

Level 3 NVQ Diploma in Plastering (Construction) – Fibrous (6573-08)

March 2018 Version 1

Candidate Logbook/Work-Based
Evidence Record – All Units

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Level 3 NVQ Diploma in Plastering (Construction) – Fibrous (6573-08)



Candidate Logbook/Work-Based Evidence Record – All Units

Qualification title	City & Guilds qualification number	Qualification Accreditation Number (QAN)
Level 3 NVQ Diploma in Plastering (Construction) – Fibrous	6573-08	603/3081/8

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1 About your Candidate Logbook/Work-Based Evidence Record



1.1 Contact details

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

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

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

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

Your Assessor(s)	
Internal Quality Assurer (IQA)	
External Quality Assurer (EQA)	

1.2 Introduction to the logbook

This logbook will help you complete the units in **Level 3 NVQ Diploma in Plastering (Construction) – Fibrous (6573-08)**. It contains forms you can use to record your evidence of what you have done.

This logbook contains **all** the units for the qualification.

About City & Guilds

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

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

2 About 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
- 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

You will need to 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 External Quality Assurer (EQA)

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

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.

Candidate name:	
Place of work:	
Assessor:	

Outline of job role:

Previous roles & responsibilities relevant to the qualification:

Previous qualification and training relevant to the qualification

Qualification/Training	Where achieved	Date achieved	Grade

5.2 Units

To achieve the **Level 3 NVQ Diploma in Plastering (Construction) – Fibrous (6573-08)**, you must complete nine units (TQT value of 1390).

City & Guilds unit no.	Unit title	Unit level	GL
101	Conforming to general health, safety and welfare in the workplace	1	17
301	Confirming the occupational method of work in the workplace	3	47
302	Confirming work activities and resources for an occupational work area in the workplace	3	43
355	Running in-situ mouldings in the workplace	3	93
356	Producing fibrous plaster components in the workplace	2	67
357	Producing complex plasterwork moulds in the workplace	3	103
358	Installing complex fibrous plaster components in the workplace	3	77
359	Repairing complex decorative fibrous plaster components in the workplace	3	70
501	Developing and maintaining good occupational working relationships in the workplace	5	37

5.3 Skill scan/initial assessment



Qualification title: _____

Qualification No: _____

Candidate name: _____

Unit	Duties	Examples	Training Required
101	Conforming to general health, safety and welfare in the workplace		
	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		
301	Confirming the occupational method of work in the workplace		
	Assess available project data accurately to determine the occupational method of work		
	Obtain additional information from alternative sources in cases where the available project data is insufficient		
	Identify work methods that will make best use of resources and meet project, statutory and contractual requirements		
	Confirm and communicate the selected work method to relevant personnel		

302	Confirming work activities and resources for an occupational work area in the workplace		
	Identify work activities, assess required resources and plan the sequence of work		
	Obtain clarification and advice where the resources required are not available		
	Evaluate the work activities and the requirements of any significant external factors against the project requirements		
	Identify work activities which influence each other and make the best use of the resources available		
	Identify changed circumstances that require alterations to the work programme and justify them to decision makers		
355	Running in-situ mouldings in the workplace		
	Interpret the given information relating to the work and resources when running in-situ mouldings		
	Know how to comply with relevant legislation and official guidance when running in-situ mouldings		
	Maintain safe and healthy working practices when running in-situ mouldings		
	Select the required quantity and quality of resources for the methods of work to run in-situ mouldings		
	Minimise the risk of damage to the work and surrounding area when running in-situ mouldings		
	Complete the work within the allocated time when running in-situ mouldings		
	Comply with the given contract information to run in-situ mouldings to the required specification		
356	Producing fibrous plaster components in the workplace		
	Interpret the given information relating to the work and resources when producing fibrous plaster components		
	Know how to comply with relevant legislation and official guidance when producing fibrous plaster components		

