



QUALIFICATION HANDBOOK

SVQ Weighbridge Operations at SCQF Level 6

Qualification reference number: GM1F 46

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1. Introduction

1.1 This qualification has been developed to seek to ensure that those that wish to seek employment within the extractives, construction or related industries as operatives of weighbridge meet minimum requirements of technical competence and health and safety. As a competence based SVQ this is recognised by the two main plant registration schemes i.e. the MPQC scheme and the CPCS scheme.

1.2 These requirements have been specified in the National Occupational Standards (NOS) developed by the Standard Setting Body (SSB) Proskills in liaison with employers and industry/ sector representatives. This qualification is based upon the Weighbridge Operations suite of NOS, and incorporates the Qualification Structure approved by SQA Accreditation.

1.3 Successful completion of this qualification will allow candidates to show they have sufficient knowledge, understanding and skills to demonstrate competence as Weighbridge Operatives.

1.4 This Handbook provides the information required to assist approved centres in delivering the qualification and preparing candidates for assessment. This includes some template forms that may be used / adapted by centres. Note that you are able to create your own, or use existing forms for this purpose. Centres are encouraged to use QFI's on-line portfolio. This document should be read in conjunction with QFI's policies and the Centre Handbook.

2. Qualification objective(s)

2.1 The qualification is suitable for apprentices / those already in employment that wish to develop their knowledge and skills in weighbridge operations. In particular this qualification is suitable for those that are seeking registration as part of plant registration schemes.

2.2 In order to do this, the qualification covers technical, health and safety and security standards, and supports roles relating to weighbridge operations within the context of extractives/construction.

3. Progression

3.1 This qualification is primarily designed to allow candidates to progress to employment in roles relating to weighbridge operations. Successful completion of this qualification may therefore lead to employment as a weighbridge operative.

3.2 Candidates achieving this qualification may also wish to progress to higher level qualifications such as those aimed at supervisory/ management roles.

3.3 Candidates may also choose to undertake qualifications in more generic subjects such as a health and safety in the workplace.

4. Entry requirements

4.1 Candidates must be at least 18 years of age to be able to undertake this qualification.

4.2 Those that will be driving construction vehicles as part of their chosen pathway/ additional units must hold a full driving licence.

4.3 There are no other specific entry requirements, though the National Careers Service does recommend physical fitness.

4.4 Candidates taking this qualification must be made fully aware of what this entails. Centres must be satisfied that candidates have the experience and skills and will have sufficient assessment opportunities within their job role to provide evidence of competence for this qualification.

4.5 Where this may not be the immediate case, candidates should check with their employer whether they are able to go out with departmental or immediate job role boundaries to gain the necessary assessment opportunities.

4.6 A sample induction checklist is included at Appendix 1.

5. Qualification structure

5.1 The structure for this qualification is set by the Sector Skills Council Proskills and approved by SQA Accreditation.

5.2 To achieve this qualification candidates must achieve:

- All 4 mandatory units

Candidates may also take one or more of the additional units, though these are not required to achieve the qualification.

Mandatory Units - Candidates must complete the following four units

SSB code	Title of mandatory unit (must complete both)	SCQF level	SCQF credits
PROWB1	Conform to general workplace safety and security	6	3
PROWB3	Monitor and maintain environmental conditions in your area of responsibility	5	3
PROWB2	Conform to efficient working practices	5	4
PROWB4	Operate Weighbridge	6	15

Additional units - Optional and not required to achieve the qualification

SSB code	Title of optional units (must complete one)	SCQF level	SCQF credits
PROWB5	Manage the movement of loads	5	10
PROWB6	Arrange loading and transportation of materials	6	5
PROWB7	Contribute to the provision of customer service	5	5
PROWB8	Provide information to vehicle drivers operating in your area of responsibility	5	4
PROWB9	Monitor vehicle crew activities in your area of responsibility	6	3
PROWB10	Carry out procedures for the sale of stocked materials or products	5	3

All units are included in Appendix 2 of to this document.

6. Assessment

6.1 Roles and responsibilities

There are a number of people involved in the assessment process and the role of each needs to be clearly understood by each.

- Candidates – must familiarise themselves with the content of the units that they are taking and how these are to be assessed. They should co-operate with the assessment process, looking for opportunities to evidence the elements and gathering evidence where this arises. Candidates must take on board feedback from their assessor and work with their assessor to develop realistic plans for assessment. An Assessment Plan and Review template is included at Appendix 3.
- Assessors - must familiarise themselves with the content of the units that they are assessing and how these are to be assessed. They must assist candidates in identifying assessment opportunities, gathering, and presenting evidence. Assessors must assess all elements and record these assessments. Templates for recording elements, and for unit achievement, are at Appendix 4. Assessors must feedback and work with candidates to identify any gaps and develop realistic plans for assessment. They must also work with the Internal Verifier and External Verifier to ensure a common standard of assessment.
- Internal Verifiers – sometimes known as Internal Quality Assurers (IQAs), their role is to ensure that the assessment process is appropriate, consistent, fair and transparent; that assessors receive on-going support and that they are assessing to a common standard; and that awards are valid, reliable and consistent. IVs must develop a strategy that includes standardisation activities such as reviewing samples of evidence from each assessor, and countersigning the decisions of unqualified assessors.
- External Verifiers - sometimes known as External Quality Assurers (EQAs), are appointed by QFI and are independent of the centre. Their role is to check that internal processes are in place to ensure robust, consistent assessment. This includes sampling assessment evidence.

6.2 SCQF level 5 descriptors

This qualification is pitched at SCQF level 5. The following are descriptions of what a candidate should be able to do or demonstrate at this level. These are for guidance only – it is not expected that every point will be covered.

Knowledge and understanding

Demonstrate and/or work with: Basic knowledge; A range of simple facts, ideas and theories in, about, and associated with, a subject/discipline/sector; Knowledge and understanding of basic processes, materials and terminology.

Applied knowledge, skills and understanding

Relate knowledge and ideas to personal and/or practical contexts; Use a range of skills associated with the subject/discipline/sector to complete some routine and non-routine tasks; Plan and organise both familiar and unfamiliar tasks; Select appropriate tools and materials and use them safely and effectively; Adjust tools where necessary following safe practices.

Generic cognitive skills

Use a process to deal with a problem, situation or issue that is straightforward; Operate in a familiar context, but where there is a need to take account of or use additional information of different kinds, some of which will be theoretical or hypothetical.

Communication, IT and numeracy skills

Use a range of routine skills, for example: Produce and respond to detailed written and oral communication in familiar contexts; Use standard ICT applications to process, obtain and combine information; Use a range of numerical and graphical data in routine contexts that may have some non-routine elements.

Autonomy, accountability and working with others

Work alone or with others on tasks with minimum directive supervision: Agree goals and responsibilities for self and/or work team; Take lead responsibility for some tasks; Show an awareness of own and/or others' roles, responsibilities and requirements in carrying out work and contribute to the evaluation and improvement of practices and processes.

