidates must achieve all **eight** criteria shown as [ ].

**Credit** – Candidates must achieve all **eight** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **eight** criteria as shown [ ] and **four** shown as ( ).

# Assignment 304 - Work Planning

## Assignment Mark Sheet

To be completed by the tutor/assessor and signed by the candidate

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Marking/Grading criteria		
		Pass	Credit	Distinction
2. Use work study techniques to identify work improvement opportunities	A			
	B			
<b>Overall Grade</b>				

Candidate's signature	Date
Tutor's/assessor's signature	Date
Internal verifier's signature ( <i>where applicable</i> )	Date
External verifier's signature ( <i>where applicable</i> )	Date

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# Assignment 305 - Develop Self and Others

## Assignment Composition

Assignment 305 is based on Unit 5 of the Scheme Handbook.

The assignment is made up of the following Outcomes, Practical Activities and Tasks.

## Checklist of completed evidence

Outcome	Practical Activity	Task	Evidence
1. Develop personal skills and knowledge to improve performance	1. Contrast job requirements with the National Occupational Standards  2. Undertake strengths, weaknesses, opportunities and threats analysis	A	Marking checklist Skill scan SWOT analysis
2. Manage time to achieve personal objectives	1. Analyse current use of time	B	Marking checklist Diary
	2. Prioritise career development demands and set time targets	C	Marking checklist List of development needs Personal development plan

## Assignment 305 – Tasks

### Task A - Contrast job requirements with the National Occupations Standards and undertake a SWOT analysis

Candidates are required to contrast current job requirements with those of the National Occupational Standards by completing a skill scan. The skill scan should include:

- unit titles
- element titles
- range.

Candidates are required to indicate how frequently each of the above is covered.

Candidates are then required to produce a quadrant style SWOT analysis (strengths, weaknesses, opportunities and threats) as a chart.

Candidates are required to identify and list six key outcomes from the SWOT analysis, which may come from any part of the chart.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

An example is provided for the skill scan in Table 1.

A pro forma is provided for candidates for the skill scan in Table 2.

# Level 3 Supervisory Management

Unit: Manage yourself

Element 1: Develop your own skills to improve your performance

Do you	Frequently	Sometimes	Never	SWOT	Comments
1. Make sure your assessment takes account of the skills you need to work effectively with other team members	✓			S	Frequently carried out as part of my job role
Make sure your assessment takes account of all of the following:					
a) work objectives	✓			S	
b) personal objectives			✓	O	Need to consider how to address this.
c) organisational policies and requirements.	✓			S	
2. Make sure your plans for developing your skills are consistent with the needs you have identified		✓		O	
3. Make sure your plans for developing your skills contain specific, measurable and realistic objectives		✓		O	
4. Undertake development activities which are consistent with your plans for developing your skills		✓		O	
5. Obtain feedback from relevant people and use it to enhance your performance in the future		✓			Line manager, appraisal system.
Obtain support and feedback from two of the following types of people:					Need to identify people and methods to do this.
a) team members			✓	O, T	Concerns over criticism from team members.
b) colleagues working at the same level as yourself		✓		O, T	
c) higher level managers		✓		O, T	Concerns over feedback from manager.
d) a specialist.			✓	O	This could be a difficult one!
<b>Note: you must show that you could obtain support and feedback from all relevant people listed above (cannot be simulated).</b>					
NOTES: Types of evidence to be collected – appraisals, reviews, spot checks, minutes of meetings (with line managers, colleagues and the team).					
Activities I need to undertake to cover gaps. Identify ways to get feedback from the specialists and the most appropriate method to obtain feedback from colleagues, higher level managers.					
Name:	Date:	Review date:			

Table 1

# Template for skill scan

Unit:  
Element:

<b>Do you</b>	<b>Frequently</b>	<b>Sometimes</b>	<b>Never</b>	<b>SWOT</b>	<b>Comments</b>

NOTES:

Name: \_\_\_\_\_ Date: \_\_\_\_\_ Review date: \_\_\_\_\_

Table 2



## Task B - Analyse current use of time

Candidates are required to produce and use a diary in which they can record their use of time over one working week. The diary should be defined in hour or part of an hour blocks. Time use should be analysed, summarised, conclusions drawn and recommendations made.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task C - Prioritise career development demands and set time targets

Candidates are required to use the outcomes of tasks A and B to identify and list their skills development needs.

