



# **QUALIFICATION HANDBOOK**

## **V4**

**SVQ in Occupational Work Supervision  
(Construction) at SCQF Level 6**

***Qualification reference number: GT62 46***

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## **1. Introduction**

1.1 This qualification has been developed to seek to ensure that supervisors in a construction setting meet minimum requirements of technical competence and health and safety.

1.2 These requirements have been specified in the National Occupational Standards (NOS) developed by the Sector Skills Council (SSC) Construction Skills in liaison with employers and industry/ sector representatives. This qualification is based upon those NOS and incorporates the Qualification Structure approved by SQA Accreditation.

1.3 Successful completion of this qualification will allow candidates to show they have sufficient knowledge, understanding and skills to demonstrate competence in undertaking occupational work supervision.

1.4 This Handbook provides the information required to assist approved centres in delivering the qualification and preparing candidates for assessment. This includes some template forms that may be used / adapted by centres. Note that you are able to create your own, or use existing forms for this purpose. Alternatively, QFI makes its E-Portfolio system available to its approved centres.

This document should be read in conjunction with QFI's policies and the Centre Handbook.

## **2. Qualification objective(s)**

2.1 The qualification is suitable for apprentices / those already in employment that wish to develop their knowledge and skills supervising in an occupational work context (construction).

2.2 In order to do this, the qualification covers technical and health and safety standards, and supports roles relating to occupational work supervision.

## **3. Progression**

3.1 This qualification is primarily designed to allow candidates to progress to employment in roles relating to occupational work supervision. These roles may be in addition to other construction related roles. Successful completion of this qualification may therefore lead to additional employment opportunities relating to occupational work supervision.

3.2 Candidates achieving this qualification may also wish to progress to higher level qualifications those aimed at supervisory/ management roles e.g.

- Level 4 Award in Management and Leadership

3.3 Candidates may also choose to undertake qualifications in more generic subjects such as a health and safety in the workplace, e.g.

- Award in Health and Safety in a Construction Environment at SCQF level 4

## **4. Entry requirements**

4.1 Candidates must be at least 18 years of age to be able to undertake this qualification.

4.2 Those that will be driving construction vehicles as part of their chosen pathway/ additional units must hold a full driving licence.

4.3 There are no other specific entry requirements, though the National Careers Service does recommend physical fitness.

4.4 Candidates taking this qualification must be made fully aware of what this entails. Centres must be satisfied that candidates have the experience and skills and will have sufficient assessment opportunities within their job role to provide evidence of competence for this qualification. Where this may not be the immediate case, candidates should check with their employer whether they are able to go out with departmental or immediate job role boundaries to gain the necessary assessment opportunities.

4.5 A sample induction checklist is included at Appendix 1.

## 5. Qualification structure

5.1 The structure for this qualification is set by the Sector Skills Council Construction Skills and approved by SQA Accreditation.

5.2 To achieve this qualification candidates must achieve:

- 6 mandatory units
- 2 optional units

### Mandatory Units - all candidates must complete the following six units

SSC code	Title of mandatory unit	SCQF level	SCQF credits
COSVR209v2	Confirm work activities and resources for the work	6	18
COSVR210v3	Develop and maintain good working relationships	6	8
COSVR211v2	Confirm the occupational method of work	6	14
COSVR212v3	Implement and maintain health, safety, environmental and welfare practices	7	14
COSVR213v3	Co-ordinate and organise work operations	7	14
COSVR215v3	Monitor progress against work schedules	6	10

### Plus two of the following optional units:

SSC code	Title of optional unit	SCQF level	SCQF credits
COSVR214v3	Allocate and monitor the use of plant, machinery, equipment or vehicles	6	20
COSVR216v3	Confirm work meets contractual, industry and manufacturers' standards	7	16
COSVR217v3	Implement procedures to support team performance	8	13
COSVR218v3	Co-ordinate and confirm the dimensional requirements of the work	7	9

**Note that the endorsements that were previously attached to this qualification have now been removed.**

All units are included in Appendix 2 of to this document.

## **6. Assessment**

### **6.1 Roles and responsibilities**

There are a number of people involved in the assessment process and the role of each needs to be clearly understood by each.

- Candidates – must familiarise themselves with the content of the units that they are taking and how these are to be assessed. They should co-operate with the assessment process, looking for opportunities to evidence the elements and gathering evidence where this arises. Candidates must take on board feedback from their assessor and work with their assessor to develop realistic plans for assessment. An Assessment Plan and Review template is included at Appendix 3.
- Assessors - must familiarise themselves with the content of the units that they are assessing and how these are to be assessed. They must assist candidates in identifying assessment opportunities, gathering, and presenting evidence. Assessors must assess all elements and record these assessments. Templates for recording elements, and for unit achievement, are at Appendix 4. Assessors must feedback and work with candidates to identify any gaps and develop realistic plans for assessment. They must also work with the Internal Verifier and External Verifier to ensure a common standard of assessment.
- Internal Verifiers – sometimes known as Internal Quality Assurers (IQAs), their role is to ensure that the assessment process is appropriate, consistent, fair and transparent; that assessors receive on-going support and that they are assessing to a common standard; and that awards are valid, reliable and consistent. IVs must develop a strategy that includes standardisation activities such as reviewing samples of evidence from each assessor, and countersigning the decisions of unqualified assessors.
- External Verifiers - sometimes known as External Quality Assurers (EQAs), are appointed by QFI and are independent of the centre. Their role is to check that internal processes are in place to ensure robust, consistent assessment. This includes sampling assessment evidence.

### **6.2 SCQF level 6 descriptors**

This qualification is pitched at SVQ level 3/ SCQF level 6. The following are descriptions of what a candidate should be able to do or demonstrate at SCQF level 6. These are for guidance only – it is not expected that every point will be covered.

#### **Knowledge and understanding**

Demonstrate and/or work with: An appreciation of the body of knowledge that constitutes a subject/discipline/sector; A range of knowledge, facts, theories, ideas, properties, materials, terminology, practices and techniques about, and associated with, a subject/discipline/sector; Relating the subject/discipline/sector to a range of practical and/or commonplace applications.

#### **Practice: Applied knowledge, skills and understanding**

Apply knowledge, skills and understanding: In known, practical contexts; In using some of the basic, routine practices, techniques and/or materials associated with the subject/ discipline/ sector; In exercising these in routine contexts that may have non-routine elements; In

planning how skills will be used to address set situations and/or problems and adapt these as necessary.

### **Generic cognitive skills**

Obtain, organise and use factual, theoretical and/or hypothetical information in problem solving; Make generalisations and predictions; Draw conclusions and suggest solutions

### **Communication, IT and numeracy skills**

Use a wide range of skills, for example: Produce and respond to detailed and relatively complex written and oral communication in both familiar and unfamiliar contexts; Select and use standard ICT applications to process, obtain and combine information; Use a wide range of numerical and graphical data in routine contexts which may have non-routine elements.

### **Autonomy, accountability and working with others**

Take responsibility for carrying out a range of activities where the overall goal is clear, under non-directive supervision; Exercise some supervisory responsibility for the work of others and lead established teams in the implementation of routine work within a defined and supervised structure; Manage limited resources within defined and supervised areas of work; Take account of roles and responsibilities related to the tasks being carried out and take a significant role in the evaluation of work and the improvement of practices and processes.

## **6.3 The assessment process**

Assessment for this qualification, and for individual units that comprise the qualification, must take place in accordance with '*Construction Skills Consolidated Assessment Strategy for Construction and the Built Environment: Craft, Supervisory, Technical, Managerial and Professional National Vocational Qualifications (NVQs) and Scottish Vocational Qualifications (SVQs)*' (approved by ACG July 2020).

This document translates the requirements of the assessment strategy and gives guidance to ensure that centres meet these.

Centres delivering the qualification must ensure that assessors and Internal Verifiers are aware of the assessment strategy and how to access this. External Verifiers may check this requirement during monitoring visits to centres.

Assessment involves the following key stages: planning; producing evidence; assessing evidence; recording. Each of these is considered in more detail below.

### **6.3.1. Planning**

The assessor must create an Assessment Plan with each candidate that he/ she will be assessing. The Assessment Plan will need to be reviewed as the candidate progresses through the units. A template for assessment planning and review is at Appendix 3 of this document.

A wide range of assessment methods exist that can be used to assess knowledge and skills. Methods of assessment that are commonly used for assessing competence based qualifications such as N/SVQs include the following:

- Product evidence – this relates to the outcome of the candidate's work, and the actual product that is generated as a result of their work.
- Direct observation – where an assessor (or credible witness) will directly observe the candidate undertaking certain tasks/ creating products that occur as part of their role. Observations must be referenced to the elements covered
- Question/ answer – these will often supplement the methods above, for example the assessor may ask the candidate a number of questions whilst they are undertaking a

task. Questioning is a useful way to establish knowledge and to generate evidence of this

- Witness testimony – credible witnesses may be identified who can for example testify that the candidate can successfully undertake certain tasks
- Personal statement – declaration made by the candidate that should be referenced to elements

Centres should ensure that their Assessors use the methods above to assess candidates for this qualification.

Template assessment documents including an Assessor Report can be found at Appendix 3.