6.3 The assessment process

Assessment for this qualification, and for individual units that comprise the qualification, must take place in accordance with MP Futures Assessment Strategy (ACG Approved 9/12/2015).

This document translates the requirements of the assessment strategy and gives guidance to ensure that centres meet these.

Centres delivering the qualification must ensure that assessors and Internal Verifiers are aware of the assessment strategy and how to access this. External Verifiers may check this requirement during monitoring visits to centres.

Assessment involves the following key stages: planning; producing evidence; assessing evidence; recording. Each of these is considered in more detail below.

6.3.1. Planning

The assessor must create an Assessment Plan with each candidate that he/ she will be assessing. The Assessment Plan will need to be reviewed as the candidate progresses through the units. A template for assessment planning and review is at Appendix 3 of this document.

A wide range of assessment methods exist that can be used to assess knowledge and skills. Methods of assessment that are commonly used for assessing competence based qualifications such as N/SVQs include the following:

- Product evidence – this relates to the outcome of the candidate’s work, and the actual product that is generated as a result of their work.
- Direct observation – where an assessor (or credible witness) will directly observe the candidate undertaking certain tasks/ creating products that occur as part of their role. Observations must be referenced to the elements covered
- Question/ answer – these will often supplement the methods above, for example the assessor may ask the candidate a number of questions whilst they are undertaking a task. Questioning is a useful way to establish knowledge and to generate evidence of this
- Witness testimony – credible witnesses may be identified who can for example testify that the candidate can successfully undertake certain tasks
- Personal statement – declaration made by the candidate that should be referenced to elements

Centres should ensure that their Assessors use the methods above to assess candidates for this qualification.

Template assessment documents including an Assessor Report can be found at Appendix 3.

6.3.2 Producing evidence

The methods of assessment must generate evidence to demonstrate the candidates’ competence. Evidence produced in the workplace is central to MP Futures Assessment Strategy (ACG Approved 9/12/2015). Workplace evidence is vital to ensuring that the candidate is competent to industry standards and a suitable way of recording this must be used.

The following indicates the type of evidence generated by the methods on the section above:

- Product evidence –Photographic or video evidence is often used to record this, or it may also be recorded via the method below. Labelled photographs and/or videos that clearly show the candidate are sources of evidence for this purpose.
- Direct observation –observations must be recorded via an Assessor or other report (e.g. witness statement)

- Question/ answer –both the questions and the candidate’s responses to these must be recorded either in writing or via some audio or visual device (e.g. part of a video recording).
- Witness testimony – this may be written, audio or visual recordings
- Personal statement – the declaration made by the candidate must be recorded

All of the above must be referenced to the evidence that they cover

Templates that may be used for recording evidence are at Appendix 3.

Feedback should be given to the candidate on an on-going basis and where there are any gaps or shortfalls in evidence then these should be incorporated into the Assessment Plan.

Assessment must meet the requirements of the performance criteria, knowledge and understanding documented for each unit of assessment. Methods of assessment must ensure coverage of all elements, scope and range, and generate sufficient evidence to demonstrate competence.

A holistic approach towards the collection of evidence is encouraged. The focus should be on assessing activities generated by the whole work experience rather than focusing on specific tasks. This would show how evidence requirements could be met across the qualification to make the most efficient use of evidence.

Direct evidence produced through normal performance in the workplace is the primary source for meeting these requirements. This includes naturally occurring evidence, direct observation of activities and witness testimony as relevant, all of which must be recorded.

Workplace evidence must be supported by the required evidence of knowledge and understanding. This evidence may be identified by:

- questioning the candidate
- recognised industry education and training programme assessment or professional interview assessment that has been matched to NOS requirements
- performance evidence/ completed work

All of which must be recorded and made available for verification purposes.

6.3.3. Simulation

Whilst the majority of learners’ evidence should come from direct observation in the real work place, MP Futures Assessment Strategy allows that in exceptional circumstances simulation of the real work place may be allowed. Simulation must as far as reasonably practical mirror the real workplace conditions and environment. Whilst simulation is not generally acceptable the exceptions to this are:

- Dealing with emergencies
- Dealing with accidents
- Certain pre-approved real-time simulators

- Other procedures that cannot be practically performed in the workplace, and for which sufficient evidence cannot be collected through other means

Simulation permitted for this qualification: Safe use of fire extinguishers; organisational procedures in case of accident and/or fire and/or environmental incidents.

Any simulation must be approved in advance by the EV and clear reasons must be given for its intended use. Centres must contact QFI in writing to request approval for simulation (email is acceptable).

Simulation should not be the primary source of evidence, and where used must be supported by other forms evidence, e.g. scenarios, witness statements, and additional assessment of understanding.

6.3.4 Assessing evidence

Evidence must be assessed against the units/ elements to establish whether the candidate is competent with regards to their performance and knowledge. In order to achieve the qualification candidates must achieve a 'pass'. The evidence must show that the candidate consistently (i.e. on more than one occasion) meets all of the elements across the scope/range of each unit.

If there is insufficient evidence to make this judgement then plans must be made as to how the candidate can produce further evidence in order to demonstrate competence.

Assessors must check that the evidence produced is sufficient in volume, relevant and current. They must also be confident that the evidence has been generated by the candidate. Assessors and candidates normally sign documentation to declare that the evidence produced is that of the candidate and no other.

6.3.5 Recording evidence

Evidence (or reference to where certain evidence is located) is normally kept in a portfolio. This may be paper-based or electronic. QFI centres will be given access to QFI's secure E-portfolio system upon approval as a centre. All evidence contained within the portfolio must be clearly referenced to the units and elements. Candidates' progress can therefore be tracked. Note that certain pieces of evidence can be recorded across more than a single element. Tracking is important to show where this is that case.

It is helpful to give each piece of evidence a number so that this can be mapped across elements. See the template forms at Appendix 4. Assessment decisions made against the evidence must also be recorded so that an IV or an EV can see these. All evidence must be kept for internal and external verification.

