



Qualification Specification for:

OCN NI Level 1 Award in Facilities Services

➤ **Qualification No: 610/3592/0**

OCN NI Level 1 Certificate in Facilities Services

➤ **Qualification No: 610/3591/9**

Qualification Regulation Information

OCN NI Level 1 Award in Facilities Services

Qualification Number: 610/3592/0

OCN NI Level 1 Certificate in Facilities Services

Qualification Number: 610/3591/9

Operational start date: 01 January 2024

Operational end date: 31 December 2028

Certification end date: 31 December 2029

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification. Learners have up to one year after this date to complete the qualification and claim their certificate.

All OCN NI nationally approved qualifications are published to the shared Ofqual and CCEA Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). This database contains information about the size, level and content of a regulated qualification.

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Foreword

This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualifications:

- **OCN NI Level 1 Award in Facilities Services**
- **OCN NI Level 1 Certificate in Facilities Services**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at www.ocnni.org.uk

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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About Regulation

OCN NI

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

The Regulated Qualifications Framework: an overview

The Regulated Qualifications Framework (RQF) was introduced on 1st October 2015: the RQF provides a single framework for all regulated qualifications.

Qualification Level

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

Qualification Size

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

Qualification Summary

Sector Subject Area

7.3 Services Enterprises

These qualifications relate to the following National Occupational Standards

<https://files.ukstandards.org.uk/pdfs/ASTCCR1.pdf>

Qualifications' Aim

The aim of the OCN NI Level 1 Award and the OCN NI Level 1 Certificate in Facilities Services qualifications is to provide knowledge and skills required for employment in the facilities service sector.

Qualifications' Objectives

These qualifications will give learners the opportunity to develop a range of knowledge and skills which may include the following:

- an awareness of career opportunities in facilities services
- the importance of effective communication in the workplace
- an awareness of hazards, safety signs and legislation in a facilities services environment
- how to prepare and clean internal surfaces and areas
- how to prepare, clean and service bathroom and furnished areas
- how to clean external surfaces and areas
- how to carry out maintenance and minor repairs
- how to maintain grounds of premises and facilities
- how to maintain electrical and plumbing services
- how to use deep clean equipment in premises and facilities
- how to perform street cleansing both manually and mechanically
- how to work as a porter or concierge
- how to provide reception services
- how to deal with routine and non-routine waste
- how to paint and hang wallpaper

Grading

Grading for these qualifications is pass/fail.

Qualification Target Group

These qualifications are targeted at learners who are either working in or intending to work in the facilities services sector.

Progression

The OCN NI Level 1 Award in Facilities Services qualification will enable progression to the OCN NI Level 1 Certificate in Facilities Services qualification and into further training and/or employment in this area.

Entry Requirements

There are no formal restrictions on entry. However, learners must be at least 16 years of age to achieve these qualifications.

Qualification Support

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

Delivery Languages

These qualifications are available in English only at this time. If you wish to offer the qualifications in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

Centre Requirements for Delivering the Qualification

Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

*Note: A person cannot be an internal verifier for their own assessments.

Tutors

Tutors delivering the qualifications should be occupationally competent, qualified to at least one level higher than the qualifications and have a minimum of one year's experience in the area they are teaching.

Assessors

The qualifications are assessed within the centre and are subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

Assessors must:

- be occupationally competent, qualified to at least one level higher than the qualifications and have a minimum of one year's relevant experience in the area they are assessing
- have direct or related relevant experience in assessment
- have a sound understanding of the current National Occupational Standards (NOS)
- assess all assessment tasks and activities

Internal Verification

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualification.

Internal Verifiers must:

- have at least one year's occupational experience in the areas they are internally verifying
- attend OCN NI's internal verifier training

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

Structure and Content

Level 1 Award in Facilities Services

In order to achieve this qualification, the learner must successfully complete a total of 11 credits including the three core units plus 6 credits from any of the optional units.

Total Qualification Time (TQT) for this qualification: 110 hours

Guided Learning Hours (GLH) for this qualification: 99 hours

Level 1 Certificate in Facilities Services

In order to achieve this qualification, the learner must successfully complete a total of 17 credits including the three core units plus 12 credits from any of the optional units.

Total Qualification Time (TQT) for this qualification: 170 hours

Guided Learning Hours (GLH) for this qualification: 153 hours

Core Units					
Unit Reference Number	OCN NI Code	Unit Title	Credit Value	GLH	Level
K/650/9345	CBG478	Career Opportunities in Facilities Services	1	9	One
L/650/9346	CBG479	Communication Skills in the Workplace	2	18	One
M/650/9347	CBG480	Health and Safety in Facilities Services	2	18	One

Optional Units					
Unit Reference Number	OCN NI Code	Unit Title	Credit Value	GLH	Level
R/650/9348	CBG481	Clean Internal Surfaces and Areas	6	54	One
T/650/9349	CBG482	Cleaning and Servicing Bathrooms and Furnished areas	6	54	One
D/650/9350	CBG483	Clean External Surfaces and Areas	6	54	One