### **6.3.2 Producing evidence**

The methods of assessment must generate evidence to demonstrate the candidates' competence. Evidence produced in the workplace is central to Construction Skills Consolidated Assessment Strategy. Workplace evidence is vital to ensuring that the candidate is competent to industry standards and a suitable way of recording this must be used.

The following indicates the type of evidence generated by the methods on the section above:

- Product evidence –Photographic or video evidence is often used to record this, or it may also be recorded via the method below. Labelled photographs and/or videos that clearly show the candidate are sources of evidence for this purpose.
- Direct observation –observations must be recorded via an Assessor or other report (e.g. witness statement)
- Question/ answer –both the questions and the candidate's responses to these must be recorded either in writing or via some audio or visual device (e.g. part of a video recording).
- Witness testimony – this may be written, audio or visual recordings
- Personal statement – the declaration made by the candidate must be recorded

All of the above must be referenced to the evidence that they cover. Templates that may be used for recording evidence are at Appendix 3.

Feedback should be given to the candidate on an on-going basis and where there are any gaps or shortfalls in evidence then these should be incorporated into the Assessment Plan.

Assessment must meet the requirements of the performance criteria, knowledge and understanding documented for each unit of assessment. Methods of assessment must ensure coverage of all elements, scope and range, and generate sufficient evidence to demonstrate competence. A holistic approach towards the collection of evidence is encouraged. The focus should be on assessing activities generated by the whole work experience rather than focusing on specific tasks. This would show how evidence requirements could be met across the qualification to make the most efficient use of evidence.

Direct evidence produced through normal performance in the workplace is the primary source for meeting these requirements. This includes naturally occurring evidence, direct observation of activities and witness testimony as relevant, all of which must be recorded.

Workplace evidence must be supported by the required evidence of knowledge and understanding. This evidence may be identified by:

- questioning the candidate
- recognised industry education and training programme assessment or professional interview assessment that has been matched to NOS requirements
- performance evidence/ completed work

All of which must be recorded and made available for verification purposes.

Workplace evidence of skills cannot be simulated for this qualification.

### **6.3.3 Assessing evidence**

Evidence must be assessed against the units/ elements to establish whether the candidate is competent with regards to their performance and knowledge. In order to achieve the qualification candidates must achieve a 'pass'. The evidence must show that the candidate consistently (i.e. on more than one occasion) meets all of the elements across the scope/range of each unit.

If there is insufficient evidence to make this judgement then plans must be made as to how the candidate can produce further evidence in order to demonstrate competence.

Assessors must check that the evidence produced is sufficient in volume, relevant and current. They must also be confident that the evidence has been generated by the candidate. Assessors and candidates normally sign documentation to declare that the evidence produced is that of the candidate and no other.

### **6.3.4 Recording evidence**

Evidence (or reference to where certain evidence is located) is normally kept in a portfolio. This may be paper-based or electronic. All evidence contained within the portfolio must be clearly referenced to the units and elements. Candidates' progress can therefore be tracked. Note that certain pieces of evidence can be recorded across more than a single element. Tracking is important to show where this is that case.

It is helpful to give each piece of evidence a number so that this can be mapped across elements. See the template forms at Appendix 4. Assessment decisions made against the evidence must also be recorded so that an IV or an EV can see these. All evidence must be kept for internal and external verification.

## **7. Assessors**

7.1 The occupational competence of assessors is defined in '*Construction Skills Consolidated Assessment Strategy for Construction and the Built Environment: Craft, Supervisory, Technical, Managerial and Professional National Vocational Qualifications (NVQs) and Scottish Vocational Qualifications (SVQs)*' (approved by ACG July 2020).

7.2 The roles and responsibilities of assessors is outlined in the section above. Assessors must be competent to perform their role and either hold the qualifications needed to carry out assessment – or achieve within 18 months of commencing their role:

- D32 or D33
- A1
- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Award in Assessing Vocationally Related Achievement
- Level 3 Certificate in Assessing Vocational Achievement
- an appropriate Assessor qualification as identified by SQA Accreditation

Assessors must also:

- have a sound, in-depth knowledge of, and uphold the integrity of, the relevant NOS and Assessment Strategy to enable them to carry out assessment to the standards specified
- have the occupational expertise (craft/ trade specific) before commencing their role so they have up to date experience, knowledge and understanding of the particular aspects of work they are assessing
- only assess in their acknowledged area of occupational competence



- maintain the currency of this for the duration of their role
- know QFI's requirements for recording assessment decisions and maintaining assessment records

7.3 Holders of A1 and D32/33 must assess to the current National Occupational Standards (NOS) for Learning and Development.

7.4 Assessors must be registered with QFI. The **Centre Handbook** provides details.

7.5 The assessment decisions of unqualified assessors must be countersigned by the IV.

## 8. Internal verification

8.1 Centres' internal assessment processes and practices must be effective and support the integrity and consistency of the qualification. This is achieved through the internal quality assurance that is undertaken by the approved centre, and the external quality assurance that is undertaken by QFI. Centres must operate explicit, written internal quality assurance procedures to ensure:

- the accuracy and consistency of assessment decisions between assessors operating at the centre
- that assessors are consistent in their interpretation and application of the qualifications or unit(s) learning outcomes

8.2 Centres must appoint IVs who will be responsible for:

- regular sampling evidence of assessment decisions made by all assessors across all aspects of assessment for the qualification. Sampling must include direct observation of assessment practice
- maintaining up-to-date records of IV and sampling activity (what was evidence was sampled or assessors / IV observed where there is more than one) and ensuring that these are available for external quality assurance
- establishing procedures to ensure that all assessors interpret the learning outcomes in the same way
- monitoring and supporting the work of assessors
- facilitating appropriate staff development and training for assessors
- providing feedback to the EV on the effectiveness of assessment
- ensuring that any corrective action required by QFI is carried out within agreed timescales.

8.3 Centres must ensure that the decisions of unqualified IVs are checked, authenticated and countersigned by an IV who is appropriately qualified and occupationally expert. QFI will monitor a centre's compliance with these requirements through monitoring visits and certification claims.

8.4 The IV is also responsible and accountable for arranging the checking and countersigning process. IVs may verify only evidence that they did not assess themselves. Further guidance on internal quality assurance/verification is provided in the **Centre Handbook**. Appendix 5 of this document indicates suggested content for an IV strategy, and a template for sampling assessment evidence.

## 9. Internal verifiers

9.1 The occupational competence of IVs is defined in '*Construction Skills Consolidated Assessment Strategy for Construction and the Built Environment: Craft, Supervisory, Technical, Managerial and Professional National Vocational Qualifications (NVQs) and Scottish Vocational Qualifications (SVQs)*' (approved by ACG July 2020).

9.2 The roles and responsibilities of IVs is outlined above. IVs must be competent to perform their role and either hold the qualifications needed to carry out internal verification – or achieve within 18 months of commencing their role:

- D34
- V1
- Level 4 Award in the Internal Quality Assurance of the Assessment Process and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practice
- an appropriate Internal Verifier qualification as identified by SQA Accreditation

9.3 It is strongly recommended that IVs also hold assessor qualifications (see section above).

9.4 Holders of V1/D34 must quality assure to the current National Occupational Standards (NOS) for Learning and Development.

9.5 IVs must be registered with QFI. The **Centre Handbook** provides details.

## 10. External verification

10.1 External verification of this qualification ensures that the requirements are met for the '*Construction Skills Consolidated Assessment Strategy for Construction and the Built Environment: Craft, Supervisory, Technical, Managerial and Professional National Vocational Qualifications (NVQs) and Scottish Vocational Qualifications (SVQs)*' (approved by ACG July 2020).

10.2 Centre visits will normally take place on an annual basis, though these could be more frequent if deemed necessary as a result of QFI's risk assessments. The **Centre Handbook** provides further details on external verification including to prepare for centre visits.

QFI's appointed External Verifiers meet the requirements of the assessment strategy.

## 11. Certification

- 11.1 Note that there is a lapsing period of two years for this qualification. This means that when the qualification expires, is withdrawn or replaced by a revised version, candidates registered have two years from the expiry date in which to complete the qualification. This will allow sufficient time for candidate's to compete and allow for currency of evidence.

## **12. Equality and diversity**

12.1 This qualification must be assessed in English.

12.2 Assessment must be inclusive and where appropriate reasonable adjustments made to ensure equality of access in line with QFI's Equality and Diversity Policy. Full details are included in the QFI Centre Handbook.

12.3 Special consideration is not normally given for competence-based qualifications as it is necessary for candidates to demonstrate that they have the necessary skills and knowledge to achieve the qualification and operate safely in the workplace.

12.4 Equality data will be collected at the point of registration. This is for monitoring purposes only and will include age, gender, ethnicity, and disability.

## **13. Fees**

13.1 The current fees for this qualification, and for individual units, are included in the QFI Fees and Invoicing document. This document also details what is/ is not included in fees.