7. Assessors

7.1 The occupational competence of assessors described here complies with MP Futures Assessment Strategy.

7.2 The roles and responsibilities of assessors is outlined in the section above. Assessors must be competent to perform their role and either hold the qualifications needed to carry out assessment, or be working towards and achieve within 18 months of commencing their role:

- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Certificate in Assessing Vocational Achievement
- Assess Workplace Competencies Using Direct and Indirect Methods (L&D 9D1)
- Assess Candidates Using a Range of Methods (A1 or equivalent)
- an appropriate Assessor qualification as identified by SQA Accreditation

Assessors must also:

- have a sound, in-depth knowledge of, and uphold the integrity of, the relevant NOS and Assessment Strategy to enable them to carry out assessment to the standards specified
- have the occupational expertise (extractives related occupational competence specific to plant endorsements) before commencing their role so they have up to date experience, knowledge and understanding of the particular aspects of work they are assessing
- demonstrate relevant, current and credible occupational competence (this may be demonstrated through qualifications achieved and/or work history)
- maintain the currency of this/ CPD for the duration of their role
- be able to assess the whole qualification
- only assess in their acknowledged area of occupational competence
- know QFI's requirements for recording assessment decisions and maintaining assessment records

7.3 Assessors must assess to the current National Occupational Standards (NOS) for Learning and Development.

7.4 Assessors must be registered with QFI. The **Centre Handbook** provides details.

7.5 The assessment decisions of unqualified assessors must be countersigned by the IV.

8. Internal verification

8.1 Centres' internal assessment processes and practices must be effective and support the integrity and consistency of the qualification. This is achieved through the internal quality assurance that is undertaken by the approved centre, and the external quality assurance that is undertaken by QFI. Centres must operate explicit, written internal quality assurance procedures to ensure:

- the accuracy and consistency of assessment decisions between assessors operating at the centre
- that assessors are consistent in their interpretation and application of the qualifications or unit(s) learning outcomes

8.2 Centres must appoint IVs who will be responsible for:

- regular sampling evidence of assessment decisions made by all assessors across all aspects of assessment for the qualification. Sampling must include direct observation of assessment practice
- maintaining up-to-date records of IV and sampling activity (what was evidence was sampled or assessors / IV observed where there is more than one) and ensuring that these are available for external quality assurance
- establishing procedures to ensure that all assessors interpret the learning outcomes in the same way
- monitoring and supporting the work of assessors
- facilitating appropriate staff development and training for assessors
- providing feedback to the EV on the effectiveness of assessment
- ensuring that any corrective action required by QFI is carried out within agreed timescales.

8.3 Centres must ensure that the decisions of unqualified IVs are checked, authenticated and countersigned by an IV who is appropriately qualified and occupationally expert. QFI will monitor a centre's compliance with these requirements through monitoring visits and certification claims.

8.4 The IV is also responsible and accountable for arranging the checking and countersigning process. IVs may verify only evidence that they did not assess themselves. Further guidance on internal quality assurance/verification is provided in the **Centre Handbook**. Appendix 5 of this document indicates suggested content for an IV strategy, and a template for sampling assessment evidence.

9. Internal verifiers

9.1 The occupational competence of IVs described here complies with MP Futures Assessment Strategy.

9.2 The roles and responsibilities of IVs is outlined above. IVs must be competent to perform their role and either hold the qualifications needed to carry out internal verification – or be working towards and achieve within 18 months of commencing their role:

- D34
- V1
- Level 4 Award in the Internal Quality Assurance of the Assessment Process and Practice
- Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Process and Practice
- an appropriate Internal Verifier qualification as identified by SQA Accreditation

9.3 IVs must demonstrate relevant, current and credible occupational competence (this may be demonstrated through qualifications achieved and/or work history) and maintain the currency of this/ CPD for the duration of their role.

9.4 It is strongly recommended that IVs also hold assessor qualifications (see assessor section above).

9.5 IVs must quality assure to the current National Occupational Standards (NOS) for Learning and Development.

9.6 IVs must be able to internally verify the whole qualification.

9.7 IVs must be registered with QFI. The **Centre Handbook** provides details.

10. External verification

10.1 External verification of this qualification ensures that the requirements are met as described in MP Futures Assessment Strategy.

10.2 QFI's External Verifiers hold a nationally recognised external verification qualification and to demonstrate current and credible occupational competence (this may be demonstrated through qualifications achieved and/or work history) and maintain the currency of this/ CPD for the duration of their role.

10.3 Centre visits will normally take place on an annual basis, though these could be more frequent if deemed necessary as a result of QFI's risk assessments. The Centre Handbook provides further details on external verification including to prepare for centre visits.

QFI's appointed External Verifiers meet the requirements of the assessment strategy.

11. Certification

11.1 Note that there is a lapsing period of two years for this qualification. This means that when the qualification expires, is withdrawn or replaced by a revised version, candidates registered have two years from the expiry date in which to complete the qualification. This will allow sufficient time for candidate's to compete and allow for currency of evidence.

12. Equality and diversity

12.1 This qualification must be assessed in English.

12.2 Assessment must be inclusive and where appropriate reasonable adjustments made to ensure equality of access in line with QFI's Equality and Diversity Policy. Full details are included in the QFI Centre Handbook.

12.3 Special consideration is not normally given for competence based qualifications as it is necessary for candidates to demonstrate that they have the necessary skills and knowledge to achieve the qualification and operate safely in the workplace.

12.4 Equality data will be collected at the point of registration. This is for monitoring purposes only and will include age, gender, ethnicity, and disability.

13. Fees

13.1 The current fees for this qualification, and for individual units, are included in the QFI Fees and Invoicing document. This document also details what is/ is not included in fees. Fees may be broken down to a reasonable level upon request to QFI.

APPENDIX 1 - CANDIDATE TEMPLATE DOCUMENTS

Sample Form Induction checklist

This document indicates what may be covered as part of a candidate's induction. This list is not exhaustive.

	Tick
Qualification information: <ul style="list-style-type: none"> • Units • Structure • Summary of assessment • Awarding body 	
Roles and responsibilities: <ul style="list-style-type: none"> • Candidate • Assessor • Internal Verifier • External Verifier 	
Training and assessment process: <ul style="list-style-type: none"> • Planning • Collection of evidence (including methods) • Review of evidence • Feedback on evidence • Verification of evidence • Certification 	
Policies: <ul style="list-style-type: none"> • Complaints • Appeals • Malpractice • Data protection • Health and safety • Equality (including reasonable adjustments/ additional support) 	
Forms: <ul style="list-style-type: none"> • Enrolment • Other 	
I confirm that I have received this induction and the associated documents: Candidate name: Candidate signature: Date:	

APPENDIX 2

Units

Group A - Candidates must complete the following four units

PROWB1

Conform to general workplace safety and security

Overview

Achievement of this standard demonstrates your competence in the context of your occupation and work environment, in the following areas:

1. Awareness of relevant current statutory requirements and official guidance
2. Personal responsibilities relating to workplace safety, wearing appropriate personal protective equipment (PPE) and compliance with warning/safety signs
3. Personal behaviour in the workplace
4. Security in the workplace

Performance criteria

You must be able to:

- P1 Identify hazards and risks associated with the workplace
- P2 Record and report hazards in accordance with organisational procedure.
- P3 Comply with all workplace safety legislation requirements at all times.
- P4 Adhere to statutory requirements and/or safety notices and warning signs displayed in the workplace.
- P5 Ensure safe use of personal protective equipment (PPE) when in the work environment, in accordance with relevant legislation and/or organisational requirements.
- P6 Comply with and maintain all organisational security arrangements and approved procedures
- P7 Maintain a clean and tidy work area

Knowledge and understanding

You need to know and understand:

- K1 The hazards and risks associated with the occupational area
- K2 The method of reporting hazards and risks in the workplace
- K3 Safety legislation notices relevant to the occupational area
- K4 Why and when personal protective equipment (PPE) should be used
- K5 What personal protective equipment (PPE) should be worn in your work area
- K6 The types of fire extinguishers and how they are used
- K7 The organisational emergency procedures
- K8 Implementation of security arrangements in the workplace
- K9 The causes of accidents, incidents and ill health in the work environment
- K10 The procedures in place for safe manual handling in the workplace
- K11 The arrangements for First Aid in the workplace
- K12 The requirements for housekeeping in your work area
- K13 How equipment is used and stored in a safe manner
- K14 The procedures for reporting of accidents in the workplace

Developed by: Proskills. Version number: 1.
Date approved: September 2012. Indicative review date: September 2017.
Validity: Current. Status: Original. Originating organisation: Proskills.
Original URN: PROWB1

Relevant occupations: Coal mining operatives; Managers in mining; Quarry workers and related operatives; Recycling and refuse disposal managers; Coal Mining Operatives; Managers in Mining; Quarry workers and related operatives.