F/650/9351	CBG484	Carrying Out Maintenance and Minor Repairs	6	54	One
H/650/9352	CBG485	Maintain Grounds of Premises and Facilities	6	54	One
J/650/9353	CBG486	Maintaining Electrical and Plumbing Services	6	54	One
K/650/9354	CBG487	Using Deep Clean Equipment	6	54	One
L/650/9355	CBG488	Street Cleaning	6	54	One
M/650/9356	CBG489	Working as a Porter	6	54	One
R/650/9357	CBG490	Working as a Receptionist	6	54	One
T/650/9358	CBG491	Handling Routine and Non-routine Waste	6	54	One
Y/650/9359	CBG492	Painting and Wallpapering Skills	6	54	One

Unit Details

Title	Career Opportunities in Facilities Services	
Level	One	
Credit Value	1	
Guided Learning Hours (GLH)	9	
OCN NI Unit Code	CBG478	
Unit Reference No	K/650/9345	
Learn Direct Code	QE1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to be aware of career opportunities in facilities services.		
Learning Outcomes		Assessment Criteria
1. Know about career opportunities in facilities services.		1.1. Outline different types of career opportunities in facilities services and the services provided by each. 1.2. Outline a chosen career pathway within the facilities services sector identifying possible development needs.
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Communication Skills in the Workplace	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBG479	
Unit Reference No	L/650/9346	
Learn Direct Code	QE1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know the importance of effective communication in the workplace.		
Learning Outcomes		Assessment Criteria
1. Know the importance of effective communication in the workplace.	1.1. Outline the importance of effective workplace communication and possible implications of poor communication with: a) colleagues b) customers	
2. Be able to deal with complaints.	2.1. Outline the key features of a given organisation's complaints policy. 2.2. Use verbal and non-verbal communication skills to help resolve a given complaint in line with the organisation's complaints policy identified in AC 2.1.	
3. Know how to identify and resolve problems that may occur in the workplace.	3.1. Identify at least two problems that may occur in the workplace and how they may be resolved.	
4. Be able to work as part of a team.	4.1. Demonstrate how to work as part of a team, following instructions using effective teamwork and communication skills.	
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Health and Safety in Facilities Services	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBG480	
Unit Reference No	M/650/9347	
Learn Direct Code	QE1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to gain an awareness of hazards, safety signs and legislation in facilities services.		
Learning Outcomes		Assessment Criteria
1. Be aware of hazards associated within facilities services and how they may be minimised.	1.1. Identify possible hazards associated with facilities services. 1.2. Identify different methods which may be used to minimise the risks of hazards identified in AC 1.1.	
2. Know about the different types of fire extinguishers and safety signs used in facilities services.	2.1. List different types of fire extinguishers and identify when they should be used. 2.2. Identify different safety signs used in facilities services.	
3. Be aware of health and safety legislation in facilities services.	3.1. Outline the key features of the following legislation: a) Health and Safety at Work (NI) Order 1978 b) Control of Substances Hazardous to Health (COSHH)	
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Title	Clean Internal Surfaces and Areas
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG481
Unit Reference No	R/650/9348
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to prepare and clean internal surfaces and areas.	
Learning Outcomes	Assessment Criteria
1. Be aware of health and safety legislation, regulations and procedures when cleaning internal surfaces and areas.	<p>1.1. State the current health and safety legislation, statutory regulations, official guidance, and organisational procedures that apply when:</p> <ul style="list-style-type: none"> a) preparing area for work b) cleaning internal surfaces and areas <p>1.2. Outline possible safety hazards when cleaning internal surfaces and areas, identifying how they may be minimised by applying appropriate risk control measures.</p> <p>1.3. Name and locate the persons responsible for health and safety within own area of work.</p>
2. Know how to prepare to clean internal surfaces and areas.	<p>2.1. Outline the preparation process prior to cleaning internal surfaces and areas including:</p> <ul style="list-style-type: none"> a) permits and checks required b) the importance of Personal Protective Equipment (PPE) c) the importance of personal hygiene d) location of equipment and materials e) inspection of work area to determine cleaning required f) informing appropriate people that cleaning is taking place and when it will be completed g) importance of ventilation <p>2.2. State why storage area should be kept clean, safe, and secure.</p> <p>2.3. Outline how the following factors can influence the cleaning method used:</p> <ul style="list-style-type: none"> a) manufacturer's instructions b) risk c) efficiency d) access e) time f) surface g) type of soiling
3. Know how to clean internal surfaces.	<p>3.1. Outline how to clean internal surfaces in a safe and timely manner using appropriate techniques.</p> <p>3.2. Identify the possible consequences of:</p> <ul style="list-style-type: none"> a) using wrong equipment b) using wrong materials c) not following manufacturer's instructions <p>3.3. State how to change cleaning methods to address different types of soiling and different surfaces.</p> <p>3.4. State how to identify pest infestation and the actions required to mitigate it.</p>

	<p>3.5. State which cleaning methods or techniques may cause nuisance to the public or clients, including steps that can be taken to minimise this.</p> <p>3.6. State why it is important to monitor the quality of work throughout.</p>
4. Be able to clean internal surfaces and areas.	<p>4.1. Demonstrate how to clean a given internal surface and area to include:</p> <ul style="list-style-type: none"> a) using appropriate materials, equipment, and PPE b) removing loose dirt and debris prior to cleaning c) displaying warning signs d) using the correct cleaning method e) assessing the actions required to prevent disturbance to others when cleaning. f) avoiding obstructions to access when using cleaning equipment g) reporting any difficulties or additional cleaning required outside of own responsibility h) replenishing supplies, securing equipment and materials and leaving the area clean and dry

