

SVQ in Community Wardens level 2

Candidate Guidance and Portfolio

Award Code: G89G 22

Candidate name:

Publication code: Z0202

The National Occupational Standards which form the basis of this award were developed by Skills for Security. This document is for candidate use only and should not be used as a substitute for the National Occupational Standards.

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Section 1 — General information about SVQs

Introducing SVQs

The qualification you are undertaking is a Scottish Vocational Qualification (SVQ).

SVQs are work-based qualifications which assess the skills and knowledge people have and need to perform their job role effectively. The qualifications are designed using national occupational standards.

For each industry sector there is a Standards Setting Body (SSB) which is made up of representatives from the industry or profession and it is the SSB's responsibility to develop the national occupational standards.

These standards define what employees, or potential employees, must be able to do, how well and in what circumstances to show they are competent in their work.

The Standards Setting Body for Community Wardens is: Skills for Security.

Access to SVQs is open to all and you can be assessed either against a particular Unit(s) or against the full SVQ. There are no entry requirements, no prescribed method of delivery, no time constraints for completion or age limits.

SVQs are available at five levels of achievement which reflect the various technical and supervisory skills, knowledge, and experience which employees should have as they progress in their industry.

Who offers SVQs?

An organisation which offers SVQs is called a Centre. This may be a school, college, university, employer, training provider or a combination of these. The Centre has responsibility for the quality of the qualification and is required to work within an awarding body's policies and guidelines.

The Scottish Qualifications Authority (SQA) is your awarding body for this SVQ. This means that we are an organisation approved by government to design qualifications and awards. An awarding body endorses candidates' certificates so that an employer can be sure the qualification has gone through a rigorous and effective assessment process. SQA provides qualifications throughout the world and was formed by the merger of the Scottish Examinations Board (SEB) and the Scottish Vocational Education Council (SCOTVEC).

What is the structure of an SVQ?

All SVQs have a common structure and consist of standards which can be broken down into various parts:

Units and Elements	Units define the broad functions carried out in your particular job and are made up of a number of Elements . Each Element describes a specific work activity which you have to perform and may relate to skills or to the demonstration of knowledge and understanding.
Performance criteria	The level and quality of how you should carry out these activities is determined by a number of statements called Performance Criteria . Performance Criteria are used to judge your competence.
Range/Scope statements	A range statement tells you in what circumstances you must be able to prove your competence and allows you to demonstrate that you can carry out tasks in different circumstances. Items included in the range statements must not be treated as optional. Range statements are also called scope in some National Occupational Standards.
Evidence requirements	The Evidence requirements specify the amount and type of evidence which you will need to provide to your assessor to show that you have met the standards specified in the performance criteria and in all the circumstances defined in the range statements.
Knowledge and understanding	The section on knowledge and understanding states what you must know and understand and how this knowledge applies to your job.

If you are not yet clear about how we define standards — just remember that the standards have been developed by experts within your industry or profession and that all candidates aiming for this particular SVQ are being assessed against the same standards.

You will find an example of an SVQ element overleaf.

An example of an SVQ Element

UNIT: (1) Working safely in an engineering environment

This is the **UNIT** title — it describes a role and task.

Element 1 Comply with statutory regulations and organisational requirements

This is the **ELEMENT** title. It describes part of the main role and task.

Performance Criteria

You must ensure that you:

PERFORMANCE CRITERIA set out the standard of performance you need to demonstrate consistently to claim competence in a particular **Element**.

- 1 Describe your duties and obligations (as an individual) under the Health and Safety at Work Act 1974.
- 2 Comply with Statutory Regulations at all times.
- 3 Comply with organisational safety policies and procedures at all times.

Range

This means you need to cover:

- 1 Relevant sections of the Health and Safety at Work Act 1974 (eg with regard to your duties to work in a safe manner, not to interfere with remove or misuse equipment provided for the safety of yourself and others, not to endanger others by your acts or omissions).

The **RANGE** defines the various circumstances in which you must be able to prove you are competent.

You must cover all of the items in the **range** statement.

Evidence Requirements

The things you must prove that you can do:

You need to demonstrate that you understand your duties and obligations under both statutory regulations and organisational requirements and you can do this by:

- 1 Giving an adequate explanation of the duties and responsibilities of every individual as described in the Health and Safety at Work Act 1974.
- 2 Ensuring that whilst carrying out your work and/or visiting other areas of the working environment you are aware of the specific safety requirements and regulations governing your activities.

Knowledge and Understanding

You must prove that you know and understand:

- 1 The roles and responsibilities of your self and others under the Health and Safety at Work Act 1974.
- 2 The general regulations that apply to you being at work.
- 3 The specific regulations which govern your work activities.

The **KNOWLEDGE AND UNDERSTANDING** Requirements state what you must know and understand and how this knowledge applies to your job.

How are SVQs achieved?

When you consistently meet the standards described in the elements and show that you have the required skills and knowledge across the range, you can then claim that you are *competent* in each Unit. You can claim certification for single Units or whole awards. Your Centre will register your claim to competence through the Awarding Body. The Awarding Body you are registered with for this SVQ is the Scottish Qualifications Authority (SQA).

Scottish Qualifications Authority
The Optima Building
58 Robertson Street
Glasgow
G2 8DQ

The process of gaining an SVQ is flexible and depends on your needs. At the beginning of the process your assessor will review your existing competence in relation to the standards and identify the most suitable SVQ. The level you start at will depend on the type and breadth of your current job role together with your past experience, skills and any relevant prior learning.

To achieve an SVQ, or a Unit of an SVQ, you must:

- ◆ Demonstrate you meet the requirements of the performance criteria by collecting appropriate evidence as specified by the evidence requirements. This evidence is assessed against the national standards by a qualified assessor, who will be allocated to you by your Centre. This will usually be someone who knows you, such as a manager or supervisor.

Evidence may come from:

- ◆ the **accreditation of prior learning** — where evidence relates to past experience or achievements
- ◆ **current practice** — where evidence is generated from a current job role
- ◆ a **programme of development** — where evidence comes from assessment opportunities built into a learning/training programme whether at or away from the workplace
- ◆ a combination of these

How are SVQs assessed?

Assessment is based on what you can do and involves you, your assessor, an internal verifier and an external verifier — see "Who does what in SVQs" on the following page.

You will be asked to prove you are competent by providing evidence which shows:

- ◆ you can perform all the specified tasks consistently to the required standard (**performance criteria**)
- ◆ you understand why you are doing things (**knowledge and understanding**)
- ◆ you can apply the required skills in different ways (**range**)

Assessment is flexible and you can be certificated for each Unit you successfully achieve, even if you do not complete the full SVQ. There is no set period of time in which you need to complete a Unit. However, you and your assessor should still set target dates for completing each Unit, otherwise your qualification could go on forever. Be realistic though, as there are many factors such as your previous experience, demands within your workplace and an availability of resources which will affect how quickly you are able to achieve the qualification.

Who does what in SVQs?

A number of individuals and organisations have parts to play in SVQ assessment. Their roles have been designed to guarantee fair, accurate and consistent assessment.

	<i>Who are they?</i>	<i>What is their role?</i>
Candidates	The person who wants to achieve the SVQ — in this case, you.	Need to show they can perform to national occupational standards in order to be awarded an SVQ or Unit(s).
Assessors*	An experienced person in the same area of work as the candidate eg supervisor.	Judge the evidence of a candidate's performance, knowledge and understanding against the national occupational standards. Decide whether the candidate has demonstrated competence. Provide guidance and support to the candidate. Assist with planning assessments, giving feedback and recording candidate progress.
Internal Verifiers*	Individuals appointed by an approved Centre to ensure the quality of assessment within the Centre.	Advise assessors and maintain the quality of assessment in a Centre. Systematically sample assessments to confirm the quality and consistency of assessment decisions.
Approved Centres	Organisations approved by awarding bodies to coordinate assessment arrangements for SVQs.	Manage assessment on a day to day basis. Must have effective assessment practices and internal verification procedures. Must meet criteria laid down by awarding bodies and be able to provide sufficiently-competent assessors and internal verifiers.
External Verifiers*	Individuals appointed by the Awarding Body to ensure that standards are being applied uniformly and consistently across all Centres offering the SVQ.	Check the quality and consistency of assessments, both within and between Centres, by systematic sampling. Make regular visits to Centres to ensure they still meet the criteria to deliver SVQs.

* Assessors and internal and external verifiers are required to have occupational expertise in the SVQs which they are assessing/verifying. They must also have, or be working towards, an appropriate qualification in assessment and verification.

What is evidence?

To claim competence for an SVQ unit you need to gather evidence which shows you have met the standards. It is important that your evidence is easily understood so that it can be checked against the standards, by both your assessor, your Centre and the Awarding Body.

Evidence can take many forms including:

- ◆ direct observation of your performance by your assessor
- ◆ products of your work
- ◆ authenticated statement — witness testimony
- ◆ personal statement
- ◆ outcomes from questioning
- ◆ outcomes from simulation
- ◆ case studies
- ◆ assignments or projects
- ◆ Accreditation of Prior Learning (APL) — evidence from the past

It is important that your evidence is:

- ◆ **valid** — it relates to the SVQ standard you are trying to prove
- ◆ **authentic** — the evidence, or an identified part of it (eg a report) was produced by *you*
- ◆ **consistent** — achieved on more than one occasion
- ◆ **current** — usually not more than two years old
- ◆ **sufficient** — covers all the performance and knowledge requirements laid down in the standards

Your evidence may be collected through a range of sources, such as employment, voluntary work, training programmes and interests/activities which you perform outside your work. It can also be produced in various formats, eg your own reports; testimonies from colleagues, supervisors or members of the public; projects; models; audio tapes, photographs; videos.

When you first begin your SVQ, you and your assessor should identify all the Units and Elements where you can use **integration of assessment**. Further details about integration of assessment can be found on page 10.

Demonstrating knowledge, understanding and skills

In order to meet the standards, you may also be required to prove knowledge and understanding. Each Unit contains a list summarising the knowledge, understanding and skills a candidate must possess. Evidence of how these have been achieved and applied could be included in the performance evidence as one or all of the following:

- ◆ descriptions of why a particular approach was used
- ◆ personal reports about the learning process
- ◆ reflective reports which include how a theory or principle was applied
- ◆ assessment interviews
- ◆ assessment tests
- ◆ responses to questioning

These should be included in your portfolio.

How will my assessor check I have the knowledge and understanding listed in the standards?

For some Units, it will be clear to your assessor that you have the required knowledge and understanding from how you carry out your work. This is often referred to as *knowledge and understanding apparent from performance*. There will be other occasions though, when your assessor will be unsure if you know why, for example, it is important to give information to clients in certain situations. This could be because your assessor has not had the opportunity to observe all the performance criteria and range during assessment. In these situations, your assessor may wish to assess your knowledge and understanding by asking you some questions. These questions can be given orally or in writing, but will be recorded in your portfolio as evidence.

Your assessor could also check you have the required level of knowledge and understanding by asking you to produce personal statements or to complete a project or assignment.

What if I have previous experience and knowledge and understanding from work and other qualifications?

If you have previous work experience, skills, and knowledge and understanding which you feel is relevant to your SVQ, you should tell your assessor about it. Your assessor may ask you for more proof in the form of letters from previous employers/training providers or details about any courses you have completed.

For example, you may have achieved an HNC in a relevant subject in which case your assessor may feel that you already have some of the knowledge and understanding required for the SVQ.

The process of matching your previous experience and learning is often referred to as the Accreditation of Prior Learning (APL). The purpose of this process is to try and give you some credit towards your SVQ for things you can already do to the national standard. Your assessor judges the evidence available and matches it against the requirements of the SVQ. This means that your assessor should not have to assess you for these things all over again.

However, the success of this process depends on *you* telling *your assessor* what previous work experience or knowledge and understanding you have and how you think it is relevant to your SVQ. The more information you can supply to support your claims, the easier it should be to convince your assessor that you are competent.

When can simulation be used?

Throughout your SVQ, the emphasis is on you being able to carry out real work activities so assessment will normally be carried out in the workplace itself.

There may be times, however, when it might not be appropriate for you to be assessed while you are working. For example your SVQ might require you to carry out emergency or contingency procedures (for safety or confidentiality reasons) or your job role may not cover all aspects of the qualification. In such instances, when you have no other means of generating evidence, **simulation** might be appropriate.

Simulation is any structured exercise involving a specific task which reproduces real-life situations. Care must be taken though to ensure that the conditions in which you are assessed *exactly* mirror the work environment ie it is a **realistic working environment**.

You and your assessor should check the assessment strategy for your SVQ carefully to find out the Standards Setting Body's (SSB's) view of what constitutes a realistic working environment. Some SSB's stipulate the specific elements which are suitable for this approach.

Integration of assessment

It is not necessary for you to have each Element assessed separately — doing so could result in assessment which takes too long and places too great a burden on you and your assessor.

There will be instances when you will be able to use one piece of evidence to prove your competence across different Elements or Performance Criteria. You may even find that evidence is relevant for different Units — this is called **integration of assessment**.

When you first begin your SVQ, you and your assessor will spend time looking at the standards, planning how much time you are both able to devote to the qualification and drawing up an action plan.

At this stage, you should identify any activities which relate to more than one unit or outcome and arrange for the best way to collect a single piece of evidence which satisfactorily covers all the Performance Criteria.

If you are going to integrate assessments, make sure that the evidence is cross-referenced to the relevant Units. Details of how to cross reference your evidence can be found in Section 2 "How to compile your portfolio".

Section 2 — How to compile your portfolio (including worked examples)

General information

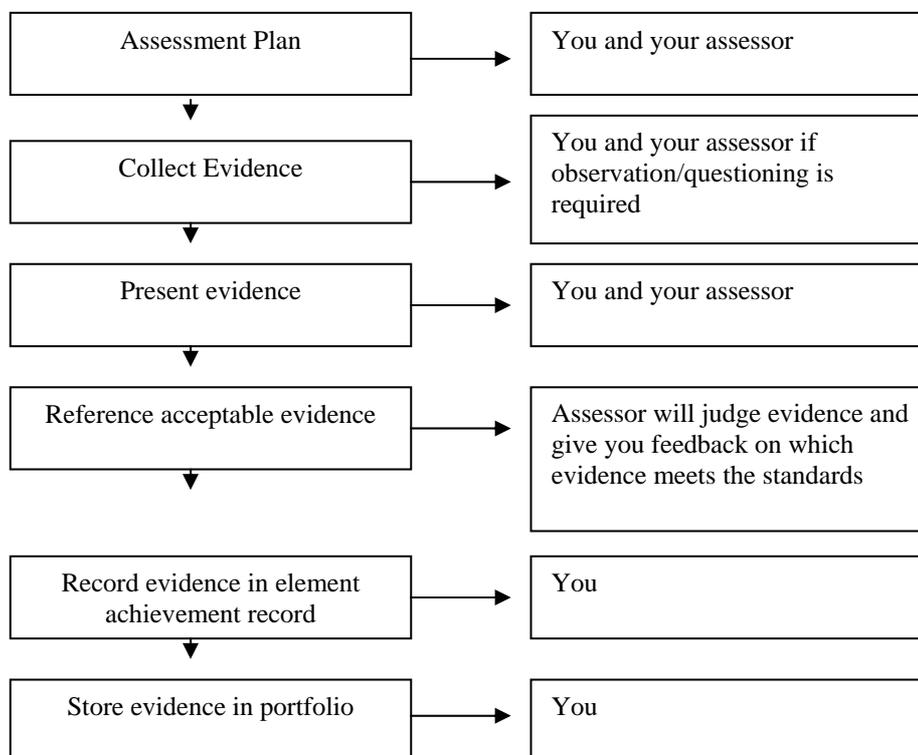
A portfolio, like a log book, is a way of recording evidence of your achievements. It is a collection of different items of evidence which indicates that you have the required skills, knowledge and understanding to support your claim to a qualification.

The production of a well-organised, clearly labelled portfolio which relates each piece of evidence to the relevant outcomes and Performance Criteria requires a careful methodical approach. When your assessor looks through your portfolio, they will find the task of making judgements about your competence much easier if the information in it is presented in a logical sequence.

You will need to present your evidence in a format that is easy to read and in which materials can be added or taken away. This section gives suggestions on how to lay out and present your evidence and includes worked examples. There are also forms and matrices which will assist you to chart your progress through the award.

You do not have to lay out your evidence in the way suggested but you may find it helpful to do so. Each portfolio will be different in content but all should include information about you (the candidate), the organisation where you are undertaking your qualification, the assessor and so on.

Evidence Collection Process



Planning your portfolio

Start by carefully reading through the standards and, together with your assessor, decide which Units you might like to work on first. You do not have to do the Units in order. There may be some Units that relate to tasks which you carry out on a regular basis, therefore making it easier to collect evidence right away. Alternatively, there may be activities in other Units which you only undertake now and again, these can be left until the opportunity arises for you to collect evidence.

Before you start looking for different kinds of evidence and deciding if they should be included in your portfolio, you will find it helpful to plan how you will carry out the tasks and how long they are going to take.

The plan is usually referred to as an “**assessment plan**”. It should be produced in discussion with your assessor and will set out the different stages in developing your portfolio. You will probably want to produce a plan for each Unit.

It is unlikely that you will be able to complete all of the Units straight away and you should therefore think about starting with those Units where you have a lot of experience and in which you work well. You should also remember to identify any opportunities for **integration of assessment**.