Suite: Weighbridge Operations; Dimension Stone.

Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling; weighbridge; dimension stone; hydraulics; splitting; mineral; sawing; lathe; turning; drilling.

PROWB2

Conform to efficient work practices

Overview

Achievement of this standard demonstrates your competence in the context of your occupation and work environment, in the following areas:

1. Interpreting information
2. Planning and carrying out productive, efficient working practices
3. Working with others or as an individual

Performance criteria

You must be able to:

- P1 Communicate with colleagues and clients to establish productive work relationships
- P2 Follow organisational procedures on use of resources, allocation of work and method of work to maintain good work relationships
- P3 Maintain records in accordance with the organisational procedures

Knowledge and understanding

You need to know and understand:

- K1 The methods of communication with other workplace personnel and/or client.
- K2 The format(s) the records for your organisation are kept in
- K3 How organisational procedures affect individuals, workplace groups, line management, clients, own and allied occupations
- K4 How to maintain records in accordance with organisational procedures

Developed by: Proskills. Version number: 1. Date approved: September 2012. Indicative review date: September 2017. Validity: Current. Status: Original. Originating organisation: Proskills. Original URN: PROWB2.

Relevant occupations: Coal mining operatives; Managers in mining; Quarry workers and related operatives; Recycling and refuse disposal managers; Coal Mining Operatives; Managers in Mining; Quarry workers and related operatives.

Suite: Weighbridge Operations; Dimension Stone.

Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling; weighbridge; dimension stone; hydraulics; splitting; mineral; sawing; lathe; turning; drilling.

PROWB3

Monitor and maintain environmental conditions in your area of responsibility

Overview

Achievement of this standard demonstrates your competence in conforming to workplace environmental requirements in the context of the occupation and the work environment. It includes awareness, interpretation and carrying out of personal responsibilities in relation to environmental requirements within the workplace and the organisational operational approved policies and procedures. It also includes personal responsibilities in relation to the workplace and in reducing the environmental impact on areas surrounding and/ or affected by the workplace site activities.

Performance criteria

You must be able to:

- P1 Identify and monitor environmental impacts and conditions that affect the work activity
- P2 Confirm environmental control measures, including those for hazards and incidents as available and operational or report as unavailable or defective
- P3 Ensure that relevant environmental information is available for use or reported as unavailable
- P4 Dispose of waste correctly

Knowledge and understanding

You need to know and understand:

- K1 Environmental impacts associated with the workplace, the areas surrounding and/or affected by the workplace activities, and your occupation, including the use of resources, dust, noise, waste, substances, transport
- K2 Potential environmental impacts of the workplace on the areas surrounding and/or affected by the workplace activities
- K3 Organisational policies and objectives for environmental management
- K4 Environmental monitoring arrangements
- K5 Organisational procedures for reporting/recording environmental incidents/hazards
- K6 Organisational resources in the event of environmental incidents
- K7 Procedures for the safe use of equipment in environmental incidents
- K8 Practices for the efficient use of resources
- K9 Practices for waste disposal
- K10 The implications of failure to comply with statutory/local authority/organisational environmental requirements
- K11 Sources of help/information and guidance in relation to environmental issues relating to the workplace and areas surrounding and/or affected by the workplace activities

Developed by: Proskills. Version number: 2. Date approved: September 2012.
Indicative review date: September 2017. Validity: Current. Status: Original.
organisation: Proskills. Original URN: PROWB3.

Relevant occupations: Coal mining operatives; Managers in mining; Quarry workers and related operatives; Recycling and refuse disposal managers.

Suite: Weighbridge Operations.

Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling; weighbridge.

PROWB4

Operate weighbridge

Overview

Achievement of this standard demonstrates your competence in operating the weighbridge to performance requirements, interpreting instruction and information to carry out operations. It confirms your competence to prepare the weighbridge to meet the work activity planned and that the equipment is safe, set up and fully operational to carry out the work.

It provides for operating the weighbridge and the need to ensure safety and security in the work environment, including the need to be aware of others, whether work personnel or members of the public. Concluding the work and ensuring weighbridge is secure and maintained in an operable condition completes the competence of the unit. Throughout the range of activities envisaged there is the need to communicate with others and this too is recognised in the competence of operating the weighbridge to performance requirements.

This standard has two elements.

- 1) Prepare and set up weighbridge
- 2) Operate weighbridge to meet work requirements.

Performance criteria

Prepare and set up weighbridge

You must be able to:

- P1 Confirm work requirements with the appropriate person(s)
- P2 Identify all hazards and conditions that could affect the work activity and take appropriate action
- P3 Confirm that relevant information and resources are available
- P4 Ensure that the weighbridge and any ancillary equipment is prepared, set up and adjusted for the work activity
- P5 Report any defects of and/or damage to the equipment.

Operate Weighbridge to Meet Work Requirements

You must be able to:

- P6 Ensure that weighing operations are carried out safely in accordance with instructions to meet the specified work requirement

- P7 Monitor weighbridge and ancillary equipment to maintain performance throughout the work activity
- P8 Correctly Identify and check vehicles and their requirements
- P9 Use methods of communication in accordance with the designated procedure
- P10 Give appropriate and correct information and instructions to vehicle operators/other personnel
- P11 Deal promptly with any accident(s), defects and incident(s) during operations
- P12 Maintain records according to company requirements.
- P13 Report any problems and conditions which occur that are outside the responsibility of the job holder to an authorised person
- P14 Complete work activity in accordance with the specified requirements

Knowledge and understanding

Prepare and set up weighbridge

You need to know and understand:

- K1 Hazards and conditions that affect the work activity and appropriate actions to be taken
- K2 The importance of checking equipment prior to starting up
- K3 Setting up equipment for the work activity
- K4 Calibration and maintenance procedures
- K5 Routine equipment checks
- K6 Types of defects that could occur in the equipment
- K7 Implications of defective equipment
- K8 Arrangements for recording/reporting defects

Operate Weighbridge to Meet Work Requirements

You need to know and understand:

- K9 Problems or conditions that could affect the operation of the weighbridge
- K10 Practices and procedures for recording information (written/electronic as appropriate)
- K11 Approved procedures, practices and responsibilities in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational)
- K12 Characteristics and capabilities of the equipment being used
- K13 Operational procedure for the equipment
- K14 Contingency plans for equipment failure
- K15 Hazards and conditions that affect the work activity
- K16 Requirements for recording and communicating information
- K17 Loading limits and acceptable condition of vehicles for travelling on and off site
- K18 Range of materials and relevant properties
- K19 Accident and incident procedures
- K20 Methods and uses of different forms of communications
- K21 Procedures for concluding work activity
- K22 Shut down and securing requirements for weighbridge and ancillary equipment
- K23 Procedures for removal/archiving of out of date information
- K24 Data protection, security and confidentiality of information

Developed by: Proskills. Version number: 2. Date approved: September 2012. Indicative review date: September 2017. Validity: Current. Status: Original. Originating organisation: Proskills. Original URN: PROWB4.