Assessment Guidance

The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	<p>A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes</p> <p>OR</p> <p>A collection of documents containing work that shows the learner's progression through the course</p>	<p>Learner notes/written work</p> <p>Learner log/diary</p> <p>Peer notes</p> <p>Record of observation</p> <p>Record of discussion</p>
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Learner log</p>

Title	Cleaning and Servicing Bathrooms and Furnished Areas
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG482
Unit Reference No	T/650/9349
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will the learner to know how to prepare, clean and service bathrooms and furnished areas.	
Learning Outcomes	Assessment Criteria
1. Be able to clean and service toilet and bathroom areas.	1.1. Prepare bathroom and toilet areas for cleaning including: <ol style="list-style-type: none"> advising customers when out of use records that should be kept organisational standards hazard signs materials and equipment to be used 1.2. Identify the correct cleaning equipment and materials for toilet and bathroom areas. 1.3. Clean the following areas using the correct cleaning equipment and materials: <ol style="list-style-type: none"> toilets and surrounding areas bathroom appliances floors, walls, and mirrors 1.4. Identify and report anything that needs maintenance or repair. 1.5. Carry out a final check and any necessary documentation.
2. Be able to clean and service furnished areas.	2.1. Prepare furnished areas for cleaning taking into consideration: <ol style="list-style-type: none"> appropriate personal protective equipment (PPE) different cleaning equipment and materials organisational standards safe lifting and carrying techniques why certain areas need to be kept secure 2.2. Clean the following furnished areas according to workplace procedures: <ol style="list-style-type: none"> floors and walls mirrors furniture 2.3. Identify and report anything that needs maintenance or repair. 2.4. Complete a final check and any necessary documentation.
3. Know how to dispose of waste.	3.1. Identify different types of waste and how each should be disposed of correctly. 3.2. State materials and equipment used for waste disposal. 3.3. Give examples of possible problems and unexpected situations that may occur when disposing of waste and how to deal with each.

4. Be able to dispose of waste.	4.1. Demonstrate how to dispose of waste correctly and in line with organisational procedures including: a) appropriate use of PPE b) preparing waste for despatch c) sanitisation of waste containers	
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Clean External Surfaces and Areas
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG483
Unit Reference No	D/650/9350
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to clean external surfaces and areas.	
Learning Outcomes	Assessment Criteria
1. Be aware of health and safety legislation, regulations, and procedures when cleaning internal surfaces and areas.	1.1. State the current health and safety legislation, statutory regulations, official guidance, and organisational procedures that apply when: <ol style="list-style-type: none"> preparing area for work cleaning external surfaces and areas using cleaning chemicals 1.2. Outline possible safety hazards when cleaning external surfaces and areas identifying how they may be minimised by applying appropriate risk control measures. 1.3. Name and locate the persons responsible for health and safety within own organisation.
2. Know how to safely use different cleaning chemicals.	2.1. List different cleaning chemicals and the purpose of each. 2.2. Identify appropriate personal protective equipment to use when using different cleaning chemicals and why it is important. 2.3. State the importance of following safety information on cleaning chemical containers. 2.4. List documents that should be completed when using chemicals. 2.5. Outline how to respond to types of problems or unexpected situations that may occur when preparing and using cleaning chemicals.
3. Know how to prepare to clean external surfaces and areas.	3.1. State the location of the work area and how it may be reached. 3.2. List the permits and checks that will be required to work on the premises. 3.3. Outline how different environmental conditions may affect the cleaning to be carried out and the equipment used. 3.4. Identify how the following factors may influence the cleaning method used: <ol style="list-style-type: none"> manufacturer's instructions risk efficiency access time surface type of soiling 3.5. Outline how to inspect a work area to determine cleaning required, the impact of public access and the time required. 3.6. Identify the most appropriate method, materials, and equipment for carrying out a given cleaning task, identifying possible alternatives.

<p>4. Be able to prepare to clean external surfaces and areas.</p>	<p>4.1. Identify the areas to be cleaned. 4.2. Identify the order in which tasks need to be done. 4.3. Assess the impact of environmental conditions on the order of tasks. 4.4. Select the appropriate equipment and tools for each cleaning task, considering: a) efficiency b) risk c) time d) weather conditions e) chosen cleaning method f) health and safety considerations 4.5. State which cleaning methods or techniques may cause nuisance to the public or clients, and the steps that may be taken to minimise this.</p>
<p>5. Know how to clean external surfaces and areas.</p>	<p>5.1. Outline methods that may be used for cleaning external surfaces and areas. 5.2. State why it is important to check the quality of work as it is being carried out. 5.3. Identify the possible consequences of: a) using wrong equipment b) using wrong materials c) not following manufacturer's instructions</p>
<p>6. Be able to clean external surfaces and areas.</p>	<p>6.1. Demonstrate how to clean a given external surface and area taking account of: a) health and safety b) environmental conditions c) appropriate cleaning methods d) quality checks e) organisational requirements f) reporting of any damages or difficulties</p>
<p>7. Be able to complete the cleaning process.</p>	<p>7.1. Clean tools and equipment correctly after use. 7.2. Return cleaning equipment, materials, and personal protective equipment (PPE) to the correct storage area. 7.3. Identify if replacement equipment and materials are required and reorder as appropriate. 7.4. Report tools and machinery in need of repair in line with organisational procedures.</p>