The development needs should be prioritised and used to prepare a personal development plan.

Candidates are required to design and plan methods of obtaining job performance feedback from mentors, members of work team or superiors.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

# Assignment 305 - Marking Checklists

Task A - Contrast job requirements with the national occupational standards and undertake a SWOT analysis

## Marking checklist

Skill scan completed with:

- Correct units, elements and ranges [ ]
- Indication of frequency [ ]
- Strengths, Weaknesses, Opportunities and Threats correctly identified [ ]

SWOT analysis chart completed with:

- Quadrant style which is clearly presented as a chart [ ]
- **Six** key outcomes correctly identified [ ]

## Marking/Grading criteria

**Pass** – Candidates must achieve all **five** criteria shown as [ ].

This task is **Pass/Fail** only.

## Task B - Analyse current use of time

### Marking checklist

Task completed and includes:

A diary method for recording <b>one</b> working week to show activities per hour/part of an hour	[ ]
A diary that is structured and fit for purpose	[ ]
Entries that are complete	[ ]
Entries that are made with care and show accurate use of part hours and blocks	( )
A summary of activities	[ ]
A summary that is presented as a graph or diagram	( )
Conclusions and recommendations	[ ]
Conclusions and recommendations that show a good degree of analysis and thought	( )
Recommendations that are comprehensive, realistic, measurable and achievable	( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **five** criteria shown as [ ].

**Credit** – Candidates must achieve all **five** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **five** criteria shown as [ ] and **four** shown as ( ).

## Task C - Prioritise career development demands and set time targets

### Marking checklist

Task completed and includes:

Working with data gathered from earlier tasks, the skills development needs are collated and presented as a list	[ ]
Skills needs that are realistic and achievable	[ ]
A list that is presented clearly to indicate priorities for action	[ ]
Priorities that are correct for the candidate at the time of the assignment	( )
A personal development plan produced from the skills identified	[ ]
A personal development plan that is structured to indicate timescales, resources (including personnel) and actions to be taken	[ ]
A plan that is well structured and conceived with a good degree of detail and scope	( )
Records that are structured and well presented	( )
An explanation of the limitations of methods	( )
Presentation of a high standard	( )
Explanations that are full and accurate	( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **five** criteria shown as [ ] and **one** shown as ( ).

**Credit** – Candidates must achieve all **five** criteria shown as [ ] and **three** shown as ( ).

**Distinction** – Candidates must achieve all **five** criteria shown as [ ] and **six** shown as ( ).

# Assignment 305 - Develop Self and Others

## Assignment Mark Sheet

To be completed by the tutor/assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Marking/Grading criteria		
		Pass	Credit	Distinction
1. Develop personal skills and knowledge to improve performance	A			
2. Manage time to achieve personal objectives	B			
	C			
<b>Task A is pass/fail only</b>				
<b>Overall Grade</b>				

Candidate's signature	Date
Tutor's/assessor's signature	Date
Internal verifier's signature ( <i>where applicable</i> )	Date
External verifier's signature ( <i>where applicable</i> )	Date

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# Assignment 306 - Quality Measurement Systems

## Assignment Composition

Assignment 306 is based on Unit 6 of the Scheme Handbook.

The assignment is made up of the following Outcomes, Practical Activities and Tasks.

## Checklist of completed evidence

Outcome	Practical Activity	Task	Evidence
1. Undertake quality inspections	1. Carry out quality inspections 3. Attribute underlying causes of quality failures	A	Marking checklist
2. Use output standards	1. Define standards	B	Marking checklist Table

# Assignment 306 – Tasks

## Task A Carry out a quality inspection

Candidates are required to carry out a quality inspection on a designated area that has been agreed with the tutor/assessor.

Candidates are required to agree the method to be used for the inspection with the tutor/assessor before undertaking the activity.

It is advised that the duration of the quality inspection should be approximately 90 minutes.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task B Define output standards

Candidates are required to study a cleaning specification document provided by the tutor/assessor.

Candidates are required to identify ten stated output standards from the cleaning specification.

Candidates are required to clearly define the ten output standards so they can be understood by cleaning operatives, managers and customers. This should be presented as a table.