Relevant occupations: Coal mining operatives; Managers in mining; Quarry workers and related operatives; Recycling and refuse disposal managers.
Suite: Weighbridge Operations.



Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling; weighbridge

Additional units - Optional and not required to achieve the qualification

PROWB5

Manage the movement of loads

Overview

You must be able to monitor the transportation of load against the operational plan. The load is any goods moved by road, rail, air or water. The use of communications equipment, either voice or electronic, will be the key to real time information that must be acted upon to maintain the optimum collection or delivery schedule. You must be able to take the appropriate action to resolve any operational problems based on the feedback information e.g. the information received could be concerned with driver illness or vehicle breakdown and this will require knowledge of vehicle and driver availability and suitability. The vehicle type is any vehicle used for the movement of loads by road. You will issue relevant amended consignment or proof of delivery notes for each collection or delivery based on the changing situation and maintain records of all the resources allocated in accordance with organisational procedures. You must inform the relevant personnel of any resources that cannot be allocated and maintain records in accordance with operational procedures.

You must be able to evaluate and review the movement of loads. The load is any goods moved by road, rail, air or water. You must collate and verify all sources of feedback information and evaluate and review performance against the operational plan. Where short-term and long-term patterns and trends occur from the evaluation process, you will formulate an action plan to improve the service offered and update and improve operational and organisational procedures. Any proposed changes made in these procedures will be correctly recorded and communicated to the relevant personnel.

Performance criteria

Monitor the transportation of loads against the operational plan

You must be able to:

P1 confirm the plan for the transportation of the load

P2 monitor and obtain feedback on the use of resources using relevant communications and information systems

P3 take the appropriate action to resolve any operational problems based on this feedback

P4 advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules

P5 inform the relevant personnel of any problems or issues that cannot be resolved

P6 maintain records and adapt any consignment documents or proof of delivery notes to reflect changes in accordance with operational and organisational procedures

Evaluate and review the movement of loads

You must be able to:

P7 collate and verify the feedback information gathered

P8 evaluate and review the actual performance against the operational plan

P9 evaluate and review the effectiveness and efficiency of the completed operations in accordance with operational and organisational procedures

P10 identify patterns or trends in the actual performance to influence future plans

P11 formulate an action plan to improve the service and influence your operational and organisational procedures

P12 agree any proposed amendments to the operational and organisational procedures and communicate them to the appropriate personnel.

Knowledge and understanding

Monitor the transportation of loads against the operational plan

You need to know and understand:

K1 the type of load and characteristics of the consignment being moved

K2 types of vehicles and equipment used for carrying different loads

K3 different modes of transport

K4 relevant legislation, regulations and codes of practice

K5 route, destination, delivery and collection schedules.

K6 recording and documentation procedures

K7 sources for information relating to health, safety and environmental issues

K8 methods of communication e.g. oral, written and electronic.

Evaluate and review the movement of loads

You need to know and understand:

K9 the type of load and characteristics of the consignment being moved

K10 types of vehicles and equipment used for carrying different loads

K11 different modes of transport

K12 sources of feedback information

K13 operational and organisational review systems and procedures

K14 relevant legislation, regulations and codes of practice

K15 sources of health, safety and environmental issues

K16 recording and documentation procedures

K17 methods of communication e.g. oral, written, electronic

Developed by: Proskills. Version number: 1.

Date approved: August 2007. Indicative review date: August 2012. Validity: Current. Status: Tailored. Originating organisation: Skills for Logistics. Original URN: LOG9.

Relevant occupations: Quarry workers and related operatives; Coal mining operatives; Managers in mining; Recycling and refuse disposal managers.

Suite: Weighbridge Operations.

Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling.

PROWB6

Arrange loading and transportation of materials

Overview

.Achievement of this standard demonstrates competence in organising the transportation of loads. Transportation can be by any type of vehicle suitable to carry the load, by road, on land off-road, rail or water. This standard is suitable for operatives carrying out this activity on all types of materials or products including those from extractive, mineral processing and or manufacturing, mineral or waste storage/transfer facilities, as loose material or within appropriate packaging/containers

Performance criteria

You must be able to:

P1 Obtain and confirm details of loads

P2 Obtain details of time and location for collection/delivery

P3 Identify any special requirements associated with the load

P4 Identify methods of transportation and appropriate vehicles and equipment

P5 Check to ensure vehicle driver/operator is appropriately qualified and approved

P6 Record and communicate Information on the load and its transportation to the appropriate personnel

P7 Communicate any limitations or restrictions of routes for the vehicle or load to the appropriate person

P8 Prioritise loads to meet organisational and operational requirements.

Knowledge and understanding

You need to know and understand:

- K1 Organisational operational procedures for the safe and efficient transportation of loads
- K2 Organisational operational procedures in the event of suitable transportation being unavailable
- K3 Action to be taken when loads cannot be routed or scheduled in accordance with operational, organisational or regulatory requirements
- K4 Type and characteristics of loads to be transported
- K5 Types of vehicles to be used for carrying different loads
- K6 Limitations of vehicles, routes, equipment and drivers
- K7 Methods of load distribution
- K8 Environmental, economy and efficiency issues relating to the loads and the vehicles
- K9 Time, destination, delivery and collection schedules
- K10 Relevant legislation, regulation and codes of practice
- K11 Sources of information in relation to health safety environmental issues associated with the transportation of the load
- K12 Sources of routing information
- K13 Organisational requirements and procedures for reporting and recording the transporting of loads
- K14 Problems that could occur, and how to report these
- K15 Approved procedures and practices in the context of the operation, the work activity and the workplace environment

Developed by: Proskills. Version number: 2.

Date approved: September 2012. Indicative review date: September 2017. Validity: Current. Status: Original. Originating organisation: Proskills. Original URN: PROWB6.

Relevant occupations: Coal mining operatives; Managers in mining; Quarry workers and related operatives; Recycling and refuse disposal managers.

Suite: Weighbridge Operations Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling; weighbridge.