Assessment Guidance

The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the	Record of observation Learner notes/written work

	tutor or by learners, to enable learners to practise and apply skills and knowledge	Learner log
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Title	Carrying Out Maintenance and Minor Repairs	
Level	One	
Credit Value	6	
Guided Learning Hours (GLH)	54	
OCN NI Unit Code	CBG484	
Unit Reference No	F/650/9351	
Learn Direct Code	QE1	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to carry out maintenance and minor repairs.		
Learning Outcomes	Assessment Criteria	
1. Be aware of health and safety legislation, statutory regulations, and organisational procedures when carrying out maintenance and minor repairs.	1.1. State the current health and safety legislation, statutory regulations, and organisational procedures that apply when: <ol style="list-style-type: none"> preparing area for work carrying out maintenance and minor repairs 1.2. Outline possible safety hazards when carrying out maintenance and minor repairs and how they may be minimised. 1.3. Name and locate the persons responsible for health and safety within a given area of work.	
2. Know the equipment and materials used for carrying out maintenance and minor repairs.	2.1. Identify equipment and materials used for carrying out maintenance and minor repairs.	
3. Know how to prepare and carry out maintenance and minor repairs.	3.1. Outline how environmental factors and other site conditions may influence how work is carried out. 3.2. Outline the importance of the following when carrying out maintenance and minor repairs: <ol style="list-style-type: none"> preparatory work protecting and maintaining surrounding areas personal protective equipment (PPE) retaining the items to be replaced checking items repaired function correctly organisational reporting requirements cleaning tools and equipment 3.3. Outline methods which can be used to protect and maintain the surrounding area. 3.4. Carry out the maintenance and minor repair on a given object using safe working practices. 3.5. Demonstrate how to clean and store tools, equipment, and unused materials on completion of task carried out in AC 3.4.	
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

	learner's progression through the course	
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Maintain Grounds of Premises and Facilities
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG485
Unit Reference No	H/650/9352
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to maintain grounds of premises and facilities.	
Learning Outcomes	Assessment Criteria
1. Be aware of health and safety legislation, statutory regulations, and organisational procedures that apply when maintaining grounds of premises and facilities.	<p>1.1. State the current health and safety legislation, statutory regulations, and organisational procedures that apply when:</p> <p>a) preparing the area for work</p> <p>b) maintaining grounds of premises and facilities</p> <p>1.2. Outline possible safety hazards associated with maintaining grounds of premises and facilities, and how they may be minimised.</p> <p>1.3. Name and locate the persons responsible for health and safety within a given area of work.</p>
2. Know the equipment and materials commonly used in maintaining grounds of premises and facilities.	2.1. Identify equipment, materials, and personal protective equipment (PPE) used for maintaining the grounds of premises and facilities.
3. Know how to prepare for maintaining grounds of premises and facilities.	<p>3.1. Outline how environmental and other site conditions may influence how the work is carried out.</p> <p>3.2. Outline why it is important to only carry out maintenance when conditions are suitable.</p> <p>3.3. Identify when ground and weather conditions are suitable to carry out maintenance work.</p>
4. Know how and why to remove debris and litter from work area.	<p>4.1. State why it is important to correctly identify the nature of debris and litter.</p> <p>4.2. Outline the methods used to dispose of any unwanted debris and litter.</p> <p>4.3. Outline the segregation requirements of waste disposal and recycling and why it is important that they are adhered to.</p> <p>4.4. State the possible consequences of not adhering to waste disposal and recycling requirements.</p> <p>4.5. List the collection points to which waste containers must be transferred.</p>
5. Be able to remove unwanted debris and litter as instructed.	5.1. Remove unwanted debris and litter from a given work area including: <p>a) using safe working methods</p> <p>b) reporting any hazardous items or problems to relevant personnel</p> <p>c) seeking advice regarding the removal and disposal of hazardous items</p> <p>d) checking completed work area meets the requirements of the specification</p>
6. Be able to clean and store tools and materials after use.	6.1. Clean and store tools and materials safely after use following manufacturers' instructions.

Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Maintaining Electrical and Plumbing Services
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG486
Unit Reference No	J/650/9353
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to maintain electrical and plumbing services.	
Learning Outcomes	Assessment Criteria
1. Be aware of health and safety legislation, statutory regulations, and organisational procedures that apply when maintaining electrical and plumbing services.	1.1. State the current health and safety legislation, statutory regulations, and organisational procedures that apply when: <ol style="list-style-type: none"> preparing area for work maintaining electrical and plumbing services 1.2. Outline possible hazards associated with maintaining electrical and plumbing services and how they may be minimised. 1.3. Outline why it is important to always adhere to safety regulations and codes of practice. 1.4. Name and locate the persons responsible for health and safety within a given area of work.
2. Know the equipment and materials commonly used in maintaining plumbing and electrical services.	2.1. Identify equipment, materials, and personal protective equipment (PPE) used for maintaining plumbing and electrical services.
3. Know how to prepare for maintaining plumbing and electrical services.	3.1. Outline the actions which must be taken to advise others of scheduled maintenance work. 3.2. Identify how to isolate equipment from the supply before maintenance is started and why it is important to do so. 3.3. Identify where to turn off the supply. 3.4. Outline why it is important to prevent faulty equipment from being used.
4. Be able to prepare for maintaining plumbing and electrical services.	4.1. Demonstrate how to prepare for maintaining plumbing and electrical services for at least two different given tasks including: <ol style="list-style-type: none"> selection of appropriate tools and equipment selection of appropriate personal protective equipment (PPE) isolation of equipment from supply 4.2. Advise others of the work being carried out and the possible impact on premises and facilities.
5. Know how to carry out basic electrical and plumbing maintenance.	5.1. Outline how to remove faulty components. 5.2. Outline the consequences of failing to dispose of faulty components correctly. 5.3. Outline why it is important to use the correct replacement parts. 5.4. Identify different methods for removing damaged parts and fitting replacement component parts. 5.5. Give examples of necessary adjustments and how these may be made.