Candidates are required to comment on the fitness of the standards in relation to the cleaning specification.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.



# Assignment 306 - Marking Checklist

## Task A - Carry out a quality inspection

### Marking checklist

Task completed and includes:

Completion of quality inspection	[ ]
Method applied correctly	[ ]
Documents signed and dated	[ ]
Appropriate comments and recommendations made	[ ]

### Marking/Grading criteria

**Pass** – Candidates must achieve all **four** criteria shown as [ ].

The task is **Pass/Fail** only.

## Task B - Define output standards

### Marking checklist

Task completed and includes:

Correct identification of ten output standards	[ ]
Correct definitions of all ten outputs	[ ]
Definitions that are clear and unambiguous	( )
A table that is clear, concise and clearly presented	( )
Suitable justifications of standards	( )
Justifications that demonstrate understanding and research	( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **two** criteria shown as [ ].

**Credit** – Candidates must achieve all **two** criteria shown as [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **two** criteria shown as [ ] and **four** shown as ( ).

# Assignment 306 - Quality Measurement Systems

## Assignment Mark Sheet

To be completed by the tutor/assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Marking/Grading criteria		
		Pass	Credit	Distinction
1. Undertake quality inspections	A			
2. Use output standards	B			
				<b>Task A is Pass/Fail only</b>
				<b>Overall Grade</b>

Candidate's signature	Date
Tutor's/assessor's signature	Date
Internal verifier's signature <i>(where applicable)</i>	Date
External verifier's signature <i>(where applicable)</i>	Date

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# Assignment 307 - Health and Safety in the Workplace and the Environment

## Assignment Composition

Assignment 307 is based on Unit 7 of the Scheme Handbook.

The assignment is made up of the following Outcomes, Practical Activities and Tasks.

## Checklist of completed evidence

Outcome	Practical Activity	Task	Evidence
1. Undertake written risk assessments and initiate risk reduction actions	1. Prepare a risk assessment to cover a cleaning area of 4-5 people, to include: <ul style="list-style-type: none"> <li>• cleaning equipment and materials</li> <li>• cleaning methods</li> <li>• storage facilities</li> <li>• work environment</li> </ul>	A	Marking checklist Risk assessment
	2. Prepare a written report with proposed risk reductions	B	Marking checklist Written report
	3. Produce an implementation programme		Prioritised plan
2. Design health and safety instructions and compliance monitoring systems	1. Identify and present health and safety instructions relevant to a working environment to include cleaning quality standards eg <ul style="list-style-type: none"> <li>• access</li> <li>• lighting levels</li> <li>• slips, trips and falls</li> <li>• impact with stationary objects</li> <li>• fire</li> <li>• f) ventilation</li> </ul>	C	Marking checklist Completed pro-forma
	Design a poster to bring issues relating to health and safety to the attention of others	D	Marking checklist Poster

## Assignment 307 – Tasks

### Task A Prepare a risk assessment to cover a cleaning area of 4-5 people

Candidates are required to prepare a risk assessment at their workplace or for a designated area to cover a cleaning area of 4-5 people. This should be in relation to a practical activity they are involved in. The risk assessment must include:

- cleaning equipment and materials
- cleaning methods
- storage facilities
- work environment.

The area to be risk assessed should be selected and agreed with the tutor/assessor before undertaking the activity.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

### Task B Prepare a written report with proposed risk reductions

Based on the risk assessment produced in Task A, candidates are required to produce a written report with proposed risk reductions identified, recommendations and a prioritised plan for their implementation.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

### Task C Identify and present health and safety instructions relevant to a working environment

Candidates are required to identify and present health and safety instructions relevant to a working environment, when undertaking cleaning operations. This should be in relation to a practical activity they are involved in, and include:

- access
- lighting levels
- slips, trips and falls
- impact with stationary objects
- fire
- ventilation.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

A pro-forma is provided for candidates to produce health and safety instructions.

# Assignment 307 - Task C Pro Forma

Pro forma – Task C
Working environment:
Health and safety instructions:
Staff instructions relate to:
Related company procedures identified:
Accountable personnel identified:
Candidate name:
Candidate enrolment number:

Tutor's/Assessor's name	Tutor's/Assessor's signature	Date	Mark Awarded	
-------------------------	------------------------------	------	--------------	--

## Task D - Design an A4 poster/flyer to bring a Health and Safety issue to the attention of others

Candidates are required to design an A4 poster/flyer to bring an issue relating to health and safety to the attention of others, in the context of cleaning operations. Candidates are required to recommend where it should be displayed to maximise impact.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.