13.2 Fees may be broken down to a reasonable level upon request to QFI.

## APPENDIX 1 - CANDIDATE TEMPLATE DOCUMENTS

Sample Form – Induction Checklist	
This document indicates what may be covered as part of a candidate's induction. This list is not exhaustive.	
	Tick
Qualification information: <ul style="list-style-type: none"> <li>• Units</li> <li>• Structure</li> <li>• Summary of assessment</li> <li>• Awarding body</li> </ul>	
Roles and responsibilities: <ul style="list-style-type: none"> <li>• Candidate</li> <li>• Assessor</li> <li>• Internal Verifier</li> <li>• External Verifier</li> </ul>	
Training and assessment process: <ul style="list-style-type: none"> <li>• Planning</li> <li>• Collection of evidence (including methods)</li> <li>• Review of evidence</li> <li>• Feedback on evidence</li> <li>• Verification of evidence</li> <li>• Certification</li> </ul>	
Policies: <ul style="list-style-type: none"> <li>• Complaints</li> <li>• Appeals</li> <li>• Malpractice</li> <li>• Data protection</li> <li>• Health and safety</li> <li>• Equality (including reasonable adjustments/ additional support)</li> </ul>	
Forms: <ul style="list-style-type: none"> <li>• Enrolment</li> <li>• Other</li> </ul>	
I confirm that I have received this induction and the associated documents:  Candidate name: .....  Candidate signature: .....  Date: .....	

## APPENDIX 2 – UNITS

<b>COSVR209</b> <b>Confirm work activities and resources for the work</b>
<p><b>Overview</b></p> <p>This standard, in the context of your occupation and work environment, is about</p> <ol style="list-style-type: none"> <li>1 identifying own work activities</li> <li>2 adopting safe and healthy working practices</li> <li>3 identifying resources to carry out the work</li> <li>4 confirmation of a work programme/schedule for own occupational area of work being carried out.</li> </ol>
<p><b>Performance criteria</b></p> <p><b>You must be able to:</b></p> <p>P1 identify the work activities and assess the resources required from the information available and plan the sequence of work</p> <p>P2 obtain clarification and advice where the resources required are not available</p> <p>P3 evaluate the work activities against project requirements and the requirements of any significant external factors</p> <p>P4 identify work activities which influence each other and make the best use of the resources available</p> <p>P5 identify changed circumstances that will require alterations to the work programme and justify them to the decision makers.</p>
<p><b>Knowledge and understanding</b></p> <p><b>You need to know and understand:</b></p> <p>Performance Criteria 1: Sequence of work</p> <ol style="list-style-type: none"> <li>K1 how to identify the work activities</li> <li>K2 how to assess the resources needed from the information available</li> <li>K3 how to prepare a work programme</li> </ol> <p>Performance Criteria 2: Clarification and advice on the resources</p> <ol style="list-style-type: none"> <li>K4 how to obtain clarification and advice where the resources required are not available</li> </ol> <p>Performance Criteria 3: Project requirements and external factors</p> <ol style="list-style-type: none"> <li>K5 evaluation of the work activities against project requirements and the requirements of significant external factors</li> </ol> <p>Performance Criteria 4: Work activities</p> <ol style="list-style-type: none"> <li>K6 how to identify which work activities influence each other</li> <li>K7 how to determine how long each work activity will take and the sequence of activities</li> <li>K8 how work activities and the use of resources can impact on zero and low carbon requirements</li> </ol> <p>Performance Criteria 5: Alterations to the work programme</p> <ol style="list-style-type: none"> <li>K9 how to identify alterations to the work programme to meet changed circumstances</li> <li>K10 how to assess the contractual/work effects resulting from alterations to the work programme</li> <li>K11 how to justify to decision makers the effects resulting from alterations to the work programme.</li> </ol>
<p><b>Additional information</b></p> <p><b>Scope/ range relating to performance criteria</b></p>

Performance Criteria 1

1 record(s) containing the resources required for the work relating to

- 1.1 occupations associated with the work
- 1.2 tools, plant and/or ancillary equipment
- 1.3 materials and components

2 formulate your own plan for the sequence of work

Performance Criteria 2

3 record(s) which confirms and advises on what resources are, or are not, available for the work

Performance Criteria 3

- 4 record(s) covering project requirements
- 5 external factors influencing the work relating to
  - 5.1 other occupations and/or customers
  - 5.2 resources
  - 5.3 weather conditions
  - 5.4 health and safety requirements

Performance Criteria 4

- 6 record(s) covering activities that have an influence on each other and the best use of resources
  - 6.1 other occupations and/or customers
  - 6.2 materials and components
  - 6.3 tools, plant and/or ancillary equipment

Performance Criteria 5

- 7 record(s) of proposed alterations to the work and the circumstances to justify them
- 8 inform line management and/or customer of required changes.

**Scope/ range relating to knowledge and understanding**

Clarification and advice from

- 1 the customer/customer's representative
- 2 manufacturer's technical information
- 3 trade literature
- 4 organisational procedures

Evaluation

- 5 by work study
- 6 by risk assessment

External factors

- 7 other related programmes
- 8 special working conditions
- 9 weather conditions
- 10 other occupations/people
- 11 resources

- 12 health and safety requirements

Programme

- 13 documentation relating to the following and/or occupation specific requirements
  - 13.1 action lists
  - 13.2 method statements
  - 13.3 duration
  - 13.4 schedules
- Project requirements
  - 14 contract conditions
  - 15 contract programme stipulations
  - 16 health and safety requirements of operatives

## Resources

- 17 other occupations/people associated with the work
- 18 tools, plant and/or ancillary equipment
- 19 materials and components
- 20 awareness of zero and low carbon requirements and the way resources may be used to make a positive contribution to the environment.

Developed by: ConstructionSkills Version: 2

Date approved: March 2011 Indicative review date: February 2016

Validity: Current Status: Original

Originating organisation: ConstructionSkills Original URN: VR209

Relevant occupations: Construction and Building Trades nec; Construction and Building Trades Supervisors Suite: Occupational Work Supervision (Construction); Accessing Operations and Rigging (Construction); Cladding Occupations (Construction); Decorative Finishing and Industrial Painting Occupations (Construction); Floorcovering Occupations (Construction); Formwork (Construction); Heritage Skills (Construction); Interior Systems (Construction); Building Maintenance Multi trade Repair and Refurbishment Operations; Mastic Asphaltting (Construction); Plastering (Construction); Roofing Occupations (Construction); Specialist Installation Occupations (Construction); Stonemasonry (Construction); Sub-structure Work Occupations (Construction); Trowel Occupations (Construction); Wall and Floor Tiling (Construction); Wood Machining (Construction/Sawmilling Extrusion/Furniture); Wood Occupations (Construction)

Key words: Plan; Programme; Schedule; Record

## COSVR210

### Develop and maintain good working relationships

#### Overview

This standard, in the context of your occupation and work environment, is about

- 1 interpreting information
- 2 adopting safe and healthy working practices
- 3 working with, informing and supporting people
- 4 developing and maintaining good occupational working relationships

#### Performance criteria

##### You must be able to:

- P1 develop, maintain and encourage working relationships to promote goodwill and trust
- P2 inform relevant people about work activities in an appropriate level of detail and with an appropriate degree of urgency
- P3 offer advice and help to relevant people about work activities and encourage questions, requests for clarification and comments
- P4 clarify the proposals with the relevant people and discuss alternative suggestions
- P5 resolve differences of opinion in ways that minimise offence and maintain goodwill, trust and respect

#### Knowledge and understanding

##### You need to know and understand:

Performance Criteria 1: Working relationships

- K1 how to maintain and encourage working relationships to promote goodwill and trust with relevant people
- K2 how to develop working relationships to promote goodwill and trust
- K3 how to apply the principles of equality and diversity

**Performance Criteria 2: Inform people**

K4 how to inform relevant people about work activities in an appropriate level of detail and with an appropriate degree of urgency

**Performance Criteria 3: Offer advice**

K5 how to encourage questions, requests for clarification and comments

K6 how to offer advice and help to people about work activities

**Performance Criteria 4: Deal with alternative proposals**

K7 how to clarify alternative proposals with the relevant people

K8 how to suggest alternative proposals

**Performance Criteria 5: Resolve conflicts**

K9 how to resolve differences of opinion in ways which minimise offence and maintain goodwill, trust and respect.