We have provided you with a “**Unit progress record**” — see Example 2. Each time you complete a Unit, your assessor should sign and date the relevant section on the form. At this stage, it might be a good idea to check that all your evidence and recording documents have been completed correctly and can easily be located. You can then circle the reference number of that Unit in the checkboxes at the top of the form so that you can see at a glance what stage you are at in your SVQ.

Starting your portfolio

Make sure that you clearly label your portfolio (or disk if you are recording your evidence electronically) with your name together with the title and level of the award.

Your portfolio will need a *title page* and a *contents page*. You should also complete a *Personal Profile* which records details about yourself and your job as well as providing information about your employer, training provider or college. Blank samples of these forms are provided in Section 4.

We recommend that you compile your portfolio in the following order:

Title Page
Contents Checklist
Personal Profile
Unit Progress Record
Completed Element Achievement Records
Index of Evidence
Pieces of evidence
Glossary of terms
Standards

Contents checklist

You might also find it useful to complete the following checklist as you work your way through your portfolio. This will help you to see if you have included all the relevant items. Once you have completed your portfolio, you will be able to use this checklist again as a contents page, by inserting the relevant page or section numbers in the right hand column.

	Completed?	Page/Section number
Title page for the portfolio	<input type="checkbox"/>	
Personal profile		
◆ your own personal details	<input type="checkbox"/>	
◆ a brief CV or career profile	<input type="checkbox"/>	
◆ description of your job	<input type="checkbox"/>	
◆ information about your employer/training provider/college	<input type="checkbox"/>	
Unit Assessment Plans	<input type="checkbox"/>	
Unit progress record	<input type="checkbox"/>	
Completed Element Achievement Records for each unit		
◆ signed by yourself, your assessor and the internal verifier (where relevant)	<input type="checkbox"/>	
◆ Evidence reference numbers included	<input type="checkbox"/>	
Index of evidence (with cross-referencing information completed)	<input type="checkbox"/>	
Evidence (with reference numbers)		
◆ observation records	<input type="checkbox"/>	
◆ details of witnesses (witness testimony sheets)	<input type="checkbox"/>	
◆ personal statements	<input type="checkbox"/>	
◆ products of performance	<input type="checkbox"/>	

Collecting your evidence

All of the evidence which you collect and present for assessment must be relevant to your SVQ. Your assessor will help you choose which pieces of evidence you should include.

We have provided blank forms in Section 4 of this document, which you can photocopy to help you record and present your evidence. Although we have provided you with sample forms, your Centre may have their own recording documents which they would prefer you to use.

Some of these forms eg **observation records** and the **record of questions and answers** will be completed by your assessor. Other forms (**witness testimonies**) will be used by people other than your assessor to testify that they have observed you doing your job, and there is one for you to complete called a **personal statement**.

Explanations are given below about how and when these forms should be used.

Observation record (Example 5)

The observation record is used by your assessor to record what tasks you have performed and to what standard. There is also a section for your assessor to note which other Units or outcomes are covered by this evidence ('integration of assessment').

The assessor will discuss with you which performance criteria and range you have successfully achieved and give you feedback. This form should then be given a reference number and included in your portfolio as part of your evidence.

Witness testimony (Example 6)

There may be occasions when your assessor is not available to observe you carrying out certain aspects of your job. In such instances, it may be appropriate for another person to comment about your performance by completing a statement called a 'witness testimony'.

Witness testimony should only be used as supporting evidence and should:

- ◆ be provided by a person, not related to you, who is in a position to make a valid comment about your performance eg supervisor, line manager or possibly a client/customer
- ◆ contain comments which specifically relate your performance to the standards
- ◆ be authenticated by the inclusion of the witness's signature, role, address, telephone number and the date

It is unlikely that your assessor would make an assessment decision based on witness testimony alone. They would normally supplement this type of evidence with questioning.

Record of questions and candidate's answers (Example 7)

This form is used to record any questions which your assessor may ask, to establish whether you have the required level of knowledge and understanding associated with each Unit. There is also space on the form for your answers to be noted.

Personal statement (Example 4)

There will be times when you need to put a piece of your evidence in context for your assessor so that they can decide if it is relevant to your SVQ. You can complete personal statements to help you do this — these can relate either to the pieces of evidence or to each outcome or Unit.

For example, you may refer to paperwork which is often used in your organisation to help you pass on information to a colleague. It may not be clear to an assessor why you are communicating to your colleague in this way and a **brief** explanation of the paperwork and why it is relevant to a particular part of your SVQ may be required.

A personal statement might also be used to record your experience of something, such as, how you handled a specific situation. This can be documented in your personal statement and should be a description of what you did, how you did it and why you did it. It will also allow you to include the people who were present and either assisted you or witnessed your actions. This, in turn, might identify who you should approach for 'witness testimony'. In your personal statement you could also refer to product evidence that you have produced (eg reports, notes, completed forms), these can also be included as evidence in your portfolio.

The personal statement can be a piece of evidence in itself and should therefore be included in your portfolio.

Presenting your evidence

It is important to present all of your evidence in a clear, consistent and legible manner. Your assessor will then find it much easier to make appropriate judgements about the quality, sufficiency and currency of the materials you are putting forward for consideration.

It is not necessary to produce all of your evidence in typewritten format — some hand-written pieces of evidence, such as notes, will be perfectly acceptable.

There may also be items of evidence which you cannot physically include in your portfolio. This might be for confidentiality reasons or it could be that something which you have produced as part of your day-to-day work is normally kept in a filing cabinet or stored electronically in a PC.

In compiling your portfolio, we suggest that anything you produce as part of your day-to-day work is kept in its normal location, but those pieces of evidence which have been produced specifically for your SVQ, eg witness testimony statements or personal statements, are filed in your portfolio. However, assessors and verifiers should be able to locate and access your evidence at all times. It is, therefore, very important that you clearly reference every item of evidence.

Referencing your evidence

Your assessor, as well as the internal and external verifiers, will need to find their way around your portfolio, so you should give each piece of evidence a number.

Remember, that where you have used "integration of assessment", you need to give details of all the units and elements which are linked to a specific piece of evidence. The links should be noted on the pieces of evidence themselves as well as on the index of evidence (cross-referencing).

How to complete the Index of evidence (Example 1)

You should complete an *index of evidence* sheet and file it immediately before the actual pieces of evidence in your portfolio.

The index of evidence should be completed by:

- ◆ entering the evidence number in the first column
- ◆ giving a brief description of each piece of evidence in the second column
- ◆ explaining where the evidence can be found in the third column

You must make sure that the information contained in the evidence index is accurate when you give your portfolio to your assessor, particularly in relation to where the evidence can be located.

Completing the Element Achievement Records (Example 3)

There is an Element achievement record for every element within this portfolio. These records have been designed to allow you to record the evidence you have gathered for each element. Each record has boxes across it which represent the performance criteria, range statement, evidence requirements and knowledge and understanding statement, these will differ from element to element so it is important to make sure you are using the right one. Whilst collecting your evidence you should use these grids to display the performance criteria, range, knowledge and understanding and evidence requirement that piece of evidence relates to. In the first box write the evidence index number you have given to that piece of evidence. In the second box give a brief description of the evidence, then tick against the relevant performance criteria, range, evidence requirements and knowledge and understanding.

Worked examples

To give you a clearer picture of how to compile your portfolio, you will find worked examples of the various forms over the next few pages. You should ask your assessor for further advice and support if you are still unsure about how to use the forms and who should complete them.

Index of evidence

(Example 1)

SVQ title and Level: Using IT at Level 3

Evidence number	Description of evidence	Included in portfolio (Yes/No) If no, state location	Sampled by the IV (initials and date)
1	Action plan identifying customer requirements	Yes	
2	Personal Statement	Yes	
3	Witness Testimony	Yes	
4	Record of Questions and Answers	Yes	
5	Log of configuration details and errors	Yes	
6	Observation Checklist	Yes	
7	Procedure for shutting down system	Yes	
8	Company media storage policy	No. Can be found with General Manager	

Unit progress record

(Example 2)

Qualification and Level: Using IT at Level 3

Candidate: Anne Thomas

To achieve the whole qualification, you must prove competence in **mandatory** units and **optional** units.

Unit Checklist — circle the reference number of each unit as you complete

Circle the reference numbers as you complete each unit. You can then easily see what stage you have reached in your SVQ.

Mandatory	206	301	302	303	308		
Optional	305	306	311	312	326	327	

Mandatory units

Unit Number	Title	Assessor	Date
206	Ensure your own actions reduce risks to H&S		
301	Select and enable IT for use	P. Jones	28/4/2000
302	Maintain the Software Environment	P. Jones	28/4/2000
303	Develop and maintain the effectiveness of the IT working environment	P. Jones	8/4/2000
308	Develop your own effectiveness and professionalis		

This section of the form is for your assessor to sign each time you successfully achieve a unit.

Optional Units

305	Design and produce doc		
306	Design and produce spreadsheets		
311	Design and use databases		
312	Design & produce documents using graphics		
326	Design & produce presentations using IT		
327	Control the use of electronic communication		

Element achievement record

(Example 3)

Unit title: Select & enable IT for use

Element: 301.1 Select & configure equipment for use

Evidence Index No	Description of Evidence	Performance Criteria								Range			Knowledge & Understanding					
		a	b	c	d	e	f	g	h	1	2	3	K1	K2	K3	K4	K5	
1	Action Plan	✓	✓			✓				✓								
2	Personal Statement	✓	✓			✓				✓								
3	Copy of Legislation			✓	✓							✓						
5	Record of Questions & Answers	✓	✓	✓		✓				✓	✓	✓						
6	Log of Configuration Details							✓	✓	✓		✓						

These numbers relate to your Evidence Index and will allow your assessor to find your evidence easily

Give a brief description of the evidence you are offering for assessment against each performance criteria, range and piece of knowledge and understanding

As you collect your evidence for assessment you should tick the relevant boxes. There is a box which represents each performance criteria and range in the element

Candidates should enter which areas of knowledge and understanding that piece of evidence covers.

Candidate: _____ Assessor: _____ IV: _____
 Date: _____ Date: _____ Date: _____

Personal statement

(Example 4)

Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Units, elements, pcs, and range covered
4/4/00	1	<p>Statement that I know and understand customer requirements. Names of customer and software and hardware requirements in portfolio.</p> <p>Statements that I understand how to set up, equipment, configure software that met customer requirements. Details of equipment and software with dates are listed in portfolio.</p>	1	301.1.a,b,e Range 1

Candidate signature: Anne Thomas

Date: 2/4/2000

Observation Record

(Example 5)

Unit/Element(s): (301) Select and Enable IT for Use

Candidate: Anne Thomas Date of observation: 28/4/2000

Evidence index number: 8

Skills/activities observed:	PCs and range covered:
Saving and storing files	Element 301.3 PCs: a-f Range: materials (consumables, removable storage media), regulations (current legislation, manufacturer's instructions, organisational procedures), system (application software, hardware, system software).

Knowledge and understanding apparent from this observation:

Candidate can save and organise files. She can delete unwanted files and can shut down system according to organisation's procedures and manufacturer's instructions.

Other units/elements to which this evidence may contribute:

302.1.b,c Range 1,3

Assessor comments and feedback to candidate:

I can confirm the candidate's performance was satisfactory.

Assessor signature: Peter Jones

Date: 28/4/2000

Candidate signature: Anne Thomas

Date: 28/4/2000

Witness testimony

(Example 6)

SVQ title and Level:	Using IT Level 3		
Candidate name:	<i>Anne Thomas</i>		
Evidence index no:	4		
Where applicable, evidence no. to which this testimony relates:			
Element(s):	301.2	Range:	1
Date of evidence:	8/4/2000		
Witness name:	Ian Cummings		
Designation/relationship to candidate:	Line manager		
Details of testimony:	I can attest that I observed Anne Thomas following company and national regulations in the use of software. She understands and has knowledge of these regulations and I observed her following them when selecting and configuring software.		
I can confirm the candidate's evidence is authentic and accurate.			
Witness signature:	<i>Ian Cummings</i>		
Name:	Ian Cummings		
Date:	8/4/2000		

Please tick the appropriate box:

A1/A2 or D32 / D33 Award

Familiar with the SVQ standards to which the candidate is working

Record of questions and candidate's answers (Example 7)

Unit: 301 Select & enable IT for use	Element(s): 1
Evidence index number: 5	
<p>Circumstances of assessment: As part of the staff induction scheme IT staff are regularly interviewed and asked about their knowledge and skills. Anne Thomas was interviewed on the 21 March 2000 and below is a summary of the interview where it relates to her knowledge of resources and problem solving.</p>	
<p>List of questions and candidate's responses:</p> <p>Q: If a member of staff asked you for a particular piece of equipment, which procedures would you follow?</p> <p>A: I would ensure that a hardware requisition form has been filled out with the rationale for needing such equipment, countersigned by their line and general managers. If approved, next step would be to ask the member of staff if they need specific training. Pc 301.1.a,b,e Range 1,2,3</p> <p>Q: You discover that a member of staff has installed a piece of software on their workstation PC. What do you do?</p> <p>A: If they installed it themselves then this is a serious breach of company regulations and I would inform the IT manager. I would then remove the software. Pc 301.1.c, Range 2,3</p>	
Assessor's signature: Davinder Singh	Date: 21/3/2000
Candidate's signature: <i>Anne Thomas</i>	Date: 21/3/2000

Section 3 — The units and recording documents for your SVQ

Unit Progress Record

Qualification and level: Community Wardens level 2

Candidate: _____

To achieve the whole qualification, you must prove competence in all **eight** units. Candidates achieve **all** units from **Group A** and **two** units from **Group B**. All units can also be taken separately and certificated, thus giving recognition for all achievements.

Please note the table below shows the SSB identification codes listed alongside the corresponding SQA unit numbers. It is important that the SQA unit numbers are used in all your recording documentation and when your results are communicated to SQA. SSB identification codes are **not valid** in these instances.

Unit Checklist — circle the reference number of each unit as you complete it.

Mandatory	CWD1	CWD2	CWD3	CWD4	CWD5	CWD6	
Optional	CWD7	CWD8	CWD9	CWD10	CWD11	CWD12	CWD13
	CWD14	CWD15	CWD16	CWD17			

SQA Unit Number	SSB Unit Number	Title	Assessor	Internal Verifier	Date
Group A					
Mandatory Units <i>(candidates must achieve all of the following units)</i>					
DD56 04	CWD1	Ensure your own actions reduce risks to health and safety			
D79D 04	CWD2	Plan, organise and improve your work			
F039 04	CWD3	Contribute to maintaining safe and secure community environments			
D3XD 04	CWD4	Develop customer relationships			
F03E 04	CWD5	Receive and provide information within the community			
F03F 04	CWD6	Support community needs			

SQA Unit Number	SSB Unit Number	Title	Assessor	Internal Verifier	Date
Group B					
Optional Units <i>(candidates must achieve at least two of the following units)</i>					
F03C 04	CWD7	Maintain the physical environment of estates			
D7JM 04	CWD8	Control the use of resources			
F03B 04	CWD9	Maintain observation of parking areas			
F03A 04	CWD10	Identify and respond to breaches in parking regulations			
D2N8 04	CWD11	Maintain and use databases			
D2N4 04	CWD12	Produce documents using word processing software			
D79J 04	CWD13	Support the work of your team			
D7ES 04	CWD14	Minimise and deal with aggressive and abusive behaviour			
F03D 04	CWD15	Provide witness statements of breaches of law and regulations			
DG84 04	CWD16	Produce documents manually			
F038 04	CWD17	Communicate information using mobile voice communication equipment			

UNIT (CWD1) Ensure your own actions reduce risks to health and safety

This Unit has the following elements:

- | | |
|---------------------------|--|
| Element 1 (CWD1.1) | Identify the hazards and evaluate the risks in your workplace |
| Element 2 (CWD1.2) | Reduce the risks to health and safety in your workplace |

Unit Summary

This Unit defines the national standard of competence for people at work, whether paid, unpaid, full or part time in respect of health and safety. Health and safety legislation applies to all persons in the workplace and seeks to secure the health, safety and welfare of people whilst they are at work. This Unit therefore requires you to know and meet their individual responsibilities for health and safety in the workplace.

You are expected to recognise the risks associated with your work activities and workplace. You therefore need to understand the difference between hazards (the potential to cause harm) and risks (the likelihood of a hazard's potential being realised). You should be able to evaluate the relative risks to yourself or others arising from the workplace and take appropriate action in accordance with legal and workplace requirements. You are also required to be able to reduce the risks to health and safety through your own actions or personal conduct. This means complying with the relevant workplace policies and practices, as well as following suppliers' instructions in the use of equipment, materials and products.

This Unit was developed by the Employment National Training Organisation. Skills for Security has not made any changes to the original standard, except in format.

Note: As much legislation and many different regulations and practices apply to specific workplaces or occupational areas, it should be confirmed that a candidate is competent against these standards in the context in which they work. There is much that is transferable from sector to sector, but care should be taken when assuming competence in health and safety across all occupational area.