<p>6. Be able to carry out basic electrical and plumbing maintenance according to instructions.</p>	<p>6.1. Use safe and approved working practices to carry out basic electrical and plumbing maintenance including:</p> <ul style="list-style-type: none"> a) isolating any electrical supplies b) ensuring there are no adverse effects to finished items or appearance of the surrounding areas c) checking that replacement items function correctly and operate safely d) reporting any maintenance or repair work. e) cleaning and storing tools and equipment safely after use
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Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	<p>A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes</p> <p>OR</p> <p>A collection of documents containing work that shows the learner's progression through the course</p>	<p>Learner notes/written work</p> <p>Learner log/diary</p> <p>Peer notes</p> <p>Record of observation</p> <p>Record of discussion</p>
Practical demonstration/assignment	<p>A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge</p>	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Learner log</p>

Title	Using Deep Clean Equipment
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG487
Unit Reference No	K/650/9354
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to use deep clean equipment in premises and facilities.	
Learning Outcomes	Assessment Criteria
1. Know how to prepare for a deep clean in premises and facilities.	1.1. Outline the importance of the following when preparing for a deep clean in premises and facilities: <ol style="list-style-type: none"> up-to-date cleaning specification including location maintaining standards of personal hygiene when cleaning removing personal items prior to cleaning and where they should be stored wearing appropriate personal protective equipment (PPE) reporting damaged and deteriorating surfaces 1.2. Identify the best methods and materials for carrying out deep cleaning, considering the following factors: <ol style="list-style-type: none"> type of soiling and surface position amount of soiling 1.3. Outline how to check that equipment and surface is suitable for a given treatment. 1.4. State how to ventilate a work area. 1.5. Outline why it is important to clean and check PPE.
2. Know how to use deep clean equipment and surfaces.	2.1. Outline why it is important to have checks and restrictions in place for the use of deep cleaning equipment. 2.2. Demonstrate how to check that equipment is in safe working order. 2.3. State organisational requirements for reporting problems with equipment. 2.4. State the importance of removing superficial dust and debris prior to using deep cleaning equipment. 2.5. State why it is important to soften ground-in soiling and stains prior to deep cleaning. 2.6. Outline how to soften different ground-in soil and stains prior to deep cleaning. 2.7. Outline why test cleans should be carried out before applying treatments. 2.8. Outline why treatments should be applied evenly and how long it should take to work. 2.9. State when equipment and surfaces should be pretreated. 2.10. State where to find manufacturer's instructions for: <ol style="list-style-type: none"> disassembling and re-assembling equipment applying treatments

	<p>c) operating equipment</p> <p>2.11. State why it is important to follow manufacturers and organisational requirements.</p>
<p>3. Know how to restore the work area for use following a deep clean.</p>	<p>3.1. Outline how to restore the work area for use following a deep clean including:</p> <ul style="list-style-type: none"> a) what to look for when checking the cleaned area and equipment b) which treatments require rinsing c) how rinsing of treatments should be carried out d) organisational requirements for reporting, soiling or stains that cannot be removed e) factors which might mean another treatment is required <p>3.2. State how to check for pest infestation and the organisational requirements for reporting pest infestations.</p> <p>3.3. Outline the procedures for the disposal of used and unused treatments and why this is important.</p> <p>3.4. State where cleaning treatments, equipment and machinery should be stored.</p>
<p>4. Be able to prepare for a deep clean.</p>	<p>4.1. Demonstrate how to prepare a given area for a deep clean including:</p> <ul style="list-style-type: none"> a) locating the relevant cleaning specification and requirements b) removing personal items and storing them correctly c) selecting and wearing appropriate personal protective equipment d) selecting the appropriate equipment and materials for each cleaning task considering surface and type of soiling e) checking that the equipment is serviceable f) checking that the surface and equipment is suitable for the planned treatment g) reporting damaged equipment and surfaces which are deteriorating h) checking the work area for factors which may affect the clean i) ensuring that power supplies are isolated and protected during cleaning j) ventilation of the work area k) checking for authorisation to use any deep cleaning equipment prior to use l) checking whether there are any additional requirements from the customer regarding the deep clean m) reporting any reasons for not using the specified equipment
<p>5. Be able to undertake deep cleaning of equipment and surfaces.</p>	<p>5.1. Demonstrate how to complete a deep clean on a given area to include:</p> <ul style="list-style-type: none"> a) removing superficial dust and debris before starting the deep clean b) softening ground-in soil and stains before trying to remove them