	Maintain safe and healthy working practices when producing fibrous plaster components		
	Select the required quantity and quality of resources for the methods of work to produce fibrous plaster components		
	Minimise the risk of damage to the work and surrounding area when producing fibrous plaster components		
	Complete the work within the allocated time when producing fibrous plaster components		
	Comply with the given contract information to produce fibrous plaster components to the required specification		
357	Producing complex plasterwork moulds in the workplace		
	Interpret the given information relating to the work and resources when producing complex plasterwork moulds		
	Know how to comply with relevant legislation and official guidance when producing complex plasterwork moulds		
	Maintain safe and healthy working practices when producing complex plasterwork moulds		
	Select the required quantity and quality of resources for the methods of work to produce complex plasterwork moulds		
	Minimise the risk of damage to the work and surrounding area when producing complex plasterwork moulds		
	Complete the work within the allocated time when producing complex plasterwork moulds		
	Comply with the given contract information to produce complex plasterwork moulds to the required specification		

358	Installing complex fibrous plaster components in the workplace		
	Interpret the given information relating to the work and resources when installing complex fibrous plaster components		
	Know how to comply with relevant legislation and official guidance when installing complex fibrous plaster components		
	Maintain safe and healthy working practices when installing complex fibrous plaster components		
	Select the required quantity and quality of resources for the methods of work to install complex fibrous plaster components		
	Minimise the risk of damage to the work and surrounding area when installing complex fibrous plaster components		
	Complete the work within the allocated time when installing complex fibrous plaster components		
	Comply with the given contract information to install complex fibrous plaster components to the required specification		
359	Repairing complex decorative fibrous plaster components in the workplace		
	Interpret the given information relating to the work and resources when repairing complex decorative fibrous plaster components		
	Know how to comply with relevant legislation and official guidance when repairing complex decorative fibrous plaster components		
	Maintain safe and healthy working practices when repairing complex decorative fibrous plaster components		
	Select the required quantity and quality of resources for the methods of work to repair complex decorative fibrous plaster components		
	Minimise the risk of damage to the work and surrounding area when repairing complex decorative fibrous plaster components		

	Complete the work within the allocated time when repairing complex decorative fibrous plaster components		
	Comply with the given contract information repair complex decorative fibrous plaster components to the required specification		
501	Developing and maintaining good occupational working relationships in the workplace		
	Develop, maintain and encourage working relationships to promote good will and trust		
	Inform relevant people about work activities in an appropriate level of detail, with the appropriate level of urgency		
	Offer advice and help to relevant people about work activities and encourage questions/requests for clarification and comments		
	Clarify proposals with relevant people and discuss alternative suggestions		
	Resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect		

5.4 Tracking document

To achieve the **Level 3 NVQ Diploma in Plastering (Construction) – Fibrous (6573-08)**, learners must achieve nine units (TQT value 1390)

City & Guilds unit no.	Unit level	Unit title	GL	Unit achieved Yes/No	Date
Mandatory units					
101	1	Conforming to general health, safety and welfare in the workplace	17		
301	3	Confirming the occupational method of work in the workplace	47		
302	3	Confirming work activities and resources for an occupational work area in the workplace	43		
355	3	Running in-situ mouldings in the workplace	93		
356	2	Producing fibrous plaster components in the workplace	67		
357	3	Producing complex plasterwork moulds in the workplace	103		
358	3	Installing complex fibrous plaster components in the workplace	77		
359	3	Repairing complex decorative fibrous plaster components in the workplace	70		
501	5	Developing and maintaining good occupational working relationships in the workplace	37		

5.5 On-site assessment plan/feedback



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

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

<u>Candidate prepared for assessment</u>	<u>Yes / No</u>	<u>Candidate requires support</u>	<u>Yes / No</u>
<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



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

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

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

Assessment location/address and postcode:

Learning outcome reference

Assessor observation:
(Use Assessor continuation sheet if required)

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

5.7 Professional discussion supplementary evidence sheet



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

Completed by: (please tick)

Candidate: **Work-based Recorder** **Witness**

Learning outcome reference

Written evidence:

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

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

5.8 Oral questioning supplementary evidence sheet



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

Assessor question:	Candidate answer:
Assessor feedback:	

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

5.9 Photographic supplementary evidence



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

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

(Attach photo in this box)

A large, empty rectangular box with a thin black border, intended for the candidate to attach a photograph of the task being performed.