## Assignment 307 - Marking Checklists

Task A - Prepare a risk assessment to cover a cleaning area of 4-5 people

### Marking checklist

Task completed and includes:

Reference to a **five** step process [ ]

Identification of all key hazards [ ]

Reference to:

- cleaning equipment and materials [ ]

- cleaning methods [ ]

- storage facilities [ ]

- work environment [ ]

### Marking/Grading criteria

**Pass** – Candidates must achieve all **six** criteria shown as [ ].

The task is **Pass/Fail** only.

## Task B - Prepare a written report with proposed risk reductions

### Marking checklist

Task completed and includes:

Documentation for risk assessment that was fit for purpose [ ]

A report which identified all key hazards [ ]

A prioritised plan for implementation [ ]

Recommendations made to reduce risks [ ]

Recommendations that:

- were feasible ( )

- were costed ( )

- had prioritised actions ( )

- identified the levels of risks ( )

- identified responsibilities ( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **four** criteria shown as [ ].

**Credit** - Candidates must achieve all **four** criteria shown as [ ] and **two** shown as ( ).

**Distinction** - Candidates must achieve all **four** criteria shown as [ ] and **five** shown as ( ).

## Task C - Identify and present health and safety instructions relevant to a working environment

### Marking checklist

Task completed and includes:

Information presented as 'instructions' [ ]

'To do' and 'not to do' actions listed [ ]

Instructions that were:

- complete [ ]

- clear and precise [ ]

- sequential [ ]

- appropriate to the level of the audience [ ]

Health and safety instructions to include access, lighting etc [ ]

Accountable personnel identified [ ]

### Marking/Grading criteria

**Pass** – Candidates must achieve all **eight** criteria shown as [ ].

This task is **Pass/Fail** only.

## Task D - Design an A4 poster/flyer to bring a health and safety issue to the attention of others

### Marking checklist

Task completed and includes:

A4 poster/flyer [ ]

Key points of information [ ]

- Information that was accurate, up-to-date and relevant [ ]

Contact person/details [ ]

- Written instructions that were clear, simple and helpful ( )

Poster/flyer that:

- was well designed and eye catching ( )

- was user friendly and fit for purpose ( )

- had recommendations on display in a way that maximised impact ( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **four** criteria shown as [ ].

**Credit** - Candidates must achieve all **four** criteria shown as [ ] and **two** shown as ( ).

**Distinction** - Candidates must achieve all **four** criteria shown as [ ] and **four** shown as ( ).

# Assignment 307 - Health and Safety in the Workplace and the Environment

## Assignment Mark Sheet

To be completed by the tutor/assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Marking/Grading criteria		
		Pass	Credit	Distinction
1. Undertake written risk assessments and initiate risk reduction actions	A			
	B			
2. Design Health and Safety instructions and compliance monitoring systems	C			
	D			
<b>Tasks A and C are Pass/Fail only</b>				
<b>Overall Grade</b>				

Candidate's signature	Date
Tutor's/assessor's signature	Date
Internal verifier's signature ( <i>where applicable</i> )	Date
External verifier's signature ( <i>where applicable</i> )	Date

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# Assignment 308 - Expansion of Business

## Case Study

The client is a car manufacturer and currently your organisation has held the cleaning contract for the client for three years. The contract for the cleaning services is renewable by tender every two years.

Your organisation's relationship with the client is very good and the client's monthly quality inspections of its premises normally give a result of client satisfaction. Any problems with the cleaning are normally corrected within the time scales stated within the contract terms.

The current contract is for the cleaning of the premises with the exclusion of the toilet areas. These areas were excluded from the cleaning specification as the client had a bad experience with a previous contractor.

Currently the toilet areas are cleaned by in-house staff that work on the production lines. Two in-house staff a week (one man and one women, both whom work 40 hours a week) are required to take on the cleaning duties. The salary paid to the in-house production staff is currently £17 000 per annum and during the week they are on the cleaning rota they are paid a bonus of £50.00 per week.