PROWB7

Contribute to the provision of customer service

Overview

1. Develop and maintain effective relationships with customers

You must be able to develop and maintain effective relationships with customers. You must take time to develop positive relationships with customers and communicate in a way that promotes goodwill and trust. You must also ensure that your appearance and conduct are consistent with corporate image of your employer at all times. Any commitments you make to customers must be realistic, within the limits of your authority and can be met with operational constraints. If commitments cannot be met, you must communicate this to the customer in a way that maintains effective working relationships.

2. Provide service related information to customers

You must be able to provide service related information to customers. You must acknowledge requests for information promptly and provide sufficient information to meet customers' needs. You must ensure that your information is relevant, accurate, up to date and reflects organisational policy and is presented in a manner which aids understanding and maintains an effective relationship with the customer. You must promptly refer requests that are outside the limits of your authority to the relevant people and ensure that you maintain confidentiality at all times.

3. Assist in resolving customer complaints

You must be able to assist in resolving customer complaints. You must ensure that your communication with the customer regarding complaints is conducted in a polite manner and accurately establish the nature of the complaint. You must be able to propose actions in response to complaints that have been received and ensure these actions are verified with the customer in a manner that maintains effective relationships. Actions you take in response to a complaint must be within the limits of your authority and complaints and your actions to those complaints must be recorded accurately and reported promptly to the relevant person.

Performance criteria

Develop and maintain effective relationships with customers

You must be able to:

P1 take time, within operational constraints, to develop positive relationships with customers

P2 communicate in a manner which promotes confidence, goodwill and trust

P3 ensure that your appearance and conduct are consistent with the corporate image at all times

P4 ensure that commitments made to customers are realistic, within the limits of your own authority and are met within operational constraints

P5 communicate with the customer in a way that maintains effective working relationships if commitments cannot be met.

Provide service related information to customers

You must be able to:

P6 acknowledge requests for information promptly

P7 provide sufficient information to meet the customer's needs

P8 ensure that your information is relevant, accurate, up to date and reflects organisational policy

P9 present information in a manner which aids understanding and maintains an effective relationship with the customer

P10 promptly refer requests which are outside the limits of your authority to the relevant people

P11 maintain confidentiality at all times

Assist in resolving customer complaints

You must be able to:

P12 ensure that your communication with the customer regarding complaints is conducted in a polite manner

P13 accurately establish the nature of the complaint

P14 propose actions in response to complaints that have been received and ensure these actions are verified with the customer in a manner that maintains effective relationships

P15 ensure that the actions you take in response to complaints received are within the limits of your own authority

P16 record complaints accurately and report them promptly to the relevant person.

Knowledge and understanding

Develop and maintain effective relationships with customers

You need to know and understand:

K1 the organisational policy on developing and maintaining effective relationships with customers

K2 the range and essential features of services available, and how these relate to customer requirements

K3 how operational constraints impact on service provision

K4 the importance of establishing the position and authority of the customer

K5 what the corporate image is, and why it is important to promote it positively

K6 the limits of your own authority and the consequences of operating outside these limits

K7 the communication structures and procedures within your organisation

K8 the importance of effective communication and the implications of not communicating effectively.

Provide service related information to customers

You need to know and understand:

K9 the importance of good customer relations, and the consequences of failing to develop and maintain good customer relations

K10 the range and essential features of services available and how these relate to customer requirements

K11 the organisational policy on providing service related information to customers

K12 the importance of acknowledging requests for information promptly and the consequences of failing to do so

K13 why information must be relevant, accurate and up to date

K14 the correct manner in which to present information

K15 what to do when sufficient information to meet the customers needs is not immediately available

K16 the limits of your own authority and the consequences of operating outside these limits

K17 the communication structures and procedures within your organisation

K18 the type of customer request that must be referred to others in the organisation

K19 the importance of prompt referrals and informing the customer of such action

K20 the importance of maintaining confidentiality at all times

K21 the consequences of breaches of confidentiality

K22 the importance of effective communication and the implications of not communicating effectively

K23 the range of customers likely to be encountered, and the concept of and internal customer

Assist in resolving customer complaints

You need to know and understand:

K24 your organisational complaints procedure and the consequences of not following procedure

K25 the importance of establishing the position and authority of the person making the complaint

K26 the range and essential features of services available, and how these relate to customer requirements

K27 how operational constraints can affect the services provided

K28 the limits of your own authority and the consequences of operating outside these limits

K29 why accurate and complete documentation is important, and the possible consequences of incorrect completion

K30 the communication structures and procedures within your organisation

K31 the importance of effective communication and the implications of not communicating effectively.

Developed by: Proskills. Version number: 1.

Date approved: August 2007. Indicative review date: August 2012.

Validity: Current. Status: Imported.

Originating organisation: Skills for Logistics. Original URN: TGR4.

Relevant occupations: Coal mining operatives; Managers in mining; Quarry workers and related operatives; Recycling and refuse disposal manager.

Suite: Weighbridge Operations; Kitchen, Bedroom and Bathroom Design Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling.

PROWB8

Provide information to vehicle drivers operating in your area of responsibility

Overview

Achievement of this standard demonstrates competence in directing vehicle movements, roads and/or rail, on site in a safe manner complying with operational procedures and requirements. You must be able to inspect, direct, assist the positioning of vehicles and deal with any circumstances that arise which interfere with operations. You will report breaches to the appropriate person. This standard is suitable for operatives carrying out this activity for all types of road and/or rail vehicles who enter the site, primarily for the transportation of any types of materials or products including those from extractive, mineral processing and/or manufacturing, mineral or waste storage/transfer facilities or who need to enter the site for any other purposes.

Performance criteria

You must be able to:

P1 Ensure vehicle driver/crew wear and use correctly the appropriate personal protective equipment

P2 Check that vehicles are suitable for the work and in compliance with operational and site requirements

P3 Correctly identify the purpose of the vehicle entering the site, its loading/unloading point and route

P4 Direct the vehicle driver/crew to the appropriate loading or unloading area

P5 Check to ensure instructions are understood

P6 Ensure directions encourage efficient and safe vehicle movement

P7 Promptly report incidents interfering with operations or contrary to operational procedures to the appropriate person/s.

Knowledge and understanding

You need to know and understand:

K1 Organisational requirements for vehicles entering the site

K2 Operational procedures for vehicles on site

K3 Organisational requirements for vehicles leaving the site

K4 Vehicle problems which could affect their operation on the site

K5 Personal protective equipment requirements for vehicle crews whilst on site

K6 How to recognise transported materials

K7 Methods of communication according to company requirements

K8 Methods of giving direction according to company requirements

K9 The consequences of poor or incorrect communication or decisions

K10 Arrangements for assisting vehicles in difficulty/accidents/breakdown

K11 Reporting and recording arrangements for accidents, incidents and emergencies

K12 Approved procedures and practices in the context of the operation, the work activity and the workplace environment

K13 Responsibilities under statutory requirements.

Developed by: Proskills. Version number: 2. Date approved: September 2012. Indicative review date: September 2017. Validity: Current. Status: Original.

Originating organisation: Proskills. Original URN: PROWB8.