UNIT (CWD1)

Ensure your own actions reduce risks to health and safety

Knowledge and Understanding for the whole Unit

To ensure you own actions reduce risks to Health and Safety you should know and understand the following aspects of health and safety legislation:

- (a) your legal duties for health and safety in the workplace as required by the Health and Safety at Work Act 1974
- (b) your duties for health and safety as defined by any specific legislation covering your job role

To ensure your own actions reduce risks to Health and Safety you should know and understand the following relating to risks to health and safety:

- (c) what hazards may exist in your workplace
- (d) the particular health and safety risks which may be present in your own job role and the precautions you must take
- (e) the importance of remaining alert to the presence of hazards in the whole work place
- (f) the importance of dealing with or promptly reporting risks
- (g) the requirements and guidance on the precautions

UNIT (CWD1)

Ensure your own actions reduce risks to health and safety

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD1)

Ensure your own actions reduce risks to health and safety

Element 1 (CWD1.1)

Identify the hazards and evaluate the risks in your workplace

Performance Criteria

Range

You must:

This element requires that you:

- 1 Correctly name and locate the persons responsible for health and safety in the workplace.
- 2 Identify which workplace policies are relevant to your working practices.
- 3 Identify those working practices in any part of your job role which could harm yourself or other persons.
- 4 Identify those aspects of the workplace which could harm yourself or other persons and persons responsible for health and safety in the workplace.
- 5 Deal with hazards with low risk in accordance with the workplace policies and legal requirements.
- 6 Evaluate which of the potentially harmful working practices and the potentially harmful aspects of the workplace are those with the highest **risk** to you or to others.
- 7 Report those hazards which present a high **risk** to the persons responsible for health and safety in the workplace.
- 8 Deal with hazards with low risk in accordance with the workplace policies and legal requirements.

- 1 **Risk:**
You must produce performance evidence for at least two of the following items of range
 - (a) the use and maintenance of machinery or equipment
 - (b) the use of materials or substances
 - (c) working practices which do not conform to laid down policies
 - (d) unsafe behaviour
 - (e) accidental breakages or spillages
 - (f) environmental factors

UNIT (CWD1)

Ensure your own actions reduce risks to health and safety

Element 1 (CWD1.1)

Identify the hazards and evaluate the risks in your workplace

Knowledge and Understanding

You must know and understand:

- (a) agreed workplace policies relating to controlling risks to health and safety
- (b) responsibilities for health and safety in your job description
- (c) the responsible persons to whom to report health and safety matters

Evidence Requirements

You must prove that you *identify* the hazards and evaluate the risks in your workplace to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself.

Evidence from simulated activities is not permitted.

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ health and safety policy
- ◆ standard operating procedures with any health and safety aspects identified
- ◆ any documentation completed by yourself relating to a health and safety incident

UNIT (CWD1)

Ensure your own actions reduce risks to health and safety

Element 1 (CWD 1.1)

Identify the hazards and evaluate the risks in your workplace

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD1)

Ensure your own actions reduce risks to health and safety

Element 2 (CWD1.2)

Reduce the risks to health and safety in your workplace

Performance Criteria

Range

You must:

This element requires that you:

- 1 Carry out your working practices in accordance with legal requirements.
- 2 Follow the most recent **workplace policies** for your job role.
- 3 Rectify those health and safety risks within your capability and the scope of your job responsibilities.
- 4 Pass on any suggestions for reducing risks to health and safety within your job role to the responsible persons.
- 5 Maintain your level of personal conduct so as not to endanger the health and safety of yourself or other persons.
- 6 Follow the **workplace policies** and suppliers or manufacturers' instructions for the safe use of equipment, materials and products.
- 7 Report any differences between **workplace policies** and suppliers' or manufacturers' instructions as appropriate.
- 8 Maintain a personal presentation at work that:
 - ◆ ensures the health and safety of yourself and others
 - ◆ meets any legal duties
 - ◆ is in accordance with workplace policies

1 **Workplace policies**

You must produce performance evidence for at least two of the following items of range

- (a) the use of safe working methods and equipment
- (b) the safe use of hazardous substances
- (c) smoking
- (d) eating
- (e) drinking and drugs
- (f) what to do in the event of an emergency
- (g) personal presentation

UNIT (CWD1)

Ensure your own actions reduce risks to health and safety

Element 2 (CWD1.2)

Reduce the risks to health and safety in your workplace

Knowledge and Understanding

You must know and understand:

- (a) the specific workplace policies covering your job role
- (b) suppliers' and manufacturers' instructions for the safe use of equipment, materials and products
- (c) safe working practices for your own job role
- (d) the importance of personal presentation in maintaining health and safety in the workplace
- (e) the importance of personal conduct in maintaining the health and safety of yourself and others
- (f) your scope and responsibility for rectifying risks
- (g) workplace procedures for handling risks which you are unable to deal with

Evidence Requirements

You must prove that you *reduce the risks to health and safety in your workplace* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ health and safety policy
- ◆ standard operating procedures with any health and safety aspects identified
- ◆ any documentation completed by yourself relating to reducing risks to health and safety
- ◆ manufacturers' instructions for safe use of equipment, materials and products

UNIT (CWD1)

Ensure your own actions reduce risks to health and safety

Element 2 (CWD1.2)

Reduce the risks to health and safety in your workplace

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD2) Plan, organise and improve your work

This Unit has the following elements:

Element 1 (CWD2.1)	Plan your work to meet colleagues' requirements
Element 2 (CWD2.2)	Carry out work to meet colleagues' requirements
Element 3 (CWD2.3)	Help to improve your own work

Unit Summary

This Unit defines the national standard of competence for people who have some responsibility for planning, organising and developing their own work in a team or organisation.

You are expected to take more responsibility for your own work and developing yourself further in your organisation. You would therefore normally have some responsibility for planning, organising and developing your own work in a team or organisation.

This Unit has been imported from the Council for Administration, the Standard Setting Body for Administration. It is Unit 202 in their suite of national occupational standards.

UNIT (CWD2)

Plan, organise and improve your work

Element 1 (CWD2.1)

Plan your work to meet colleagues' requirements

Performance Criteria

Range

You must:

- 1 Gather and record as much information as possible about the work that other people want you to do.
- 2 Ask questions when there is anything you are not sure about.
- 3 Make sure the requested work is part of your responsibilities.
- 4 Inform **other people** if you feel you cannot meet required deadlines.
- 5 Prioritise different pieces of work according to their importance and urgency, asking **other people** for guidance if necessary.
- 6 Plan each piece of work so that you can meet these priorities.
- 7 Make sure you have all the necessary **resources** available when you will need them.

This element requires that you:

- 1 **Other people**
You must produce performance evidence for at least two of the following items of range
 - (a) line manager
 - (b) the person requesting the work
 - (c) other staff in your team
- 2 **Resources**
You must produce performance evidence for at least two of the following items of range
 - (a) equipment
 - (b) materials
 - (c) information

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD2)

Plan, organise and improve your work

Element 1 (CWD2.1)

Plan your work to meet colleagues' requirements

Knowledge and Understanding

You must know and understand:

- (a) why it is important to gather and note as much information as possible about work that the relevant person wants you to do
- (b) why it is important to clarify things you are unsure about and how to do so
- (c) your responsibilities in the team and organisation and why it is important to work within these
- (d) how to prioritise and plan pieces of work according to their urgency (how quickly the person wants it done) and importance (what could happen if it is not done)
- (e) why it is important to be flexible in changing your priorities when the importance and urgency of pieces of work change
- (f) how to make the most efficient use of your time and things that may prevent that
- (g) things that can help you plan your time such as diaries, planners, 'to-do' lists etc
- (h) the things you need in order to do your work and why you should keep these organised
- (i) why it is important to keep your working area clean and tidy
- (j) areas of your work where there could be lots of waste and how to keep this waste to a minimum
- (k) why it is important to ask for help when you need it and how you can ask
- (l) how to change work plans when necessary
- (m) why it is important to provide work you have been asked to do on time and in a way that meets requirements
- (n) what to do when you cannot meet deadlines
- (o) why it is important to give people reasonable notice if you cannot meet their requirements

Evidence Requirements

You must prove that you *plan your work to meet colleagues' requirements* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ documents, ie incident report, log book entries, copies of minutes of meeting attended
- ◆ copy of job description
- ◆ daily work schedules
- ◆ organisational charts

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UNIT (CWD2)

Plan, organise and improve your work

Element 1 (CWD2.1)

Plan your work to meet colleagues' requirements

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD2)

Plan, organise and improve your work

Element 2 (CWD2.2)

Carry out work to meet colleagues' requirements

Performance Criteria

You must:

- 1 Work in a way that makes the best use of your time.
- 2 Keep your immediate working area as clean and tidy as possible.
- 3 Keep waste to a minimum.
- 4 Treat confidential information correctly.
- 5 Follow your organisation's procedures when carrying out your work.
- 6 Change your work plans to meet new priorities, with the agreement of **relevant people**.
- 7 Provide work on time and make sure it meets the requirements of the person who has asked for it.
- 8 Give **relevant people** reasonable notice if you will not be able to meet their requirements.

Range

This element requires that you:

- 1 **Relevant people**
You must produce performance evidence for at least two of the following items of range
 - (a) line manager
 - (b) the person requesting the work
 - (c) other staff in your team

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD2)

Plan, organise and improve your work

Element 2 (CWD2.2)

Carry out work to meet colleagues' requirements

Knowledge and Understanding

You must know and understand:

- (a) why it is important to gather and note as much information as possible about work that the relevant person wants you to do
- (b) why it is important to clarify things you are unsure about and how to do so
- (c) your responsibilities in the team and organisation and why it is important to work within these
- (d) how to prioritise and plan pieces of work according to their urgency (how quickly the person wants it done) and importance (what could happen if it is not done)
- (e) why it is important to be flexible in changing your priorities when the importance and urgency of pieces of work change
- (f) how to make the most efficient use of your time and things that may prevent that
- (g) the things you need to do your work and why you should keep these organised
- (h) why it is important to keep your working area clean and tidy
- (i) areas of your work where there could be lots of waste and how to keep this waste to a minimum
- (j) why it is important to ask for help when you need it and who you can ask
- (k) the types of information that may need to be treated confidentially and how to do so
- (l) how to change work plans when necessary
- (m) why it is important to provide work you have been asked to do on time and in a way that meets requirements
- (n) what to do when you cannot meet deadlines
- (o) why it is important to give people reasonable notice if you cannot meet their requirements

Evidence Requirements

You must prove that you *carry out work to meet colleagues' requirements* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ diaries, work-rotas, planners
- ◆ log books
- ◆ copy of standard operating procedures
- ◆ memos/letters written by you
- ◆ documents, ie incident reports, log book entries, copies of minutes of meetings attended
- ◆ copy of job description
- ◆ organisation charts

UNIT (CWD2)

Plan, organise and improve your work

Element 2 (CWD2.2)

Carry out work to meet colleagues' requirements

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD2)

Plan, organise and improve your work

Element 3 (CWD2.3)

Help to improve your own work

Performance Criteria

You must:

- 1 Ask **other people** for **feedback** on your work.
- 2 Deal with this **feedback** positively.
- 3 Consider your own work and identify your strengths and weaknesses.
- 4 Agree, with a relevant person, targets to improve your work and take on new responsibilities.
- 5 Agree a learning plan with a relevant person, that will help you to achieve these targets.
- 6 Take part in activities that support this learning plan.
- 7 Review how well you are achieving the agreed targets, with the relevant person, and alter the targets and activities accordingly.

Range

This element requires that you:

- 1 **Other people**
You must produce performance evidence for at least two of the following items of range
 - (a) line manager
 - (b) the person requesting the work
 - (c) other staff in your team
- 2 **Feedback**
You must produce performance evidence for at least two of the following items of range
 - (a) what you are doing well
 - (b) what you could improve
 - (c) what new responsibilities you can take on

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD2)

Plan, organise and improve your work

Element 3 (CWD2.3)

Help to improve your own work

Knowledge and Understanding

You must know and understand:

- (a) why it is important to gather and note as much information as possible about work that the relevant person wants you to do
- (b) why it is important to clarify things you are unsure about and how to do so
- (c) your responsibilities in the team and organisation and why it is important to work within these
- (d) how to prioritise and plan pieces of work according to their urgency (how quickly the person wants it done) and importance (what could happen if it is not done)
- (e) why it is important to be flexible in changing your priorities when the importance and urgency of pieces of work change
- (f) why it is important to continuously develop yourself in your job and career
- (g) why it is important to get feedback from your other people and how to do so
- (h) areas of your work where you know you are up to standard and areas where you know you must improve
- (i) how to identify and agree new responsibilities you could take on in the future
- (j) how to set and agree targets for yourself
- (k) what a learning plan is and how to develop one
- (l) the types of learning activities and learning styles that could help your work
- (m) why it is important to review your achievements and learning plan regularly

Evidence Requirements

You must prove that you *help to improve your own work* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ training and development plans
- ◆ action plans
- ◆ progress review forms
- ◆ examples of agreed targets
- ◆ records of attendance at training courses
- ◆ certificates from training courses

UNIT (CWD2)

Plan, organise and improve your work

Element 3 (CWD2.3)

Help to improve your own work

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

This Unit has the following elements:

Element 1 (CWD3.1)	Deal with situations and incidents in community environments
Element 2 (CWD3.2)	Deal with hazards and defects in community environments
Element 3 (CWD3.3)	Deal with problems and emergencies in community environments

Unit Summary

This Unit defines the national standard of competence for people who contribute to maintaining safe and secure public places as part of their community warden role. You are expected to be able to identify the different types of irregular situations and incidents such as:

- ◆ suspicious or threatening behaviour
- ◆ abandoned or dangerous vehicles
- ◆ vandalism
- ◆ children or animals left in vehicles

as well as identify potential hazards or defects in public places, such as:

- ◆ missing or damaged street lighting
- ◆ dangerous surfaces
- ◆ spillages
- ◆ sharps
- ◆ dog fouling

and deal with problems and emergencies, such as:

- ◆ minor repairs to houses
- ◆ criminal activities
- ◆ anti-social behaviour

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

- ◆ fire
- ◆ flood
- ◆ road traffic accidents
- ◆ major incidents

You should then take the effective appropriate action, which could include getting help from other people or organisations. You should record details of the situation, hazard, defect, problem or emergency and the action taken, maintaining the confidentiality of the information where required.

It is emphasised that this Unit of competence only covers contributing to maintaining safe and secure public places within the limit and responsibility of the community warden role. The action taken by the warden could be either direct, or reporting to the appropriate persons or organisation.

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

Element 1 (CWD3.1)

Deal with situations and incidents in community environments

Performance Criteria

You must:

- 1 Identify irregular **situations and incidents** correctly.
- 2 Take action to deal with **situations and incidents** that is in line with agreed procedures.
- 3 Take action that is within your authority and job role.
- 4 Get appropriate **help** when you are unable to deal effectively with **situations or incidents**.
- 5 Report and record accurately the details of **situations and incidents** in line with agreed procedures.

Range

This element requires that you:

- 1 **Situations and incidents**
You must produce performance evidence for at least two of the following items of range
 - (a) suspicious or threatening behaviour of people
 - (b) abandoned or dangerous vehicles
 - (c) vandalism including graffiti
 - (d) children or animals left in vehicles
- 2 **Help**
You must produce performance evidence for at least two of the following items of range
 - (a) police
 - (b) other emergency services
 - (c) public utilities
 - (d) your own organisation
 - (e) external organisations

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

Element 1 (CWD3.1)

Deal with situations and incidents in community environments

Knowledge and Understanding

You must know and understand:

- (a) observation techniques to identify irregular situations and incidents in public places
- (b) methods and agreed procedures for dealing with irregular situations and incidents
- (c) the limits of your own job role and authority
- (d) the roles and functions of the emergency and related services
- (e) what information is required for the descriptions of suspicious persons and vehicles
- (f) methods of effective communication

Evidence Requirements

You must prove that you *deal with situations and incidents in community environments* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ pocket book entry
- ◆ witness statement
- ◆ photographic evidence
- ◆ radio/telephone log
- ◆ proforma
- ◆ e-mail/fax request
- ◆ expert witness

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

Element 1 (CWD3.1)

Deal with situations and incidents in community environments

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

Element 2 (CWD3.2)

Deal with hazards and defects in community environments

Performance Criteria

You must:

- 1 Identify potential **hazards and defects** accurately.
- 2 Take action to deal with **hazards and defects** that is in line with agreed procedures.
- 3 Take action that is within your authority and job role.
- 4 Maintain your own health and safety, and that of others while dealing with **hazards or defects**.
- 5 Report and record accurately the details of **hazards and defects** in line with agreed procedures.

Range

This element requires that you:

- 1 **Hazards and defects**
You must produce performance evidence for at least two of the following items of range
 - (a) missing or damaged street lighting
 - (b) damage to street furniture
 - (c) dangerous surfaces
 - (d) spillages
 - (e) sharps
 - (f) dog fouling
 - (g) litter
 - (h) graffiti
 - (i) vandalism to public notice

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

Element 2 (CWD3.2)

Deal with hazards and defects in community environments

Knowledge and Understanding

You must know and understand:

- (a) how to identify hazards and defects in public places
- (b) methods and agreed procedures for dealing with damage and defects
- (c) limits of your own job role and authority
- (d) health and safety requirements related to hazards and defects in public places
- (e) methods and agreed procedures for reporting and recording details of hazards and defects, including maintaining confidentiality

Evidence Requirements

You must prove that you *deal with hazards and defects in community environments* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ pocket book entry
- ◆ witness statement
- ◆ photographic evidence
- ◆ radio/telephone log
- ◆ proforma
- ◆ e-mail/fax request
- ◆ expert witness
- ◆ fixed penalty notice

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

Element 2 (CWD3.2)

Deal with hazards and defects in community environments

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

Element 3 (CWD3.3)

Deal with problems and emergencies in community environments

Performance Criteria

You must:

- 1 Determine the exact nature of **problems** and **emergencies**.
- 2 Take action to deal with **problems** and **emergencies** that is in line with agreed procedures and within your job role.
- 3 Get appropriate help when you are unable to deal effectively with **problems** or **emergencies**.
- 4 Advise those concerned and refer them to organisations who can help, if the **problems** are not within your organisation's responsibilities.
- 5 Keep those concerned informed of progress where an immediate response to the **problem** cannot be given.
- 6 Handle circumstances where customers are distressed, abusive or aggressive in a way which is supportive and allows you to determine the nature of **problems** or **emergencies**.
- 7 Prioritise your actions in line with your workload and the nature of the **problem**.
- 8 Report and record accurately the details of **problems** and **emergencies** in line with agreed procedures.