**Additional information**

**Scope/ range relating to performance criteria**

**Performance Criteria 1**

1 record(s) of information on advice provided about occupational work activities and/or associated occupations

2 apply the principles of equality and diversity

**Performance Criteria 2**

3 record(s) of information and advice given about carrying out the work activities 3.1 appropriate timescales

3.2 health and safety requirements 3.3 co-ordination of work procedures

**Performance Criteria 3**

4 record(s) of information and advice given about methods of occupational work activities to achieve the required outcome

**Performance Criteria 4**

5 outline notes of discussions relating to the occupational work activity and/or other occupations involved

**Performance Criteria 5**

6 outline notes of agreed activities that satisfy those involved, to meet the required outcome of the proposed method of work

**Scope/ range relating to knowledge and understanding**

**Equality and diversity**

1 show consideration for the needs of individuals by applying the principles of equality and diversity

**Goodwill and trust**

2 keeping promises and undertakings

3 honest relationships

4 constructive relationships

5 co-operation and dialogue

**Inform/Offer advice**

6 orally

7 in writing

8 using drawings/sketches

**People**

9 colleagues



10 employers  
 11 customers  
 12 contractors  
 13 suppliers of products and services  
 14 those affected by the work/project  
 Work activities  
 15 progress  
 16 results  
 17 achievements  
 18 occupational problems  
 19 occupational opportunities  
 20 health and safety requirements  
 21 co-ordinated work  
 Working relationships  
 22 formal  
 23 informal

Developed by: ConstructionSkills Version: 3  
 Date approved: March 2011 Indicative review date: February 2016  
 Validity: Current Status: Original

Originating organisation: ConstructionSkills Original URN: VR210

Relevant occupations: Construction and Building Trades nec; Construction and Building Trades Supervisors  
 Suite: Occupational Work Supervision (Construction); Accessing Operations and Rigging (Construction);  
 Cladding Occupations (Construction); Decorative Finishing and Industrial Painting Occupations (Construction);  
 Floorcovering Occupations (Construction); Formwork (Construction); Heritage Skills (Construction); Interior  
 Systems (Construction); Building Maintenance Multi trade Repair and Refurbishment Operations; Mastic  
 Asphalting (Construction); Plastering (Construction); Roofing Occupations (Construction); Specialist Installation  
 Occupations (Construction); Stonemasonry (Construction); Sub-structure Work Occupations (Construction);  
 Trowel Occupations (Construction); Wall and Floor Tiling (Construction); Wood Machining  
 (Construction/Sawmilling Extrusion/Furniture); Wood Occupations (Construction)  
 Key words: Discussions; Advice; Outcomes; Goodwill; Trust; Equality; Diversity

## COSVR211

### Confirm the occupational method of work

#### Overview

This standard, in the context of your occupation and work environment, is about

- 1 assessing project data to determine occupational work methods
- 2 adopting safe and healthy working practices
- 3 selecting the methods of work
- 4 confirming the methods of work to the relevant people associated with the occupation
- 5 sourcing additional information

#### Performance criteria

##### You must be able to:

- P1 assess the available project data accurately to determine the occupational work method
- P2 obtain additional information from alternative sources in cases where the available project data is insufficient
- P3 identify work methods that will make the best use of resources and meet project, statutory and contractual requirements

P4 confirm and communicate the selected work method to relevant personnel.

### **Knowledge and understanding**

#### **You need to know and understand:**

Performance Criteria 1: Assessment of project data

K1 how to summarise project data

K2 how to assess the available project data and interpret the work method

Performance Criteria 2: Information sources for project data

K3 how to obtain additional information from alternative sources when the available project data is insufficient

Performance Criteria 3: Identify work methods

K4 how to identify work methods against technical and project criteria to make the best use of resources and meet project, statutory and contractual requirements

K5 how methods of work can achieve zero or low carbon outcomes

Performance Criteria 4: Communicate the method of work

K6 how to confirm and communicate the work method to relevant people

K7 how to apply the principles of equality and diversity when communicating

### **Additional information**

#### **Scope/ range relating to performance criteria**

Performance Criteria 1

1 interpret drawings, specifications, schedules, manufacturer's information, method of work, risk assessment and programme of work

Performance Criteria 2

2 outline notes on information obtained from alternative sources about the work to be carried out

Performance Criteria 3

3 record(s) of potential work methods to carry out the occupational work activity and meet health and safety requirements relating to technical and/or project criteria

Performance Criteria 4

4 outline notes for confirmation and communication on the selected occupational work method

#### **Scope/ range relating to knowledge and understanding**

Alternative sources

1 the customer(s) or their representative

2 suppliers

3 regulatory authorities

4 manufacturer's literature

Communicate

5 listening, written, oral, visual and electronic

6 show consideration for the needs of individuals by applying the principles of equality and diversity

Project criteria

7 conformity to statutory requirements

8 customer and user needs

9 contract requirements in terms of time, quantity and quality

10 environmental considerations

Project data

11 quantities required

12 specifications

13 detailed drawings  
 14 health and safety requirements  
 15 timescales  
 16 scope of works  
 Technical criteria  
 17 materials  
 18 health, safety and welfare (principles of protection)  
 19 fire protection  
 20 access and egress  
 21 equipment availability  
 22 availability of competent workforce  
 23 pollution risk  
 24 waste and disposal  
 25 zero and low carbon outcomes  
 26 weather conditions  
 Work method  
 27 standard work procedures  
 28 sequence of work  
 29 organisation of resources (people, equipment, materials)  
 30 work techniques  
 31 working conditions (health, safety and welfare)  
 32 risk assessment

Developed by: ConstructionSkills Version: 2

Date approved: March 2011 Indicative review date: February 2016

Validity: Current Status: Original

Originating organisation: ConstructionSkills Original URN: VR211

Relevant occupations: Construction and Building Trades nec; Construction and Building Trades Supervisors  
 Suite: Occupational Work Supervision (Construction); Accessing Operations and Rigging (Construction);  
 Cladding Occupations (Construction); Decorative Finishing and Industrial Painting Occupations (Construction);  
 Floorcovering Occupations (Construction); Formwork (Construction); Heritage Skills (Construction); Interior  
 Systems (Construction); Building Maintenance Multi trade Repair and Refurbishment Operations; Mastic  
 Asphaltting (Construction); Plastering (Construction); Roofing Occupations (Construction); Specialist Installation  
 Occupations (Construction); Stonemasonry (Construction); Sub-structure Work Occupations (Construction);  
 Trowel Occupations (Construction); Wall and Floor Tiling (Construction); Wood Machining  
 (Construction/Sawmilling Extrusion/Furniture); Wood Occupations (Construction)

Key words: Communication; Regulations; Risk assessments; Programme; Zero/low carbon

## COSVR212

### Implement and maintain health, safety, environmental and welfare practices

#### Overview

This standard is about interpreting information, adopting safe, healthy, environmental and welfare practices, promoting and encouraging a health, safety, environmental and welfare culture, implementing and monitoring health, safety, environmental and welfare practices within the operational work environment and performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment. This standard is for people working in the occupational area of occupational work supervision and can be used by supervisors and manager.

#### Performance criteria

**You must be able to:**

P1 allocate and maintain health, safety, environmental and welfare equipment and resources which meet the project and statutory requirements  
P2 encourage a positive culture of health, safety, environmental and welfare practices and identify opportunities for improving the health and safety of the work environment through engagement with the workforce  
P3 ensure your team are inducted and check that they are suitably competent and monitored whilst at the workplace  
P4 monitor and review health, safety, environmental and welfare practices and safe systems of work in accordance with current organisational and statutory requirements.

### **Knowledge and understanding**

#### **You need to know and understand:**

#### Performance Criteria 1

Health, safety, environmental and welfare practices

K1 how to allocate health, safety, environmental and welfare equipment and resources

#### Performance Criteria 2

Improving health, safety, environmental and welfare practices

K2 how to identify what opportunities there are for improving the health and safety of the work environment

K3 how to encourage a positive culture of health, safety, environmental and welfare practices in the workplace

K4 how to recommend opportunities for improving health and safety of the work environment

K5 how to give work briefings that seek and encourage feedback

#### Performance Criteria 3

Induction to health, safety environmental and welfare practices

K6 how to induct people and check authorisation and competence specific to work requirements

K7 how to communicate and report performance issues

#### Performance Criteria 4

Monitoring health, safety, environmental and welfare practices

K8 how to check health, safety, environmental and welfare practices regularly in accordance with current organisational and statutory requirements and record any special workplace conditions and examples which do not comply with regulations

K9 how to identify what special workplace conditions and examples there are which do not comply with regulations

K10 how to review the safe systems of working

K11 how to ensure compliance with safe systems of working

K12 how to check that people are authorised to be on site

K13 how to deal with unauthorised people.

### **Additional information**

#### **Scope/ range relating to performance criteria**

#### Performance Criteria 1

1 make arrangements for health, safety, environmental and welfare practices which include allocation of responsibilities, checking and maintaining statutory notices and hazard warnings, allocation of health, safety, environmental and welfare equipment and resources

#### Performance Criteria 2



2 promote and encourage a positive health, safety, environmental and welfare culture within the operational environment by 2.1 work briefings 2.2 seeking and encouraging feedback 2.3 leading by example 2.4 seeking competent advice 2.5 accident and incident reporting including near misses

#### Performance Criteria 3

3 record of inductions and health and safety updates (briefings, tool box talks) given to your team 4 communicate and report performance issues to managers

#### Performance Criteria 4

5 monitor, observe and record implementation and maintenance of health, safety, environmental and welfare practices 6 review the safe systems of work to identify and eliminate hazards or mitigate risks in accordance with current organisational requirements and legislation, and feedback results 7 ensure compliance with safe systems of work in accordance with current organisational requirements and legislation 8 take action, record and report changes in circumstances

#### Scope/ range relating to knowledge and understanding

1 application of knowledge for safe and healthy work practices, procedures and skills, relating to the method/area of work and materials used, to

1.1 allocate health, safety, environmental and welfare work equipment and resources including protective clothing, protective equipment, first-aid facilities and arrangements, welfare facilities, storage and security of materials and equipment, fire-fighting equipment, statutory notices and hazard warning signs

1.2 encourage a positive health, safety, environmental and welfare culture by communication in work briefings, by seeking and encouraging feedback, seeking competent advice and by leading by example

1.3 improve health and safety of the work environment by identifying health, safety, environmental and welfare training requirements, accident and incident reporting including near misses, monitoring and reporting performance issues, checking the authorisation of the workforce, suppliers, visitors, residents and the public, and dealing with trespassers

1.4 carry out inductions in accordance with organisational health, safety environmental and welfare policies and procedures relating to health and safety responsibilities, risk assessments and method statements, operations, health, safety and welfare work equipment and resources, first-aid arrangements

1.5 how to monitor, observe and record health, safety, environmental and welfare practices in accordance with current organisational policies and procedures, current general health, safety, environmental and welfare legislation, approved codes of practice, statutory notices, hazard warnings and safety signs, and ensure compliance with safe systems of work

1.6 how to review the safe systems of work by carrying out systematic examinations of work processes to identify and eliminate hazards or mitigate risks in accordance with current organisational policies and procedures and legislation and feedback results.