Relevant occupations: Coal mining operatives; Managers in mining; Quarry workers and related operatives; Recycling and refuse disposal managers.

Suite: Weighbridge Operations Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling; weighbridge.

PROWB9

Monitor vehicle crew activities in your area of responsibility

Overview

Achievement of this standard demonstrates your competence in monitoring the compliance of vehicle operations, road or rail, on and when leaving the site, with relevant regulations. You must monitor the vehicle crews for safe working practice and compliance with relevant legislation and other requirements. You will report breaches to the appropriate person. This standard is suitable for operatives carrying out this activity in relation to any forms of road or rail vehicles and their crews involved in the transportation of all types of materials or products including those from extractive, mineral processing and/or manufacturing, mineral or waste storage/transfer facilities

Performance criteria

You must be able to:

P1 Ensure that drivers/crews wear appropriate personal protective equipment in compliance with site operational procedures

P2 Check that drivers/crews follow assigned routes

P3 Ensure that drivers/crews comply with operational and regulatory requirements

P4 Inform vehicle drivers of any apparent breach of transport law/regulations or operational/organisational requirements

P5 Recognise and report any non-compliance to appropriate persons.

Knowledge and understanding

You need to know and understand:

K1 Personal protective equipment requirements of the activities on the site

K2 Site operational procedures

K3 The person to whom non-compliance should be reported

K4 Relevant legal requirements in relation to vehicles and their movements

K5 Methods for communicating tactfully with drivers and crews

K6 Reporting and recording arrangements for accidents, incidents and emergencies

K7 Approved procedures and practices in the context of the operation, the work activity and the workplace environment

K8 Responsibilities under statutory requirements

K9 Problems that could occur and procedures to report/address these

Developed by: Proskills. Version number: 2.

Date approved: September 2012. Indicative review date: September 2017. Validity: Current. Status: Original. Originating organisation: Proskills. Original URN: PROWB9.

Relevant occupations: Coal mining operatives; Manager in mining; Quarry workers and related operatives; Recycling and refuse disposal managers.



Suite: Weighbridge Operations Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling; weighbridge.

PROWB10

Carry out procedures for the sale of stocked materials or products

Overview

Achievement of this standard demonstrates your competence in controlling the sale of stocked materials or products, sometimes termed "Yard sales" or "Cash sales". You must be able to interpret the customers' requirements, written and/or verbal, confirming if they can be met, giving appropriate instruction for safe collection and to address any problems which can occur. You must be able to ensure the goods sold are as specified and that appropriate payment is made according to operational procedures. This standard is suitable for operatives carrying out this activity on all types of materials or products including those from extractive, mineral processing and or manufacturing, mineral or waste storage/transfer facilities.

Performance criteria

You must be able to:

- P1 Correctly interpret the customer's requirements.
- P2 Establish and confirm the identity of the customer as being an accepted customer.
- P3 Check that goods meeting the customer's requirements are confirmed as available.
- P4 Inform the customer of conditions of sale
- P5 Give appropriate, accurate instructions to the customer regarding safe and efficient loading/receipt of goods.
- P6 Give the customer appropriate health, safety and environmental information in relation to the sold goods
- P7 Check the customer has appropriate equipment and transport is suitable for the goods.
- P8 Establish a method of payment and payments received/processed
- P9 Check that goods purchased meet the specification requested
- P10 Complete and process records of purchases.

Knowledge and understanding

You need to know and understand:

- K1 Organisational procedures for sales transactions
- K2 Methods of confirming the customers identity
- K3 How to establish if the customer has an approved method of payment

- K4 Procedures to deal with customers without an approved method of payment
- K5 Organisational requirements for vehicles entering the site
- K6 Operational procedures for vehicle movements on site
- K7 Organisational requirements for vehicles leaving the site
- K8 The product range available
- K9 How to check stock levels available
- K10 Reporting procedures when stock is low/unavailable
- K11 Procedures to deal with difficult customers
- K12 How to identify materials sold
- K13 Health, safety and environmental information required by the customer in relation to the materials sold
- K14 Reporting and recording arrangements for sold goods
- K15 Problems that could occur, and the methods and procedures for resolving/reporting these.
- K16 Approved procedures and practices in the context of the operation, the work activity and the workplace environment.

Developed by: Proskills. Version number: 2. Date approved: September 2012. Indicative review date: September 2017. Validity: Current. Status: Original. Originating organisation: Proskills. Original URN: PROWB10.

Relevant occupations: Coal mining operatives; Manager in mining; Quarry workers and related operatives; Recycling and refuse disposal managers.

Suite: Weighbridge Operations Key words: Extraction; extractives; mineral; processing; goods vehicles; waste; recycling; weighbridge.

APPENDIX 3 - ASSESSMENT TEMPLATE DOCUMENTS

3A: Sample Form Assessment plan and review

Candidate name:	
Employer/location:	Date:
Qualification:	
Unit(s):	
Elements:	
Assessor:	
Period of Review: <small>(should not normally exceed 12 weeks)</small>	Proposed Date for next review:

Part 1 – Activities / Tasks / Learning / Training undertaken since last review:

Part 2a – 'Progress to date' specifying units/elements/modules achieved to date (the progress recorded **must** tie in with the associated '**Summary of Achievement Record**')

Part 2b – Identified **barriers** to progress (please detail here any issues relating to the programme delivery, which have impacted negatively on progress e.g. attendance times, learning difficulties, suitability of training/learning materials, physical barriers to participation, health issues, attitude etc):

*

Part 2c – Solutions proposed to address the above barriers:

Part 3 – Agreed **'assessment planning'** & action required for the next review (proposed methods of evidence collection must be recorded & proposed assessment methods must be selected):

N.B. *Methods of evidence collection may include: either hard copy records or electronic records such as audio recordings, scanned documents, photographs etc.*

Element:

Proposed Assessment Methods/Sources of Evidence:

CrossRef	RPL	OBS	Questioning	PS	WR	D	WT
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<p style="text-align: center;">Key: Assessment Methods/Sources of Evidence</p> <p>CrossRef = Cross Referencing RPL= Recognition of Prior Learning OBS = Observation PS = Personal Statement WR = Work Record D = Discussion WT= Witness Testimony</p>								

<p>Part 4 – Additional comments / issues (e.g. health & safety issues):</p>
<p>Part 5 – Candidate comments/feedback/evaluation:</p>
<p>Part 6 – Employer comments on progression and achievement noted in Part 2a:</p>

Part 7 – Assessor Feedback/Assessment Judgements/Decisions/Outcome

Candidate Signature: Date:

Assessor Signature: Date:

Employer Signature (where present): Date:

Employer Name and position:

3B: Sample Form	
Assessor report	
Qualification:	
Candidate:	
Assessor:	
Date:	
Unit/ element:	
Location/ circumstance:	
Details of observation/ question/ answers/ discussion	Ref
Details of observation/ question/ answers/ discussion	Ref
Details of observation/ question/ answers/ discussion	Ref
Assessors comments (state whether candidate is competent)	
Assessor signature	
Candidate signature	

3C: Sample Form
Witness testimony

Qualification:

Unit:

Element(s):

Candidate Name:

Witness Name:

Witness Contact Details:

.....