Range

This element requires that you:

- 1 **Problems**
You must produce performance evidence for at least two of the following items of range
 - (a) minor repairs to houses
 - (b) environmental issues
 - (c) criminal activities
 - (d) anti-social behaviour
 - (e) social and health issues
- 2 **Emergency situations**
You must produce performance evidence for at least two of the following items of range
 - (a) fire
 - (b) flood
 - (c) medical
 - (d) utilities
 - (e) road traffic accidents
 - (f) major incidents
- 3 **Other organisations**
You must produce performance evidence for at least two of the following items of range
 - (a) police and other emergency services
 - (b) utilities
 - (c) voluntary sector

UNIT (CWD3)**Contribute to maintaining safe and secure community environments****Element 3 (CWD3.3)****Deal with problems and emergencies in community environments****Range (cont)**

- (d) local authority
- (e) registered social landlords
- (f) community groups

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding for the remainder of the range statement not covered by performance evidence.

UNIT (CWD3)

Contribute to maintaining safe and secure community environments

Element 3 (CWD3.3)

Deal with problems and emergencies in community environments

Knowledge and Understanding

You must know and understand:

- (a) the range of actions that you can take to deal with problems and emergencies
- (b) limits of your authority and responsibility in dealing with problems and emergencies — knowing when a situation is within your own area of responsibility
- (c) your organisation's operating procedures relating to dealing with problems and emergencies
- (d) local community issues and local priorities
- (e) how to prioritise dealing with problems
- (f) why it is important to keep involved people informed of what is happening to deal with problems and emergencies
- (g) the legal and organisational requirements relating to recording, storing, providing and maintaining the confidentiality of information

Evidence Requirements

You must prove that you *deal with problems and emergencies in community environments* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ pocket book entry
- ◆ witness statement
- ◆ photographic evidence
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ expert witness
- ◆ daily occurrence book/diary entry

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UNIT (CWD3)

Contribute to maintaining safe and secure community environments

Element 3 (CWD3.3)

Deal with problems and emergencies in community environments

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD4)

Develop customer relationships

This Unit has the following elements:

Element 1 (CWD4.1)

Build customer confidence in the level of service provided

Element 2 (CWD4.2)

Meet the ongoing needs and expectations of your customers

Element 3 (CWD4.3)

Develop the relationship between your customer and your organisation

Unit Summary

This Unit defines the National Standard of competence for people who are required to develop good customer relationships as part of their job role.

You are expected to have developed relations with your customers, who may be internal or external to your organisation, or both. This means you have built up the customers' confidence in the organisation and the services it provides. Through discussions, customer expectations should be identified and met wherever these can be provided through the organisation's products or services. You should also be able to find new ways of helping customers, while always working within your own limits of responsibility and authority.

This Unit has been imported from the Institute of Customer Service, the Standards Setting Body for Customer Service. It is Unit 3 in their suite of national occupational standards at level 2. The Institute specifies knowledge at Unit level, rather than at element level. The knowledge requirement for this Unit has therefore been shown separately. It is emphasised that this body of knowledge therefore applies to the Unit as a whole and each knowledge criterion should be met in the context of and as appropriate to the activity being performed.

UNIT (CWD4)

Develop customer relationships

Knowledge and Understanding for the whole Unit

You must know and understand:

- (a) what your customers' rights are and how these rights limit what you are able to do for your customer
- (b) the specific aspects of:
 - ◆ health and safety
 - ◆ data protection
 - ◆ equal opportunities
 - ◆ disability discrimination
 - ◆ legislation and regulations that affect the way the products or services you deal with can be delivered to your customers
- (c) industry, organisational and professional codes of practice and ethical standards that affect the way the products or services you deal with can be delivered to your customers
- (d) any contractual agreements that your customers have with your organisation
- (e) the products or services of your organisation relevant to your customer service role
- (f) the guidelines laid down by your organisation that limit what you can do within your job
- (g) the limits of your own authority and when you need to seek arrangement with or permission from others
- (h) any organisational targets relevant to your job, your role in meeting them and the implications for your organisation if those targets are not met
- (i) how to communicate in a clear, polite, confident way and why this is important
- (j) how your behaviour will affect the behaviour of your customer
- (k) how to behave assertively and professionally in times of conflict

Knowledge and Understanding for the whole Unit (cont)

- (l) how to diffuse potentially stressful situations
- (m) the limitations of what you are able to offer your customer
- (n) how your customers' needs and expectations may change as they deal with your organisation
- (o) the implications to your organisation in terms of resources and cost when you meet your customers' needs
- (p) who you will need to negotiate with to find a solution

Evidence Requirements

You must prove that you *develop the relationship between your customer and your organisation* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ literature provided by a variety of other organisations, ie police, voluntary groups, utility services, social services
- ◆ letters, memos, minutes of meetings etc

UNIT (CWD4)

Develop customer relationships

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD4)

Develop customer relationships

Element 1 (CWD4.1)

Build customer confidence in the level of service provided

Performance Criteria

You must:

- 1 **Deal with your customers** promptly.
- 2 **Communicate** with your customers in a ways that provides confidence and reassurance in their dealings with your organisation.
- 3 Manage the time taken to **deal with your customers** in accordance with organisational guidelines.
- 4 Reassure your customers that you are doing everything possible to keep the commitments made by your organisation.

Range

This element requires that you:

- 1 **Dealings with customers**
You must produce performance evidence for both of the following items of range
 - (a) through your own individual efforts
 - (b) by working with others
- 2 **Communications with customers**
You must produce performance evidence for at least two of the following items of range
 - (a) written
 - (b) verbal
 - (c) any other form

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD4)

Develop customer relationships

Element 1 (CWD4.1)

Build customer confidence in the level of service provided

Evidence Requirements

You must prove that you *build customer confidence in the level of service provided* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself.

Evidence from simulated activities is not permitted.

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ letters, memos, e-mails showing how customers requests have been met
- ◆ log book entries of meetings with customers
- ◆ incident logs, telephone logs

UNIT (CWD4)

Develop customer relationships

Element 1 (CWD4.1)

Build customer confidence in the level of service provided

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD4)

Develop customer relationships

Element 2 (CWD4.2)

Meet the ongoing needs and expectations of your customers

Performance Criteria

You must:

- 1 Operate within the limits of your own authority in attempting to **meet your customers' and your organisation's needs**.
- 2 Recognise when there may be a conflict between the **needs of your customers and your organisation**.
- 3 Take all reasonable **actions to minimise the conflict** between your customers needs and the products or services offered by your organisation.
- 4 Work effectively with others to resolve difficulties in meeting the needs of your customers and your organisation.

Range

This element requires that you:

- 1 **Meeting the needs and expectations of customers and organisation**
You must produce performance evidence for both of the following items of range
 - (a) without being asked
 - (b) at customers request
- 2 **Action to overcome conflict**
You must produce performance evidence for both of the following items of range
 - (a) made use of alternative products or services offered by the organisation
 - (b) made an exception to the service you would normally offer

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD4)

Develop customer relationships

Element 2 (CWD4.2)

Meet the ongoing needs and expectations of your customers

Evidence Requirements

You must prove that you *meet the ongoing needs and expectations of your customers* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself.

Evidence from simulated activities is not permitted.

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ copy of job description
- ◆ copy of standard operating procedures/codes of conduct
- ◆ lists of products/services provided ie leaflets/brochures/web-site addresses
- ◆ other documentation, ie minutes of meetings/letters/memos/e-mails

UNIT (CWD4)

Develop customer relationships

Element 2 (CWD4.2)

Meet the ongoing needs and expectations of your customers

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD4)

Develop customer relationships

Element 3 (CWD4.3)

Develop the relationship between your customer and your organisation

Performance Criteria

You must:

- 1 **Give additional help and information to your customers** in response to their questions and comments about the products or services your organisation provides.
- 2 Discuss expectations with your **customers** and explain how these compare with the products or services you and your organisation provide.
- 3 Advise others of feedback received from your **customers**.
- 4 Identify new ways of helping your **customers** based on the feedback they have given you.

Range

This element requires that you:

- 1 **Give additional help and information to your customers**
You must produce performance evidence for both of the following items of range
 - (a) through help and information
 - (b) by working with others

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding for the remainder of the range statement not covered by performance evidence.

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UNIT (CWD4)

Develop customer relationships

Element 3 (CWD4.3)

Develop the relationship between your customer and your organisation

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD5)

Receive and provide information within the community

This Unit has the following elements:

Element 1 (CWD5.1) Receive information within the community

Element 2 (CWD5.2) Provide information within the community

Unit Summary

This Unit defines the national standard of competence for people who exchange information with communities as part of their job. This Unit covers both receiving and giving information.

You are expected to be able to encourage communication within communities in a range of circumstances using a variety of communication skills, including verbal and non-verbal. You should be able to deal with difficult situations for example where people with whom you are communicating are anxious, distressed, obstructive or abusive. You should also maintain the confidentiality of information, as well as respect the rights and differences of individuals and groups.

UNIT (CWD5)

Receive and provide information within the community

Element 1 (CWD5.1)

Receive information within the community

Performance Criteria

You must:

- 1 Behave in a manner that encourages positive interaction and communication with the community.
- 2 Maintain your appearance and behaviour to the standards required by your organisation.
- 3 Behave in a manner which encourages others to share **information**.
- 4 Respect and acknowledge appropriately, individuals' and families' rights to discontinue conversations and discussions.
- 5 Manage situations where **customers** are distressed or anxious in a manner which is supportive and allows you to determine the nature or the problem.
- 6 Deal with complaints in a constructive manner and in accordance with organisational procedures.
- 7 Maintain accurate, clear and complete records of **information** received, in accordance with organisational requirements and the requirements of partner organisations.
- 8 Maintain confidentiality in accordance with **customers'** needs and organisational requirements.
- 9 Make sure the equipment you use is working properly.

Range

This element requires that you:

- 1 **Information sources**
You must produce performance evidence for at least two of the following items of range
 - (a) individuals within the community
 - (b) groups within the community
 - (c) your organisations
 - (d) other organisations
- 2 **Information obtained**
You must produce performance evidence for at least two of the following items of range
 - (a) verbally in person
 - (b) by telephone
 - (c) in writing
 - (d) from community groups meetings
 - (e) at briefing sessions
- 3 **Customers, from whom you receive information**
You must produce performance evidence for at least two of the following items of range
 - (a) groups
 - (b) individuals
 - (c) internal
 - (d) external

UNIT (CWD5)

Receive and provide information within the community

Element 1 (CWD5.1)

Receive information within the community

Range (cont)

4 Customer's manner, which could be

You must produce performance evidence for at least two of the following items of range

- (a) helpful
- (b) nervous
- (c) distressed
- (d) obstructive
- (e) abusive

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD5)

Receive and provide information within the community

Element 1 (CWD5.1)

Receive information within the community

Knowledge and Understanding

You must know and understand:

- (a) communication skills, ie listening, observation, questioning techniques, including checking your understanding of any information received
- (b) how to minimise the effect of barriers to gathering information
- (c) legal requirements in relation to the recording and storage of information
- (d) the importance of maintaining complete, accurate and relevant records, in accordance with the requirements of your organisation and partner organisations, including procedures for maintaining confidentiality
- (e) your organisation's procedures for recording customers' concerns and complaints
- (f) the legal framework, principles and practice of equality and diversity in the workplace relevant to working in the community
- (g) current health and safety at work legislation relevant to working in the community
- (h) what to do in the case of equipment failure

Evidence Requirements

You must prove that you *receive information within the community* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ pocket book entry
- ◆ witness statement
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ expert witness
- ◆ daily occurrence book/diary entry
- ◆ minutes of meeting
- ◆ thank you letter

UNIT (CWD5)

Receive and provide information within the community

Element 1 (CWD5.1)

Receive information within the community

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD5)

Receive and provide information within the community

Element 2 (CWD5.2)

Provide information within the community

Performance Criteria

You must:

- 1 Communicate with **customers** clearly and politely.
- 2 Provide **information** to **customers** in a way which is easy to understand and meets their needs.
- 3 Take the appropriate action if the required information cannot be provided to **customers**, including referring them to other relevant individuals or organisations.
- 4 Get appropriate assistance from others where necessary to help **customers'** understand **information**.
- 5 Provide the required **information** within agreed time scales where an immediate response for information cannot be given.
- 6 Deal with **customers** fairly and in accordance with organisational requirements.
- 7 Disclose **information** only to those who are authorised to receive it.
- 8 Maintain confidentiality in accordance with customers' needs and organisational requirements.
- 9 Maintain accurate, clear and complete records of **information** provided, according to organisational requirements and the requirements of partner organisations.
- 10 Make sure the equipment you use is working properly.

Range

This element requires that you:

- 1 **Information provided**
You must produce performance evidence for at least two of the following items of range
 - (a) verbally in person
 - (b) by telephone
 - (c) in writing
 - (d) at community groups meetings
 - (e) at briefing sessions
- 2 **Customers to whom you provide information**
You must produce performance evidence for at least two of the following items of range.
 - (a) groups
 - (b) individuals
 - (c) internal
 - (d) external

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD5)

Receive and provide information within the community

Element 2 (CWD5.2)

Provide information within the community

Knowledge and Understanding

You must know and understand:

- (a) the action to take if information cannot be provide, including referring to other sources of information, referring to other agencies, requesting information from others
- (b) the legal framework, principles and practice of equality and diversity in the workplace relevant to working in the community
- (c) legal requirements in relation to the provision of information
- (d) organisational policy with regard to providing information, including procedures for maintaining confidentiality
- (e) use of effective communication skills, particularly checking your customers' understanding
- (f) other sources of information which are relevant to customers' needs
- (g) range of communication options available to you
- (h) current health and safety legislation relevant to working in the community
- (i) the importance of maintaining accurate, complete and legible records which may be needed for evidential purposes, or for information which may be required by other agencies
- (j) what to do in the case of communication equipment failure

Evidence Requirements

You must prove that you *provide information within the community* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ referral requests
- ◆ pocket book entry
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ daily occurrence book/diary entry
- ◆ minutes of meeting
- ◆ tasking/briefing request
- ◆ faults log
- ◆ handover/takeover proforma

UNIT (CWD5)

Receive and provide information within the community

Element 2 (CWD5.2)

Provide information within the community

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD6)

Support community needs

This Unit has the following elements:

Element 1 (CWD6.1)

Encourage positive community relations

Element 2 (CWD6.2)

Provide support in communities

Element 2 (CWD6.3)

Support and maintain relationships between communities and other organisations

Unit Summary

This Unit defines the national standard of competence for people who provide support to communities as part of their job. The Unit covers three areas of activity, which collectively provide support to communities.

You are expected to be able to encourage good community relations by recognising the different factors that concern members of the community and impact on their safety, well-being and social inclusion. These factors may be either personal or related to the community environment. You should know the community in which you are working, so that any variances or change in established patterns can be recognised and dealt with. You should recognise and respect the rights and views of individuals and groups within the community and maintain the confidentiality of any information you have in relation to members or groups within the community.

UNIT (CWD6)

Support community needs

Element 1 (CWD6.1)

Encourage positive community relations

Performance Criteria

You must:

- 1 Provide a reassuring presence in your designated area in accordance with local needs and taking account of organisational constraints.
- 2 Behave in a manner that encourages positive interaction within the community.
- 3 Adapt your behaviour to take account of the varying needs of diverse groups.
- 4 Encourage individuals and families to talk about the **factors** which concern them and impact on their safety, well-being and social inclusion, giving support in a sensitive and unobtrusive way.
- 5 Respect the views of others, while encouraging their personal safety, well being and social inclusion.
- 6 Recommend changes to practices or procedures that would improve community relations.

