



Training and Assessment Programme

Provide Information to Users — AA2A 00 (X/000/00)

QCF Level 3

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The Optima Building, 58 Robertson Street, Glasgow G2 8DQ
Lowden, 24 Wester Shawfair, Dalkeith, Midlothian, EH22 1FD

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History of changes

Version number	Date	Description

Exemplar Materials

Introduction

General information

Before using this Training and Assessment Programme (TAP), centres should read the relevant Unit specification which states the Learning Outcomes that learners will be expected to achieve. It is important to ensure that this pack is used in a context appropriate to the Unit and, if applicable, the associated Qualification(s). A copy of the Unit specification can be found on the *SQA Secure* website. Should you not have access to the SQA secure website, you will need to contact the SQA Co-ordinator in your centre.

Copies of the QCF Units can also be found on the Register of Regulated Qualifications website at <http://register.ofqual.gov.uk>.

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Re-assessment

Time is allowed within Units for assessment and re-assessment of Learning Outcomes. Where learners have not attained the standard necessary to achieve a particular Learning Outcome, they should have the opportunity to be re-assessed. SQA's advice is that there should normally be one Unit re-assessment opportunity, or in exceptional circumstances two. In some cases learners will be required to resubmit original work which has been revised to take account of earlier weaknesses. In other cases, learners will be required to undertake a new assessment designed to assess the particular Learning Outcome(s) in which they were unsuccessful. In all cases, evidence from the original assessment should be used for formative purposes prior to re-assessment.

Information for Learners

Introduction

You are about to begin a Training and Assessment Programme (TAP) for the Provide Technical Information to Plant Users Unit.

There is a demand for reliable and conscientious tradespeople and a bright future for well-qualified and skilled construction workers. This TAP will give you an opportunity to develop or extend skills which will ensure that you meet the requirements of the Construction industry.

This Unit can be undertaken at a college or training centre on a full-time or part-time basis.

You will have to achieve a pass in the Unit.

Guidelines

This Unit provides you with an introduction to providing technical information and support to users of plant and equipment. The types of plant and equipment referred to are those used in the construction and allied industries, plant hire, small plant and tool hire industries. The Unit will develop your understanding of the range of plant and equipment in the workplace, operating and care procedures, and how to provide instruction on operational requirements.

Practical Training

These activities are designed to prepare you for the practical assessments by developing the skills and techniques which will be formally assessed. The practical activities will also give you an awareness of the standards that you will be required to meet in the practical assessment. After the practical training you will be given feedback from your lecturer/assessor and this feedback will be recorded in your portfolio.

Practical Assessment

To achieve this Unit, you must successfully complete all practical assessments to the standards and tolerances outlined on the checklists provided. The standards will be fully explained during your training and at the time of assessment. The outcome of these assessments will be recorded for external verification.

Knowledge Assessment

The Knowledge and Understanding required for this Unit will be developed alongside practical training activities you undertake. Therefore assessment of knowledge should occur at the same time as the practical assessment(s). The minimum pass mark will be clearly stated on the assessment paper and the paper will state whether the assessment is open or closed-book.

Programme Units

To pass the Unit you will have to demonstrate your practical skills to agreed national and industrial standards. This is known as performance evidence. You will be set a range of practical assessments to further develop your skills. You will carry out these assessments as you progress through the Training and Assessment Programme and they will be assessed by your lecturer/assessor. You will be given regular feedback while doing the practical assessments and you will be told the outcome soon after completing them.

You will also have to demonstrate that you possess the underpinning knowledge needed to understand how to deal with any problems and variations that may occur during practical work. This will take the form of a knowledge assessment (known as knowledge evidence) and will also be assessed by your lecturer/assessor. Again, you will be told the outcome of the assessment soon after completion. If re-assessment is needed for practical or knowledge work, your lecturer/assessor will explain to you how and when this will be done. It is important that you make your best efforts not to fall behind in the training programme.

Health and Safety

During practical activities you must comply with all aspects of Health and Safety. This includes wearing appropriate personal protection equipment (PPE) and compiling risk assessments and method statements for each practical assessment. This will be assessed on an on-going basis for performance evidence.

Health and Safety is an extremely important part of this programme. Achievement of a Unit will not be awarded where practical assessments are not carried out in a safe manner — even if the other standards have been met.

In order to successfully complete the programme, you must learn to think, work and behave in a safe manner, and be aware of the safety of others. You should be aware that during the practical elements of each Unit a variety of power tools and machines will be used. An essential element of each of these Units is the safe use of these tools and equipment.

Information for Lecturers/Assessors

Introduction

A QCF Qualification provides formal recognition of success in Units which are made up of a number of Learning Outcomes of knowledge and/or practical demonstration. Each Learning Outcome can be separately assessed. Units and Learning Outcomes may be assessed in any order, although they are often assessed in a more structured manner. There is no limitation on the period of time over which assessment may take place, although, in reality, time constraints may arise in certain circumstances.