Describe your construction and any assessment qualifications/ experience:

.....

.....

.....

Describe your relationship with the candidate:

.....

.....

Date of evidence:

Testimony and comment on candidate's performance

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Witness Signature & Date:

Candidate Signature & Date:

Assessor Signature & Date:

3D: Sample Form
Candidate personal statement

Qualification:		
Candidate name:		
Element(s)	Date	Statement / evidence
Candidate's signature:		
Assessor's signature: Date:		

APPENDIX 4 - ASSESSOR TEMPLATE DOCUMENTS

4A: Sample Form											
Element achievement record											
Candidate name:											
Qualification:											
Unit title:											
Element(s):											
Assessor:											
Evidence ref:	Evidence description *	Location **	Performance criteria					Knowledge and understanding			

***Key: Assessment Methods/Sources of Evidence**

CrossRef = Cross Referencing **RPL**= Recognition of Prior Learning **OBS**= Observation
Q&A= Questioning **PS**= Personal Statement **WR** = Work Record **D**= Discussion
WT= Witness Testimony

***Should refer to whether the evidence can be found in the portfolio ('PF') or elsewhere, if so state location of evidence*

**4B: Sample Form
Unit progress record**

Qualification:		
Unit title:		
I confirm that the candidate has been assessed as competent for this unit		
Assessor name	Assessor signature	Date
I confirm that I have been assessed as competent and that the evidence produced is from work that is all mine		
Candidate name	Candidate signature	Date
I confirm that I have internally verified this unit and confirm that the candidate is competent (this section must be completed where the assessor is unqualified)		
IV name	IV signature	Date

APPENDIX 5 - INTERNAL VERIFIER TEMPLATE DOCUMENTS

5A: Sample Internal verification Strategy

This document indicates what may be covered as part of an internal verifier's strategy. An effective internal verification strategy ensures:

- A forum for discussion of borderline cases
- Assessor networking and sharing of good practice
- Valid, reliable and consistent training and/or assessment
- Recorded assessment decisions which are appropriate, consistent, fair, transparent and equitable
- Clarity for candidates about assessment requirements
- Effective preparation and presentation for external verification
- Reduction in level of direct external verification scrutiny

To underpin the IV/ verification process a plan of internal activity should be developed indicating

- what will happen
- when it will happen
- who will be involved

New instructors/assessors must:

- a) be supplied with assessment and materials
- b) clearly understand assessment requirements and procedures

All assessors must:

- a) know the name of the person who will manage the IV process and the name of the IV
- b) know how IV/ verification will happen, when it will happen and who will be involved
- c) be informed about issues raised through previous internal and external quality assurance

On Course Monitoring

The IV should:

- a) Sample assessments to ensure that:
 - feedback to candidates is clear and constructive
 - teaching and assessment activities are standard and appropriate
 - assessment decisions are fair and consistent

- teaching and assessment records are clear
- b) Undertake standardisation activities
- c) Ensure candidates understand assessment requirements
- d) Provide advice and support for Assessors and share good practice
- e) Identify good assessment practice
- f) Record internal verification activities and findings, list action points and report to instructors/assessors and the EV
- g) Liaise with the EV as necessary

End of Course Checking

The IV should:

- a) monitor progress against previous action points
- b) ensure assessment records are complete and accurate
- c) ensure evidence of achievement is appropriate and standardised
- d) record internal verification activities and findings, list action points, and report these to assessors and the EV

Guidance on Sampling and Record Keeping

What do IVs/IVs sample and why?

IVs are responsible for monitoring the quality of assessment, hence the need for them to sample assessment practices and decisions. It is not usually possible or necessary to verify every aspect of assessment at each internal verification. A properly selected representative sample should identify any issues with assessment practices and decisions.

Selecting a sample

To select a representative sample, IVs must take account of factors which may impact on the quality of assessment. These factors are used to define a sampling strategy that determines the size of the sample and enables judgements to be made.

Key factors to consider are:

- Sites of delivery
- Number and experience of Assessors
- Number of courses/assessments
- Previous IV actions/recommendations
- Assessment methods
- Special arrangements
- EV recommendations
- Borderline cases



- Anything else that you think might impact on assessment decisions

The sample should include an element of random selection by the IV. It is not necessary to sample across every aspect of the programme at each event but the plan should seek to cover everything over a period of time, e.g. 3 years.

Which records should be kept?

Records of internal quality assurance/ verification must be kept and made available to the EV during monitoring visits. These should demonstrate that the internal verification procedures have been carried out. IVs should record two sets of information:

1. The sample taken by the IV
2. The comments and feedback to the Assessor following the sampling exercise, showing any recommendations or action required and how this was resolved.

There is a sample form shown below that you may use or adapt to suit your own requirement.

5B: Sample Form
Internal verification - sampling assessment decisions

Unit/qualification:

Location:

Assessor name:

Candidate Name	Sampling element ¹	Was the assessment method appropriate?	Is there sufficient evidence that outcomes have been met?	Is the evidence appropriate for the level?	Comments
Comments					

Signed: (IV) Date:

Signed: (Assessor) Date:

¹Was this a learning outcome across candidates, or a whole unit or one method of assessment?

5C: Sample Form

Internal verification – observation of assessors

Internal Verifier's Name:

Assessor's Name:

Candidate's Name:

Qualification Title:

Unit Assessed:

Element Assessed:

Date of Observation:

Location of Assessment:

Prior to the assessment had the Assessor:	Yes	No	Comments:
Developed a written Assessment Plan for the candidate			
Checked that the facilities, resources and information required for the assessment were available and ready for use			
Briefed the candidate on how the assessment would take			

place and what would be assessed			
During the assessment did the Assessor:	Yes	No	Comments:
Conduct the assessment unobtrusively without interfering with the candidate's performance			
Encourage the candidate to satisfy the specified Assessment Criteria			
Ask questions clearly in an encouraging tone and manner without leading the candidate			
Ensure that sufficient questions were asked and that they were justifiable and relevant to the Unit assessed			

During the assessment did the Assessor (continued):	Yes	No	Comments:
Ensure that the atmosphere created during the assessment was pleasant and conducive			
Clarify and resolve any concerns that the candidate had during the assessment			
Clearly inform the candidate of the assessment decision i.e.			

'achieved' or 'requires further practice'			
After the assessment did the Assessor:	Yes	No	Comments:
Provide feedback that was clear, constructive, met the candidate's needs and was appropriate to his/her level of confidence			
Encourage the candidate to comment on the assessment decision and how he/she was assessed			
Complete the Unit assessment documentation and ensure it was fully signed and dated			

Overall feedback to Assessor:

Assessor's comments on the IV's feedback:



Assessor's Signature:

Date:.....

Internal Verifier's Signature:

Date:.....