Developed by: ConstructionSkills Version: 3

Date approved: January 2018 Indicative review date: February 2023

Validity: Current Status: Original

Originating organisation: ConstructionSkills Original URN: VR212

Relevant occupations: Construction and Building Trades Supervisors

Suite: Occupational Work Supervision (Construction); Supervising Hire and Rental Operations (Equipment, Plant and Tools)

Key words: Welfare-facilities; First-aid; Risk-control; Security; Induction; Safe systems of work; Codes of practice; Statutory notices

**COSVR213**

**Co-ordinate and organise work operations**

**Overview**

This standard is about interpreting information about the project and work operations to be carried out, adopting safe and healthy working practices, selecting materials, components and equipment for the work, preparing, coordinating and organising the work operations and performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment. This standard is for people working in the occupational area of occupational work supervision and can be used by supervisors and managers.

### **Performance criteria**

#### **You must be able to:**

- P1 provide information, as authorised and as required, to all the people who will be affected by the work
- P2 agree a planned timescale and methods of work with the workforce
- P3 implement the organisational and communication needs that are required for the project
- P4 identify any breakdowns in communication, and take action to restore effective communication
- P5 communicate and organise the work being done with other operations as required of the agreed work programme within predetermined levels of authorisation
- P6 organise and ensure sufficient resources of the appropriate type which will meet the project requirements and timescales
- P7 organise and control the work and resources so that conditions are safe and the workplace is tidy
- P8 identify and record any unplanned circumstances, and pass them on to people who may be affected
- P9 organise the designated work area for operational purposes and communicate to workforce
- P10 organise the storage and use of materials and components so that material handling and movement is safe and efficient, and wastage is minimised.

### **Knowledge and understanding**

#### **You need to know and understand:**

#### Performance Criteria 1

##### Notification of work to be carried out

- K1 provide information, as authorised, to all the people who will be affected by the work, including the scope of work, when the work will start, how long it will take and when it will finish

#### Performance Criteria 2

##### Programme and methods of work

- K2 how to agree a planned timescale and methods of work with the workforce

#### Performance Criteria 3

##### Organisation and communication needs

- K3 how to identify the organisational and communication needs for the project

#### Performance Criteria 4

##### Breakdowns in communication

- K4 how to identify any breakdowns in communication K5 how to take action to restore effective communication

#### Performance Criteria 5

##### Organisation and co-ordination of work

- K6 how to communicate, organise and co-ordinate the agreed work programme with other work activities/operations within predetermined levels of authorisation

#### Performance Criteria 6

Obtain and plan for resources

K7 how to organise and ensure sufficient resources K8 how to allocate resources

Performance Criteria 7

Organise the work

K9 how to control the workplace and resources so that conditions are kept safe and tidy in accordance with organisational requirements

Performance Criteria 8

Unplanned circumstances

K10 how to identify what are unplanned circumstances K11 how to record any unplanned circumstances and pass them on to people who will be affected

Performance Criteria 9

Designated work area for operational purposes

K12 how to pass on information about the designated work area to the workforce K13 how to organise/arrange the designated work area for operational purposes

Performance Criteria 10

Storage and use of materials

K14 how to organise the safe storage and use of materials and equipment.

#### **Additional information**

##### **Scope/ range relating to performance criteria**

Performance Criteria 1

1 provide information as authorised, for the work to be carried out in relation to 1.1 scope of work 1.2 when it will start 1.3 how long it will take 1.4 when it will finish 1.5 any associated hazards

Performance Criteria 2

2 agree work programmes and methods of work with the workforce

Performance Criteria 3

3 record and report the project organisation and communication systems which have been implemented

Performance Criteria 4

4 record and report any breakdowns in communication and the actions taken to resolve them in accordance with organisational procedures

Performance Criteria 5

5 organise and coordinate work with other occupations associated with the works within predetermined levels of authorisation

Performance Criteria 6

6 ensure resources are organised and allocated

Performance Criteria 7

7 manage designated work area, including resources, site tidiness and safe disposal of waste in accordance with current organisational and regulatory requirements within predetermined levels of authorisation

Scope/ range relating to knowledge and understanding

#### Performance Criteria 8

8 identify record and report any unplanned circumstances, relating to at least five of the following 8.1 occupiers 8.2 environment 8.3 vehicular access 8.4 hazards 8.5 trespass 8.6 near neighbours 8.7 public access 8.8 workplace conditions 8.9 health, safety and welfare 8.10 statutory regulations and limitations 8.11 codes of practice

#### Performance Criteria 9

9 manage/supervise the designated work area for operational purposes for at least five of the following 9.1 safe storage 9.2 temporary works 9.3 environmental considerations 9.4 plant and/or equipment 9.5 temporary services 9.6 access and egress 9.7 security 9.8 continuing use by occupiers 9.9 welfare facilities

#### Performance Criteria 10

10 arrange the safe storage and efficient use of materials and equipment to minimise handling, movement and wastage.

#### Scope related to knowledge and understanding

- 1 application of knowledge for safe and healthy work practices, procedures and skills, relating to the method/area of work and materials used, to
  - 1.1 understand own levels of authorisation and provide information, regarding the scope of the work and timescales for the work to be carried out to the people affected by the work including all third parties and stake holders
  - 1.2 explain how the work programmes, the methods of work and dynamic risk assessments, in accordance with the method statement, were agreed with the workforce
  - 1.3 monitor the methods used for communication, reporting, recording and retrieving project information to ensure that they remain effective
  - 1.4 identify and record any breakdown in communications
  - 1.5 implement and record any actions taken to effectively resolve communication issues in accordance with organisational procedures
  - 1.6 provide information on how the work was organised and coordinated within predetermined levels of authorisation with other occupations associated with the works and the methods of work
  - 1.7 produce records of how the resources were planned and organised in relation to the workforce, tools, plant, ancillary equipment, materials and information
  - 1.8 detail how the designated work area and resources were organised in a safe and tidy manner in accordance with organisational requirements
  - 1.9 explain how unplanned circumstances were identified and reported in relation to occupiers, environment, vehicular access, hazards, trespass, neighbours, public access, workplace conditions, theft, current health, safety, welfare, environmental and statutory regulations and limitations, and codes of practice
  - 1.10 explain how the designated work area was managed and how information relating to safe storage, temporary works, environmental layout, plant and equipment, temporary services, access and egress, security, continuing use by occupiers and welfare facilities was reported
  - 1.11 explain how the safe storage and use of materials and components were organised.

Developed by: ConstructionSkills Version: 3

Date approved: January 2018 Indicative review date: February 2023

Validity: Current Status: Original

Originating organisation: ConstructionSkills Original URN: VR213

Relevant occupations: Construction and Building Trades Supervisors

Suite: Occupational Work Supervision (Construction);

Key words: Codes of Practice; Health, safety and welfare.



## COSVR215

### Monitor progress against work schedules

#### Overview

This standard is about interpreting information to determine progress of the work, recognising materials, components and equipment used with the work, implementing actions to progress with the work and performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment. This standard is for people working in the occupational area of occupational work supervision and can be used by supervisors and managers.

#### Performance criteria

##### You must be able to:

- P1 monitor progress of planned programme against the work schedules
- P2 identify inappropriate specified resources, record and report and suggest suitable alternative resources
- P3 identify and quantify any deviations from planned progress which have occurred, or may occur, and which could alter the programme
- P4 confirm the circumstances of any deviations, seek advice and implement appropriate corrective action
- P5 identify and report options which are likely to help the contract progress
- P6 report progress, changes to the operational programme and resource needs.

#### Knowledge and understanding

##### You need to know and understand:

##### Performance Criteria 1

##### Monitor progress

- K1 how to source information from the work schedule
- K2 how to monitor and report the progress of the planned programme

##### Performance Criteria 2

##### Monitoring resources

- K3 how to identify, record and report inadequate and inappropriate specified resources and suggest alternatives
- K4 how to identify the need for alternative resources
- K5 how to specify alternative resources

##### Performance Criteria 3

##### Deviation in progress

- K6 how to identify and record any deviations from planned progress which could alter the programme
- K7 how to quantify any deviations from planned progress

##### Performance Criteria 4

##### Corrective actions

- K8 how to record and report the circumstances of any deviations
- K9 how to seek advice and implement corrective action in circumstances of any deviations

##### Performance Criteria 5

##### Identify options

- K10 how to identify, record and report options which are most likely to help the contract progress

##### Performance Criteria 6

## Decisions and actions

K11 when to report progress, any changes to the operational programme and any resource needs.