The client also has a policy of re-cycling as much of its waste as possible. This is done by the collection of cardboard, expanded polystyrene and clear polythene from the production lines four times a day which is then taken to a compacting area, sorted, and compacted for re-sale. This once again is under taken by production operatives on a rota basis.

# Information sheet

There are currently nine toilets within the clients premises, five male toilets and four female toilets.

The male toilets are all of the same size.

They each contain:

- 6 toilet cubicles
- 6 sinks
- 6 mirrors
- 6 double toilet roll dispensers
- 3 1 litre liquid soap dispensers
- 3 1 litre liquid degreasant dispensers
- 3 electric hand dryers
- 2 paper towel dispensers
- 2 waste bins.

The toilet partitions are made of Formica over medium density fibreboard (MDF).

The main walls of the toilets are tiled from floor to ceiling.

The flooring is Altro safety flooring with welded joints and rolled edges.

The female toilets are all of the same size.

They each contain:

- 6 toilet cubicles
- 4 sinks
- 4 mirrors
- 6 double toilet roll dispensers
- 2 1 litre liquid soap dispensers
- 2 1 litre liquid degreasant dispensers
- 2 electric hand dryers
- 2 paper towel dispensers
- 6 sanitary – bins
- 1 waste bin.

The toilet partitions are made of Formica over MDF.

The main walls of the toilets are half tiled with the top half of the walls being emulsion.

The flooring is Altro safety flooring with welded joints and rolled edges.

Approximate usage of consumables:

- 18 toilet rolls per day per toilet @ 25p per roll
- 1 litre of liquid soap per dispenser per day @ 78p per litre
- 2 litres of liquid degreasant per dispenser per day @ 85p per litre
- 4 packs of paper towels per dispenser per day @ 50p per pack
- 4 bin liners per day per waste bin @ 2p per bin liner.



# Cleaning specification

Contents

Sanitary areas

Criteria

Dirty production process

7 days per week usage

Used between 6am and 10pm daily

<b>Task</b>	<b>Frequency per week</b>
<b>Removal of waste</b>	
Remove waste	21
Wash waste receptacles	21
Replace waste receptacle liners	21
<b>Semi-hard floors</b>	
Sweep	21
Full mop	20
Scrub and dry	1
<b>Vertical and high level surfaces</b>	
Spot clean	
Dust/damp wipe	21
<b>Sanitary surfaces/hand contact areas</b>	
Damp wipe/wash	21
<b>Mirrors/dispensers</b>	
Damp wipe/wash	21
<b>Furniture/fixtures/fittings</b>	
Dust/damp wipe	21
<b>Consumables</b>	
Replenish toilet rolls, soap etc	21

## Cleaning standards specification table

	<b>Acceptable on completion of task</b>	<b>Unacceptable</b>	<b>Acceptable between cleaning tasks</b>
<b>Semi hard floors</b>			
Sweep	Free from litter, debris, dust and loose foreign matter.	Build up of litter, debris, dust and loose foreign matter.	Debris arising from usage between cleans.
Full mop	Has uniform appearance and is dry and free from spillages, removable stains, superficial marks and loose debris.	Build up of spillages, removable stains, superficial marks and loose debris. Having a non-uniform finish.	Debris and spillage arising from usage between cleans.
Scrub and dry	Dry and free from removable stains, spillages, ingrained dirt, scuff marks and impacted debris.	Build up of removable stains, spillages, ingrained dirt, scuff marks and impacted debris. Of non uniform appearance.	Debris and scuff marks' arising from usage between cleans.
<b>Vertical and high level surfaces</b>			
Spot clean	Free from visible loose debris, dust, fluff and lint, removable stains and matter.	Build up of removable debris, dust, fluff, lint, stains and matter.	Debris arising from usage between cleans.
Dust/damp wipe	Free from impacted debris, dust, cobwebs and removable stains.	Build up of impacted debris and dust on vertical surfaces. Removable stains.	Debris, dust and stains arising from usage between cleans.
<b>Sanitary surfaces/hand contact areas</b>			
Damp wipe/wash	Free from impacted debris, dust removable stains, body fats and fluids. Uniform appearance. Dry, odour free.	Build up of impacted debris, dust and fats on all surfaces and at points of contact with horizontal surfaces. Removable stains and smears.	Debris, dust and stains arising from usage between cleans. Residual odour.
<b>Mirrors/dispensers</b>			
Damp wipe/wash	Free from impacted debris, dust, cobwebs and removable stains.	Build up of impacted debris and dust on vertical surfaces. Removable stains.	Debris, dust and stains arising from usage between cleans.
<b>Furniture/fixtures/fittings</b>			
Dust/damp wipe	Free from impacted debris, dust, cobwebs and removable stains. Uniform appearance. Dry.	Build up of impacted debris and dust on vertical surfaces and at points of contact with horizontal surfaces. Removable stains.	Debris, dust and stains arising from usage between cleans.