	<ul style="list-style-type: none"> c) conducting a test clean in an area where marks are least likely to be noticed d) following manufacturer's instructions when disassembling equipment e) applying the treatment safely, evenly, and methodically following manufacturer's instructions and without over wetting or damaging the surface f) ensuring that absorbent patches are pre-treated, and that stubborn and ingrained stains are given concentrated treatment g) protecting furniture and equipment in areas where a wet treatment is being used h) following the manufacturers and organisational requirements in the safe use and disassembly of machinery and equipment i) ensuring safety of self and others throughout the cleaning process
<p>6. Be able to restore the work area for use following a deep clean.</p>	<p>6.1. Demonstrate how to restore the work area for use following a deep clean to include:</p> <ul style="list-style-type: none"> a) checking the cleaned surface for an even appearance b) ensuring the surface is left free from dirt and excess moisture c) rinsing treated surfaces if necessary, without disturbing the surrounding area d) applying protective coatings and treatments if necessary e) reinstating the work area f) checking that no residues remain on furniture and equipment g) checking for and report any signs of pest infestation h) checking that equipment with moving parts is working after the deep clean i) reporting any defects and damage caused during cleaning j) disposing of used and un-used solutions according to manufacturer's instructions k) cleaning the equipment after use l) storing cleaning agents and treatments in a safe and secure place m) storing the equipment after use

Assessment Guidance

The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	<p>A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes</p> <p>OR</p> <p>A collection of documents containing work that shows the learner's progression through the course</p>	<p>Learner notes/written work</p> <p>Learner log/diary</p> <p>Peer notes</p> <p>Record of observation</p> <p>Record of discussion</p>

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
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Title	Street Cleaning
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG488
Unit Reference No	L/650/9355
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to perform street cleaning both manually and mechanically.	
Learning Outcomes	Assessment Criteria
1. Know how to comply with relevant health and safety legislation, regulations, and procedures when performing both manual and mechanical street cleaning.	1.1. State the current health and safety legislation, statutory regulations, official guidance, and organisational procedures that apply when: <ol style="list-style-type: none"> preparing the area for work performing street cleaning both manually and mechanically 1.2. State typical safety hazards associated with performing both manual and mechanical street cleaning. 1.3. Identify how hazards can be minimised by applying appropriate risk control measures. 1.4. Name and locate the persons responsible for health and safety within own area of work.
2. Know how to remove litter, detritus, and debris from grounds.	2.1. List the permits and checks that may be required for street cleaning. 2.2. Outline how environmental conditions can affect: <ol style="list-style-type: none"> the cleaning to be carried out the equipment used 2.3. Outline the following factors which should be considered when identifying litter, detritus and debris including: <ol style="list-style-type: none"> different types of equipment required health and safety considerations importance of personal protective equipment (PPE) 2.4. Outline organisational requirements for reporting items that may present a risk to health and safety. 2.5. State how to inspect a work area to decide what cleaning needs to be carried out. 2.6. State the importance of securing mobile equipment. 2.7. State the importance of segregating litter into the correct container and/or location. 2.8. State the importance of ensuring the work area is left free of litter, detritus and debris. 2.9. State the organisational requirements for reporting when work has been completed.
3. Know how to operate vehicles, equipment and machinery for mechanical street cleaning.	3.1. State the level of legal and organisational authority needed to operate, vehicles, equipment and machinery for mechanical street cleaning. 3.2. State the types of PPE required for: <ol style="list-style-type: none"> vehicles equipment and machinery working conditions

	<p>3.3. Outline how to check that vehicles and machinery have sufficient resources.</p> <p>3.4. State organisational requirements for reporting faults with vehicles, equipment and machinery.</p> <p>3.5. State the importance of securing mechanical equipment.</p>
4. Know how to collect and dispose of waste.	<p>4.1. Identify how many and where waste collection points can be found in own organisation.</p> <p>4.2. Identify different types of hazardous debris and detritus and how they should be disposed of safely.</p> <p>4.3. Outline how to operate waste collection equipment safely.</p> <p>4.4. Outline the organisational requirements for emptying waste containers.</p> <p>4.5. Outline how to identify when containers need replacing.</p> <p>4.6. Identify different types of spillages that may occur and how they should be treated.</p>
5. Be able to remove litter and detritus.	<p>5.1. Demonstrate how to remove litter and detritus from a given area taking account of:</p> <ul style="list-style-type: none"> a) appropriate equipment and cleaning method b) legal and organisational requirements to operate vehicles and machinery. c) appropriate PPE <p>5.2. Demonstrate how to dispose of collected waste including.</p> <ul style="list-style-type: none"> a) safely transferring waste to the designated collection points b) legal and organisational requirements c) ensuring any spillages are treated correctly d) reporting any problems
6. Be able to complete the cleaning process.	<p>6.1. Demonstrate how to effectively complete the cleaning process including:</p> <ul style="list-style-type: none"> a) cleaning machinery, tools and equipment after use b) returning vehicles, cleaning equipment, materials and PPE to the correct storage area c) organising replacement resources as required d) reporting tools and machinery in need of repair and work which has been completed