Range

This element requires that you:

- 1 **Environmental factors**
You must produce performance evidence for at least two of the following items of range.
 - (a) local incidence of crime and anti-social behaviour
 - (b) experience of victimisation
 - (c) fear of crime
 - (d) discrimination
 - (e) isolation
 - (f) access to services and amenities
- 2 **Personal factors**
You must produce performance evidence for at least two of the following items of range.
 - (a) learning difficulties
 - (b) physical illness or disability
 - (c) mental health problems
 - (d) drug abuse
 - (e) alcohol abuse
 - (f) lack of employment
 - (g) poverty

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD6)

Support community needs

Element 1 (CWD6.1)

Encourage positive community relations

Knowledge and Understanding

You must know and understand:

- (a) the diverse groups in the community, their varying needs, concerns and characteristics
- (b) how to adapt your behaviour and communication to encourage positive interaction with the community
- (c) local patterns and trends in behaviour
- (d) the geography of the community in which you work
- (e) the policies and procedures of your organisation relating to community relations

Evidence Requirements

You must prove that you *encourage positive community relations* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ referral requests
- ◆ pocket book entry
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ daily occurrence book/diary entry
- ◆ minutes of meeting
- ◆ tasking/briefing request
- ◆ expert witness

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UNIT (CWD6)

Support community needs

Element 1 (CWD6.1)

Encourage positive community relations

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD6)

Support community needs

Element 2 (CWD6.2)

Provide support in communities

Performance Criteria

You must:

- 1 Act in a way that takes account of the rights of individuals to make their own decisions about their security, well-being and social inclusion.
- 2 Provide information and advice that takes account of the different factors which are affecting the safety, well-being and social inclusion of individuals and families.
- 3 Maintain your knowledge of the local community in order to identify any **variances** or changes to established patterns.
- 4 Take appropriate action when it is apparent your assistance is required.
- 5 Recognise when there is a need to involve **other people** and make appropriate arrangements.
- 6 Maintain confidentiality in accordance with customers' needs and organisational requirements.
- 7 Maintain accurate, complete and clear records in accordance with organisational requirements.
- 8 Make sure the **equipment** you use is working properly.

Range

This element requires that you:

- 1 **Variations**
You must produce performance evidence for at least two of the following items of range
 - (a) suspicious behaviour
 - (b) unfamiliar vehicles
 - (c) unfamiliar people
- 2 **Other people to involve**
You must produce performance evidence for at least two of the following items of range.
 - (a) agencies
 - (b) your own organisation
 - (c) within the community
- 3 **Communication equipment you use**
You must produce performance evidence for at least two of the following items of range.
 - (a) radios
 - (b) mobile phones
 - (c) fixed phones
 - (d) computers
 - (e) fax machines

UNIT (CWD6)

Support community needs

Element 2 (CWD6.2)

Provide support in communities

Range (cont)

4 Personal safety equipment you use

You must produce performance evidence for at least two of the following items of range.

- (a) personal attack alarm
- (b) first aid kit
- (c) torches
- (d) protective clothing
- (e) reflective wear

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD6)

Support community needs

Element 2 (CWD6.2)

Provide support in communities

Knowledge and Understanding

You must know and understand:

- (a) the diverse groups in the community, their varying needs, concerns and characteristics
- (b) how to adapt your behaviour and communication to encourage positive interaction with the community
- (c) local patterns and trends in behaviour
- (d) when, how and who to involve other people or agencies
- (e) the role, responsibilities and function of other people, agencies or community groups that you could need
- (f) the legal and organisational requirements relating to recording, storing, providing and maintaining the confidentiality of information
- (g) what to do in the case of equipment failure

Evidence Requirements

You must prove that you *provide support in communities* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ referral requests
- ◆ pocket book entry
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ daily occurrence book/diary entry
- ◆ minutes of meeting
- ◆ tasking/briefing request
- ◆ faults log
- ◆ expert witness

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UNIT (CWD6)

Support community needs

Element 2 (CWD6.2)

Provide support in communities

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD6)

Support community needs

Element 2 (CWD6.3)

Support and maintain relationships between communities and other organisations

Performance Criteria

You must:

- 1 Maintain an appropriate level of involvement in facilitating links between the community and other **agencies** in accordance with the procedures and policies of your organisation.
- 2 Remain within the scope of your job role when you support and maintain links with other **agencies**.
- 3 Encourage residents to become involved in and support existing associations and networks in ways that are positive and likely to enhance good community relations.
- 4 Liaise with community groups and **agencies** to jointly identify the most appropriate means of supporting continuing effective relationships.
- 5 Use effective methods within the scope of your job role, to contribute towards raising the awareness of your role in providing links between the community and **agencies**.

Range

This element requires that you:

- 1 **Agencies**
You must produce performance evidence for at least two of the following items of range
 - (a) local authority
 - (b) police and other emergency services
 - (c) health authority
 - (d) voluntary sector
 - (e) community groups

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD6)

Support community needs

Element 2 (CWD6.3)

Support and maintain relationships between communities and other organisations

Knowledge and Understanding

You must know and understand:

- (a) the role, responsibilities and function of other people, agencies with whom you could work
- (b) the scope and purpose of existing community groups
- (c) the policies and procedures of your organisation relating to working with other agencies
- (d) the scope and limits of your job role

Evidence Requirements

You must prove that you *support and maintain relationships between communities and other organisations* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ referral requests
- ◆ pocket book entry
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ daily occurrence book/diary entry
- ◆ minutes of meeting
- ◆ tasking/briefing request
- ◆ expert witness

UNIT (CWD6)

Support community needs

Element 2 (CWD6.3)

Support and maintain relationships between communities and other organisations

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD7)

Maintain the physical environment of estates

This Unit has the following elements:

Element 1 (CWD7.1)	Identify and assess maintenance requirements
Element 2 (CWD7.2)	Carry out maintenance activities

Unit Summary

This Unit defines the national standard of competence for people who maintain the physical environment of estates as part of their job.

You are expected to be able to identify the different types of maintenance activities that need to be carried out, such as:

- ◆ cleaning (sweeping, washing internal communal areas, removing bulk refuse, removing graffiti)
- ◆ repairs (equipment or facilities on communal areas, or to dwellings)
- ◆ seasonal activities (cutting back shrubbery, cutting grass, removing fallen leaves, tree maintenance, clearing gutters and drains)
- ◆ removing hazards (sharps and other dangerous items and materials)

You should then be able to carry out the maintenance if it is within your job role and responsibility, or involve others as necessary. You should prioritise your work, while meeting the requirements of the relevant legal and other forms of agreement between residents, landlord, local authority and tenants relevant to estate maintenance. This includes those agreements that relate to specific maintenance activities. You should be able to record details of maintenance activities you have identified or carried, while maintaining the confidentiality of information where required.

UNIT (CWD7)

Maintain the physical environment of estates

Element 1 (CWD7.1)

Identify and assess maintenance requirements

Performance Criteria

You must:

- 1 Identify maintenance **activities** that need to be undertaken.
- 2 Prioritise maintenance **activities**, according to health and safety considerations and other work commitments, and taking account of cost implications.
- 3 Decide whether maintenance **activities** are within the scope of your job role or whether to involve others.
- 4 Where assistance of others is required, make appropriate arrangements.
- 5 Maintain accurate, clear and complete records of maintenance requirements in accordance with organisational requirements.
- 6 Maintain confidentiality of information in accordance with customers needs and organisational requirements.

Range

This element requires that you:

- 1 **Activities**
You must produce performance evidence for at least two of the following items of range
 - (a) repairs
 - (b) seasonal maintenance
 - (c) cleaning
 - (d) removal of dangerous items and materials

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD7)

Maintain the physical environment of estates

Element 1 (CWD7.1)

Identify and assess maintenance requirements

Knowledge and Understanding

You must know and understand:

- (a) legal and other forms of agreement between residents, landlord, local authority and tenants relevant to estate maintenance, including those related to specific maintenance activities
- (b) scope of your job role
- (c) how to prioritise your workload
- (d) services provided by other agencies and specialists
- (e) organisational procedures when involving others
- (f) health and safety requirements for yourself and others
- (g) how to consider the cost and benefit implications of the action that you take
- (h) organisational requirements for maintaining records of maintenance requirements
- (i) reasons for maintaining confidentiality of information

Evidence Requirements

You must prove that you *identify and assess maintenance requirements* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ referral requests
- ◆ pocket book entry
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ daily occurrence book/diary entry
- ◆ tasking/briefing request
- ◆ expert witness
- ◆ schedule of work

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UNIT (CWD7)

Maintain the physical environment of estates

Element 1 (CWD7.1)

Identify and assess maintenance requirements

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD7)

Maintain the physical environment of estates

Element 2 (CWD7.2)

Carry out maintenance activities

Performance Criteria

You must:

- 1 Obtain the appropriate materials, equipment and tools needed in order to carry out maintenance **activities**.
- 2 Undertake the required maintenance **activities** following organisational procedures and health and safety considerations to protect yourself and others while you work.
- 3 Show due regard and respect for the property and privacy of others whilst carrying out maintenance **activities**.
- 4 Dispose of any collected waste or debris in accordance with environmental and workplace guidelines.
- 5 Make sure all equipment is working properly and the tools you use are in good working condition.
- 6 Identify and initiate follow-up action required in accordance with scope of your job role and organisational procedures.
- 7 Maintain accurate, clear and complete records of maintenance **activities** in accordance with organisational requirements.
- 8 Maintain confidentiality of information in accordance organisational requirements.

Range

This element requires that you:

- 1 **Activities**
You must produce performance evidence for at least two of the following items of range
 - (a) repairs
 - (b) seasonal maintenance
 - (c) cleaning
 - (d) removal of hazards

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD7)

Maintain the physical environment of estates

Element 2 (CWD7.2)

Carry out maintenance activities

Knowledge and Understanding

You must know and understand:

- (a) current legal and other forms of agreement between residents, landlord, local authority and tenants relevant to estate maintenance, including those related to specific maintenance activities
- (b) scope of your job role and responsibilities
- (c) what materials, equipment and tools are needed and appropriate for you to carry out maintenance activities
- (d) what to do in the event of equipment failure
- (e) health, safety and legal considerations involved in carrying out maintenance activities
- (f) what to do in the event of equipment failure or replacing damaged tools

Evidence Requirements

You must prove that you *carry out maintenance activities* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ referral requests
- ◆ pocket book entry
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ daily occurrence book/diary entry
- ◆ tasking/briefing request
- ◆ expert witness
- ◆ schedule of work

UNIT (CWD7)

Maintain the physical environment of estates

Element 2 (CWD7.2)

Carry out maintenance activities

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD8) Control the use of resources

This Unit has the following elements:

Element 1 (CWD8.1)	Maintain resource levels
Element 2 (CWD8.2)	Use resources effectively

Unit Summary

This Unit defines the national standard of competence for people at work who have a responsibility for the provision and use of resources.

You would be expected to make sure you had sufficient tools, equipment and materials to carry out your work, which would be current and anticipated. You would also have to make sure that these resources were looked after and used properly. The tools, equipment and materials would typically be used for cleaning jobs, repair work and maintenance activities.

This Unit has been imported from Asset Skills, the Sector Skills Council for cleaning, and is Unit 007 in their suite of national occupational standards.

UNIT (CWD8)

Control the use of resources

Element 1 (CWD8.1)

Maintain resource levels

Performance Criteria

You must:

- 1 Accurately monitor **resource** levels at appropriate intervals.
- 2 Correctly identify the type and amount of **resources** that you need in order to carry out your job.
- 3 Follow approved procedures for ordering **resources**.
- 4 Correctly identify any discrepancies between orders placed and **resources** received.
- 5 Take appropriate action to deal with any discrepancies you identify.
- 6 Handle and store **resources** in accordance with their nature and characteristics.
- 7 Store **resources** securely.
- 8 Follow approved stock rotation practices.
- 9 Keep accurate records of **resources** issued from storage.

Range

This element requires that you:

- 1 **Resources**
You must produce performance evidence for at least two of the following items of range
 - (a) tools
 - (b) equipment
 - (c) materials

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD8)

Control the use of resources

Element 1 (CWD8.1)

Maintain resource levels

Knowledge and Understanding

You must know and understand:

- (a) how to monitor resource levels, the importance of monitoring them and when it is appropriate to monitor them
- (b) the purpose(s) for which different types of resources are needed within your job role and what action to take into account when calculating the amounts that need to be ordered
- (c) what the approved procedures are for ordering resources, and why it is important that these are followed
- (d) the types of discrepancies that might occur between resources received and orders placed, and how such discrepancies should be dealt with
- (e) how the nature and characteristics of different types of resources affect the way in which they are handled and stored
- (f) why it is important that resources should be handled and stored correctly (including compliance with relevant legislation ie COSHH)
- (g) how to handle resources correctly and how to store them securely and correctly (including compliance with relevant legislation ie COSHH)
- (h) what the approved stock rotation practices are, and the importance of keeping to these practices
- (i) why it is importance to keep accurate records of resources issued, and how the records should be kept

Evidence Requirements

You must prove that you *maintain resource levels* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ stock lists
- ◆ stock cards
- ◆ list of approved suppliers
- ◆ standard operating procedures for purchasing
- ◆ purchase orders for delivery notes
- ◆ stock rotation procedure

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UNIT (CWD8)

Control the use of resources

Element 1 (CWD8.1)

Maintain resource levels

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD8)

Control the use of resources

Element 2 (CWD8.2)

Use resources effectively

Performance Criteria

You must:

- 1 Have the necessary authority to use the **resources** that are needed for you to do your work.
- 2 Use **resources** for their approved purposes only.
- 3 Minimise wastage of **resources**.
- 4 Prepare and use resources in accordance with health and safety requirements and the requirements of your organisation.
- 5 Carry out routine maintenance of tools and equipment in accordance with manufacturer's instructions.
- 6 Dispose of unwanted **resources** correctly.
- 7 Return unused and reusable **resources** to the right place(s) promptly.

Range

This element requires that you:

- 1 **Resources**
You must produce performance evidence for at least two of the following items of range
 - (a) tools
 - (b) equipment
 - (c) materials

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD8)

Control the use of resources

Element 2 (CWD8.2)

Use resources effectively

Knowledge and Understanding

You must know and understand:

- (a) how the effective use of resources can benefit the organisation as a whole
- (b) which resources require authorisation for use, and the possible consequences of using them without authorisation
- (c) the purpose(s) for which resources should be used
- (d) how to minimise wastage, and why it is important to minimise wastage
- (e) what the relevant health and safety and organisation requirements are regarding the preparation and use of resources, and the possible consequences of failing to comply with these requirements
- (f) the benefits or routine maintenance of tools and resources, and where to get manufacturers' maintenance instructions from
- (g) how and where unwanted resources should be disposed of
- (h) why it is important to return unused and reusable resources to the right place(s) and where these places are

Evidence Requirements

You must prove that you *use resources effectively* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ stock requisition
- ◆ standard operating procedures for use of resources, disposal procedures, storage procedures
- ◆ notices and instructions on handling and use of materials
- ◆ maintenance schedules
- ◆ stock control records

UNIT (CWD8)

Control the use of resources

Element 2 (CWD8.2)

Use resources effectively

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD9) Maintain observation of parking areas

This Unit has the following elements:

Element 1 (CWD9.1)	Deal with irregularities in parking areas
Element 2 (CWD9.2)	Monitor hazards and conditions of parking areas
Element 3 (CWD9.3)	Inspect parking control equipment

Unit Summary

This Unit defines the national standard of competence for people who have a responsibility for the safety, security and equipment at parking areas.

You are expected to be vigilant throughout your duties and have good observation skills. You should be able to identify and respond to any irregularities, such as insecure or abandoned vehicles, children or animals left in vehicles, or people behaving suspiciously. You should be able to make sure equipment at parking areas is working properly and take appropriate action where it is not.

UNIT (CWD9)

Maintain observation of parking areas

Element 1 (CWD9.1)

Deal with irregularities in parking areas

Performance Criteria

You must:

- 1 Recognise **irregular situations** correctly and promptly.
- 2 Respond appropriately to **irregular situation** in accordance with agreed procedures.
- 3 Call for **assistance** immediately and carry out any instructions correctly and promptly.
- 4 Report and record **details** of **irregular situations** accurately and legibly in accordance with agreed procedures.

Range

This element requires that you:

- 1 **Irregular situations**
You must produce performance evidence for at least two of the following items of range
 - (a) insecure vehicles
 - (b) abandoned vehicles
 - (c) children and animals left in vehicles
 - (d) persons behaving suspiciously

Range (cont)

- 2 **Assistance from**
You must produce performance evidence for at least two of the following items of range
 - (a) emergency and breakdown services
 - (b) internal
 - (c) external
- 3 **Details of**
You must produce performance evidence for at least two of the following items of range
 - (a) location
 - (b) time
 - (c) date
 - (d) description

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD9)

Maintain observation of parking areas

Element 1 (CWD9.1)

Deal with irregularities in parking areas

Knowledge and Understanding

You must know and understand:

- (a) surveillance and observation techniques and how to use them
- (b) methods and procedures for dealing with irregular situations
- (c) current legal constraints within which you must work
- (d) basic purpose and functions of emergency and breakdown services
- (e) information required for descriptions of suspicious persons and vehicles
- (f) methods of communication
- (g) reporting procedures

Evidence Requirements

You must prove that you *deal with irregularities in parking areas* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ pocket book entry
- ◆ witness statement
- ◆ photographic evidence
- ◆ radio/telephone log
- ◆ proforma
- ◆ e-mail/fax request
- ◆ expert witness

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UNIT (CWD9)

Maintain observation of parking areas

Element 1 (CWD9.1)

Deal with irregularities in parking areas

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD9)

Maintain observation of parking areas

Element 2 (CWD9.2)

Monitor hazards and conditions of parking areas

Performance Criteria

You must:

- 1 Recognise potential **hazards and defects** accurately and promptly.
- 2 Deal with **hazards and defects** in accordance with agreed procedures.
- 3 Maintain your health and safety, and that of others all times whilst dealing with irregularities.
- 4 Record and report **details** of **hazards and defects** accurately and legibly in accordance with agreed procedures.