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 **must** be completed by each work-based recorder allocated to you.

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

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

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

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

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

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

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



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

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

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

Unit 101

Conforming to general health, safety and welfare in the workplace

GL 17

Level: 1

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

- relevant current statutory requirements and official guidance
- responsibilities, to self and others, relating to workplace health, safety and welfare
- adopting safe and healthy working practices
- personal behaviour and security in the workplace.

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

Assessment criteria that are practical activities are highlighted in bold.

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

1.4	state why and when health and safety control equipment, identified by the principles of protection, should be used relating to types, purpose and limitations of each type, the work situation, occupational use and the general work environment, in relation to:							
	a. collective protective measures							
	b. personal protective equipment (PPE)							
	c. respiratory protective equipment (RPE)							
	d. local exhaust ventilation (LEV)							
1.5	state how the health and safety control equipment relevant to the work should be used in accordance with the given instructions							
1.6	state which types of:							
	a. health, safety and welfare legislation							
	b. notices and warning signs are relevant to the occupational area and associated equipment							
1.7	state why:							
	a. health, safety and welfare legislation							
	b. notices and warning signs are relevant to the occupational area 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 report any hazards created by changing circumstances within the workplace in accordance with organisational procedures												
2.2 list typical hazards associated with the work environment and occupational area in relation to:												
a. resources												
b. substances												
c. asbestos												
d. equipment												
e. obstructions												
f. storage												
g. services												
h. work activities												
2.3 list the current Health and Safety Executive top ten safety risks												
2.4 list the current Health and Safety Executive top five health risks												
2.5 state how changing circumstances within the workplace could cause hazards												
2.6 state the methods used for reporting changed circumstances, hazards and incidents in the workplace.												

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

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

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

5.2 state how security arrangements are implemented in relation to:							
a. the workplace							
b. the general public							
c. site personnel							
d. resources.							

Unit 101 Conforming to general health, safety and welfare in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 301

Confirming the occupational method of work in the workplace

GL 47

Level: 3

Unit aim: To provide you with the necessary skills and knowledge to:

- assess project data to determine occupational work methods
- obtain additional information if required
- identify appropriate work methods
- confirm and communicate the methods of work.

*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. Assess available project data accurately to determine the occupational method of work.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. methods of work							
e. risk assessments							
f. programmes of work							
g. manufacturers' information							

1.2 explain how to summarise the following project data:							
a. required quantities							
b. specifications							
c. detailed drawings							
d. health and safety requirements							
e. timescales							
f. scope of works							
1.3 explain the different methods of assessing available project data							
1.4 explain how to use project data to interpret the work method, in relation to:							
a. standard work procedures							
b. sequence of work							
c. organisation of resources (people, equipment, materials)							
d. work techniques							
e. working conditions (health, safety and welfare)							
f. risk assessment.							

2. Obtain additional information from alternative sources in cases where the available project data is insufficient.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 collect and collate additional information from alternative sources to clarify the work to be carried out							
2.2 explain different methods and techniques of obtaining additional information from the following alternative sources when available project data is insufficient:							
a. customers or representatives							
b. suppliers							
c. regulatory authorities							
d. manufacturers' literature.							

3. Identify work methods that will make best use of resources and meet project, statutory and contractual requirements.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 examine potential work methods to carry out the occupational work activity							
3.2 determine which work methods will make best use of relevant resources and meet health and safety requirements relating to technical and/or project criteria							
3.3 explain how to identify work methods that make best use of resources and meet project, statutory and contractual requirements against technical criteria, in relation to:							
a. health and safety welfare (principles of protection)							
b. fire protection							
c. access and egress							
d. equipment availability							
e. availability of competent workforce							
f. pollution risk							
g. waste and disposal							
h. zero and low carbon outcomes							
i. weather conditions							
3.4 explain how to identify work methods that make best use of resources and meet project, statutory and contractual requirements against project criteria, in relation to:							
a. conforming to statutory requirements							
b. customer and user needs							
c. contract requirements in terms of time, quantity and quality							
d. environmental considerations							
3.5 explain how different methods of work can achieve zero/low carbon outcomes.							