### Additional information

#### Scope/ range relating to performance criteria

##### Performance Criteria 1

1 monitor progress against the work schedule using the following methodologies 1.1 discussion 1.2 observation 1.3 calculation 1.4 measuring

##### Performance Criteria 2

2 record and report any inappropriate and inadequate resources and suggest alternatives

##### Performance Criteria 3

3 record and report identified and quantified deviations or confirm programme is on schedule

##### Performance Criteria 4

4 record, report and apply any corrective action taken

##### Performance Criteria 5

5 record and report information and recommendations which include options likely to minimise increases in cost and time

##### Performance Criteria 6

6 report and confirm progress which could include options for changes and future resource needs

#### Scope/ range relating to knowledge and understanding

1 application of knowledge for safe and healthy work practices, procedures and skills, relating to the method/area of work and materials used, to

1.1 monitor and report progress against works schedules by discussion, observation, calculation and measuring  
1.2 identify, produce records and report inadequate and inappropriate resources relating to people, tools and ancillary equipment, materials, time and information

1.3 report to customer and/or representatives, contractors, suppliers and line management with detailed explanations of why the resources are unsuitable, suggest alternatives and specify how they would be better for the work

1.4 produce records and report instances of any identified and quantified deviations relating to resource shortages, design problems and constraints, lack of essential construction information, construction errors, adverse weather and physical (workplace) constraints which could affect the work programme in regard to action lists, method statements and work costs

1.5 confirm the circumstances of the deviation and explain the process of how the corrective action will be implemented in regard to restoring progress in accordance with the agreed programme, altering the planned work, agreeing new completion dates and securing additional resources

1.6 record and report to customer and/or representatives, contractors, suppliers and line management regarding the project's progress

1.7 discuss the recommendations and any potential changes to the operational programme including additional resources with customer and/or representatives, contractors, suppliers and line management

1.8 report to customer and/or representatives, contractors, suppliers and line management regarding the project's progress including recommendations for changes and resource needs relating to people, tools and ancillary equipment, materials, time and information including those which could advance the contracts progress



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Validity: Current Status: Original

Originating organisation: ConstructionSkills Original URN: VR215

Relevant occupations: Construction and Building Trades Supervisors

Suite: Occupational Work Supervision (Construction);

Key words: Programme; Project progress; Corrective-actions; Method of work; Deviation

## **COSVR214**

### **Allocate and monitor the use of plant, machinery, equipment or vehicles**

#### **Overview**

This standard is about confirming and allocating the use of plant, machinery, equipment or vehicles on the job, adopting safe and healthy working practices, monitoring the use of plant, machinery, equipment, or vehicles, ensuring that plant, machinery, equipment or vehicles are operated safely and without risk to self and others, and performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment. This standard is for people working in the occupational area of occupational work supervision and can be used by supervisors and managers.

#### **Performance criteria**

##### **You must be able to:**

- P1 confirm the plant, machinery, equipment or vehicles for the workplace and allocate it to the operations
- P2 ensure compliance with current health and safety information and implement working practices and other safeguards to minimise risks
- P3 report when plant, machinery, equipment, vehicles or their operators are unsuitable for use in the workplace
- P4 ensure information for the use of plant, machinery, equipment or vehicles is supplied to operators and supervise safe use
- P5 monitor and ensure all checks on plant, machinery, equipment or vehicles are carried out in accordance with organisational requirements
- P6 monitor completion dates and report when plant, machinery, equipment or vehicles have completed working activities and are no longer required.

#### **Knowledge and understanding**

##### **You need to know and understand:**

##### **Performance Criteria 1**

Check and allocate plant, machinery, equipment or vehicles

K1 how to check the plant, machinery, equipment or vehicles are appropriate for use in the workplace and allocate it to the operations for which it is suitable

##### **Performance Criteria 2**

Risks to health and safety

K2 how to identify health and safety risks that are associated with the plant, machinery, equipment or vehicles being used

K3 how to implement and enforce working practices and other safeguards to minimise risks

K4 how to assess health and safety risks relating to plant, machinery, equipment or vehicles

##### **Performance Criteria 3**

Unsuitable plant, machinery, equipment or vehicles

K5 how to, record and report when plant, machinery, equipment or vehicles are unsuitable for use in the workplace

Performance Criteria 4

Use of plant, machinery, equipment or vehicles

K6 how to provide information to operators on how the plant, machinery, equipment or vehicles will be operationally used

K7 how to supervise safe use of plant, machinery, equipment or vehicles

K8 how to identify, record and report when an operator is unsuitable

Performance Criteria 5

Monitor checks

K9 how to monitor and ensure all checks on plant, machinery, equipment or vehicles are carried out in accordance with organisational requirements

Performance Criteria 6

Return of plant, machinery, equipment or vehicles

K10 how to record and report when plant, machinery, equipment or vehicles are no longer required.

**Additional information**

**Scope/ range relating to performance criteria**

Performance Criteria 1

1 produce record(s) verifying that the suitability and allocation of the plant, machinery, equipment or vehicles are appropriate for the work being undertaken

Performance Criteria 2

2 carry out and record assessments on plant, machinery, equipment or vehicles to identify the health and safety risks associated with their use and ensure the implementation of safe working practices and other safeguards for the work being undertaken 3 carry out checks to verify that the operator is authorised to operate plant, machinery, equipment or vehicles

Performance Criteria 3

4 produce records of the reports detailing how the decision was reached and the alternatives suggested when plant, machinery, equipment or vehicles are identified as unsuitable for the work being undertaken

Performance Criteria 4

5 provide records of the types of operational information provided to the plant, machinery, equipment or vehicle operator 6 supervise the use of plant, machinery, equipment or vehicles to ensure they are being used or operated safely in accordance with given information

Performance Criteria 5

7 monitor, record and report how the checks on plant, machinery, equipment or vehicles were carried out in accordance with organisational requirements

Performance Criteria 6

8 produce records which support the decision that the plant, machinery, equipment or vehicles are no longer required

**Scope/ range relating to knowledge and understanding**

- 1 application of knowledge for safe and healthy work practices, procedures and skills, relating to the method/area of work and materials used, to
- 1.1 allocate plant machinery, equipment or vehicles and confirm the suitability of the type selected and its use
  - 1.2 identify and assess the health and safety risks associated with plant, machinery, equipment or vehicles and the measures that should be applied to ensure safe working practices and avoidance of risks in relation to operators, workforce, members of the public, workplace visitors, owners of adjoining property and the environment
  - 1.3 inform line managers, specialists and suppliers when plant, machinery, equipment or vehicles are unsuitable and why they do not meet operational efficiency or requirements, health and safety, reliability and usage requirements
  - 1.4 provide information to operators on the use of plant, machinery, equipment or vehicles
  - 1.5 monitor and ensure all checks on plant, machinery, equipment or vehicles are carried out in accordance with organisational requirements
  - 1.6 supervise the use of plant, machinery, equipment or vehicles and ensure safe and efficient use
  - 1.7 record and inform line managers, specialists and suppliers if the operator is unsuitable due to operational efficiency, health and safety, competence requirements, authorisation or usage requirements
  - 1.8 record and inform line managers, specialists and suppliers when the plant, machinery, equipment or vehicles are no longer required.

Developed by: ConstructionSkills Version: 3

Date approved: January 2018 Indicative review date: February 2023

Validity: Current Status: Original

Originating organisation: ConstructionSkills Original URN: VR214

Relevant occupations: Construction and Building Trades Supervisors

Suite: Occupational Work Supervision (Construction); Piling Operations (Construction)

Key words: Safety Risks; Monitoring

## COSVR216

### Confirm work meets contractual, industry and manufacturers' standards

#### Overview

This standard is about interpreting information for contractual, industry and manufacturers' standards of the work being carried out, implementing checks on the quality of work, confirming work meets with contractual, industry and manufacturers' standards and performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment. This standard is for people working in the occupational area of occupational work supervision and can be used by supervisors and managers.

#### Performance criteria

##### You must be able to:

- P1 implement contractual, industry and manufacturers' standards from available information and allocate responsibilities
- P2 regularly check that work conforms to the design requirements and the specified contractual, industry and manufacturers' standards
- P3 identify work that fails to meet the requirements and specified contractual, industry and manufacturers' standards and implement corrective action
- P4 identify and inform managers about any variations between contractual, industry and manufacturers' standards.

#### Knowledge and understanding

##### You need to know and understand:

#### Performance Criteria 1

Contractual, industry and manufacturers' standards

K1 how to implement the contractual, industry and manufacturers' standards

K2 how to allocate the responsibilities for the contractual, industry and manufacturers' standards during the programme

#### Performance Criteria 2

Check that the work conforms to the contractual, industry and manufacturers' standards

K3 how to check that work conforms to the design requirements and the specified contractual, industry and manufacturers' standards

#### Performance Criteria 3

Failures in contractual, industry and manufacturers' standards

K4 how to identify what work fails to meet the requirements and specified contractual, industry and manufacturers' standards

K5 how to implement corrective action where work fails to meet the requirements and specified contractual, industry and manufacturers' standards

#### Performance Criteria 4

Informing managers

K6 how to identify and inform managers about variations between contractual, industry and manufacturers' standards

K7 when actions are needed to take account of variations between contractual, industry and manufacturers' standard.