Range

This element requires that you:

- 1 **Hazards and defects**
You must produce performance evidence for at least two of the following items of range
 - (a) missing and damaged lighting
 - (b) graffiti
 - (c) defective parking area
 - (d) missing signs and lines
 - (e) defective signs and lines
 - (f) spillages
 - (g) dangerous surfaces

- 2 **Details**
You must produce performance evidence for at least two of the following items of range
 - (a) location
 - (b) time
 - (c) date
 - (d) description

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD9)

Maintain observation of parking areas

Element 2 (CWD9.2)

Monitor hazards and conditions of parking areas

Knowledge and Understanding

You must know and understand:

- (a) typical hazards and defects, and how to identify them
- (b) methods and procedures for dealing with damage and hazards
- (c) limits of your responsibility
- (d) current health and safety legislation and regulations
- (e) methods for cleaning up spillages
- (f) reporting and recording procedures

Evidence Requirements

You must prove that you *monitor hazards and conditions of parking areas* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ pocket book entry
- ◆ witness statement
- ◆ photographic evidence
- ◆ radio/telephone log
- ◆ proforma
- ◆ e-mail/fax request
- ◆ expert witness

UNIT (CWD9)

Maintain observation of parking areas

Element 2 (CWD9.2)

Monitor hazards and conditions of parking areas

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD9)

Maintain observation of parking areas

Element 3 (CWD9.3)

Inspect parking control equipment

Performance Criteria

You must:

- 1 Check the operation of **equipment** at the required frequency and times to verify that it is in working order.
- 2 Identify **faults and damage** to **equipment** correctly.
- 3 Take the correction action to rectify **faults and damage**.
- 4 Maintain access to parking at all times.
- 5 Record and report **details** of **faults and damage** accurately and legibly in accordance with agreed procedures.

Range

This element requires that you:

- 1 **Equipment**
You must produce performance evidence for at least two of the following items of range
 - (a) pay machines
 - (b) ticket machines
 - (c) access control

Range (cont)

- 2 **Faults and damage**
You must produce performance evidence for at least two of the following items of range
 - (a) jams
 - (b) broken parts
 - (c) wrong time and date
 - (d) depleted stocks
 - (e) vandalised equipment
 - (f) power loss
- 3 **Details**
You must produce performance evidence for at least two of the following items of range
 - (a) location
 - (b) time
 - (c) date
 - (d) description

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD9)

Maintain observation of parking areas

Element 3 (CWD9.3)

Inspect parking control equipment

Knowledge and Understanding

You must know and understand:

- (a) equipment and parts requiring inspection
- (b) how to inspect and test equipment
- (c) identification of faults and damage
- (d) basic fault rectification
- (e) methods of ensuring continuance of service and availability
- (f) limits of your responsibility
- (g) reporting procedures
- (h) your work schedules and instructions

Evidence Requirements

You must prove that you *inspect parking control equipment* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ faults log
- ◆ stocks log
- ◆ incident report
- ◆ pocket book entry
- ◆ photographic evidence
- ◆ manufacturers users guide/fault finder
- ◆ witness statement
- ◆ radio/telephone log
- ◆ daily occurrence book/diary

UNIT (CWD9)

Maintain observation of parking areas

Element 3 (CWD9.3)

Inspect parking control equipment

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD10) Identify and respond to breaches in parking regulations

This Unit has the following elements:

- Element 1 (CWD10.1) Patrol allocated areas**
- Element 2 (CWD10.2) Deal with parking contraventions**

Unit Summary

This Unit defines the national standard of competence for people who have a responsibility for the operation of ‘pay and display’ parking areas.

You are expected to monitor the compliance of parking regulations and requirements, and enforce the regulations where there are breaches. You should therefore be able to recognise and respond to invalid authorisations, such as not displayed, date or time expired, illegible details and forgeries. In demonstrating competence in this Unit, it is important that you fully understand and can implement the regulations relating to parking in the areas for which you are responsible.

UNIT (CWD10)

Identify and respond to breaches in parking regulations

Element 1 (CWD10.1)

Patrol allocated areas

Performance Criteria

You must:

- 1 Identify and confirm correctly the areas that you are allocated to patrol.
- 2 Cover your allocated areas fully.
- 3 **Record your location** throughout patrols in accordance with agreed procedures.
- 4 Report and record **details of the patrol** accurately and legibly in accordance with agreed procedures.

Range

This element requires that you:

- 1 **Equipment for recording location**
You must produce performance evidence for at least two of the following items of range.
 - (a) notebook
 - (b) pen
 - (c) handheld computer
- 2 **Details of your patrols**
You must produce performance evidence for at least two of the following items of range.
 - (a) location
 - (b) time
 - (c) date
 - (d) patrolled area
 - (e) rest breaks

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD10) Identify and respond to breaches in parking regulations

Element 1 (CWD10.1) Patrol allocated areas

Knowledge and Understanding

You must know and understand:

- (a) the routes that you are required to patrol
- (b) frequency of patrols
- (c) principles and methods of patrolling
- (d) methods of recording location
- (e) the local geography of the areas that you patrol
- (f) reasons for leaving allocated areas
- (g) recording and reporting procedures

Evidence Requirements

You must prove that you *encourage positive community relations* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ pocket book entry
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ daily occurrence book/diary entry
- ◆ tasking/briefing request
- ◆ expert witness

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UNIT (CWD10)

Identify and respond to breaches in parking regulations

Element 1 (CWD10.1)

Patrol allocated areas

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD10)

Identify and respond to breaches in parking regulations

Element 2 (CWD10.2)

Deal with parking contraventions

Performance Criteria

You must:

- 1 Check all parked vehicles for compliance with parking regulations.
- 2 Identify **invalid authorisation** to park and **parking contraventions** correctly.
- 3 Take the correct action to deal with breaches in regulations, in accordance with agreed procedures and legislation.
- 4 Inform the appropriate **persons** with relevant **details** in accordance with agreed procedures.
- 5 Report and record **details** of **invalid authorisation** to park and contravention of regulations accurately and legibly, in accordance with agreed procedures.

Range

This element requires that you:

- 1 **Invalid authorisation**
You must produce performance evidence for at least two of the following items of range
 - (a) permission to park — not displayed
 - (b) date expired
 - (c) time expired
 - (d) illegible details
 - (e) misuse
 - (f) forgeries
- 2 **Parking contraventions**
You must produce performance evidence for at least two of the following items of range.
 - (a) driving away before notice served
 - (b) contravention of local regulations
 - (c) parking in unauthorised areas
- 3 **Persons**
You must produce performance evidence for at least two of the following items of range.
 - (a) line manager
 - (b) others identified in procedures
 - (c) driver of vehicles

UNIT (CWD10)

Identify and respond to breaches in parking regulations

Element 2 (CWD10.2)

Deal with parking contraventions

Range (cont)

4 Details

You must produce performance evidence for at least two of the following items of range.

- (a) location
- (b) time
- (c) date
- (d) description of vehicle
- (e) offence

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD10)

Identify and respond to breaches in parking regulations

Element 2 (CWD10.2)

Deal with parking contraventions

Knowledge and Understanding

You must know and understand:

- (a) current parking legislation and regulations
- (b) types of valid parking
- (c) interpretation of the validity of types of parking permission
- (d) enforcement procedures and how to implement them
- (e) legal constraints
- (f) reporting procedures

Evidence Requirements

You must prove that you *provide support in communities* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ pocket book entry
- ◆ witness statement
- ◆ photographic evidence
- ◆ incident report
- ◆ radio/telephone log
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ daily occurrence book/diary entry
- ◆ tasking/briefing request
- ◆ expert witness
- ◆ fixed penalty notice

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UNIT (CWD10)

Identify and respond to breaches in parking regulations

Element 2 (CWD10.2)

Deal with parking contraventions

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD11) Maintain and use databases

This Unit has the following elements:

Element 1 (CWD11.1)	Retrieve and enter and data to update databases
Element 2 (CWD11.2)	Extract the required information
Element 3 (CWD11.3)	Output specified information to the required destination

Unit Summary

This Unit defines the national standard of competence for people who are required to produce and enter information using existing single table databases.

You are expected to be able to enter, process and output information from databases using information technology. The Unit covers techniques for entering and manipulating single table databases to match pre-defined or a given format. The Unit also requires you to output the information to various destinations.

UNIT (CWD11)

Maintain and use databases

Element 1 (CWD11.1)

Retrieve and enter data to update databases

Performance Criteria

You must:

- 1 Obtain any necessary authority to access database files.
- 2 Correctly locate and retrieve the **data** required by the customer.
- 3 Effectively maintain **data structures** to meet **customer requirements**.
- 4 When required, create fields with specified **characteristics** to effectively meet **customer's requirements**.
- 5 When required, modify field **characteristics** to meet **customer requirements** and maintain the integrity of existing data.
- 6 When necessary, promptly seek guidance from the relevant person(s).
- 7 Input **data** accurately, completely and to meet your **customer's requirements**.
- 8 Effectively use available automated facilities for **data** checking.
- 9 When necessary, effectively use on-line help facilities.
- 10 Save files to preserve their integrity and to comply with your **organisation's requirements**.
- 11 Promptly and accurately report any problems to the relevant person.

Range

This element requires that you:

- 1 **Data structures are**
You must produce performance evidence for both of the following items of range
range
(a) existing
(b) new

Range (cont)

- 2 **Characteristics are**
You must produce performance evidence for at least two of the following items of range
(a) name
(b) type
(c) size
(d) format
- 3 **Customers' requirements are**
You must produce performance evidence for at least two of the following items of range
(a) layout
(b) purpose
(c) time
- 4 **Data are**
You must produce performance evidence for both of the following items or range
(a) number
(b) text

UNIT (CWD11)

Maintain and use databases

Element 1 (CWD11.1)

Retrieve and enter data to update databases

Range (cont)

5 Organisation's requirements are

You must produce performance evidence for at least two of the following items of range

- (a) frequency
- (b) location
- (c) naming convention
- (d) security

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding for the remainder of the Range statement not covered by performance evidence.

UNIT (CWD11)

Maintain and use databases

Element 1 (CWD11.1)

Retrieve and enter data to update databases

Knowledge and Understanding

You must know and understand:

- (a) interpret and apply your customer's requirements
- (b) locate and retrieve database files
- (c) maintain database structure
- (d) create fields and field characteristics
- (e) use the available software and automated facilities
- (f) use on-line help
- (g) save database files
- (h) follow your organisation's requirements for saving files

and understand the:

- (i) person(s) from whom to gain authority to access files
- (j) importance of meeting your customer's requirements
- (k) limits of your own responsibility for data entry and updating database files
- (l) reasons why access authority is required for certain files
- (m) importance of checking the data
- (n) importance of conforming to your organisation's requirements
- (o) person to whom you report

Evidence Requirements

You must prove that you *retrieve and enter data to update databases* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ printouts detailing database location
- ◆ printouts showing updated files
- ◆ demonstrating to your assessor the entering, updating and saving of database data
- ◆ statements from people who are able to comment on your ability to work
- ◆ statements from those to whom you have reported problems and or sought guidance

UNIT (CWD11)

Maintain and use databases

Element 1 (CWD11.1)

Retrieve and enter data to update databases

No	Description of Evidence	Knowledge and Understanding														
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD11) Maintain and use databases

Element 2 (CWD11.2) Extract the required information

Performance Criteria

You must:

- 1 Provide a database document format which meets your customer's requirements.
- 2 Correctly translate customer information requirements by using **database interrogation**.
- 3 Process extracted information correctly, and save information to meet requirements.
- 4 Effectively use software facilities to achieve the required **data** format and **page layout** requirements.
- 5 Promptly raise any queries arising during the production of the document with the relevant person(s).
- 6 Effectively use on-line help when necessary.
- 7 Produce a final document that is complete and meets customer requirements.

Range

This element requires that you:

- 1 **Database interrogation facilities are**
You must produce performance evidence for both of the following items of range
 - (a) simple queries
 - (b) sort
- 2 **Data are**
You must produce performance evidence for both of the following items of range
 - (a) text
 - (b) numerical
- 3 **Page layouts are**
You must produce performance evidence for at least two of the following items of range
 - (a) page size
 - (b) page orientation
 - (c) page numbering
 - (d) headers and footers
 - (e) margins

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD11) Maintain and use databases

Element 2 (CWD11.2) Extract the required information

Knowledge and Understanding

You must know and understand:

- (a) interpret and apply customer requirements for database documents
- (b) effectively use the software functions for manipulating data interrogation facilities
- (c) use the software available to produce database documents
- (d) effectively use the software functions for formatting database documents
- (e) effectively use the software functions for page layout
- (f) use on-line help

and understand the:

- (g) person(s) with whom to raise queries
- (h) customer's requirements for the document to be produced
- (i) factors influencing the choice of software facilities and functions to produce database documents
- (j) importance to meeting customer requirements

Evidence Requirements

You must prove that you *extract the required information* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ details of your customers' requirements
- ◆ database documents produced
- ◆ demonstrating to your assessor the effective and correct production of database documents
- ◆ statements from people who are able to comment on your work
- ◆ statements from people with whom you resolved queries

UNIT (CWD11)

Maintain and use databases

Element 2 (CWD11.2)

Extract the required information

No	Description of Evidence	Performance Criteria							Range							Knowledge and Understanding													
		1	2	3	4	5	6	7	1a	1b	2a	2b	3a	3b	3c	3d	3e	a	b	c	d	e	f	g	h	i	j		

UNIT (CWD11)

Maintain and use databases

Element 2 (CWD11.2)

Extract the required information

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD11)

Maintain and use databases

Element 3 (CWD11.3)

Output specified information to the required destination

Performance Criteria

You must:

- 1 The selected database document is complete and ready for output.
- 2 The database document **output devices** used are suitable for meeting customer requirements.
- 3 The printer **output parameters** set meet output requirements.
- 4 The final database document is complete and meets your customer's requirements.
- 5 Where necessary, your methods of outputting database documents preserves confidentiality.

Range

This element requires that you:

- 1 **Output devices**
You must produce performance evidence for both of the following items of range
 - (a) electronically stored for use by others
 - (b) printer
- 2 **Output parameters**
You must produce performance evidence for at least two of the following items of range
 - (a) number of copies
 - (b) page range
 - (c) page size

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD11)

Maintain and use databases

Element 3 (CWD11.3)

Output specified information to the required destination

Knowledge and Understanding

You must know and understand:

- (a) select the destination required
- (b) interpret instructions for using output devices
- (c) identify and set up parameters to meet output requirements and preserve confidentiality
- (d) use methods for checking output devices

and understand:

- (e) the factors influencing your decision in choice of output device
- (f) your customers' requirements for document outputs
- (g) the occasions when confidentiality should be preserved

Evidence Requirements

You must prove that you *extract the required information* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ details of your customers' requirements
- ◆ hard copies of outputs
- ◆ demonstrating setting up and using output devices
- ◆ statements from people who are able to comment on your work

UNIT (CWD11)

Maintain and use databases

Element 3 (CWD11.3)

Output specified information to the required destination

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD12) Produce documents using word processing software

This Unit has the following elements:

Element 1 (CWD12.1)	Retrieve and enter data to create and update files
Element 2 (CWD12.2)	Produce the required documents by manipulating data
Element 3 (CWD12.3)	Output the document to the required destination

Unit Summary

This Unit defines the national standard of competence for people who are required to produce documents to given formats using word processing software.

You are expected to be able to enter, process and output data using information technology. The Unit covers techniques for entering and manipulating data and outputting the information to various destinations.

This Unit has been imported from e-Skills UK, the Sector Skills Council for Information Technology Users and Professionals. It is Unit 202 in their suite of national occupational standards at level 2.

UNIT (CWD12)

Produce documents using word processing software

Element 1 (CWD12.1)

Retrieve and enter data to create and update files

Performance Criteria

You must:

- 1 Obtain any necessary authority to access files.
- 2 Correctly locate and retrieve the **data** and graphics required by the customer.
- 3 Correctly use **input devices** to effectively enter **data**.
- 4 Promptly seek guidance from relevant person(s) when necessary.
- 5 Enter **data** and graphics accurately and completely, to meet your **customer's requirements**.
- 6 Minimise the occurrence of errors by effective use of available automated checking facilities.
- 7 Effectively use on-line help, when necessary.
- 8 Save files to preserve their integrity and to comply with your **organisation's requirements**.