4. Confirm and communicate the selected work method to relevant personnel.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
4.1	confirm the selected occupational work method that meets project, statutory and contractual requirements												
4.2	communicate appropriately to relevant people on the selected occupational work method												
4.3	describe the different techniques and methods of confirming and communicating work methods to relevant people												
4.4	explain the principles of equality and diversity and how to apply them when working and communicating with others.												

Unit 301 Confirming the occupational method of work in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 302

Confirming work activities and resources for an occupational work area in the workplace

GL 43

Level: 3

Unit aim: To provide you with the necessary skills and knowledge to:

- identify work activities and resources
- obtain clarification and advice where required
- evaluate work activities
- make the best use of resources
- identify changed circumstances and justify alterations to the work programme.

*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. Identify work activities, assess required resources and plan the sequence of work.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 identify work activities, assess required resources and plan the sequence of work							
1.2 identify work activities and formulate a plan for your own sequence of work							
1.3 explain the types of work relative to the occupational area and how to identify different work activities							
1.4 explain methods of assessing the resources needed from a range of available information							
1.5 explain the required information and the different methods used to prepare a work programme relative to the occupational area.							

2. Obtain clarification and advice where the resources required are not available.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
2.1	seek advice and clarity from appropriate sources on resources available and the alternatives that can be used for the work when required resources are not available												
2.2	explain the different sources and methods that can be used to obtain clarification and advice when the required resources are not available.												

3. Evaluate the work activities and the requirements of any significant external factors against the project requirements.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
3.1	assess progress of work against project requirements, taking into account external factors relating to:												
	a. other occupations and /or customers												
	b. resources												
	c. weather conditions												
	d. health and safety requirements												
3.2	explain different methods of evaluating work activities against the following project requirements:												
	a. contract conditions												
	b. contract programme												
	c. health and safety requirements of operatives												
3.3	evaluate the requirements of significant external factors that could affect the progress of work, in relation to:												
	a. other related programmes												
	b. special working conditions												
	c. weather conditions												
	d. other occupations/people												
	e. resources												
	f. health and safety requirements.												

4. Identify work activities which influence each other and make the best use of the resources available.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 determine work activities that have an influence on each other							
4.2 evaluate which work activities make the best use of available resources in relation to:							
a. occupations and/or customers associated with the work							
b. tools, plant and/or ancillary equipment							
c. materials and components							
4.3 explain different methods and sources that can identify which work activities influence each other							
4.4 describe how to determine the sequence of work activities and how long each work activity will take							
4.5 describe what zero and low carbon requirements are							
4.6 explain how work activities and different ways of using resources can impact on zero and low carbon requirements, and make a positive contribution to the environment.							

5. Identify changed circumstances that require alterations to the work programme and justify them to decision makers.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
5.1 evaluate project progress against the work programme to identify any changed circumstances							
5.2 inform line management and/or customers on the type and extent of any required changes to the work programme							
5.3 explain how to identify possible alterations to the work programme to meet changed circumstances relating to:							
a. action lists							
b. method statements							
c. duration							
d. schedules							
e. occupation specific requirements							
5.4 explain how to assess contractual/work effects resulting from alterations to the work programme							
5.5 explain the methods used to justify to decision makers on the effects resulting from alterations to the work programme.							

Unit 302

Confirming work activities and resources for an occupational work area in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 355 Running in-situ mouldings in the workplace

GL 93

Level: 3

Unit aim: To provide you with the necessary skills and knowledge to:

- interpret information
- comply with relevant legislation and official guidance
- maintain safe and healthy working practices
- select the required quantity and quality of resources
- minimise the risk of damage
- run in-situ mouldings in a timely manner and with minimal waste.

*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 running in-situ mouldings.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information							

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

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

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

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

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

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

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects							
associated with the resources in relation to:							
a. timber, timber-based products. sheet materials, metal laths, sand, cement, lime, plaster							
b. bonding agents, additives							
c. clean water							
d. fixings and fittings							
e. hand tools, portable power tools and ancillary equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to run in-situ mouldings.							

