

Mandatory Units - Candidates must complete all of the following Units

Unit Code	Unit Title
F7EG04	Make sure your own actions reduce risks to health and safety
F7EK04	Plan and manage own workload
F7E904	Contribute to maintaining safe and secure community environments
F7EC04	Give customers a positive impression of yourself and your organisation
F7EP04	Receive and provide information
F7ES04	Support community needs

Optional Units - Candidates must complete two of the following Units

Unit Code	Unit Title
F7EF04	Maintain the physical environment of estates
F7EE04	Maintain observation of parking areas
F7ED04	Identify and respond to breaches in parking regulations
DP6P04	Produce documents
F7EJ04	Minimise and deal with aggressive and abusive behaviour
F7EN04	Provide witness statements of breaches of law and regulations
F7E804	Communicate information using mobile voice communication equipment
F7EM04	Promote equality and value diversity
F7EH04	Make sure your own actions within the workplace aim to protect the environment
F7ER04	Record information relevant to your role
F7EB04	Contribute to resolving community issues
F7EA04	Contribute to providing an initial response to incidents
F7EL04	Present information to courts or other hearings