Range

This element requires that you:

- 1 **Data**
You must produce performance evidence for both of the following items of range
 - (a) number
 - (b) text

Range (cont)

- 2 **Input devices**
You must produce performance evidence for at least two of the following items of range
 - (a) audio
 - (b) keyboard
 - (c) specialist device
- 3 **Customers' requirements**
You must produce performance evidence for at least two of the following items of range
 - (a) layout
 - (b) purpose
 - (c) time
- 4 **Organisation's requirements**
You must produce performance evidence for at least two of the following items of range
 - (a) frequency
 - (b) location
 - (c) naming convention
 - (d) security

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD12)

Produce documents using word processing software

Element 1 (CWD12.1)

Retrieve and enter data to create and update files

Knowledge and Understanding

You must know and understand:

- (a) interpret your customer's requirements
- (b) locate and retrieve data
- (c) select and use appropriate input device
- (d) save files
- (e) use the available software to meet requirements
- (f) effectively use automated checking facilities
- (g) use on-line help
- (h) follow your organisation's requirements when saving files

and understand the:

- (i) person(s) from whom to gain authority to access files
- (j) importance of meeting your customer's requirements
- (k) limits of your own responsibility for data entry and updating files
- (l) selection and use of input devices (range 2)
- (m) reasons why access authority is required for certain files and data
- (n) factors influencing the selection of data input device
- (o) importance of checking data
- (p) facilities available for automated checking
- (q) different methods of checking data
- (r) importance of conforming to your organisation's requirements

Evidence Requirements

You must prove that you *retrieve and enter data to create and update files* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ printouts detailing file locations
- ◆ printouts showing updated files
- ◆ observations of you working over a period of time correctly updating and saving files
- ◆ statements from people who are able to comment on your work

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UNIT (CWD12)

Produce documents using word processing software

Element 1 (CWD12.1)

Retrieve and enter data to create and update files

No	Description of Evidence	Knowledge and Understanding																	
		a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD12) Produce documents using word processing software

Element 2 (CWD12.2) Produce the required documents by manipulating data

Performance Criteria

You must:

- 1 You accurately identify your customer's document requirements.
- 2 Where customer's document requirements are unclear you promptly clarify their **text format** and **page layout** requirements.
- 3 You promptly raise any queries arising during the production of the document with the relevant person(s).
- 4 When necessary, you effectively use on-line help.
- 5 You effectively use the software facilities provided to achieve the required **text format** and **page layout**.
- 6 You effectively use **text**, and **graphical manipulating facilities** to achieve the required document.
- 7 You effectively use the arithmetic facilities of the software to achieve the required document.
- 8 The final product is complete and meets customer requirements.

Range

This element requires that you:

- 1 **Text format**
You must produce performance evidence for at least two of the following items of range
 - (a) bullet lists
 - (b) font
 - (c) paragraph style
 - (d) indentation
 - (e) justification
 - (f) line spacing

Range (cont)

- (g) number
 - (h) lists
 - (i) tables
 - (j) tabs
- 2 **Page layout**
You must produce performance evidence for at least two of the following items of range
 - (a) page size
 - (b) page orientation
 - (c) page numbering
 - (d) headers and footers
 - (e) margins
 - 3 **Text manipulation facilities**
You must produce performance evidence for at least two of the following items of range
 - (a) copy
 - (b) insert file
 - (c) move
 - (d) search and replace
 - (e) sort
 - 4 **Graphical manipulation facilities**
You must produce performance evidence for at least two of the following items of range
 - (a) insert graphic
 - (b) position
 - (c) size

UNIT (CWD12) Produce documents using word processing software

Element 2 (CWD12.2) Produce the required documents by manipulating data

Range (cont)

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding for the remainder of the Range statement not covered by performance evidence.

UNIT (CWD12) Produce documents using word processing software

Element 2 (CWD12.2) Produce the required documents by manipulating data

Knowledge and Understanding

You must know and understand:

- (a) interpret customer requirements to establish their document needs
- (b) use the software available to produce documents
- (c) use on-line help
- (d) effectively use the software functions for formatting documents
- (e) effectively use the software functions for page layout
- (f) effectively use the software functions for manipulating document content

and understand the:

- (g) person(s) with whom to raise queries
- (h) customers' requirements for the document to be produced
- (i) factors influencing the choice of software facilities and functions to produce your customer's document requirement
- (j) importance of meeting customer requirements

Evidence Requirements

You must prove that you *produce the required documents by manipulating data* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ details of customer requirements
- ◆ text documents
- ◆ documents with text, number and graphics
- ◆ numerical documents
- ◆ graphical documents
- ◆ demonstrating the effective and correct use of using software to produce documents

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UNIT (CWD12)

Produce documents using word processing software

Element 2 (CWD12.2)

Produce the required documents by manipulating data

No	Description of Evidence	Knowledge and Understanding									
		a	b	c	d	e	f	g	h	i	j

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD12)

Produce documents using word processing software

Element 3 (CWD12.3)

Output the document to the required destination

Performance Criteria

You must:

- 1 The selected document is complete and ready for output.
- 2 The document **output devices** used are suitable for producing documents to meet customer requirements.
- 3 The printer **output parameters** used meet **output device** and customer requirements.
- 4 Output to electronic devices is correctly addressed.
- 5 The final document is complete and meets your customers requirements.
- 6 Where necessary, your methods of outputting documents preserves confidentiality.

Range

This element requires that you:

- 1 **Output devices**
You must produce performance evidence for at least two of the following items of range
 - (a) electronically stored for use by others
 - (b) electronic mail
 - (c) printer
- 2 **Output parameters**
You must produce performance evidence for at least two of the following items of range
 - (a) hard copy
 - (b) number of copies
 - (c) page range
 - (d) paper size

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD12)

Produce documents using word processing software

Element 3 (CWD12.3)

Output the document to the required destination

Knowledge and Understanding

You must know and understand:

- (a) select and output device required
- (b) interpret instructions for using output devices
- (c) identify and set up parameters to meet output requirements and preserve confidentiality
- (d) use methods for checking output devices

and understand the:

- (e) factors influencing your decision in choice of output device
- (f) customers' requirements for document outputs
- (g) occasions when confidentiality should be preserved

Evidence Requirements

You must prove that you *output the document to the required destination* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ details of customer requirements
- ◆ hard copies of outputs
- ◆ demonstrating setting up and using output devices
- ◆ printouts from electronic output devices
- ◆ statements from people who are able to comment on your work

UNIT (CWD12)

Produce documents using word processing software

Element 3 (CWD12.3)

Output the document to the required destination

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD13) Support the work of your team

This Unit has the following elements:

- | | |
|----------------------------|---|
| Element 1 (CWD13.1) | Work effectively with other team members |
| Element 2 (CWD13.2) | Help improve the work of your team |

Unit Summary

This Unit defines the national standard of competence for working effectively with colleagues and helping to improve the team's work.

You are expected to be able to work effectively with your supervisors, managers and other members of your team. You should also be able to communicate clearly with your team face to face, by telephone and through writing.

This Unit has been imported from the Council for Administration, the Standards Setting Body for Administration. It is Unit 203 in their suite of national occupational standards.

UNIT (CWD13)

Support the work of your team

Element 1 (CWD13.1)

Work effectively with other team members

Performance Criteria

You must:

- 1 **Communicate** with other **team members** clearly.
- 2 Work in a way that supports the work of other **team members**, as long as this is within the scope of your job role and does not prevent you from completing your own work on time.
- 3 Pass on essential information to other **team members** as soon as possible.
- 4 Carry out any commitments you have made to other **team members**, or explain in good time why you could not do so.
- 5 Take opportunities to develop effective working relationships with other **team members**.
- 6 Identify any problems with your working relationships and work with other **team members** to solve these problems.
- 7 Follow your organisation's procedures if there are problems with working relationships that you cannot solve with your **team members**.

Range

This element requires that you:

- 1 **Team members**
You must produce performance evidence for both of the following items of range.
 - (a) line manager
 - (b) other people in your team
- 2 **Communicate**
You must produce performance evidence for at least two of the following items of range.
 - (a) face to face
 - (b) by telephone
 - (c) in writing

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD13)

Support the work of your team

Element 1 (CWD13.1)

Work effectively with other team members

Knowledge and Understanding

You must know and understand:

- (a) why effective team work is important and how you can contribute to your team's effectiveness
- (b) the people who make up your team and how they contribute to the organisation's work
- (c) the responsibilities of your team and why they are important to the organisation as a whole
- (d) the business aims and objectives of your organisation
- (e) why it is important to communicate clearly and effectively with members of your team and how to do so face to face, by telephone and by writing short progress reports and notes
- (f) why it is important to help members of your team with their work
- (g) the scope of your job role – what you can and cannot do when helping members of your team
- (h) what you should do if helping a member of your team makes you fall behind with your own work
- (i) the types of essential information that need to be passed on to members of your team and why you need to pass it on as soon as possible
- (j) the types of working relationships that help the team to work well and the types of relationships that do not
- (k) how to deal with difficult working relationships for example, by co-operating with other people to sort out problems
- (l) the procedures in your organisation to deal with conflict

Evidence Requirements

You must prove that you *work effectively with your colleagues* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ minutes of meetings
- ◆ copies of memos, letters, reports, e-mails
- ◆ telephone logs
- ◆ log-book entries
- ◆ organisation charts
- ◆ telephone extension lists
- ◆ copy of organisation procedures, eg grievance or disciplinary

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UNIT (CWD13)

Support the work of your team

Element 1 (CWD13.1)

Work effectively with other team members

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD13)**Support the work of your team****Element 2 (CWD13.2)****Help improve the work of your team****Performance Criteria**

You must:

- 1 Identify areas where your team could improve its work.
- 2 Suggest improvements in a way that is clear and constructive.
- 3 Make these suggestions at an appropriate time and place.
- 4 Deal positively with other team members' ideas about your suggestions.

Range

There is no range statement for this Unit.

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD13)

Support the work of your team

Element 2 (CWD13.2)

Help improve the work of your team

Knowledge and Understanding

You must know and understand:

- (a) why effective team work is important and how you can contribute to your team's effectiveness
- (b) the people who make up your team and how they contribute to the organisation's work
- (c) the responsibilities of your team and why they are important to the organisation as a whole
- (d) the business aims and objectives of your organisation
- (e) why it is important for teams and organisations to continue to improve the work they work and the way they work together
- (f) how to look for and identify possible improvements at work and in working relationships
- (g) how to make suggestions in a constructive way that do not sound too critical
- (h) the appropriate time and place to make suggestions for improvements in the way the team works
- (i) why you should deal positively with team members' ideas about your suggestions

Evidence Requirements

You must prove that you *help improve the work of your team* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ minutes of meetings
- ◆ copies of memos/letters

UNIT (CWD13)

Support the work of your team

Element 2 (CWD13.2)

Help improve the work of your team

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD14) Minimise and deal with aggressive and abusive behaviour

This Unit has the following elements:

- | | |
|----------------------------|---|
| Element 1 (CWD14.1) | Help to prevent aggressive and abusive behaviour |
| Element 2 (CWD14.2) | Deal with aggressive and abusive behaviour |

Unit Summary

This Unit defines the national standard of competence for people who would have to deal with aggressive and abusive behaviour that they might encounter in their work.

You are expected to be able to use speech, language, actions and gestures in ways that do not provoke aggressive or abusive behaviour. You should be able to recognise the main signs of potential aggression and abuse and defuse the situation. If personal safety is threatened, then you should be able to take appropriate action, including breaking away. You should and know and follow the requirements of your organisation and the law when dealing with aggressive and abusive behaviour. There is no requirement in this Unit to use physical force.

This Unit has been imported from Skills for Justice, Sector Skills Council, and is Unit CC002 in their suite of national occupational standards. Skills for Security has added a further class of people with whom candidates are expected to be able to communicate, or who could become aggressive or abusive. The range of people has therefore been extended to cover vulnerable people. This addition is with the agreement of Skills for Justice.

UNIT (CWD14) Minimise and deal with aggressive and abusive behaviour

Element 1 (CWD14.1) Help to prevent aggressive and abusive behaviour

Performance Criteria

Range

You must:

This element requires that you:

- 1 **Communicate** with **people** in a way that shows respect for them, their property and their rights.
- 2 **Communicate** with **people** in a way that is appropriate to them.
- 3 **Communicate** with **people** in a way that is free from discrimination and oppressive behaviour.
- 4 Explain clearly what your role is and what you have to do.
- 5 Explain clearly what is expected of them.
- 6 Plan how you will leave the situation if there is a risk of abusive and aggressive behaviour.
- 7 Remain alert to, and minimise actions or words that could trigger abusive and aggressive behaviour.

- 1 **Communication through**
You must produce performance evidence for at least two of the following items of range
 - (a) language and speech
 - (b) actions
 - (c) gestures and body language
 - (d) space and position

- 2 **People**
You must produce performance evidence for at least two of the following items of range
 - (a) adult
 - (b) young person
 - (c) male
 - (d) female
 - (e) vulnerable (disabled or infirm)

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD14) Minimise and deal with aggressive and abusive behaviour

Element 1 (CWD14.1) Help to prevent aggressive and abusive behaviour

Knowledge and Understanding

You must know and understand:

- (a) the importance of showing respect for people, their property and their rights, and how to do so
- (b) behaviour or language that may show other people that you are being discriminatory or oppressive
- (c) body language and acknowledging other people's personal space
- (d) the principles of risk assessment in regard to being aware of things that may trigger abusive and aggressive behaviour
- (e) the importance of planning how you will leave a situation if there is a physical risk, and how to do so
- (f) the main signs that a situation could lead to aggressive and abusive behaviour and how to recognise these

Evidence Requirements

You must prove that you *help to prevent aggressive and abusive behaviour* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ expert witness
- ◆ minutes of meetings
- ◆ referrals
- ◆ letters of commendation
- ◆ pocket book entry
- ◆ daily occurrence book/diary entry
- ◆ training guidance notes for conflict management, equal opportunities, discrimination and communication skills

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UNIT (CWD14)

Minimise and deal with aggressive and abusive behaviour

Element 1 (CWD14.1)

Help to prevent aggressive and abusive behaviour

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD14) Minimise and deal with aggressive and abusive behaviour

Element 2 (CWD14.2) Deal with aggressive and abusive behaviour

Performance Criteria

You must:

- 1 Recognise when a situation is leading to aggressive or abusive behaviour.
- 2 Take constructive action to defuse aggressive and abusive behaviour which will not make the situation worse.
- 3 Take constructive action to defuse aggressive and abusive behaviour which is consistent with your organisation's policies and procedures, and your legal responsibilities.
- 4 Point out to the **people** concerned the likely consequences of their aggressive and abusive behaviour.
- 5 Act in a way that is likely to promote calmness and reassurance.
- 6 Physically break away if necessary from and leave situations in a way that minimises the risk of injury to yourself and others.
- 7 Promptly and accurately report what has happened and complete all the necessary documents.

Range

This element requires that you:

- 1 **People**
You must produce performance evidence for at least two of the following items of range
 - (a) adult
 - (b) young person
 - (c) male
 - (d) female
 - (e) vulnerable (disabled or infirm)

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD14) Minimise and deal with aggressive and abusive behaviour

Element 2 (CWD14.2) Deal with aggressive and abusive behaviour

Knowledge and Understanding

You must know and understand:

- (a) the types of constructive behaviour you can take to defuse situations
- (b) your organisation's procedures in regard to dealing with aggressive or abusive behaviour
- (c) your legal responsibilities in regard to dealing with aggressive and abusive behaviour
- (d) what the implications may be of someone becoming aggressive or abusive
- (e) safe break away techniques
- (f) the reports that have to be made and records that have to be kept when someone becomes aggressive or abusive

Evidence Requirements

You must prove that you *deal with aggressive and abusive behaviour* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ expert witness
- ◆ minutes of meetings
- ◆ referrals
- ◆ letters of commendation
- ◆ pocket book entry
- ◆ daily occurrence book/diary entry
- ◆ training guidance notes for conflict management, equal opportunities, discrimination and communication skills

UNIT (CWD14)

Minimise and deal with aggressive and abusive behaviour

Element 2 (CWD14.2)

Deal with aggressive and abusive behaviour

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD15)

Provide witness statements of breaches of law and regulations

This Unit has the following elements:

- | | |
|----------------------------|--|
| Element 1 (CWD15.1) | Recognise and record details of breaches of law and regulations |
| Element 2 (CWD15.2) | Prepare witness statements of breaches |

Unit Summary

This Unit defines the national standard of competence for people who provide witness statements as part of their job, after witnessing actual or potential breaches of law or regulations.

You are expected to be able to recognise situations where there actual or potential breaches of law or regulation, then observe and record relevant evidence of these breaches. These details should be accurate and valid for use as evidence if required. As there could be some dangerous situations, you should be able to maintain your own safety whilst witnessing breaches of law or regulations. You should be able to prepare witness statements, using the information that you have recorded about breaches. These statements should be in the approved format and be factual, accurate, complete and relevant to the breach being described. It is also important that you can maintain the confidentiality and security of the witness statements that you have prepared.

UNIT (CWD15)

Provide witness statements of breaches of law and regulations

Element 1 (CWD15.1)

Recognise and record details of breaches of law and regulations

Performance Criteria

You must:

- 1 Recognise **situations** where there are actual or potential breaches of law or regulations.
- 2 Observe significant and relevant **evidence** of actual or potential breaches sufficient to prepare acceptable witness statements.
- 3 Record accurately the evidential **details** of actual or potential breaches.
- 4 Maintain your own safety whilst witnessing actual or potential breaches.
- 5 Follow the guidance of the relevant codes of practice and your organisation when witnessing actual or potential breaches of law or regulations.