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

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

7. Comply with the given contract information to run in-situ mouldings to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when running in-situ mouldings:							
a. measuring							
b. marking out							
c. fitting							
d. applying							
e. running							
f. positioning							
g. securing							
7.2 use and maintain:							
a. hand tools							
b. portable power tools							
c. ancillary equipment							
7.3 prepare background and moulds, gauge and mix materials and run in-situ mouldings, straight and/or curved, to given working instructions for any ONE of the following:							
a. cornices							
b. dados							
c. skirting							
d. panels							
e. angles							
f. arches							
7.4 form joints, mitres, returns, stop-ends and short breaks							

7.5	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. produce templates and construct running moulds							
	b. prepare backgrounds, set out and run in-situ straight and curved mouldings of cornices, dados, skirting, angles, panels and arches							
	c. prepare, gauge and mix materials							
	d. form short breaks and returns, short lengths and returns, joints and mitres							
	e. set out and fix running rules in situ, including overlaps							
	f. reproduce shape of existing mould to form template							
	g. core-out moulding							
	h. prevent build-up and gathering-on							
	i. recognise and determine when specialist skills and knowledge are required and report accordingly							
	j. understand specific requirements for structures of special interest, traditional build (pre 1919) and historical significance							
	k. use hand tools, portable power tools and ancillary equipment							
	l. work at height							
	m. use access equipment/working platforms							
7.6	describe the needs of other occupations and how to communicate effectively within a team when running in-situ mouldings							
7.7	describe how to maintain the tools and equipment used when running in-situ mouldings.							

Unit 355 Running in-situ mouldings in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 356 Producing fibrous plaster components in the workplace

GL 67

Level: 2

Unit aim: To provide you with the necessary skills and knowledge to:

- interpret information
- comply with relevant legislation and official guidance
- maintain safe and healthy working practices
- select the required quantity and quality of resources
- minimise the risk of damage
- produce fibrous plaster components in a timely manner and with minimal waste.

*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 producing fibrous plaster components.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract relevant information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information							

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

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

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

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

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

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

4.2 describe the:								
a. characteristics								
b. quality								
c. uses								
d. sustainability								
e. limitations								
f. defects								
associated with the resources in relation to:								
a. casting plasters								
b. reinforcing material								
c. timber, zinc and fixings								
d. hot and cold pour								
e. sealant, additives, release agents								
f. clean water								
g. hand tools, portable power tools and ancillary equipment								
4.3 describe:								
a. how the resources should be used correctly								
b. how problems associated with the resources are reported								
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources								
4.5 describe any potential hazards associated with the resources and methods of work								
4.6 describe how to calculate:								
a. quantity								
b. length								
c. area								
d. wastage associated with the method/procedure to produce fibrous plaster components.								

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

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

7. Comply with the given contract information to produce fibrous plaster components to the required specification.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when producing fibrous plaster components:												
a. measuring												
b. marking out												
c. cutting												
d. positioning												
e. gauging												
f. mixing												
g. casting												
h. running mouldings												
7.2 use and maintain:												
a. hand tools												
b. portable power tools												
c. ancillary equipment												
7.3 construct models and running moulds												
7.4 prepare bench, install reinforcement and produce plasterwork to given working instructions to form THREE of the following:												
a. straight and radial moulds												
b. flood moulds and casts												
c. reverse (negative) cornice moulds and casts												
d. plain-faced rebated slabs												

7.5	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. construct models and running moulds							
	b. prepare bench							
	c. install reinforcement							
	d. mix casting plasters and use retarders where appropriate							
	e. produce reverse (negative) cornice moulds and casts							
	f. produce straight and radial moulds							
	g. produce mouldings using flood moulds and casts							
	h. produce plain faced rebated slabs							
	i. prepare mould compound							
	j. identify different types of casting plasters and retarders, and their appropriate uses							
	k. recognise and determine when specialist skills and knowledge are required and report accordingly							
	l. understand specific requirements for structures of special interest, traditional build (pre 1919) and historical significance							
	m. use hand tools, portable power tools and ancillary equipment							
	n. work at height							
	o. use access equipment/working platforms							
7.6	describe the needs of other occupations and how to effectively communicate within a team when producing fibrous plaster components							
7.7	describe how to maintain the tools and equipment used when producing fibrous plaster components.							