Assessment

Assessment is the process of providing evidence, and making a judgement against specified Assessment Requirements as to whether or not an individual has met the criteria. It is the responsibility of the lecturer/assessor to make that judgement based on the evidence presented.

The learners will have to complete practical and knowledge assessments as specified.

Practical Training:	Complete Task/Training
Practical Assessment:	1 Carry Out Duties 1 2 Carry Out Duties 2
Knowledge Assessment:	Subjective question paper under supervised conditions.

These will be fully assessed and recorded for external verification.

Practical Training

The practical training activities allow learners to practice and develop skills, practices and techniques which will be assessed during practical assessments. Learners can reflect on their performance and can measure their own work against the standards. Feedback to the learner must be discussed and recorded in the TAP.

Practical Assessment

The practical assessments need to be recorded on checklists. Clear feedback, both verbal and knowledge, must be given to the learner during, and on completion of, each assessment. This feedback will be subject to internal and external verification.

Knowledge Assessment

The Knowledge and Understanding for this Unit should be taught alongside the practical work. It therefore follows that the assessment of the Performance Evidence and Knowledge Evidence should be done around the same time. This Knowledge and Understanding will be assessed with the assessment questions provided, and these assessments will be conducted in a controlled environment of open or closed-book assessment(s).

Learners should be given the opportunity to be re-assessed for any areas in which they don't meet the required performance level.

In some cases, alternative question papers are provided and learners should only undertake the sections for which they have not met the required Assessment Requirements.

If no alternative assessments are provided, centres will need to develop their own re-assessments.

Generic Units

There will be opportunities during this Unit to assess elements of the generic Units as learners are working in teams and will communicate with each other, organise materials, set up the working area, select appropriate tools and store them correctly after use, comply with Health and Safety, and in general develop the ability to work in a professional manner.

Summary of Standards

The following will assist the lecturer/assessor in judging the learner's performance against the Assessment Requirements.

Summary of Standards		Learner	Assessor
Item	Measurement of standard	Check	Check
Assessment Requirement	Standard to which learner evidence should be provided.		
Assessment Requirement	Standard to which learner evidence should be provided.		
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Practical Training

Training Activity 1 Provide Information to Users

Recommended facilities and equipment

1 **Main workshop** may include:

- a Item
- b Item
- c Item
- d Item
- e Item

2 **Machine/workshop** may include:

- a Item
- b Item
- c Item
- d Item
- e Item

3 **Welding shop** may include:

- a Item
- b Item
- c Item
- d Item
- e Item

4 **ETC, ETC, ETC**

Recommended components and units in good condition and sufficient for adequate practical training on the following subjects:

1 **Power units** may include:

- a Item
- b Item
- c Item
- d Item
- e Item

2 **Transmissions** may include:

- a Item
- b Item
- c Item
- d Item
- e Item

3 **ETC, ETC, ETC**

Exemplar Materials

Training Plan

On completion of the training activity, the learner will:

- 1 Interpret and extract
- 2 Interpret the correct
- 3 Explain the different
- 4 Explain the correct
- 5 Select the appropriate
- 6 Interpret methods for
- 7 Explain the appropriate
- 8 Explain the different methods for
- 9 Select the appropriate methods
- 10 Interpret information and
- 11 Select the appropriate
- 12 Interpret the types and
- 13 Explain the appropriate methods of
- 14 Explain the information

- 15 Explain the appropriate
- 16 Interpret the types
- 17 Interpret and select
- 18 Select the appropriate reporting
- 19 Explain the methods for obtaining
- 20 Explain the appropriate
- 21 Dispose of waste

The learner should now commence training and complete a daily training log as per example given, before any summative assessments are attempted.

Exemplar Materials

Practical Activity Training Log (Example)

Learner's name	William Reid	Page No	1
Unit code/title	Provide Information to Users — AA2A 00 (X/000/00)		
Assessor's name	James Marshall (JM)		

NB: To be completed as the course/training progresses. Insert page numbers at the top of each completed page. Learners and their lecturers/assessors must sign the training log as it is completed.

Date/ Time	Activity — includes task, location, tools and equipment	Feedback	Assessor's initials
Day 1 (am)	Identify and prepare work area for task.	After initial introduction to subject — learner comfortable with work area.	JM
	Select correct PPE for task.	Proper PPE selected and worn by learner.	JM
	Select drawings, manuals, bulletins, etc relating to the task.	Good understanding of documentation procedures.	JM
	Interpret specifications and procedures to carry out task.	Good understanding of requirements and procedures.	JM
Day 2 (am)	Select all tools and equipment for the task.	Identified and selected tools and equipment.	JM
	Identify and select plant and equipment.	Identified and selected plant and equipment.	JM
	Carry out given tasks.	Task successfully carried out.	JM
	Complete report on task.	Detailed report completed.	JM

Learner's signature William Reid **Date** 05/09/12

Assessor's signature James Marshall **Date** 07/09/12

Internal verifier's signature Samuel Harris **Date** 01/10/12

Practical Activity Training Log

Learner's name		Page No	
Unit code/title			
Assessor's name			

NB: To be completed as the course/training progresses. Insert page numbers at the top of each completed page. Learners and their lecturers/assessors must sign the training log as it is completed.