Assessment Guidance

The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

	A collection of documents containing work that shows the learner's progression through the course	
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Working as a Porter
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG489
Unit Reference No	M/650/9356
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to work as a porter.	
Learning Outcomes	Assessment Criteria
1. Know the duties and skills of the role of a porter.	1.1. Outline the role and duties of a porter within a given work environment including: a) equipment required b) health and safety risks and hazards 1.2. Identify skills and qualities required to be a porter. 1.3. Outline personal presentation standards that should be met as a porter and why they are important.
2. Know the importance of following organisational policy and procedures as a porter.	2.1. Give reasons why it is important to follow organisational policies and procedures as a porter. 2.2. Outline the health and safety procedures that are in place in relation to porter duties. 2.3. Outline the consequences of not following policies and procedures whilst working as a porter.
3. Know how to transport physical resources within the work area.	3.1. Outline the current health and safety legislation, codes of practice and any additional requirements related to transporting physical resources within the work area. 3.2. Identify appropriate equipment to transport resources within the work area and how to minimise damage to resources in transit. 3.3. State reasons for monitoring loads during transit. 3.4. Identify the actions to take in case when problems arise with transporting: a) an imbalanced load b) fragile objects
4. Be able to transport physical resources within the work area.	4.1. Demonstrate how to transport physical resources using appropriate equipment and safe working practices. 4.2. Carry out necessary action in case of problems with transporting: a) an imbalanced load b) fragile objects
5. Know how to achieve effective communication with visitors.	5.1. Outline the need for accurate and relevant information to be communicated to visitors. 5.2. Identify effective methods of receiving information from and giving information to visitors. 5.3. State the limits of own personal authority relating to providing information. 5.4. Outline the importance of providing visitors with opportunities to communicate openly. 5.5. Outline the importance of confidentiality when dealing with visitors.

6. Be able to achieve effective communications with visitors.	6.1. Obtain information required from visitors in accordance with organisational procedures. 6.2. Give relevant information to visitors to meet their needs. 6.3. Communicate information in a format that is appropriate to the situation. 6.4. Confirm personal authorisation to give the information provided. 6.5. Refer to colleagues or line manager for support where there are difficulties in communicating effectively with visitors. 6.6. Identify areas for improvement in own personal communication skills.
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Assessment Guidance

The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Working as a Receptionist
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG490
Unit Reference No	R/650/9357
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to provide reception services.	
Learning Outcomes	Assessment Criteria
1. Know the role and duties of a receptionist.	1.1. Outline the role and duties of a receptionist. 1.2. Identify how a receptionist may present a positive image of self and the organisation.
2. Know the procedures to be followed when providing reception services.	2.1. Outline the procedures to be followed when providing reception services including: a) importance of communication b) entry and departure of visitors c) security and confidentiality d) health and safety e) emergency procedures f) dealing with complaints
3. Know how to communicate effectively with visitors.	3.1. Outline why it is important for accurate and relevant information to be communicated to visitors. 3.2. Identify different methods of communication to receive and provide information to visitors. 3.3. Identify possible areas for improvement within own personal communication skills.
4. Be able to provide a reception service.	4.1. Demonstrate how to provide a reception service to include: a) presenting a positive image of self and organisation b) responding to telephone calls in accordance with organisational standards c) following entry and exit security procedures d) following relevant health and safety procedures e) dealing with problems that occur, escalating to line manager or referring to colleagues where necessary f) following organisational procedures in the event of an accident or an emergency g) maintaining a clean and tidy reception area
5. Know security procedures when handling mail or packages.	5.1. Outline with examples the importance of security procedures for handling mail or packages. 5.2. Identify the types of problems that may occur with incoming and outgoing mail, including how they may be dealt with.

Assessment Guidance

The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Handling Routine and Non-routine Waste
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG491
Unit Reference No	T/650/9358
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to know how to deal with routine and non-routine waste.	
Learning Outcomes	Assessment Criteria
1. Know how to handle routine waste.	1.1. Outline the procedures for preparing self and the work area to handle routine waste including: <ol style="list-style-type: none"> different types of personal protective equipment (PPE) importance of personal hygiene 1.2. State organisational requirements for handling and disposing of routine waste including the appropriate equipment. 1.3. Outline arrangements for recycling in own workplace. 1.4. Outline the approved methods for transferring waste. 1.5. Outline the organisational requirements for reporting and handling waste spillages.
2. Know how to handle and label non-routine waste.	2.1. Identify how to mark and label non-routine waste. 2.2. Identify how to record the movement of non-routine waste. 2.3. Outline why it is important to mark, label and record waste and its movements correctly. 2.4. Identify equipment and procedures required to dispose of sharps waste safely. 2.5. Identify methods for handling and disposing of clinical waste. 2.6. Outline safe procedures for segregating and sorting waste for recycling.
3. Know how to handle suspicious items.	3.1. State ways to identify suspicious items. 3.2. Outline the organisational requirements for dealing with suspicious items. 3.3. State why it is important to check with the appropriate person before removing the unidentified items.
4. Know how to deal with waste containers.	4.1. State location of waste holding areas. 4.2. Outline organisational requirements for dealing with waste containers that are damaged. 4.3. Outline the standards of cleanliness required for holding areas, empty holding, and collection bins. 4.4. Identify why the location and cleaning of waste areas is important in preventing and controlling pests. 4.5. Outline the organisational requirements for dealing with sanitation bins. 4.6. Identify how to ensure safe carriage of collected waste to the holding areas.