Unit 356 Producing fibrous plaster components in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 357

Producing complex plasterwork moulds in the workplace

GL 103

Level: 3

Unit aim: To provide you with the necessary skills and knowledge to:

- interpret information
- comply with relevant legislation and official guidance
- maintain safe and healthy working practices
- select the required quantity and quality of resources
- minimise the risk of damage
- produce complex plasterwork moulds in a timely manner and with minimal waste..

*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 producing complex plasterwork moulds.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information							

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

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

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

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

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

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

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects							
associated with the resources in relation to:							
a. casting plasters							
b. rubber, glass reinforced plastic (GRP), resins, release agents, catalysts, reinforcement							
c. timber, timber-based sheet material, zinc, steel and fixings							
d. clean water							
e. hand tools, portable powered tools and ancillary equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to produce complex plasterwork moulds.							

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

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

7. Comply with the given contract information to produce complex plasterwork moulds to the required specification.												
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when producing complex plasterwork moulds:												
a. measuring												
b. marking out												
c. cutting												
d. positioning												
e. securing												
7.2 use and maintain:												
a. hand tools												
b. portable power tools												
c. ancillary equipment												
7.3 prepare bench, set out and produce plasterwork casting and running moulds to given working instructions to cast THREE of the following:												
a. intricate designs												
b. patterns and motifs												
c. arches												
d. curves and ellipses												
e. circular areas												
f. run for cornices, dados, skirtings and panels												
7.4 produce decorative mouldings												

7.5	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:								
	a. prepare bench								
	b. check setting-out and profiles against drawings/instructions/samples								
	c. understand the appropriate uses of rigid, loose piece and flexible casting moulds used to cast for intricate designs, patterns and motifs, arches, curves and ellipses, circular areas and decorative mouldings								
	d. identify the appropriate materials and reinforcements for both rigid and flexible moulds								
	e. understand casting and site installation requirements								
	f. set out and produce running moulds and enrichments for cornices, dados, skirtings and panels								
	g. produce intricate designs, patterns and motifs, curves, domes, vaults/lunettes, arches, circles, ellipses, columns and decorative mouldings								
	h. recognise and determine when specialist skills and knowledge are required and report accordingly								
	i. understand specific requirements for structures of special interest, traditional build (pre 1919) and historical significance								
	j. use hand tools, portable power tools and ancillary equipment								
	k. work at height								
7.6	describe the needs of other occupations and how to communicate effectively within a team when producing complex plasterwork moulds								
7.7	describe how to maintain the tools and equipment used when producing complex plasterwork moulds.								

Unit 357 Producing complex plasterwork moulds in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 358

Installing complex fibrous plaster components in the workplace

GL 77

Level: 3

Unit aim: To provide the learner with the necessary skills and knowledge to:

- interpret information
- comply with relevant legislation and official guidance
- maintain safe and healthy working practices
- select the required quantity and quality of resources
- minimise the risk of damage
- install complex fibrous plaster components.

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

Assessment criteria that are practical activities are highlighted in bold.

1. Interpret the given information relating to the work and resources when installing complex fibrous plaster components.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							
e. risk assessments							
f. manufacturers' information							

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

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

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

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

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

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

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects							
associated with the resources in relation to:							
a. casting plaster, reinforcing material, timber, gridwork and fixings							
b. suspension materials							
c. adhesives							
d. clean water							
e. hand tools, portable power tools and ancillary equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to install complex fibrous plaster components.							