Date/Time	Activity — includes task, location, tools and equipment	Feedback	Assessor's initials

Learner's signature _____ Date _____

Assessor's signature _____ Date _____

Internal verifier's signature _____ Date _____

Feedback to Learners

Exemplar Materials

Learner's signature _____ Date _____

Assessor's signature _____ Date _____

Internal verifier's signature _____ Date _____

Practical Assessments

Learners will need to take account of a range of factors in order to work efficiently and safely, such as the interpretation of drawings, choice of tools and appropriate materials, application of scientific principles, risk assessments, health, safety and welfare and a sustainable approach. Individual discussions with lecturers/assessors will enhance the evaluation of productive work practices.

This Unit is mostly workshop-based and has a notional time of 40 hours however learners should be given sufficient time to practice tasks and should feel confident of their knowledge prior to the practical assessment. Learners will be provided with all the necessary tools, plant, materials and equipment to enable them to complete the assignment.

The practical assessment will ensure that the learners cover all the Assessment Criteria for the Unit. All learners will require to produce a report. The lecturer/assessor will record achievement on the assessment checklist and marking form. All Assessment Criteria must be met in order to achieve the Unit.

The practical assessment involves providing technical information and advice on two of the following :

- ◆ Item

Learners must adhere to all relevant Health and Safety regulation and legislation including the importance of selecting and using the correct PPE at all times.

Practical Assessment 1 Provide Information to Users

In this practical assessment the learner is required to demonstrate the provision of information and support user on the Item. The learner will select the Item to complete the task and on completion produce a report.

Type of Item _____

Job no _____

Report on information and support given to the user on the following

1 Pre checks.

2 Basic operation.

3 Health and Safety requirements.

Practical Assessment 2 Provide Information to Users

In this practical assessment the learner is required to demonstrate the provision of information and support user on the Item. The learner will select the Item to complete the task and on completion produce a report.

Type of plant _____

Job no _____

Report on information and support given to the user on the following

Type of Item _____

Job no _____

Report on information and support given to the user on the following

1 Pre checks.

2 Basic operation.

3 Health and Safety requirements.

Practical Assessment 1 Marking Guide/Checklist

During the assessment did the learner?	Yes	No
Comply with		
Collate and		
Provide		
Check information		
Provide support		
Obtain feedback		
Record		

Practical Assessment 2 Marking Guide/Checklist

During the assessment did the learner?	Yes	No
Comply with		
Collate and		
Provide		
Check information		
Provide support		
Obtain feedback		
Record		

Learner's signature _____ **Date** _____

Assessor's signature _____ **Date** _____

Internal verifier's signature _____ **Date** _____

Knowledge Assessment

Learner's name _____ Date _____

Written Question Paper

Learner's instructions: Attempt all questions.

Minimum pass mark: 15 correct out of 20.

1 List **three** main forms (3 marks)

2 What are the **three** main methods (3 marks)

3 Name **four** (4 marks)

4 What (1 mark)

Learner's name _____ Date _____

5 What advice (1 mark)

6 State **two** pieces (2 marks)

7 When supplying a service (3 marks)

8 List **three** (3 marks)

Answer and Marking Grid

Model Marking Scheme

Provide Information to Users

Question	Answer	Actual mark
Written Question Paper		
1	Any three from the following: <ul style="list-style-type: none">◆ Item◆ Item◆ Item◆ Item◆ Item	3 marks
2	Any three from the following: <ul style="list-style-type: none">◆ Item◆ Item◆ Item◆ Item◆ Item	3 marks
3	Any four from the following: <ul style="list-style-type: none">◆ Item◆ Item◆ Item◆ Item◆ Item	4 marks
4	Expected Free Text Response Given	1 mark
5	Expected Free Text Response Given	1 mark
6	Any two from the following: <ul style="list-style-type: none">◆ Item◆ Item◆ Item◆ Item◆ Item	2 marks
7	Any three from the following: <ul style="list-style-type: none">◆ Item◆ Item◆ Item◆ Item◆ Item	3 marks

Question	Answer	Actual mark
8	Any three from the following: ♦ Item ♦ Item ♦ Item ♦ Item ♦ Item	3 marks

	TOTAL	20 marks
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Exemplar Materials