#### **Additional information**

##### **Scope/ range relating to performance criteria**

#### Performance Criteria 1

1 implement contractual, industry and manufacturers' standards by allocating the specific responsibilities for the work to be carried out

#### Performance Criteria 2

2 record and report inspection and control procedures to ensure the work conforms with the contractual, industry and manufacturers' standards

#### Performance Criteria 3

3 record and report any work defects and the required corrective action to be taken

#### Performance Criteria 4

4 record and report information referred to others which includes 4.1 identification of variations between contractual, industry and manufacturers' standards 4.2 notifications to managers.

##### **Scope/ range relating to knowledge and understanding**

1 application of knowledge for safe and healthy work practices, procedures and skills, relating to the method/area of work and materials used, to

1.1 implement the contractual, industry and manufacturers' standards required from statutory requirements, project specifications, British Standards, Codes of Practice, organisational standards, good working practices, manufacturer's information, operator's instructions, environmental information and warranties which are relevant to the work being carried out

- 1.2 allocate the responsibilities identified from the contractual, industry and manufacturers' standards to the relevant suppliers, workforce and project team for the work to be carried out
- 1.3 carry out inspections and control procedures to ensure the work complies with the design requirements and the contractual, industry and manufacturers' standards and record outcomes
- 1.4 identify, record and report any materials and components or their uses which do not meet the requirements and the contractual, industry and manufacturers' standards
- 1.5 identify, record and report any methods of work which fail to comply with the contract or the contractual, industry and manufacturers' standards
- 1.6 identify and record the corrective actions required to rectify any non-compliances
- 1.7 implement the agreed actions with the suppliers, workforce and project team
- 1.8 recognise, record and report any variations between the contractual, industry and manufacturers' standards
- 1.9 agree with managers and record what actions are required to manage any variations.

Developed by: ConstructionSkills Version: 3

Date approved: January 2018 Indicative review date: February 2023

Validity: Current Status: Original

Originating organisation: ConstructionSkills Original URN: VR216

Relevant occupations: Construction and Building Trades Supervisors

Suite: Occupational Work Supervision (Construction); Thermal Insulation (Construction)

Key words: Manufacturers' standards; Codes of Practice; Manufacturer's information

## COSVR217

### Implement procedures to support team performance

#### Overview

This standard is about interpreting information, supporting team and/or individual members to improve performance and deal with issues and concerns, following organisational disciplinary and grievance procedures and performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment. This standard is for people working in the occupational area of occupational work supervision and can be used by supervisors and managers.

#### Performance criteria

##### You must be able to:

- P1 identify and record performance and bring to the attention of the team member concerned
- P2 provide the team member with the opportunity to discuss actual or potential issues and concerns affecting their performance
- P3 agree with the team member a course of action which is appropriate, timely and effective
- P4 ensure your team members are aware of information regarding disciplinary and grievance procedures.

#### Knowledge and understanding

##### You need to know and understand:

##### Performance Criteria 1

##### Performance handling

K1 why it is important to acknowledge a team member's good performance

K2 why it is important to promptly identify poor performance and bring it directly to the team member's attention

##### Performance Criteria 2

##### Communication



K3 how to encourage and enable team members to discuss their issues and concerns  
K4 why it is important to provide opportunities for team members to discuss issues and concerns

Performance Criteria 3

Providing support

K5 how to identify signs which could indicate that an individual has issues and concerns  
K6 how to make recommendations for improvements and development of individuals and the team

Performance Criteria 4

Information handling

K7 how to keep records of team briefings K8 why it is important to maintain confidentiality (who may receive what information).

**Additional information**

**Scope/ range relating to performance criteria**

Performance Criteria 1

1 monitor and evaluate team members' performance using organisational performance measures  
2 record and report feedback  
3 record and report any issues brought to the attention of team members who have issues and concerns which are affecting their performance

Performance Criteria 2

4 record and report discussions with team members about issues and concerns

Performance Criteria 3

5 record and report the agreed actions to overcome issues and concerns  
6 make recommendations for improvement and development

Performance Criteria 4

7 record and report briefings provided emphasising situations that may give rise to disciplinary and grievance procedures and how it would be instigated

**Scope/ range relating to knowledge and understanding**

1 application of knowledge for safe and healthy work practices, procedures and skills, relating to the method/area of work and materials used, to  
1.1 monitor, measure and evaluate the performance of your team members in accordance within organisational requirements  
1.2 recognise and feedback good performance of team members  
1.3 recognise and record unsatisfactory performance of team members  
1.4 discuss any instances of unsatisfactory performance with the individual to ascertain any possible operational or personal issues and concerns which may be affecting their performance  
1.5 record the outcomes of the initial discussions  
1.6 identify any possible solutions to the issues and concerns, and discuss with the individual  
1.7 record the actions agreed with the individual to improve their performance and development  
1.8 maintain confidentiality at all times and ensure the individuals employment rights are not compromised  
1.9 provide reports to managers of the discussions held and actions agreed to  
1.10 monitor the individuals performance to confirm the agreed actions are being implemented and are effective



1.11 carry out and record team briefings to ensure members are fully aware of the organisational disciplinary and grievance policies and procedures.

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 Date approved: January 2018 Indicative review date: February 2023  
 Validity: Current Status: Original  
 Originating organisation: ConstructionSkills Original URN: VR217  
 Relevant occupations: Construction and Building Trades Supervisors  
 Suite: Occupational Work Supervision (Construction);  
 Key words: Development; Feedback; Team performance

## COSVR218

### Co-ordinate and confirm the dimensional requirements of the work

#### Overview

This standard is about co-ordinating and communicating information with work colleagues, selecting, using and maintaining, measuring and recording equipment, confirming and measuring dimensional control requirements of the work and performing a supervisory role within craft and operative work areas as associated with work carried out in the built environment. This standard is for people working in the occupational area of occupational work supervision and can be used by supervisors and managers.

#### Performance criteria

##### You must be able to:

- P1 co-ordinate and communicate with work colleagues, the information to position, line and level the work being carried out
- P2 confirm and measure the dimensional controls, setting out points, lines and profiles, and maintain them to the specified work requirements
- P3 check and ensure measuring and recording equipment meets the specified tolerances
- P4 record and report circumstances and conditions which result in deviations to the dimensional controls and ensure they are corrected in accordance with the work requirements.

#### Knowledge and understanding

##### You need to know and understand:

##### Performance Criteria 1

Information to position, level and line

K1 how to co-ordinate and communicate information to work colleagues to enable them to position, line and level the work

##### Performance Criteria 2

Dimensional control

K2 how to confirm and measure dimensional controls, setting out points, lines and profiles and maintain them to the specified work requirements

##### Performance Criteria 3

Measuring and recording equipment

K3 how to check and ensure measuring and recording equipment meets the specified tolerances

##### Performance Criteria 4

Deviations in position, line and level

K4 how to identify and report circumstances and conditions that result in any deviations in position, line and level  
K5 how to report and amend any deviations in position, line and level in accordance with the work requirements

#### **Additional information**

##### **Scope/ range relating to performance criteria**

###### **Performance Criteria 1**

1 record and report the dimensional information passed to work colleagues

###### **Performance Criteria 2**

2 record and report the dimensional controls, setting out points, lines and profiles

###### **Performance Criteria 3**

3 record and report checks made to measuring and recording equipment

###### **Performance Criteria 4**

4 record and report the circumstances and conditions that result in deviations from the dimensional controls and the amendments required in accordance with work requirements.

##### **Scope/ range relating to knowledge and understanding**

1 application of knowledge for safe and healthy work practices, procedures and skills, relating to the method/area of work and materials used, to

1.1 produce records showing how the dimensional information is provided to colleagues to enable them to position, line and level the work as per the specification

1.2 produce records which confirm the dimensional controls, including setting out points, profiles, lines, levels, angles, distances, curves, calibrations and tolerances and how they were measured and maintained

1.3 produce records which details the checks carried out to the mechanical, optical or electronic measuring and recording equipment

1.4 identify and record any deviations caused in the transfer of lines and levels and by use of the wrong lines and levels

1.5 identify and record any deviations in dimensional controls

1.6 implement and record the actions take to amend any deviations

1.7 identify and record any circumstances and conditions, including land, water, obstacles, climatic variations, live conditions (e.g. buildings and sites in use, roads, railways, runways), utilities and health and safety that affect the dimensional controls and which would require revisions.

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Validity: Current Status: Original

Originating organisation: ConstructionSkills Original URN: VR218

Relevant occupations: Construction and Building Trades Supervisors

Suite: Occupational Work Supervision (Construction); Interior Systems (Construction)

Key words: Optical measuring; Electric measuring; Recording equipment; Line and levels; Setting out points.