Range

This element requires that you:

- 1 **Situations**
You must produce performance evidence for at least two of the following items of range
 - (a) breaches of law
 - (b) contraventions of regulations
 - (c) threatening to life or property

Range (cont)

- 2 **Evidence**
You must produce performance evidence for at least two of the following items of range
 - (a) yourself
 - (b) local authorities
 - (c) the police
 - (d) the courts
- 3 **Details**
You must produce performance evidence for at least two of the following items of range.
 - (a) time, date and place of situations
 - (b) environmental conditions (visibility, weather)
 - (c) descriptions of people, places and property (including vehicles)
 - (d) relative positions of people or property
 - (e) behaviour of people
 - (f) conversations with other people
 - (g) breaches of law or regulations

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD15)

Provide witness statements of breaches of law and regulations

Element 1 (CWD15.1)

Recognise and record details of breaches of law and regulations

Knowledge and Understanding

You must know and understand:

- (a) what situations you might witness that could be breaches of law or regulations
- (b) the laws and regulations that you could witness being breached in the normal course of your work
- (c) how to work within the codes of practice and organisational guidelines relevant to witnessing actual or potential breaches of law or regulations
- (d) the limits and scope of your authority and responsibility for reporting actual or potential breaches of law or regulations
- (e) the types of evidence that you will need to observe and record that could go into witness statements
- (f) the details that you will need to record that will be considered as admissible evidence if required

Evidence Requirements

You must prove that you *recognise and record details of breaches of law and regulations* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ witness statement
- ◆ pocket book entry
- ◆ photographic evidence
- ◆ expert witness
- ◆ radio/telephone log
- ◆ daily occurrence book/diary entry

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UNIT (CWD15)

Provide witness statements of breaches of law and regulations

Element 1 (CWD15.1)

Recognise and record details of breaches of law and regulations

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD15)

Provide witness statements of breaches of law and regulations

Element 2 (CWD15.2)

Prepare witness statements of breaches

Performance Criteria

You must:

- 1 Prepare witness statements in approved **formats** suitable to their **purpose**.
- 2 Provide information in clear and unambiguous language, suitable to the **purpose** and readers of statements.
- 3 Provide information that is factual, accurate, complete and relevant to **breaches** of law or regulations.
- 4 Maintain the confidentiality and security of witness statements as required by the law, codes of practice and your organisation.
- 5 Provide authorised persons with witness statements within agreed timescales.

Range

This element requires that you:

- 1 **Formats**
You must produce performance evidence for at least two of the following items of range.
 - (a) text
 - (b) sketches
 - (c) photographs

Range (cont)

- 2 **Purpose (for use by)**
You must produce performance evidence for at least two of the following items of range.
 - (a) yourself
 - (b) local authorities
 - (c) the police
 - (d) the courts
- 3 **Breaches**
You must produce performance evidence for both of the following items of range.
 - (a) breaches of law
 - (b) contraventions of regulations

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD15)

Provide witness statements of breaches of law and regulations

Element 2 (CWD15.2)

Prepare witness statements of breaches

Knowledge and Understanding

You must know and understand:

- (a) the different formats approved for use in witness statements and how to use them effectively
- (b) the styles of language to use in statements and how to use them effectively
- (c) how to provide sufficient and valid details of breaches that are sufficient for the purpose of witness statements
- (d) how to maintain the confidentiality and security of witness statements, including their safe transmission to other authorised people

Evidence Requirements

You must prove that you *prepare witness statements of breaches* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ witness statement
- ◆ pocket book entry
- ◆ photographic evidence
- ◆ expert witness
- ◆ radio/telephone log
- ◆ daily occurrence book/diary entry

UNIT (CWD15)

Provide witness statements of breaches of law and regulations

Element 2 (CWD15.2)

Prepare witness statements of breaches

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD16) Produce documents manually

This Unit has the following elements:

Element 1 (CWD16.1)	Record information
Element 2 (CWD16.2)	Produce written documents

Unit Summary

This Unit defines the national standard of competence for people who write reports, letters or presentation material by manual means.

You are expected to be able to find and record the information you need, from several sources, which might involve using specialist support. You should make sure you have any permission required to use the information and acknowledge the source of information where appropriate. The final document should meet the agreed requirement and be in the appropriate format for its purpose.

This Unit has been imported from the Council for Administration, the Standards Setting Body for Administration. It is Unit 305 in an early suite of the national occupational standards. The imported standards element titles have been changed.

UNIT (CWD16) Produce documents manually

Element 1 (CWD16.1) Record information

Performance Criteria

You must:

- 1 Agree and record clear requirements for the information you have been asked to research and locate.
- 2 Identify **information sources** that meet these requirements.
- 3 Establish any permission or conditions that might apply to searching for and using this information.
- 4 Use any specialist support which maybe available.
- 5 Correctly use efficient research methods to locate the required information.
- 6 Select the information which meets the agreed requirements.

Range

This element requires that you:

- 1 **Information sources**
You must produce performance evidence for at least two of the following items of range
 - (a) paper based
 - (b) computer based
 - (c) telephone information services
 - (d) people internal or external to your organisation

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD16) Produce documents manually

Element 1 (CWD16.1) Record information

Knowledge and Understanding

You must know and understand:

- (a) why it is important to agree and record requirements and make sure that they have been met
- (b) the basic requirements of relevant legislation covering information searches and the use of information
- (c) other conditions and legal requirements that may apply, in particular confidentiality, data protection and copyright
- (d) the range of information sources commonly used by your team to locate information and how to use these
- (e) any sources of specialist information support that you could draw on and how to access these
- (f) how to carry out effective and efficient information searches using the sources listed
- (g) the importance of maintaining the goodwill of the source of information you are using and how not to lose that goodwill

Evidence Requirements

You must prove that you *record information* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ witness statement
- ◆ proforma information/request
- ◆ e-mail/fax request
- ◆ referral document
- ◆ handover/takeover report
- ◆ computer produced document

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UNIT (CWD16)

Produce documents manually

Element 1 (CWD16.1)

Record information

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD16) Produce documents manually

Element 2 (CWD16.2) Produce written documents

Performance Criteria

You must:

- 1 Agree and record how the information should be integrated and presented.
- 2 Integrate the information as agreed.
- 3 Choose a **document style** that is appropriate to the purpose that the information will be used for.
- 4 Acknowledge the sources of information you have used.
- 5 Meet any conditions placed on the use of the information.
- 6 Check that the final document meets with the approval of the person who requested it, or make any amendments accordingly.

Range

This element requires that you:

- 1 **Document styles**
You must produce performance evidence for at least two of the following items of range
 - (a) reports
 - (b) presentation materials
 - (c) correspondence

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD16) Produce documents manually

Element 2 (CWD16.2) Produce written documents

Knowledge and Understanding

You must know and understand:

- (a) why it is important to agree and record requirements and make sure that they have been met
- (b) the basic requirements of relevant legislation covering information searches and the use of information
- (c) other conditions and legal requirements that may apply, in particular confidentiality, data protection and copyright
- (d) the standard document styles used in your team and how to select a style appropriate to the purpose of the document
- (e) how to present documents using these styles
- (f) why you should acknowledge the information sources you have used and how to do so

Evidence Requirements

You must prove that you *produce written documents* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ incident report
- ◆ witness statement
- ◆ proforma information/request
- ◆ referral document
- ◆ handover/takeover report
- ◆ pocket book entry
- ◆ faults log

UNIT (CWD16)

Produce documents manually

Element 2 (CWD16.2)

Produce written documents

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD17)

Communicate information using mobile voice communication equipment

This Unit has the following elements:

Element 1 (CWD17.1) Communicate information using the public network

Element 2 (CWD17.2) Communicate information using a private network

Unit Summary

This Unit defines the national standard of competence for people who use mobile telephones and radios to communicate with others as part of their job.

You are expected to confirm that your mobile communications equipment is working properly and use it in line with provided guidelines. You should pass messages clearly using approved terminology, and take appropriate action to maintain effective transmission and reception. You should know and follow the relevant regulations and codes of practice when using either mobile telephones or radios, including maintaining privacy of conversations in public places.

UNIT (CWD17)

Communicate information using mobile voice communication equipment

Element 1 (CWD17.1)

Communicate information using the public network

Performance Criteria

Range

You must:

- 1 Make sure you have mobile telephones that are working properly.
- 2 Use mobile telephones in line with manufacturers', suppliers' and organisational guidelines.
- 3 Take prompt and effective action when you experience **poor transmission or reception** or you cannot establish contact.
- 4 Initiate calls and establish contact with the required persons using correct public network numbers.
- 5 Pass messages clearly and accurately using approved terminology and procedures, including maintaining confidentiality of information.
- 6 Confirm information you give is understood by **recipients**.
- 7 Respond to and acknowledge incoming calls in line with approved procedures.

This element requires that you:

- 1 **Poor transmission or reception**
You must produce performance evidence for at least two of the following items of range
 - (a) buildings and other enclosed spaces
 - (b) transmission coverage
 - (c) public network availability
- 2 **Recipients**
You must produce performance evidence for both of the following items of range
 - (a) familiar with the content or subject of calls
 - (b) not familiar with the content or subject of calls

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD17)

Communicate information using mobile voice communication equipment

Element 1 (CWD17.1)

Communicate information using the public network

Knowledge and Understanding

You must know and understand:

- (a) the correct procedures for confirming you have mobile telephones that are working properly
- (b) how to get and confirm numbers on the public telephone network
- (c) the regulations and codes of practice covering using mobile telephones as they apply to your job, including maintaining confidentiality of information being transmitted
- (d) how to use the various types of mobile telephone you will use
- (e) the causes of poor transmission or reception and what action to take to improve communications
- (f) the importance of making sure you can communicate effectively by mobile telephone

Evidence Requirements

You must prove that you *communicate information using the public network* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ equipment check list
- ◆ manufacturers guidance notes
- ◆ expert witness
- ◆ faults log
- ◆ radio/telephone check log

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UNIT (CWD17)

Communicate information using mobile voice communication equipment

Element 1 (CWD17.1)

Communicate information using the public network

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

UNIT (CWD17)

Communicate information using mobile voice communication equipment

Element 2 (CWD17.2)

Communicate information using a private network

Performance Criteria

Range

You must:

This element requires that you:

- 1 Make sure you have mobile radio communications equipment that is working properly.
- 2 Use mobile communications equipment in line with manufacturers', suppliers' and organisational guidelines.
- 3 Take prompt and effective action when you experience **poor transmission or reception**, or you cannot establish radio contact.
- 4 Initiate calls and establish contact with the required persons using approved call-signs and terminology.
- 5 Pass messages clearly and accurately using approved terminology and procedures, including maintaining confidentiality of information.
- 6 Confirm information you give is understood by **recipients**.
- 7 Respond to and acknowledge incoming messages I line with approved procedures.

- 1 **Poor transmission or reception**
You must produce performance evidence for at least two of the following items of range
 - (a) buildings and other enclosed spaces
 - (b) transmission coverage
 - (c) atmospheric conditions
- 2 **Recipients**
You must produce performance evidence for both of the following items of range
 - (a) familiar with the content or subject of calls
 - (b) not familiar with the content or subject to calls

The remaining categories should be assessed by other means (see Introduction, 1.5 Range Statement). Your assessor may ask questions to supplement performance evidence, or to enable you to demonstrate knowledge and understanding of the remainder of the range statement not covered by performance evidence.

UNIT (CWD17)

Communicate information using mobile voice communication equipment

Element 2 (CWD17.2)

Communicate information using a private network

Knowledge and Understanding

You must know and understand:

- (a) the correct procedures for confirming you have mobile radio equipment that is working properly
- (b) approved radio communications terminology and calls signs, including phonetic alphabet and 24 hour clock
- (c) the regulations and codes of practice covering using mobile radio communications as they apply to your job, including maintaining confidentiality of information being transmitted
- (d) how to use the various types of radio communications equipment you will use
- (e) the causes of poor transmission or reception and what action to take to improve communications
- (f) the importance of making sure you can communicate effectively by radio

Evidence Requirements

You must prove that you *communicate information using a private network* to the National Standard of competence.

To do this, you must provide evidence to convince your assessor that you consistently meet all the performance criteria.

Your evidence must be the result of real work activities undertaken by yourself. **Evidence from simulated activities is not permitted.**

Here are **some examples** to give you some ideas about the sort of evidence you might be able to find in your daily work.

- ◆ equipment check list
- ◆ manufacturers guidance notes
- ◆ expert witness
- ◆ faults log
- ◆ radio/telephone check log

UNIT (CWD17)

Communicate information using mobile voice communication equipment

Element 2 (CWD17.2)

Communicate information using a private network

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

Glossary of terms

Advisor	A person who carries out, either singly or in combination, the functions of advising a candidate, collecting evidence of his or her competence on behalf of the assessor and authenticating the work candidates have undertaken. A mentor might also provide witness testimony.
Assessment	The process of generating and collecting evidence of a candidate's performance and judging that evidence against defined criteria.
Assessor	The person designated in a centre to be responsible for collecting evidence of candidates' competence, judging it and recording achievement.
Authentication	The process by which an advisor or assessor confirms that an assessment has been undertaken by a candidate and that all regulations governing the assessment have been observed.
Candidate	The person enrolling for an SQA qualification.
Centre	The college, training organisation or workplace where SQA qualifications are delivered and assessed.
Element of competence	Statements which define the products of learning. The statements describe the activities that the candidate needs to perform in order to achieve the unit. They contain Performance Criteria and sometimes statements on range and evidence. (see outcome)
Evidence	materials the candidate has to provide as proof of his or her competence against specified performance criteria.
Evidence requirements	Specify the evidence that must be gathered to show that the candidate has met the standards laid down in the Performance Criteria.
External verifier	The person appointed by the SQA who is responsible for the quality assurance of a centre's provision. An external verifier is often appointed on a subject area basis or for cognate groups of Units.
Instrument of assessment	A means of generating evidence of the candidate's performance.
Internal verifier	The person appointed from within the centre who ensures that assessors apply the standards uniformly and consistently.
Observation	A means of assessment in which the candidate is observed carrying out tasks that reflect the Performance Criteria given in Outcomes.
Outcome	Statement which defines the products of learning. They describe the activities the candidate has to perform to achieve the Unit, and contain Performance Criteria, and, sometimes, statements on range and evidence (see elements of competence).
Performance Criteria	Statements which describe the standard to which candidates must perform the activities which are stated in the Outcome.

Portfolio	A compilation of evidence which can form the basis for assessment. The portfolio is commonly used in SVQ awards and in alternative routes to assessment such as APL and credit transfer.
Product evaluation	A means of assessment which enables the quality of a product produced by the candidate, rather than the process of producing it, to be evaluated.
Range/Scope	A statement in the Unit which specifies the different contexts in which the activities described in the outcome have to be demonstrated. Where they appear, range/scope statements are mandatory.

Section 4 — Blank recording forms

This section consists of the blank forms referred to in Section 2 for you to photocopy. You may find these useful when compiling your portfolio.

Portfolio title page

Your name: _____

Job title: _____

Name of Employer/
Training Provider/
College: _____

Their address: _____

Tel no: _____

SVQ: _____

Level: _____

Units submitted for assessment:

Mentor: _____

(Please provide details
of Mentor's experience) _____

Assessor: _____

Date: _____

Personal profile

Name

Address

Postcode

Tel no **Home:** **Work:**

Job title

Description of your current job **Relevant experience**

Previous work experience

Qualifications and training

Continued overleaf

**Qualifications and Training
(continued)**



Voluntary work/interests



**Name of Employer/Training
Provider/College**



Address



Postcode



Tel no



Type of Business



Number of Staff



**Structure of organisation
(include chart or diagram if
available)**



Contents checklist

You might also find it useful to complete the following checklist as you work your way through your portfolio. This will help you to see if you have included all the relevant items. Once you have completed your portfolio, you will be able to use this checklist again as a contents page, by inserting the relevant page or section numbers in the right hand column.

	Completed?	Page/Section number
Title page for the portfolio	<input type="checkbox"/>	
Personal profile		
◆ your own personal details	<input type="checkbox"/>	
◆ a brief CV or career profile	<input type="checkbox"/>	
◆ description of your job	<input type="checkbox"/>	
◆ information about your employer/training provider/college	<input type="checkbox"/>	
Unit Assessment Plans	<input type="checkbox"/>	
Unit progress record	<input type="checkbox"/>	
Completed Element Achievement Records for each unit		
◆ signed by yourself, your assessor and the internal verifier (where relevant)	<input type="checkbox"/>	
◆ Evidence reference numbers included	<input type="checkbox"/>	
Index of evidence (with cross-referencing information completed)	<input type="checkbox"/>	
Evidence (with reference numbers)		
◆ observation records	<input type="checkbox"/>	
◆ details of witnesses (witness testimony sheets)	<input type="checkbox"/>	
◆ personal statements	<input type="checkbox"/>	
◆ products of performance	<input type="checkbox"/>	

Personal statement

Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Units, elements, pcs, and range covered

Candidate signature: _____ Date: _____

Observation record

Unit/Element(s): _____

Candidate: _____ Date of observation: _____

Evidence index number: _____

Skills/activities observed:	PCs and range covered:

Knowledge and understanding apparent from this observation:

Other units/elements to which this evidence may contribute:

Assessor comments and feedback to candidate:

I can confirm the candidate's performance was satisfactory.

Assessor's signature: _____ Date: _____

Candidate's signature: _____ Date: _____

Record of questions and candidate's answers

Unit:	Element(s):
Evidence index number:	
Circumstances of assessment:	
List of questions and candidate's responses: Q: A: Q: A: Q: A: Q: A: Q: A:	
Assessor's signature:	Date:
Candidate's signature	Date:

UNIT:

Element

Notes/Comments

The candidate has satisfied the Assessor and Internal Verifier that the performance evidence has been met

Candidate: _____

Date: _____

Assessor: _____

Date: _____

Internal Verifier: _____

Date: _____

Scottish Qualifications Authority

Portfolio: Community Wardens level 2

We hope this portfolio was appropriate to your needs. We welcome feedback on our products and services. If you have any comments on this document, please use this form to let us know about them. Thank you.

Comments

Please return this form to:

Development Co-ordination Unit
Scottish Qualifications Authority
The Optima Building
58 Robertson Street
Glasgow G2 8DQ

Optional information:

Name:

Organisation: