



# **Assessment Guidance**

**Diploma in Horticulture SCQF Level 5**

**Diploma in Landscaping SCQF Level 5**

**Diploma in Environmental Horticulture  
SCQF Level 6**

**Diploma in Landscaping SCQF Level 6**

**Diploma in Production Horticulture  
SCQF Level 6**

**Diploma in Retail Horticulture  
SCQF Level 6**

**May 2026**

## **Introduction**

This Assessment Guidance is to be used in conjunction with the approved Assessment Strategy.

The horticulture qualifications at SCQF Level 5 and 6 will be delivered and assessed in a real working environment that reflects typical occupational conditions that are relevant to the work activities being assessed.

This requires that learners are engaged in a relevant role and that work-based learning is aligned to, and assessed against, qualification unit performance requirements and knowledge and understanding requirements. This is the primary method by which learners develop and evidence the performance, knowledge and understanding requirements set out in these qualifications.

Evidence from performance is required and should be the primary source of evidence. However, this can be supported by questioning or other assessment methods in order to gather evidence of the ability to perform competently.

Holistic approaches to assessment are encouraged to provide an integrated rather than fragmented approach to assessment as well as to reduce duplication and the overall assessment burden on the learner and assessor. A single assessment can be used to evidence several performance requirements rather than the process of finding separate evidence for each performance requirement or assessment criteria.

The use of witness testimony is recognised as an appropriate tool for assessors in collecting evidence about candidate performance in the workplace. The role of the expert witness is to provide evidence for the assessor to make a judgement on. This evidence must directly relate to the learner's performance in the workplace as seen by the expert witness. It is not necessary for expert witnesses to hold an assessor qualification as in all cases it is the assessor who is responsible for judging the evidence from expert witnesses and making all assessment decisions about the acceptability of evidence.

It will be the responsibility of the assessor to make sure that any expert witness testimonies accepted as evidence of a learner's competency meet the requirements of validity, authenticity, reliability, currency and sufficiency.

Before using a witness testimony, assessors must satisfy themselves that:

- witnesses are clear as to the purpose and use of the testimony
- witnesses have relevant experience and expertise in the area of competence in which they are providing testimony for
- there is no relationship between the candidate and witness or witness and assessor that might invalidate the testimony.

## **Specific assessment requirements**

The table below provides details of any specific evidence requirements for each unit.

Where evidence from simulation is acceptable follow the guidance on Simulations laid out in the Assessment Strategy.

## Qualification Structure for Diploma in Horticulture at SCQF Level 5

To attain the qualification learners must complete 10 Units in total. This comprises:

- 5 Mandatory units
- 5 Optional units

### Mandatory Units: All 5 Mandatory Units must be taken

Code	Title	Level
SDS0425	Contributing to performing work activities	6
SDS0353	Creating planted areas	5
LANEM15L	Develop an awareness of environmental good practice	6
US0434	Maintaining health, safety and security	5
SDS0423	Using equipment and machinery	6

### Optional Units: A minimum of 3 and up to 5 Optional Units must be taken from Group A. Up to 2 units may be taken from Group B.

Code	Title	Level
<b>Group A:</b>		
LANCS4	Establish and maintain working relationships	5
LANCS57	Prepare and operate a tractor with attachments	5
LANH21	Prepare burial plots and dig graves	4
SDS0364	Preparing plants for sale	5
SDS0452	Providing customer service	5
US0231	Receiving goods and supplies	5
SDS0437	Setting up promotional displays	5
LANCS29	Identify the presence of weeds, pests, diseases, disorders and unwanted vegetation	4
<b>Group B:</b>		
SDS0352	Collecting and establishing propagation material	6
SDS0418	Controlling weeds, pests, diseases and disorders	6
SDS0399	Engaging with the public	6

SDS0347	Harvesting crops	6
SDS0360	Maintaining grassed and planted areas	6
SDS0361	Maintaining plants in protected environments	6
SDS0414	Maintaining wildflower-rich amenity grasslands	6
SDS0349	Planting crops and plants	6
LANCS59	Prepare and operate a powered vehicle with attachments	6
LANH22	Prepare for burials and restore internment plots	6

# Qualification Structure for Diploma in Landscaping at SCQF Level 5

To attain the qualification learners must complete 10 Units in total. This comprises:

- 5 Mandatory units
- 5 Optional units

## Mandatory Units: All 5 Mandatory Units must be taken

Code	Title	Level
SDS0425	Contributing to performing work activities	6
SDS0353	Creating planted areas	5
LANEM15L	Develop an awareness of environmental good practice	6
US0434	Maintaining health, safety and security	5
SDS0423	Using equipment and machinery	6

## Optional Units: A minimum of 3 and up to 5 Optional Units must be taken from Group A. Up to 2 units may be taken from Group B.

Code	Title	Level
<b>Group A:</b>		
LANCS25	Carry out maintenance and repair of equipment and machinery	5
LANCS16	Construct paths or surfaces	5
LANH17	Create plant displays	5
SDS0354	Establishing sportsturf surfaces	5
LANCS4	Establish and maintain working relationships	5
SFACSA4	Give customers a positive impression of yourself and your organisation	5
LANCS29	Identify the presence of weeds, pests, diseases, disorders and unwanted vegetation	4
SDS0362	Maintaining sportsturf surfaces	5
SDS0358	Maintaining artificial sports surfaces	5
LANH24	Maintain grass surfaces	4
LANCS21	Maintain and repair boundaries or access points	5
LANCS17	Maintain and repair paths or surfaces	5

LANCS19	Maintain and repair structures	5
LANCS9	Prepare and operate a powered vehicle	5
LANCS7	Prepare and operate a tractor	4
LANCS6	Transport physical resources within the work area	4
<b>Group B:</b>		
LANCS18	Construct structures	6
LANH9L	Establish crops or plants	6
LANH11	Maintain the growth of crops or plants	6

# Qualification Structure for Diploma in Environmental Horticulture at SCQF Level 6

To attain the qualification learners must complete 11 Units in total. This comprises:

- 6 Mandatory units
- 5 Optional units

**Mandatory Units: The following 5 Mandatory Units must be taken.**

Code	Title	Level
LANH58	Identify and name plants using their botanical names	6
LANCS3	Promote, monitor and maintain health, safety and security	6
SDS0428	Understanding the importance of environmental good practice in land-use	7
SDS0425	Contributing to performing work activities	6
SDS0423	Using equipment and machinery	6

**Mandatory Units: 1 of the following Mandatory Units must also be taken to make up the required total of 6**

SDS0427	Protecting land-based sites	7
LANH1	Co-ordinate the clearance and preparation of a site for planting	7

**Optional Units: A minimum of 4 and up to 5 Optional Units must be taken from Group A. 1 unit may be taken from Group B.**

Code	Title	Level
<b>Group A:</b>		
SDS0352	Collecting and establishing propagation material	6
LANCS34	Co-ordinate the management of planted areas	7
LANH10	Co-ordinate the establishment of crops or plants	6
LANCS30L	Co-ordinate the control of weeds, pests, diseases and disorders	6
LANH49	Design landscape areas and specify materials and components	6
SDS0399	Engaging with the public	6
LANH34	Estimate resource requirements and programme work for land-based projects	6
LANH23	Exhume coffins and remains	6

SDS0347	Harvesting crops	6
SDS0361	Maintaining plants in protected environments	6
SDS0414	Maintaining wildflower-rich amenity grasslands	6
LANCS31	Prepare and apply plant protection products to control weeds, pests, diseases or disorders	6
SDS0364	Preparing plants for sale	5
US0321	Receiving goods and supplies	5
<b>Group B:</b>		
LANCS26	Assess and carry out the maintenance or repair of equipment and machinery	6
LANH16	Control environmental conditions for protected crops	7
LANEnC2	Consult and work with the local community	6
LANH8	Co-ordinate propagation of plants from seed	6
LANH15L	Co0ordinate the provision of nutrients to crops or plants	6
CFAMLE11	Communicate information and knowledge	7
LANH33	Maintain irrigation systems	6
SDS0420	Maintaining hygiene and biosecurity	6
SDS0363	Managing horticultural operations	7
LANH12	Monitor and control the growth of crops or plants	7
LANH14	Monitor and implement the provision of water to crops or plants	5
LANCS59	Prepare and operate a powered vehicle with attachments	6
LANCS57	Prepare and operate a tractor with attachments	5

## Qualification Structure for Diploma in Landscaping at SCQF Level 6

To attain the qualification learners must complete 11 Units in total. This comprises:

- 6 Mandatory units
- 5 Optional units

**Mandatory Units: The following 5 Mandatory Units must be taken.**

Code	Title	Level
LANH58	Identify and name plants using their botanical names	6
LANCS3	Promote, monitor and maintain health, safety and security	6
SDS0428	Understanding the importance of environmental good practice in land-use	7
SDS0425	Contributing to performing work activities	6
SDS0423	Using equipment and machinery	6

**Mandatory Units: 1 of the following Mandatory Units must also be taken to make up the required total of 6**

SDS0427	Protecting land-based sites	7
LANH1	Co-ordinate the clearance and preparation of a site for planting	7

**Optional Units: A minimum of 4 and up to 5 Optional Units must be taken from Group A. 1 unit may be taken from Group B.**

Code	Title	Level
<b>Group A:</b>		
LANH10	Co-ordinate the establishment of crops or plants	6
LANCS34	Co-ordinate the management of planted areas	7
LANCS30L	Co-ordinate the control of weeds, pests, diseases and disorders	6
LANH49	Design landscape areas and specify materials and components	6
SDS0354	Establishing sportsturf surfaces	5
LANH34	Estimate resource requirements and programme work for land-based projects	6
SDS0357	Installing hard landscaping components	7
SDS0358	Maintaining artificial sports surfaces	5

SDS0414	Maintaining wildflower-rich amenity grasslands	6
LANCS31	Prepare and apply plant protection products to control weeds, pests, diseases or disorders	6
<b>Group B:</b>		
LANCS26	Assess and carry out the maintenance or repair of equipment and machinery	6
LANH16	Control environmental conditions for protected crops	7
LANEnC2	Consult and work with the local community	6
LANH8	Co-ordinate propagation of plants from seed	6
LANH15L	Co-ordinate the provision of nutrients to crops or plants	6
CFAMLE11	Communicate information and knowledge	7
LANH33	Maintain irrigation systems	6
SDS0420	Maintaining hygiene and biosecurity	6
SDS0363	Managing horticultural operations	7
LANH12	Monitor and control the growth of crops or plants	7
LANH14	Monitor and implement the provision of water to crops or plants	5
LANCS59	Prepare and operate a powered vehicle with attachments	6
LANCS57	Prepare and operate a tractor with attachments	5

# Qualification Structure for Diploma in Production Horticulture at SCQF Level 6

To attain the qualification learners must complete 11 Units in total. This comprises:

- 6 Mandatory units
- 5 Optional units

**Mandatory Units: The following 5 Mandatory Units must be taken.**

Code	Title	Level
LANH58	Identify and name plants using their botanical names	6
LANCS3	Promote, monitor and maintain health, safety and security	6
SDS0428	Understanding the importance of environmental good practice in land-use	7
SDS0425	Contributing to performing work activities	6
SDS0423	Using equipment and machinery	6

**Mandatory Units: 1 of the following Mandatory Units must also be taken to make up the required total of 6**

SDS0427	Protecting land-based sites	7
LANH1	Co-ordinate the clearance and preparation of a site for planting	7

**Optional Units: A minimum of 4 and up to 5 Optional Units must be taken from Group A. 1 unit may be taken from Group B.**

Code	Title	Level
<b>Group A:</b>		
LANCS34	Co-ordinate the management of planted areas	7
SDS0347	Harvesting crops	6
SDS0361	Maintaining plants in protected environments	6
LANH12	Monitor and control the growth of crops or plants	7
LANH4	Organise the collection and storage of propagation material	6
LANH6	Organise the preparation and establishment of propagation materials	6
SDS0364	Preparing plants for sale	5
US0231	Receiving goods and supplies	5

<b>Group B:</b>		
LANCS26	Assess and carry out the maintenance or repair of equipment and machinery	6
LANH16	Control environmental conditions for protected crops	7
LANEnC2	Consult and work with the local community	6
LANH8	Co-ordinate propagation of plants from seed	6
LANH15L	Co-ordinate the provision of nutrients to crops or plants	6
CFAMLE11	Communicate information and knowledge	7
LANH33	Maintain irrigation systems	6
SDS0420	Maintaining hygiene and biosecurity	6
SDS0363	Managing horticultural operations	7
LANH12	Monitor and control the growth of crops or plants	7
LANH14	Monitor and implement the provision of water to crops or plants	5
LANCS59	Prepare and operate a powered vehicle with attachments	6
LANCS57	Prepare and operate a tractor with attachments	5

## Qualification Structure for Diploma in Retail Horticulture at SCQF Level 6

To attain the qualification learners must complete 11 Units in total. This comprises:

- 6 Mandatory units
- 5 Optional units

**Mandatory Units: The following 5 Mandatory Units must be taken.**

Code	Title	Level
LANH58	Identify and name plants using their botanical names	6
LANCS3	Promote, monitor and maintain health, safety and security	6
SDS0428	Understanding the importance of environmental good practice in land-use	7
SDS0425	Contributing to performing work activities	6
SDS0423	Using equipment and machinery	6

**Mandatory Units: 1 of the following Mandatory Units must also be taken to make up the required total of 6**

SDS0427	Protecting land-based sites	7
LANH1	Co-ordinate the clearance and preparation of a site for planting	7

**Optional Units: A minimum of 4 and up to 5 Optional Units must be taken from Group A. 1 unit may be taken from Group B.**

Code	Title	Level
<b>Group A:</b>		
SDS0352	Collecting and establishing propagation material	6
LANH55	Co-ordinate the collection of plants for sale or dispatch	7
SDS0399	Engaging with the public	6
SDS0360	Maintaining grassed and planted areas	6
SDS0361	Maintaining plants in protected environments	6
LANH12	Monitor and control the growth of crops or plants	7
SDS0364	Preparing plants for sale	5
SDS0449	Processing customer payments	5
SDS0452	Providing customer service	5

US0231	Receiving goods and supplies	5
SDS0437	Setting up promotional displays	5
<b>Group B:</b>		
LANCS26	Assess and carry out the maintenance or repair of equipment and machinery	6
LANH16	Control environmental conditions for protected crops	7
LANEnC2	Consult and work with the local community	6
LANH8	Co-ordinate propagation of plants from seed	6
LANH15L	Co-ordinate the provision of nutrients to crops or plants	6
CFAMLE11	Communicate information and knowledge	7
LANH33	Maintain irrigation systems	6
SDS0420	Maintaining hygiene and biosecurity	6
SDS0363	Managing horticultural operations	7
LANH14	Monitor and implement the provision of water to crops or plants	5
LANCS59	Prepare and operate a powered vehicle with attachments	6
LANCS57	Prepare and operate a tractor with attachments	5

### **LANCS3 Promote, monitor and maintain health, safety and security**

#### **Evidence requirements**

- A. provide evidence of the ability to monitor hazards and assess risks to health, safety and security in your area of responsibility.
- B. provide evidence of examples of safety measures used to reduce the risks to health, safety and security in your area of responsibility.
- C. provide evidence of the actions you need to take in the event of an accident or emergency

#### **Notes**

Alternative methods, including simulation, questioning and professional discussion, are acceptable for providing evidence of the ability to deal with incidents and emergencies.

Security relates to: e.g. land, buildings, equipment and machinery, stock, resources, personnel and information.

### **LANCS4 Establish and maintain working relationships**

#### **Evidence requirements**

- A. establish and maintain working relationships with 3 of the following:
  - colleagues
  - supervisors and managers
  - persons external to the team or department
  - suppliers
  - customers
  - visitors
- B. use 4 of the following methods of communication:
  - face to face
  - telephone
  - radio
  - video link
  - written message
  - verbal message
  - electronic message
  - email
  - social media
  - apps
  - formal written correspondence

#### **Notes**

Evidence from simulations is not acceptable for this unit.

### LANCS6 Transport physical resources within the work area

#### Evidence requirements

- A. transport 2 of the following physical resources:
- products
  - materials
  - equipment
- B. use 1 of the following forms of transportation:
- powered
  - manual

#### Notes

Evidence from simulations is not acceptable for this unit.

### LANCS7 Prepare and operate a tractor

#### Evidence requirements

- A pre-start checks to include:
- routine maintenance
  - routine safety checks
- B operate a tractor in a variety of conditions likely to be encountered in your area of work

#### Notes

Evidence from simulations is not acceptable for this unit.

### LANCS9 Prepare and operate a powered vehicle

#### Evidence requirements

- A. operate a powered vehicle in a variety of conditions likely to be encountered in your area of work

#### Notes

Evidence from simulations is not acceptable for this unit.

**LANCS16 Construct paths or surfaces****Evidence requirements**

A. construct 3 different types of paths or surfaces

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANCS17 Maintain and repair paths or surfaces****Evidence requirements**

A. maintain and repair 3 different types of paths or surfaces

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANCS18 Construct structures****Evidence requirements**

A. construct 3 different types of structures

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANCS19 Maintain and repair structures****Evidence requirements**

A. maintain and repair 3 different types of structures

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANCS21 Maintain and repair boundaries or access points**

### **Evidence requirements**

- A. maintain and repair 3 of the following types of boundary or access points:
- walls
  - fences
  - banks
  - gates
  - stiles
  - steps
- B. work to specifications which cover the following:
- materials and resources
  - timing and timescale of work
  - working methods
  - appropriate to local tradition

### **Notes**

'Maintenance and repair' are defined as mending or restoring to a sound condition after dilapidation or wear. It may be undertaken for safety, to maintain the effectiveness of the boundary or access point or to increase its lifespan. Repairs may be temporary or long-term.

'Walls' include drystone walls/drystone dykes in keeping with local traditions; mortared rough stone walls and stone retaining walls (including ha-has).

Stiles may be timber or stone construction but should fit the landscape and their proposed use.

Evidence from simulations is not acceptable for this unit.

## **LANCS25 Carry out maintenance and repair of equipment and machinery**

### **Evidence requirements**

- A. ....maintain and repair 3 items of equipment and machinery used at your place of work

### **Notes**

Evidence from simulations is not acceptable for this unit.

## **LANCS26 Assess and carry out the maintenance or repair of equipment and machinery**

### **Evidence requirements**

- A. inspect and prepare a maintenance or repair schedule/plan for 3 items of equipment and machinery used at your place of work to include the following:
- routine

- breakdown

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANCS29 Identify the presence of weeds, pests, diseases, disorders and unwanted vegetation**

**Evidence requirements**

A. identify the presence of a range of the following relevant to your area of work:

- pests
- diseases
- disorders
- biological control or beneficial insects
- weeds
- unwanted vegetation

B. provide knowledge evidence of how to identify invasive non-native, harmful or toxic species and the action that should be taken

**Notes**

Pests may include insects, slugs, snails and rodents. Diseases may be fungal, viral or bacterial and disorders may be caused by environmental issues or nutrient deficiencies.

Evidence from simulations is not acceptable for this unit.

**LANCS30L Co-ordinate the control of weeds, pests, diseases and disorders**

**Evidence requirements**

A. develop suitable plans for the control of identified weeds, pests, diseases and disorders which contain the following:

- control method(s) to be used (chemical, biological and/or cultural)
- timing
- equipment and materials required
- health and safety requirements
- environmental protection measures
- monitoring requirements

B. co-ordinate the implementation of 2 of the following control methods in ways which minimise the risks to non-target species and the environment:

- chemical
- biological
- cultural

C. identify the presence of a range of the following relevant to your area of work:

- pests
- diseases
- disorders
- biological control or beneficial insects
- weeds
- unwanted vegetation

D. provide knowledge evidence of how to identify invasive non-native, harmful or toxic species and the action that should be taken

### Notes

Pests may include insects, slugs, snails and rodents. Diseases may be fungal, viral or bacterial and disorders may be caused by environmental issues or nutrient deficiencies.

If the use of chemicals is required, the learner must possess the appropriate certificates.

Simulation, questioning and professional discussion may be used to generate evidence where naturally occurring evidence is not available. Where simulations are used to generate performance evidence, these must follow the guidance set out in the Assessment Strategy.

## LANCS31 Prepare and apply plant protection products to control weeds, pests, diseases or disorders

### Evidence requirements

- A. obtain, set up and use the following equipment:
- application equipment
  - ancillary equipment
  - personal protective equipment
- B. provide knowledge evidence of how to deal with the following problems in an effective way:
- spillage
  - contamination of equipment and non-target areas
  - malfunction of equipment
  - adverse effects on non-target species
  - changes in conditions which reflect on the relevance of the work plan
  - emergency
- C. treat 3 of the following with a suitable plant protection product:
- weeds
  - pests
  - diseases
  - disorders

### Notes

The learner must possess the appropriate certificates to prepare and apply chemicals.

Evidence from simulations is not acceptable for this unit.

## LANCS34 Co-ordinate the management of planted areas

### Evidence requirements

- A. co-ordinate a suitable range of management activities relevant to your area of work which could include:
- pruning/trimming/training
  - thinning out
  - tying in
  - renovation
  - removal
  - replacement
  - spraying
  - weed control
  - pest control
  - disease control
  - feeding
  - mulching
  - soil amelioration
  - strimming
  - mowing
- B. monitor the following whilst managing planted areas:
- quality of the results
  - adherence to original purpose
  - working methods and practice
  - resource use
  - scheduling
  - any remedial actions
  - environmental impact

### Notes

Evidence from simulations is not acceptable for this unit.

## LANCS57 Prepare and operate a tractor with attachments

### Evidence requirements

- A. pre-start checks to include:
- routine maintenance
  - routine safety checks
- B. operate a tractor with attachments in a variety of conditions likely to be encountered in your area of work.

C. use at least 2 of the following attachments:

- loaders
- trailers
- mounted implements

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANCS59 Prepare and operate a powered vehicle with attachments**

**Evidence requirements**

A. operate a powered vehicle with attachments in a variety of conditions likely to be encountered in your area of work.

B. use at least 2 of the following attachments:

- loaders
- trailers
- mounted implements

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANEM15L Develop an awareness of environmental good practice**

**Evidence requirements**

A. provide knowledge evidence of the impact on the environment of:

- pollution (land, air, water)
- climate change
- resource depletion
- biodiversity depletion
- damage to ecosystems

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANEnC2 Consult and work with the local community**

**Evidence requirements**

A. use 3 of the following levels of engagement:

- information exchange
- consultation
- advice
- co-operation
- co-decision
- co-delivery

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH1 Co-ordinate the clearance and preparation of a site for planting**

**Evidence requirements**

- A. oversee 1 of the following sites for clearance and preparation for planting:
- areas for soft landscape construction
  - areas for planting
  - areas for restoration
- B. oversee 4 of the following types of ground and environmental conditions:
- substrate structure
  - substrate texture and conditions
  - drainage characteristics
  - pH
  - pest, disease and weed problems
  - nutrient deficiencies
  - ground and air pollutants
  - microclimate

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH4 Organise the collection and storage of propagation material**

**Evidence requirements**

- A. organise the collection and storage of material for at least 3 of the following propagation methods:
- cuttings
  - budding
  - grafting
  - micro-propagation
  - division
  - layering

## Notes

Evidence from simulations is not acceptable for this unit.

## LANH6 Organise the preparation and establishment of propagation materials

### Evidence requirements

- A. check that the propagation materials have been prepared in at least 2 of the following:
- trimming of cuttings
  - splitting of divisions
  - preparing of stocks
  - preparing scions
- B. ensure at least 3 of the following propagation methods are used:
- cuttings
  - budding
  - grafting
  - micro-propagation
  - division
  - layering
- C. complete at least 4 of the following activities to sustain and promote plant development after propagation and during weaning:
- watering
  - temperature control
  - humidity control
  - removal of material damaged by pests or diseases
  - training or trimming to promote appropriate growth formation
  - subculturing (micro-biology)
  - ventilation

## Notes

Evidence from simulations is not acceptable for this unit.

## LANH8 Co-ordinate propagation of plants from seed

### Evidence requirements

- A. use and maintain 1 of the following equipment to propagate plants from seed:
- manual seed sowing equipment
  - seed sowing machines
- B. co-ordinate at least 3 of the following types of aftercare:
- humidity control
  - temperature control

- pricking out
- weed control
- pest or rodent control

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH9L Establish crops or plants**

**Evidence requirements**

- A. set and mark 1 of the following sites for the establishment of crops or plants:
- areas for soft landscape construction
  - areas for planting
  - areas for restoration
  - indoor sites
- B. establish 3 of the following:
- trees
  - shrubs
  - seedlings
  - established plants
  - turf
  - seeds
  - bulbs/corms/tubers/rhizomes
  - cuttings
- C. position crops or plants according to at least 3 of the following:
- spacing/density
  - depth
  - mix
  - orientation
  - firmness
- D. provide 2 of the following types of aftercare to crops/plants:
- provision of water
  - provision of nutrients
  - protection
  - controlled environmental conditions
  - support
  - initial pruning or cutting

**Notes**

Plants could be in a production environment or in a landscape environment and can include grass swards.

Evidence from simulations is not acceptable for this unit.

## LANH10 Co-ordinate the establishment of crops or plants

### Evidence requirements

- A. confirm that 1 of the following sites for the establishment of crops or plants are set and marked out to specification:
- areas for soft landscape construction
  - areas for planting
  - areas for restoration
  - indoor sites
- B. co-ordinate the selection and establishment of at least 3 of the following:
- trees
  - shrubs
  - seedlings
  - established plants
  - turf
  - seeds
  - bulbs/corms/tubers/rhizomes
  - cuttings
- C confirm the positioning of the crop/plant appropriately within the growing media according to at least 3 of the following:
- spacing/density
  - depth
  - mix
  - orientation
  - firmness

### Notes

Evidence from simulations is not acceptable for this unit.

## LANH11 Maintain the growth of crops or plants

### Evidence requirements

- A. use at least 4 of the following methods to maintain the development of crops or plants:
- protection from pests and diseases
  - weed control measures
  - weather protection
  - control of temperature, humidity, ventilation, light and shade
  - pruning and trimming
  - supporting
  - nutrient provision
  - provision of water

- B. recognise and remove the following unwanted plant material:
- damaged crops or plants
  - weeds
  - crop debris
  - diseased materials

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH12 Monitor and maintain the growth of crops or plants**

**Evidence requirements**

- A. identify 2 of the following issues with crop or plant growth:
- moisture problems
  - nutrient problems
  - damaged plants
  - excessive or inappropriate growth
- B. identify the following unwanted plant material:
- damaged crops or plants
  - weeds
  - plant debris
  - diseased materials
- C. implement at least 4 of the following methods to maintain crop production/plant development:
- protection from pests and diseases
  - weed-control measures
  - weather protection
  - pruning and trimming
  - supporting
  - feeding
  - controlled watering
  - growth regulators
  - lighting and shading

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH14 Monitor and implement the provision of water to crops or plants**

**Evidence requirements**

- A. when providing crops or plants with water make accurate adjustments to the following:

- equipment
- water supply
- rate and pressure

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH15L Co-ordinate the provision of nutrients to crops or plants****Evidence requirements**

- A. when providing nutrients to crops or plants maintain equipment in the following ways:
- preparation
  - cleaning
  - storage

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH16 Control environmental conditions for protected crops****Evidence requirements**

- A. identify the following environmental conditions required by protected crops:
- temperature
  - humidity
  - light and shade (including coloured lighting where used)
  - carbon dioxide levels
- B. set up and use 2 types of the following equipment to control environmental conditions:
- computer controlled
  - heating
  - ventilation
  - watering systems
  - carbon dioxide generators/injectors
  - data recording equipment
- C. make adjustments to 3 of the following environmental conditions:
- temperature
  - humidity
  - light and shade (including coloured lighting where used)
  - carbon dioxide levels
  - ventilation

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH17 Create plant displays****Evidence requirements**

- A. select and use 4 of the following types of materials when creating plant displays:
- nutrients
  - containers
  - watering systems
  - supports
  - plant material
  - growing medium
- B. select, prepare and plant at least 3 of the following types of plants within a plant display:
- tropical
  - temperate
  - shade lovers
  - sun lovers
- C. establish 1 of the following types of plant displays:
- temporary
  - permanent
- D. arrange 3 of the following types of plants displays:
- formal bedding
  - hanging baskets
  - other containers
  - wall shrubs
  - climbers
  - mixed borders
- E. group and position plants appropriately, taking into consideration 3 of the following environmental conditions:
- adjacent features
  - light
  - humidity
  - air movement
  - temperature
- F. install 1 of the following types of features within a plant display:
- water
  - non-water

**Notes**

Evidence from simulations is not acceptable for this unit.

## LANH21 Prepare burial plots and dig graves

### Evidence requirements

- A. locate the burial plot using 2 of the following methods:
- plans
  - grave numbers
  - measuring
- B. prepare the following types of burial plots:
- open
  - with obstructions
- C. select the following working methods when digging graves:
- by hand
  - using mechanical equipment
- D. prepare for and excavate the following types of burial plots:
- new
  - reopened
- E. deal with 3 of the following types of soil conditions when digging graves:
- wet
  - dry
  - clay
  - sand/shingle
  - made-up ground
- F. use safe working practices when digging graves applying the following:
- shoring
  - escape ladders
  - use of banks person

### Notes

Evidence from simulations is not acceptable for this unit.

## LANH22 Prepare for burials and restore internment plots

### Evidence requirements

- A. use 3 of the following types of equipment when preparing for burials and restoring internment plots:
- hand tools
  - grass mats
  - lowering ropes

<ul style="list-style-type: none"> <li>• putlogs</li> <li>• pumps and excavator (if the situation requires)</li> <li>• mechanical</li> <li>• soil box</li> </ul> <p>B. check the following types of authorisations:</p> <ul style="list-style-type: none"> <li>• oral instruction</li> <li>• presentation of disposal form</li> </ul> <p>C. deal with 3 of the following types of soil conditions when preparing for burials and restoring internment plots:</p> <ul style="list-style-type: none"> <li>• wet</li> <li>• dry</li> <li>• clay</li> <li>• sand/shingle</li> <li>• made-up ground</li> </ul>
<p><b>Notes</b></p> <p>Evidence from simulations is not acceptable for this unit.</p>

<p><b>LANH23 Exhume coffins and remains</b></p>
<p><b>Evidence requirements</b></p> <p>A. respond correctly to 2 of the following soil conditions when exhuming coffins and remains:</p> <ul style="list-style-type: none"> <li>• wet</li> <li>• dry</li> <li>• clay</li> <li>• sand/shingle</li> </ul>
<p><b>Notes</b></p> <p>Simulations may be used to generate evidence where naturally occurring evidence is not available. Where simulations are used to generate performance evidence, these must properly reflect the requirements of the real work environment.</p>

<p><b>LANH24 Maintain grass surfaces</b></p>
<p><b>Evidence requirements</b></p> <p>A. identify and deal with 3 of the following threats to turf health when maintaining grass surfaces:</p> <ul style="list-style-type: none"> <li>• pests</li> <li>• diseases</li> <li>• disorders</li> </ul>

<ul style="list-style-type: none"> <li>• unfavourable conditions</li> <li>• competing growth</li> </ul> <p>B. use 2 of the following methods of dealing with threats to turf health when maintaining grass surfaces:</p> <ul style="list-style-type: none"> <li>• physical</li> <li>• chemical</li> <li>• cultural</li> <li>• irrigation</li> </ul> <p>C. prepare, use, clean, maintain and store 2 of the following types of tools and equipment when maintaining grass surfaces:</p> <ul style="list-style-type: none"> <li>• hand tools</li> <li>• strimmers</li> <li>• pedestrian controlled mowers</li> <li>• ride on mowers</li> </ul> <p>D. use a suitable range of maintenance activities relevant to your area of work which could include:</p> <ul style="list-style-type: none"> <li>• mowing</li> <li>• edging</li> <li>• feeding</li> <li>• watering</li> <li>• top dressing</li> <li>• repair</li> </ul>
<p><b>Notes</b></p> <p>Evidence from simulations is not acceptable for this unit.</p>

<p><b>LANH33 Maintain irrigation systems</b></p>
<p><b>Evidence requirements</b></p> <p>A. maintain 1 of the following types of irrigation systems:</p> <ul style="list-style-type: none"> <li>• mobile</li> <li>• installed</li> </ul> <p>B. inspect 1 of the following types of surface:</p> <ul style="list-style-type: none"> <li>• hard/porous</li> <li>• synthetic</li> <li>• turf</li> </ul> <p>C. use 2 of the following materials to maintain irrigation systems:</p> <ul style="list-style-type: none"> <li>• UPVC</li> <li>• MDPE</li> <li>• glues</li> <li>• pressure couplings</li> </ul> <p>D. maintain 4 of the following components found within irrigation systems:</p>

- pop-up sprinklers
- hose and attachments
- travelling and stand-alone sprinklers
- valves
- taps
- couplings
- solenoids
- irrigation housing boxes

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH34 Estimate resource requirements and programme work for land-based projects**

**Evidence requirements**

- A. estimate resources for 1 of the following land-based projects:
- soft landscape
  - hard landscape
  - interior landscape
- B. include 3 of the following resources for the programmes for land-based project:
- labour
  - equipment
  - materials
  - finance
  - specific expertise
- C. plan and implement 1 of the following work programmes for land-based projects:
- soft landscape
  - hard landscape
  - interior landscape

**Notes**

Evidence from simulations is not acceptable for this unit.

**LANH49 Design landscape areas and specify materials and components**

**Evidence requirements**

- A. use 1 of the following types of survey and analysis information within the landscape design:
- prepared by yourself
  - prepared by others

- B. position and identify 4 of the following main components when designing landscape areas:
- types of planting
  - heights of planting
  - levels of planting
  - types of surface and structure
  - focal points
  - access routes
  - functional features
- C. specify 2 of the following types of plants within the landscape design:
- shrubs
  - trees
  - turf
  - herbaceous and seasonal plants
- D. specify 4 of the following materials when designing landscape areas:
- growing media
  - containers
  - supports
  - hard landscape materials
  - buildings
  - furniture
  - mulch and top-dressing

### Notes

Evidence from simulations is not acceptable for this unit.

## LANH55 Co-ordinate the collection of plants for sale or dispatch

### Evidence requirements

- A. co-ordinate the following resources for the collection of plants for sale or dispatch:
- people
  - material
  - equipment
- B. consider the following constraints on the collection operation:
- customer requirements
  - resource availability
  - condition of plants
  - health and safety
  - environmental conditions
- C. make adjustments orders due to:
- plant condition
  - environmental conditions
  - resources use

D. use 5 of the following preparation methods:

- pruning/trimming
- tying
- weeding
- grading
- bundling
- wrapping
- containerisation/packing
- labelling
- watering
- loading

### Notes

Evidence from simulations is not acceptable for this unit.

## LANH58 Identify and name plants using their botanical names

### Evidence requirements

A. use the following plant characteristics to aid identification:

- habit
- leaves
- stems
- flowers
- buds

B. identify and botanically name 40 plants/varieties from a minimum of 4 of the following categories:

- annuals and short-lived perennials
- houseplants
- herbaceous perennials
- trees and shrubs
- grasses
- food crops
- weeds/wild plants (including invasive non-native and protected species)

C. define terms relating to plant characteristics for the following:

- monocotyledons
- dicotyledons
- evergreen
- deciduous
- hardy
- tender

D. define the following terms relating to plant life cycles:

- annuals
- biennials
- herbaceous perennials

- woody perennial

**Notes**

Evidence from simulations is not acceptable for this unit. Live plant material should be used where possible.

**SDS0347 Harvesting crops**

**Evidence requirements**

A. use an appropriate method to harvest at least 1 of the following crops:

- grass and forage crops
- cereals/grains
- root crops
- pulses
- oilseed rape
- hops
- vegetables
- herbs
- flowers
- bulbs
- shrubs
- trees
- fruit

B. provide knowledge evidence of why that method was chosen

**Notes**

Harvesting method will depend on the type of crop and may be either mechanical or manual.

Evidence from simulations is not acceptable for this unit.

**SDS0349 Planting crops and plants**

**Evidence requirements**

A. clear, prepare and cultivate 1 of the following sites for the establishment of crops or plants:

- areas for soft landscape construction
- areas for planting
- areas for restoration
- indoor sites

B. prepare and position 3 of the following types of planting material:

- trees

- shrubs
- seedlings
- established plants
- turf
- seeds
- bulbs/corms/tubers/rhizomes
- cuttings

C. position crops or plants according at least 3 of the following:

- spacing/density
- depth
- mix
- orientation
- firmness

D. provide 2 of the following types of aftercare to crops/plants:

- provision of water
- provision of nutrients
- protection
- controlled environmental conditions
- support
- initial pruning or cutting

#### Notes

Evidence from simulations is not acceptable for this unit.

### SDS0352 Collecting and establishing propagation material

#### Evidence requirements

A. prepare propagation material in at least 2 of the following ways:

- trimming of cuttings
- trimming of divisions
- preparation of stocks
- trimming of scions
- collection of seeds

B. use at least 3 of the following propagation methods:

- cuttings
- budding
- grafting
- micro-propagation
- division
- layering
- seeds

C. use 4 of the following activities to promote plant development:

- watering
- provision of nutrients

- temperature control
- humidity control
- weed control
- pest or rodent control
- removal of material damaged by pests or diseases
- training or trimming to promote appropriate growth formation
- pricking out
- subculturing (micro-biology)
- ventilation

**Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0353 Creating planted areas**

**Evidence requirements**

- A. create 3 of the following types of planted areas:
- planted beds
  - planted borders
  - grassed areas
  - trees and shrubs
  - containers
  - hanging baskets
- B. include 3 of the following types of plants within the planted area:
- shrubs
  - trees
  - grass
  - perennials
  - annuals
  - herbaceous and seasonal plants
- C. provide 2 of the following types of aftercare to newly established planted areas:
- provision of water
  - provision of nutrients
  - protection
  - support
  - initial pruning or cutting

**Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0354 Establishing sportsturf surfaces**

### **Evidence requirements**

- A. prepare ground and establish 3 sportsturf surfaces using both turf and seeds
- B. provide 2 of the following aftercare to seeds or turf:
- provision of water
  - protection
  - feed
  - cutting
- C. apply protection from 2 of the following:
- weeds and moss
  - pests
  - diseases and disorders
  - environmental conditions
  -
- D. identify 5 types of grass used for sportsturf surfaces:
- brown top bent.
  - chewings fescue
  - smooth stalk meadow grass
  - timothy
  - perennial rye grass
- E. inspect established sportsturf surfaces to identify 4 of the following conditions:
- weeds
  - pests
  - diseases
  - disorders
  - moss
- F. use 2 of the following treatments when maintaining the health of sports turf:
- physical
  - chemical
  - cultural

### **Notes**

Evidence from simulations is not acceptable for this unit.

## **SDS0357 Installing hard landscaping components**

### **Evidence requirements**

- A. prepare the ground and install 5 of the following:
- hardstanding foundation layers
  - concrete and screed
  - block, flag, slab, or cobble surfaces
  - kerbs, edgings, channels and combined kerb-drain systems
  - walls and steps

- pools and water features (streams, fountains, waterfalls, ponds)
- rock gardens (outcrops, scree and moraine, valleys, cascades, steps)
- decking
- fence or pergola posts
- fence panels or other materials fixed to posts
- gates

**Notes**

Evidence from simulations is not acceptable for this unit.

All electrical work must be signed off by a qualified electrician

**SDS0358 Maintaining artificial sports surfaces**

**Evidence requirements**

- A. maintain 1 of the following types of artificial sports surfaces:
- hard porous water bound
  - filled synthetic
  - non-filled synthetic
- B. use 2 of the following types of tools and equipment when maintaining artificial sports surfaces:
- hand
  - powered
  - mounted
- C. carry out 4 of the following types of maintenance on artificial sports surfaces:
- brushing
  - luting
  - top dressing
  - weed control
  - moss/algae control
  - frost protection
  - marking out
  - irrigation
  - renovation (damage repair)
  - contamination removal

**Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0360 Maintaining grassed and planted areas**

**Evidence requirements**

- A. provide evidence of maintaining 3 grassed or planted areas which could include the following:
- shrub areas
  - scrub
  - bedding
  - herbaceous
  - hedges
  - amenity turf
- B. carry out 8 of the following management activities:
- pruning
  - trimming
  - training
  - thinning out
  - tying in
  - renovating
  - removing and replacing
  - spraying
  - weed control
  - pest control
  - disease control
  - feeding/watering
  - mulching
  - soil amelioration
  - strimming
  - mowing
- C. identify the following threats to promote plant health:
- pests
  - diseases
  - disorders
  - unfavourable conditions
  - competing growth

**Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0361 Maintaining plants in protected environments**

**Evidence requirements**

- A. identify the following environmental conditions required by protected plants:
- temperature
  - humidity
  - light and shade
  - carbon dioxide levels

- B. set up and use 2 types of the following equipment to control environmental conditions:
- computer
  - heating
  - ventilation
  - watering systems
  - carbon dioxide generators/injectors
  - data recording equipment
- C. make adjustments to 3 of the following environmental conditions:
- temperature
  - humidity
  - light and shade
  - carbon dioxide levels
  - ventilation

**Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0362 Maintaining sportsturf surfaces**

**Evidence requirements**

- A. use the following types of tools and equipment when maintaining the condition of sportsturf surfaces:
- hand tools
  - powered equipment
- B. use suitable methods to maintain the condition of sportsturf surfaces relevant to your area of work which could include:
- mowing
  - irrigation
  - drainage
  - scarifying and verticutting
  - rolling
  - top dressing
  - brushing or switching
  - aeration
  - edging (where appropriate)
  - feeding
  - grooming
  - marking out sports surface
  - setting out equipment
  - raking
- C. use 3 of the following renovation and repair methods on sports turf surfaces:
- over-seeding
  - hand lifting

<ul style="list-style-type: none"> <li>• patching or plugging</li> <li>• forking up</li> <li>• top dressing</li> <li>• divotting</li> </ul> <p>D. maintain the following aspects of the playing surface relevant to your area of work:</p> <ul style="list-style-type: none"> <li>• speed</li> <li>• surface response to a ball, animal or player</li> <li>• moisture content</li> <li>• grass cover</li> <li>• degree of consolidation</li> <li>• trueness</li> </ul>
<p><b>Notes</b></p> <p>Evidence from simulations is not acceptable for this unit.</p>

<p><b>SDS0363 Managing horticultural operations</b></p>
<p><b>Evidence requirements</b></p>
<p><b>Notes</b></p> <p>Evidence from simulations is not acceptable for this unit.</p>

<p><b>SDS0364 Preparing plants for sale</b></p>
<p><b>Evidence requirements</b></p> <p>A. prepare plants for sale or dispatch using methods relevant to the enterprise within which you are working:</p> <ul style="list-style-type: none"> <li>• removal of unsuitable plants</li> <li>• pruning/trimming</li> <li>• tying</li> <li>• weeding</li> <li>• grading</li> <li>• bundling</li> <li>• protecting</li> <li>• packing</li> <li>• labelling</li> <li>• watering</li> <li>• loading</li> <li>• displaying</li> <li>• storing</li> </ul>
<p><b>Notes</b></p>

Evidence from simulations is not acceptable for this unit.

### **SDS0399 Engaging with the public**

#### **Evidence requirements**

- A. engage with at least 3 the following:
- adults
  - children and young people
  - families
  - less able and vulnerable people
  - groups
  - people with special interests or needs
  - those for whom English is not their first language
- B. provide the following types of care:
- supporting people in terms of their safety and welfare
  - providing information and advice

#### **Notes**

Evidence from simulations is not acceptable for this unit.

### **SDS0414 Maintaining wildflower-rich amenity grasslands**

#### **Evidence requirements**

- A. provide evidence of 3 examples of monitoring and checking, maintaining and rejuvenating wildflower-rich amenity grasslands

#### **Notes**

Evidence from simulations is not acceptable for this unit.

### **SDS0418 Controlling weeds, pests, diseases and disorders**

#### **Evidence requirements**

- A. use 2 of the following control methods:
- chemical
  - biological
  - cultural
- B. prepare and use equipment:
- relevant to the control method being used

<ul style="list-style-type: none"> <li>• appropriate personal protective equipment</li> <li>• to minimise the risks to non-target species and the environment</li> </ul> <p>C. identify the presence of a range of weeds, pests, diseases and disorders likely to be found in your area of work:</p> <p>D. provide knowledge evidence of how to identify invasive non-native, harmful or toxic species and the action that should be taken</p>
<p><b>Notes</b></p> <p>Simulations may be used to generate evidence where naturally occurring evidence is not available. Where simulations are used to generate performance evidence, these should properly reflect the requirements of real working situations.</p> <p>If the use of chemicals is required, the learner must possess the appropriate certificates and work under current Health &amp; Safety legislation.</p>

<p><b>SDS0420 Maintaining hygiene and biosecurity</b></p>
<p><b>Evidence requirements</b></p> <p>A. maintain hygiene and biosecurity using 3 of the following methods:</p> <ul style="list-style-type: none"> <li>• cleaning</li> <li>• disinfection</li> <li>• personal hygiene</li> <li>• isolation</li> <li>• quarantine</li> </ul>
<p><b>Notes</b></p> <p>Evidence from simulations is not acceptable for this unit.</p>

<p><b>SDS0423 Using equipment and machinery</b></p>
<p><b>Evidence requirements</b></p> <p>A. carry out 4 of the following pre-use checks and activities:</p> <ul style="list-style-type: none"> <li>• safety checks</li> <li>• cleaning</li> <li>• oiling/greasing</li> <li>• checking and topping up fluids</li> <li>• sharpening</li> <li>• adjusting</li> <li>• charging</li> </ul> <p>B. use 3 items of equipment including attachments where appropriate</p>

**Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0425 Contributing to performing work activities****Evidence requirements****Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0427 Protecting land-based sites****Evidence requirements**

A. identify and deal with 3 breaches of the law:

- theft
- criminal damage
- sabotage
- fire raising
- illegal metal-detecting
- illegal use of drones by thieves to see what is available on a site
- littering and fly-tipping
- threats
- assault
- dog attacks on livestock, wildlife and people
- anti-social behaviour
- public order offences
- trespass/breach of access regulations
- heritage crime
- wildlife crime e.g.
  - disturbance
  - persecution
  - poaching
  - release into the wild of Invasive Non-native Species (INNS) or species of plants or animals outside their native range

B implement 2 security measures to protect sites:

- notices
- gates/barriers
- patrols
- drones
- thermal imagery
- night vision
- CCTV
- trail cameras

- body cams
- vehicle cams
- ANPR (Automatic Number Plate Recognition)

**Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0428 Understanding the importance of environmental good practice in land-use****Evidence requirements**

- A. provide knowledge evidence of the impact on the environment of:
- pollution (land, air, water)
  - climate change
  - resource depletion
  - biodiversity depletion
  - damage to ecosystems

**Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0437 Setting up promotional displays****Evidence requirements****Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0449 Processing customer payments****Evidence requirements****Notes**

Evidence from simulations is not acceptable for this unit.

**SDS0452 Providing customer service****Evidence requirements**

**Notes**

Evidence from simulations is not acceptable for this unit.

**US0434 Maintaining health, safety and security****Evidence requirements**

- A. provide evidence of the ability to recognise hazards and evaluate risks to safety in your area of work.
- B. provide evidence of the ability to recognise hazards and evaluate risks to health in your area of work.
- C. provide evidence of the ability to recognise risks to security in your area of work.
- D. provide evidence of examples of safety measures that can be used to reduce the risks to health, safety and security in your area of work.
- E. provide evidence of knowing what to do in the event of an accident or emergency

**Notes**

Alternative methods, including simulation or questioning, are acceptable for providing evidence of the ability to deal with incidents and emergencies.

Security relates to: e.g. land, buildings, equipment and machinery, stock, resources, personnel and information.

**US0231 Receiving goods and supplies****Evidence requirements****Notes**

Evidence from simulations is not acceptable for this unit.

**CFACSA4 Give customers a positive impression of yourself and your organisation****Evidence requirements****Notes**

Evidence from simulations is not acceptable for this unit.

<b>CFAMLE11 Communicate information and knowledge</b>
<b>Evidence requirements</b>
<b>Notes</b> Evidence from simulations is not acceptable for this unit.