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

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

7. Comply with the given contract information to install complex fibrous plaster components to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when installing complex fibrous plaster components:							
a. measuring							
b. marking out							
c. fitting							
d. positioning							
e. securing							
7.2 use and maintain:							
a. hand tools							
b. portable power tools							
c. ancillary equipment							
7.3 survey to minimise waste							
7.4 prepare background surfaces, mix casting plasters and install fibrous plaster mouldings to decorative cornices and/or dados and/or panels and to TWO of the following to given working instructions:							
a. arches or pilasters							
b. domes							
c. lunettes							
d. barrel vaulted or shaped ceilings							
e. decorative ceilings							
f. cross vaulted ceilings							
g. balance mitred mouldings							

7.5	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:							
	a. prepare background surfaces							
	b. mix casting plasters and adhesives							
	c. install grid work where necessary							
	d. install fibrous plaster mouldings for decorative cornices, decorative dados, decorative panels, arches, pilasters, domes, lunettes							
	e. install fibrous plaster mouldings for barrel vaulted and shaped ceilings, cross vaulted ceilings, balanced mitred mouldings and decorative ceilings							
	f. secure structure using wire and wad and mechanically fixed methods							
	g. recognise and determine when specialist skills and knowledge are required and report accordingly							
	h. understand specific requirements for structures of special interest, traditional build (pre 1919) and historical significance							
	i. use hand tools, portable power tools and ancillary equipment							
	j. work at height							
	k. use access equipment/working platforms							
7.6	describe the needs of other occupations and how to effectively communicate within a team when installing complex fibrous plaster components							
7.7	describe how to maintain the tools and equipment used when installing complex fibrous plaster components.							

Unit 358 Installing complex fibrous plaster components in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 359

Repairing complex decorative fibrous plaster components in the workplace

GL 70

Level: 3

Unit aim: To provide the learner with the necessary skills and knowledge to:

- interpret information
- comply with relevant legislation and official guidance
- maintain safe and healthy working practices
- select the required quantity and quality of resources
- minimise the risk of damage
- repair complex decorative fibrous plaster components.

*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 repairing complex decorative fibrous plaster components.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
1.1 interpret and extract information from:							
a. drawings							
b. specifications							
c. schedules							
d. method statements							

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

2. Know how to comply with relevant legislation and official guidance when repairing complex decorative fibrous plaster components.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 describe your responsibilities regarding potential accidents, health hazards and the environment, whilst working:							
a. in the workplace							
b. below ground level							
c. in confined spaces							
d. at height							
e. with tools and equipment							
f. with materials and substances							

g. with movement/storage of materials							
h. by manual handling and mechanical lifting							
2.2 describe the organisational security procedures for:							
a. tools							
b. equipment							
c. personal belongings							
in relation to:							
d. site							
e. workplace							
f. company							
g. operative							
2.3 explain what the accident reporting procedures are and who is responsible for making reports.							

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

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

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

4.2 describe the:							
a. characteristics							
b. quality							
c. uses							
d. sustainability							
e. limitations							
f. defects							
associated with the resources in relation to:							
a. casting plaster, reinforcing material, timber, and fixings							
b. release agents							
c. thixotropic rubber							
d. clean water							
e. hand tools, portable power tools and ancillary equipment							
4.3 describe:							
a. how the resources should be used correctly							
b. how problems associated with the resources are reported							
4.4 explain why the organisational procedures have been developed and how they are used for the selection of required resources							
4.5 describe any potential hazards associated with the resources and methods of work							
4.6 describe how to calculate:							
a. quantity							
b. length							
c. area							
d. wastage associated with the method/procedure to repair complex decorative fibrous plaster components.							

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

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

7. Comply with the given contract information to repair complex decorative fibrous plaster components to the required specification.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
7.1 demonstrate the following work skills when repairing complex decorative fibrous plaster components:							
a. surveying							
b. measuring							
c. marking out							
d. removing							
e. replicating							
f. fixing							
g. positioning							
h. securing							
i. finishing							
7.2 use and maintain:							
a. hand tools							
b. portable power tools							
c. ancillary equipment							
7.3 prepare background surfaces, mix casting plasters, take thixotropic squeeze (impression) and repair ONE of the following complex decorative fibrous plasterwork components to given working instructions of:							
a. cornices							
b. dados							
c. skirtings							
d. panels							
7.4 tie back fibrous plaster components to structure							

7.5	describe how to apply safe and healthy work practices, follow procedures, report problems and establish the authority needed to rectify them, to:						
	a. prepare background surfaces						
	b. mix casting plasters						
	c. take impressions, including thixotropic squeezes						
	d. repair complex decorative fibrous plaster components						
	e. tie-back fibrous plaster components to structure						
	f. replicate mouldings						
	g. reinforce around damaged areas						
	h. recognise and determine when specialist skills and knowledge are required and report accordingly						
	i. understand specific requirements for structures of special interest, traditional build (pre 1919) and historical significance						
	j. use hand tools, portable power tools and ancillary equipment						
	k. work at height						
	l. use access equipment/working platforms						
7.6	describe the needs of other occupations and how to effectively communicate within a team when repairing complex decorative fibrous plaster components						
7.7	describe how to maintain the tools and equipment used when repairing complex decorative fibrous plaster components.						