### APPENDIX 3 - ASSESSMENT TEMPLATE DOCUMENTS

#### 3A: Sample Form: Assessment plan and review

Candidate name:

Employer/location:

Date:

Qualification:

Unit(s):

Elements:

Assessor:

Period of Review:

(should not normally exceed 12 weeks)

Proposed Date for  
next review:

**Part 1 – Activities / Tasks / Learning / Training** undertaken since last review:

**Part 2a – ‘Progress to date’** specifying units/elements/modules achieved to date (the progress recorded **must** tie in with the associated ‘**Summary of Achievement Record**’):

**Part 2b** – Identified **barriers** to progress (please detail here any issues relating to the programme delivery, which have impacted negatively on progress e.g. attendance times, learning difficulties, suitability of training/learning materials, physical barriers to participation, health issues, attitude etc):

**Part 2c** – Solutions proposed to address the above barriers:

**Part 3** – Agreed '**assessment planning**' & action required for the next review (proposed methods of evidence collection must be recorded & proposed assessment methods must be selected):

**N.B.** *Methods of evidence collection may include: either hard copy records or electronic records such as audio recordings, scanned documents, photographs etc.*

Element:

Proposed Assessment Methods/Sources of Evidence:

CrossRef	RPL	OBS	Questioning	PS	WR	D	WT

**Key: Assessment Methods/Sources of Evidence**

**CrossRef** = Cross Referencing    **RPL**= Recognition of Prior Learning

**OBS** = Observation                      **PS** = Personal Statement

**WR** = Work Record                      **D** = Discussion

**WT**= Witness Testimony



**Part 4** – Additional comments / issues (e.g. health & safety issues):

**Part 5** – Candidate comments/feedback/evaluation:

**Part 6** – Employer comments on progression and achievement noted in **Part 2a**:

**Part 7** – Assessor Feedback/Assessment Judgements/Decisions/Outcome

Candidate Signature: ..... Date: .....

Assessor Signature: ..... Date: .....

Employer Signature (where present): ..... Date: .....

Employer Name and position: .....

<b>3B: Sample Form: Assessor report</b>	
<b>Qualification:</b>	
<b>Candidate:</b>	
<b>Assessor:</b>	
<b>Date:</b>	
<b>Unit/ element:</b>	
<b>Location/ circumstance:</b>	
<b>Details of observation/ question/ answers/ discussion</b>	<b>Ref</b>
<b>Details of observation/ question/ answers/ discussion</b>	<b>Ref</b>
<b>Details of observation/ question/ answers/ discussion</b>	<b>Ref</b>
<b>Assessors comments</b> (state whether candidate is competent)	
<b>Assessor signature</b>	
<b>Candidate signature</b>	

### 3C: Sample Form: Witness testimony

Qualification: .....

Unit: .....

Element(s): .....

Candidate Name: .....

Witness Name: .....

Witness Contact Details: .....

Describe your construction and any assessment qualifications/ experience:

.....  
.....  
.....

Describe your relationship with the candidate:

.....  
.....

Date of evidence: .....

#### Testimony and comment on candidate's performance

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

Witness Signature & Date: .....

Candidate Signature & Date: .....

Assessor Signature & Date: .....



### 3D: Sample Form: Candidate personal statement

**Qualification:**

**Candidate name:**

Element(s)	Date	Statement / evidence

Candidate's signature:

Assessor's signature:

Date:



[illegible]

**CrossRef** = Cross Referencing      **RPL**= Recognition of Prior Learning      **OBS**= Observation  
**Q&A**= Questioning   **PS**= Personal Statement      **WR** = Work Record      **D**= Discussion  
**WT**= Witness Testimony

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## 4B: Sample Form: Unit progress record

**Qualification:**

**Unit title:**

I confirm that the candidate has been assessed as competent for this unit

Assessor name	Assessor signature	Date

I confirm that I have been assessed as competent and that the evidence produced is from work that is all mine

Candidate name	Candidate signature	Date

I confirm that I have internally verified this unit and confirm that the candidate is competent (this section must be completed where the assessor is unqualified)

IV name	IV signature	Date

## **APPENDIX 5 - INTERNAL VERIFIER TEMPLATE DOCUMENTS**

### **5A: Sample internal verification strategy**

This document indicates what may be covered as part of an internal verifier's strategy. An effective internal verification strategy ensures:

- A forum for discussion of borderline cases
- Assessor networking and sharing of good practice
- Valid, reliable and consistent training and/or assessment
- Recorded assessment decisions which are appropriate, consistent, fair, transparent and equitable
- Clarity for candidates about assessment requirements
- Effective preparation and presentation for external verification
- Reduction in level of direct external verification scrutiny

To underpin the IV/ verification process a plan of internal activity should be developed indicating

- what will happen
- when it will happen
- who will be involved

New instructors/assessors must:

- a) be supplied with assessment and materials
- b) clearly understand assessment requirements and procedures

All assessors must:

- a) know the name of the person who will manage the IV process and the name of the IV
- b) know how IV/ verification will happen, when it will happen and who will be involved
- c) be informed about issues raised through previous internal and external quality assurance

### **On Course Monitoring**

The IV should:

- a) Sample assessments to ensure that:
  - feedback to candidates is clear and constructive
  - teaching and assessment activities are standard and appropriate
  - assessment decisions are fair and consistent
  - teaching and assessment records are clear
- b) Undertake standardisation activities
- c) Ensure candidates understand assessment requirements
- d) Provide advice and support for Assessors and share good practice
- e) Identify good assessment practice
- f) Record internal verification activities and findings, list action points and report to instructors/assessors and the EV
- g) Liaise with the EV as necessary

## **End of Course Checking**

The IV should:

- a) monitor progress against previous action points
- b) ensure assessment records are complete and accurate
- c) ensure evidence of achievement is appropriate and standardised
- d) record internal verification activities and findings, list action points, and report these to assessors and the EV

## **Guidance on Sampling and Record Keeping**

### **What do IVs/IVs sample and why?**

IVs are responsible for monitoring the quality of assessment, hence the need for them to sample assessment practices and decisions. It is not usually possible or necessary to verify every aspect of assessment at each internal verification. A properly selected representative sample should identify any issues with assessment practices and decisions.

### **Selecting a sample**

To select a representative sample, IVs must take account of factors which may impact on the quality of assessment. These factors are used to define a sampling strategy that determines the size of the sample and enables judgements to be made.

Key factors to consider are:

- Sites of delivery
- Number and experience of Assessors
- Number of courses/assessments
- Previous IV actions/recommendations
- Assessment methods
- Special arrangements
- EV recommendations
- Borderline cases
- Anything else that you think might impact on assessment decisions

The sample should include an element of random selection by the IV. It is not necessary to sample across every aspect of the programme at each event but the plan should seek to cover everything over a period of time, e.g. 3 years.

### **Which records should be kept?**

Records of internal quality assurance/ verification must be kept and made available to the EV during monitoring visits. These should demonstrate that the internal verification procedures have been carried out. IVs should record two sets of information:

1. The sample taken by the IV
2. The comments and feedback to the Assessor following the sampling exercise, showing any recommendations or action required and how this was resolved.

There is a sample form shown below that you may use or adapt to suit your own requirement.

## 5B: Sample Form

### Internal verification - sampling assessment decisions

**Unit/qualification:**

**Location:**

**Assessor name:**

Candidate Name	Sampling element <sup>1</sup>	Was the assessment method appropriate?	Is there sufficient evidence that outcomes have been met?	Is the evidence appropriate for the level?	Comments

<sup>1</sup> Was this a learning outcome across candidates, or a whole unit or one method of assessment?



<b>Comments</b>					

**Signed:** (IV) **Date:**

**Signed:** (Assessor) **Date:**

### 5C: Sample Form: Internal verification – observation of assessors

Internal Verifier's Name: .....

Assessor's Name: .....

Candidate's Name: .....

Qualification Title: .....

Unit Assessed: .....

Element Assessed: .....

Date of Observation: .....

Location of Assessment: .....

Prior to the assessment had the Assessor:	Yes	No	Comments:

Developed a written Assessment Plan for the candidate			
Checked that the facilities, resources and information required for the assessment were available and ready for use			
Briefed the candidate on how the assessment would take place and what would be assessed			
<b>During the assessment did the Assessor:</b>	<b>Yes</b>	<b>No</b>	<b>Comments:</b>
Conduct the assessment unobtrusively without interfering with the candidate's performance			
Encourage the candidate to satisfy the specified Assessment Criteria			
Ask questions clearly in an encouraging tone and manner without leading the candidate			
Ensure that sufficient questions were asked and that they were justifiable and relevant to the Unit assessed			

<b>During the assessment did the Assessor (continued):</b>	<b>Yes</b>	<b>No</b>	<b>Comments:</b>
Ensure that the atmosphere created during the assessment was pleasant and conducive			
Clarify and resolve any concerns that the candidate had during the assessment			
Clearly inform the candidate of the assessment decision i.e. 'achieved' or 'requires further practice'			
<b>After the assessment did the Assessor:</b>	<b>Yes</b>	<b>No</b>	<b>Comments:</b>
Provide feedback that was clear, constructive, met the candidate's needs and was appropriate to his/her level of confidence			
Encourage the candidate to comment on the assessment decision and how he/she was assessed			
Complete the Unit assessment documentation and ensure it was fully signed and dated			

**Overall feedback to Assessor:**



**Assessor's comments on the IV's feedback:**

Assessor's Signature: .....Date:.....

Internal Verifier's Signature: ..... Date:.....