Source: British Institute of Cleaning Science

## Area of additional work

Area	Size (length x breadth )	Square metres (m <sup>2</sup> )

Total square area of additional service opportunity - square metres (m<sup>2</sup>).

## Productivity ratings

The average productivity rate for cleaning sanitary areas in industrial units is 93 m<sup>2</sup> per hour.

Area	m <sup>2</sup>	Productivity rate per hour	Time required (hours)	Frequency per week	Total hours per week required to meet the specification
Sanitary Area		93			

## Wage rate

All costings should be based on an hourly rate of £5.00 for cleaning operatives plus 16% to cover National Insurance (NI), absence cover etc.

Total hours per week required to meet the specification	Hourly wage rate	Site based wage cost	% addition to site based wage costs to cover absence, NI etc	Total addition to site based wage costs	Total site based labour costs per week
	5.00		16%		

Total site based labour costs per week	Number of weeks cleaning required per year	Annual site based labour costs per annum

## Other costs to be apportioned to the costings

	<b>% of labour costs</b>	<b>Value ( £)</b>
Non site based management & supervision	5%	
Equipment – depreciation & maintenance	5%	
Cleaning materials	3%	
Personal Protective Equipment	1%	
Training	2%	
Overheads	13%	
Operating surplus	6%	

## Cost of consumables

<b>Consumable</b>	<b>Daily usage</b>	<b>Weekly usage</b>	<b>Annual usage</b>	<b>Cost</b>	<b>Annual cost</b>
Toilet rolls				0.25 each	
Liquid soap				0.78 per litre	
Liquid degreasant				0.85 per litre	
Paper towels				0.50 per pack	
Bin liners				0.02 each	

**Total annual cost of consumable items** - £

### **Total Cost of additional work**

Total site based labour costs - £  
 Non site based management & supervision - £  
 Equipment depreciation and maintenance - £  
 Cleaning materials - £  
 Personal Protective Equipment - £  
 Training - £  
 Overheads - £  
 Operating surplus - £

---

**Total cost of additional work** - £

**Cost of supplying consumables** - £

# Assignment 308 - Expansion of Business

## Assignment Composition

Assignment 308 is based on Unit 8 of the Scheme Handbook.

The assignment is made up of the following Outcomes, Practical Activities and Tasks.

## Checklist of completed evidence

Outcome	Practical Activity	Task	Evidence
1. Generate customer interest in additional cleaning services	<ol style="list-style-type: none"> <li>1. Detect further opportunities for cleaning service provision from a case study</li> <li>2. Analyse a sample specification and contract documents to detect any mention of additional service opportunities that may arise and could become a regular feature of the service</li> <li>3. Produce a report outlining additional service opportunities and lines of approach to attract the customer to advantages of the additional service</li> </ol>	A	Marking checklist Written report
2. Assist in the provision of estimates to employer's standards	<ol style="list-style-type: none"> <li>1. Measure additional work to be proposed from a scaled plan</li> <li>2. Write a specification for the work proposal</li> <li>3. Apply the principles of job costing to determine an outline price</li> </ol>	B	Marking checklist Spreadsheets
4. Implement changes to work programmes	<ol style="list-style-type: none"> <li>1. Prepare a variation to the original specification and price arising from agreement of additional work and notify these to others</li> <li>2. Document the requirement for work to be carried out and provide a distribution list</li> </ol>	C	Marking checklist Written report

# Assignment 308 – Tasks

All tasks are based on the case study; candidates must read the case study before undertaking the tasks.