Unit 359 Repairing complex decorative fibrous plaster components in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

Unit 501 Developing and maintaining good occupational working relationships in the workplace

GL 37

Level: 5

Unit aim: To provide you with the necessary skills and knowledge for:

- develop and maintain positive working relationships
- communicate information effectively
- give appropriate advice to colleagues
- resolve differences of opinion 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. Develop, maintain and encourage working relationships to promote good will and trust.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
1.1	give appropriate advice and information to relevant people about the occupational work activities and/or associated occupations involved												
1.2	apply the principles of equality and diversity by considering the needs of individuals when working and communicating with others												
1.3	explain the methods and techniques used and personal attributes required to encourage and maintain working relationships that promote goodwill and trust with relevant people												
1.4	explain the principles of equality and diversity and how to apply them when working and communicating with others.												

2. Inform relevant people about work activities in an appropriate level of detail, with the appropriate level of urgency.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
2.1 communicate on the following work activity information to relevant people following organisational procedures:							
a. appropriate timescales							
b. health and safety requirements							
c. co-ordination of work procedures							
2.2 explain the different methods and techniques used to inform relevant people about work activities							
2.3 explain the effects of not informing relevant people with the expected level of urgency							
2.4 explain the different types of work activity related information and to what level of detail the following people would expect to receive:							
a. colleagues							
b. employers							
c. customers							
d. contractors							
e. suppliers of products and services							
f. other people affected by the work/project.							

3. Offer advice and help to relevant people about work activities and encourage questions/requests for clarification and comments.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
3.1 give appropriate advice and information to relevant people about the different methods of carrying out occupational work activities to achieve the required outcome							
3.2 explain the techniques of encouraging questions and/or requests for clarification and comments							
3.3 explain the different ways of offering advice and help to different people about work activities, in relation to:							
a. progress							
b. results							
c. achievements							
d. occupational problems							
e. occupational opportunities							
f. health and safety requirements							
g. co-ordinated work.							

4. Clarify proposals with relevant people and discuss alternative suggestions.							
You must be able to:	*PER	SO	OQ	WQ	WT	PS	PD
4.1 engage in regular discussions with relevant people about the occupational work activity and/or other occupations involved							
4.2 explain the methods of clarifying alternative proposals with relevant people							
4.3 explain the methods of suggesting alternative proposals.							

5. Resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect.													
You must be able to:						*PER	SO	OQ	WQ	WT	PS	PD	
5.1	examine and agree the work activities that satisfy all people involved and will meet the required outcome of the proposed method of work												
5.2	explain the methods and techniques used to resolve differences of opinion in ways which minimise offence and maintain goodwill, trust and respect.												

Unit 501 Developing and maintaining good occupational working relationships in the workplace

Declaration

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

Candidate name:	
Candidate signature:	
Date:	

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

Assessor name:	
Assessor signature:	
Date:	

IQA name:	
IQA signature:	
Date:	

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Appendix 1 **Summary of City & Guilds assessment policies**

Health and Safety

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

Equal Opportunities

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

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

Access to assessment

City & Guilds qualifications are open to all candidates. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

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

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

Complaints and appeals

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

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

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

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

Useful contacts

UK learners	
General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners	
General qualification information	T: +44 (0)844 543 0033* F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres	
Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000* F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications	
Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000* F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards	
Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000* F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden	
Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000* F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer	
Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications	
Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000* F: +44 (0)20 7294 2413

*Calls to our 0844 numbers cost 7 pence per minute plus your telephone company's access charge.

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If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

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

City & Guilds Group

The City & Guilds Group 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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