	4.7. Outline why it is important to repack waste containers that have dangerous residue on the outside.
5. Be able to handle routine waste safely.	5.1. Demonstrate how to handle routine waste safely to include: <ul style="list-style-type: none"> a) preparation of the work area b) appropriate PPE c) location of the waste holding areas d) checking that waste bags or receptacles are secure before handling e) ensuring that waste bags and receptacles are not damaged during handling f) ensuring the safety of self and others when handling waste bags and receptacles g) checking that waste bags and receptacles are not damaged once they have been moved h) taking appropriate action if a waste bag or receptacle has been damaged i) applying organisational requirements on the safe removal of waste spillages
6. Be able to handle and label non-routine waste safely.	6.1. Demonstrate how handle and label non-routine waste safely to include: <ul style="list-style-type: none"> a) preparation of the work area b) appropriate PPE c) location of the waste holding areas d) checking that storage containers are securely sealed before handling e) checking that seals on storage containers are unbroken after moving f) identifying waste to be collected and transferred to a collection point g) following correct handling procedures for moving nonroutine waste h) identify the waste material for collection i) segregating or sorting the waste material before disposal to collection points j) marking the origin of waste clearly k) labelling and recording movement of waste l) ensuring the safety of self and others when handling non-routine waste m) using the handles provided to move rigid containers n) identifying sharps that require special handling o) using the pick-up kit or specific box for the disposal of sharps p) checking with the appropriate person before moving unidentified items
7. Be able to deal with waste containers.	7.1. Follow organisational requirements to reduce the risk of contaminating surrounding areas. 7.2. Follow organisational requirements for reporting signs of pest infection. 7.3. Clean waste containers. 7.4. Replace waste containers or bin liners. 7.5. Report any faulty or damaged equipment.

		7.6. Secure cleaning equipment, machinery, and waste containers to the correct storage area. 7.7. Follow organisational requirements for the removal, cleaning and disposal of used PPE.
Assessment Guidance		
The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Painting and Wallpapering Skills
Level	One
Credit Value	6
Guided Learning Hours (GLH)	54
OCN NI Unit Code	CBG492
Unit Reference No	Y/650/9359
Learn Direct Code	QE1
<i>Unit purpose and aim(s):</i> This unit will enable the learner to be able to paint and hang wallpaper.	
Learning Outcomes	Assessment Criteria
1. Know how to comply with relevant health and safety legislation, regulations, and procedures when painting and wallpapering.	<p>1.1. State the current health and safety legislation, statutory regulations, official guidance, and organisational procedures that apply when:</p> <ul style="list-style-type: none"> a) preparing the area for work b) painting and wallpapering <p>1.2. State typical safety hazards associated with painting and wallpapering, and how these can be minimised.</p> <p>1.3. Name and locate the persons responsible for health and safety within own area of work.</p>
2. Know the tools and materials commonly used in painting and wallpapering.	<p>2.1. Identify equipment and materials used for painting.</p> <p>2.2. Select equipment and materials required for given painting tasks.</p> <p>2.3. Identify equipment and materials used for wallpapering.</p> <p>2.4. Select equipment and materials required for given wallpapering tasks.</p>
3. Be able to prepare and perform different painting tasks.	<p>3.1. Demonstrate how to prepare and perform different painting tasks to include:</p> <ul style="list-style-type: none"> a) prepare the surface before painting b) calculate the quantity of paint required c) personal protective equipment (PPE) required d) select correct tools e) protect the work and surrounding area f) apply coatings with brushes, rollers and activators using specified laying off procedures g) stripe coat surface features h) test wet and dry film thickness
4. Know how to apply wallpaper.	<p>4.1. Outline how to prepare the surface before hanging wall coverings.</p> <p>4.2. Outline how to apply wall coverings according to their type.</p> <p>4.3. Outline how to protect the surrounding area when hanging wallpaper.</p>
5. Be able to hang wallpaper.	<p>5.1. Demonstrate how to prepare and perform different painting tasks to include:</p> <ul style="list-style-type: none"> a) prepare the surface including removal of existing materials b) protect the work and surrounding area from damage. c) PPE required d) select correct tools e) apply adhesive to the paper, ensuring even and complete coverage f) fold paper before applying to the wall

	<ul style="list-style-type: none"> g) apply first drop to the plumb line and ensure subsequent drops are butted h) ensure internal and external angles are correctly finished i) cut and apply the paper around a range of fixtures and fittings j) trim excess paper and remove any excess paste
6. Be able to clean and store tools, equipment and materials after use.	<ul style="list-style-type: none"> 6.1. Clean tools and equipment following manufacturers' instructions. 6.2. Store tools and equipment safely after use. 6.3. Store materials correctly after use, following manufacturers' instructions.

Assessment Guidance

The following method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	<p>A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes</p> <p>OR</p> <p>A collection of documents containing work that shows the learner's progression through the course</p>	<p>Learner notes/written work</p> <p>Learner log/diary</p> <p>Peer notes</p> <p>Record of observation</p> <p>Record of discussion</p>
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Learner log</p>

Quality Assurance of Centre Performance

External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualification and to assure OCN NI of the maintenance of the integrity of the qualification.

The External Verifier will review the delivery and assessment of this qualification. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

Administration

Registration

A centre must register learners within 20 working days of commencement of this qualification.

Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

OCN NI Level 1 Award in Facilities Services
Qualification Number: 610/3592/0

OCN NI Level 1 Certificate in Facilities Services
Qualification Number: 610/3591/9

Operational start date: 01 January 2024
Operational end date: 31 December 2028
Certification end date: 31 December 2029

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