## Task A - Produce a report identifying further opportunities for cleaning services and additional service opportunities

Candidates are required to read the case study and prepare a written report to identify:

- further opportunities for the provision of cleaning services
- from the cleaning specification and the case study, additional service opportunities that could become a regular feature
- the level of interest that may be expected of the client to a proposal for increasing the provision of cleaning services, including:
  - client expectations
  - cost advantages
  - labour advantages.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task B Produce a cleaning specification and calculate outline prices

Candidates are required to:

- measure the additional work from a scaled plan to identify the extent of the proposed increase in the provision of cleaning services
- produce a cleaning specification to meet the client's expectations, including recommendations on the cleaning specification which may benefit the client by reducing costs/improving service
- calculate an outline price and the cost implications of the recommendations made.

Candidates are advised to use information technology to create spreadsheets based on the examples in the case study to detail costings and calculations.

A marking checklist is provided for the tutor/assessor to record the candidate's performance.

## Task C - Variations to the cleaning specification

From negotiations the client has requested one extra clean per day of the identified area.

Candidates are required to produce a written report that includes:

- changes to the agreed specification
- the variation to the agreed price caused by the negotiations
- a list of people/posts within both organisations to whom the variation should be communicated and why they need to know.

A marking checklist will be provided for the tutor/assessor to record the candidate's performance.

## Assignment 308 - Marking Checklists

Task A - Produce a report identifying further opportunities for cleaning services and additional service opportunities

### Marking checklist

Task completed and includes:

A provision of service for sanitary cleaning [ ]

Additional services, to include:

- provision of labour only service for the collection of material for re-cycling ( )

- provision of high level clean in sanitary areas ( )

The lines of approach to attract the client to the proposals ( )

The level of interest that may be expected from the client to include:

- client expectations [ ]

- cost advantages [ ]

- labour advantages [ ]

- client's employees' view of the current service ( )

- client's employees' view of having to undertake this cleaning service ( )

- the client's past experiences of outsourcing this part of the cleaning service [ ]

### Marking/Grading criteria

**Pass** – Candidates must identify all **five** criteria marked with [ ].

**Credit** – Candidates must achieve all **five** criteria marked with [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **five** criteria marked with [ ] and **five** shown as ( ).



## Task B - Produce a cleaning specification and calculate outline prices

### Marking checklist

Task completed and includes:

Correct calculations for the total square area of additional work [ ]

An input cleaning specification to meet client's expectations [ ]

Recommendations which may benefit the client by reducing costs/improving service to include:

- productivity rates [ ]

- frequencies [ ]

- methods ( )

Completed tables in the case study showing the build up of an outline price [ ]

Spreadsheets accurately and clearly designed using information technology ( )

Data that can be easily interpreted on the spreadsheets ( )

A cost comparison between the client's current costs and those proposed by the candidate [ ]

Presenting the final costings effectively using information technology and meeting the purpose and needs of the audience ( )

### Marking/Grading criteria

**Pass** – Candidates must achieve all **six** criteria shown as [ ].

**Credit** – Candidates must achieve all **six** criteria marked with [ ] and **two** shown as ( ).

**Distinction** – Candidates must achieve all **six** criteria marked with [ ] and **four** shown as ( ).

## Task C - Variations to the cleaning specification

### Marking checklist

Task completed and includes:

Correct calculations for the total square area of additional work [ ]

An input cleaning specification to meet client's expectations [ ]

The calculations required to arrive at the new price caused by the variation to contract [ ]

Identification of appropriate people and posts that need to be communicated with, and why [ ]

### Marking/Grading criteria

**Pass** – Candidates must achieve all **four** criteria shown as [ ].

This task is **Pass/Fail** only.

# Assignment 308 - Expansion of Business

## Assignment Mark Sheet

To be completed by the tutor/assessor and signed by the candidate.

Candidate name	Enrolment number
Centre name	Centre number

Outcome	Task	Marking/Grading criteria		
		Pass	Credit	Distinction
1. Generate customer interest in additional cleaning services	A			
2. Assist in the provision of estimates to employer's standards	B			
4. Implement changes to work programmes	C			
<b>Tasks C is Pass/Fail only</b>				
<b>Overall Grade</b>				

Candidate's signature	Date
Tutor's/assessor's signature	Date
Internal verifier's signature ( <i>where applicable</i> )	Date
External verifier's signature ( <i>where applicable</i> )	Date



