

Entry 3 - Unit 2 - Facility Services Operations

Assessor's guide to interpreting the criteria

General Information

- Entry Level 3 in the Qualification Credit Framework. It is mapped to the National curriculum at levels 3 and 4.
- The definition of an entry level qualification is to recognize basic knowledge and skills and the ability to apply learning in everyday situations under direct guidance or supervision. Learning at this level involves building basic knowledge and skills and is not geared towards specific occupations.
- The criteria are designed to provide opportunities to promote numeracy, literacy and social skills as well as ICT capability and are fully compatible with the UK National Curriculum programmes of study with some strengthening of important contemporary issues related to open systems providing support for PLTS and citizenship.
- Bronze 3 is designed to promote a wider range of participation by providing a progression pathway from Bronze 2 to Level 1 in the RQF and from national curriculum levels 3 and 4 to level 5.
- The specification for the Entry Level 3 certificate provides an outcome framework for assessment and is not intended to dictate any particular context for learning and so can be used with young children or adults.

Requirements

- Standards must be confirmed by a trained Bronze Assessor or higher
- Assessors must at a minimum record assessment judgements as entries in the on-line mark book on the INGOTs.org certification site
- It is expected that there will be routine evidence of work used for judging assessment outcomes in the candidates' records of their day to day work. Samples should be available at the annual visit and/or by video conference.
- Different approaches to learning will be required in order to match differing needs, for example, the needs of children will be different from the needs of adults with learning disabilities.
- Completing the criteria for this unit entitles the candidate to the Award of the Entry level 3 Unit . In general, the candidate should demonstrate that criteria related to co-operative behaviour can be sustained over time.
- We expect at least 15 hours of guided study to be under-taken before this Unit Award is made to those new to computers but discretion can be used to take account of prior learning where this is sensible in individual cases. In terms of making the award, what matters is outcomes.
- Certificates must be printed on INGOT logo template paper for which there is a charge of 50p per template

Assessment Method

Assessors can use the criteria to determine levels of prior learning through dialog with the candidate, direct observation and any other appropriate and relevant evidence. They can score each of the criteria "L", "S", "H". An "N" indicates no evidence and this is the default setting. "L" indicates some capability but some help still required and the candidate is not secure with that particular criterion. "S" indicates secure mastery of the criterion. "H" indicates that the candidate is operating beyond the basic requirements of the criterion. If all criteria are matched with "S" or "H" the unit is passed. All criteria must be at least "S" for a pass.

Expansion of the assessment criteria

The Entry 3 learner will be becoming increasingly capable of making use of skills, knowledge and understanding to carry out simple structured tasks and activities with occasional guidance and intervention. They will start to relate tasks to contexts and be aware of consequences of actions for themselves and others. While support and guidance are still needed they will demonstrate increasing capability of working self-sufficiently with simple structured tasks.

An activity will typically be 'structured' when:

- * there are several steps that need to be sequential; and
- * the learner has opportunities to practice the sequence or clear guidance is provided.

1. The candidate will perform day to day facilities tasks effectively

1.1 I can clean with a range of techniques

The candidate should be able to keep their facility at an optimum level of cleanliness and suitability for use

Evidence: Relevant information in their publications and documents.

Additional information and guidance

Candidates need to demonstrate that they have a good idea of what is required to maintain their facility and what is required in terms of cleanliness. Different areas and surfaces will require different techniques and these will need to be understood and effectively applied.

1.2 I can perform simple plumbing and drainage maintenance

Candidates should be able to keep water based systems functional

Evidence: From portfolio files and assessor verification.

Additional information and guidance

Water based systems that lead to drains should be kept free from blockages and should not be used to wash away certain materials that can not be processed. This will inevitably happen so candidates need to know some basic plumbing techniques such as use of a plunger or chemicals for drains. Where possible, prevention is always better than cure, so signs in the facility to guide people on how to use them would be useful.

1.3 I can perform simple sanitary installations maintenance

Candidates should be able to demonstrate good cleaning routines

Evidence: From portfolio files.

Additional information and guidance

Certain facilities, such as washrooms, need to be regularly cleaned and checked and candidates need to show they are aware of this and the systems they use to comply.

1.4 I can put rubbish out

Candidates will be able to follow the emptying of rubbish procedures

Evidence: Assessors observation of finalised published work.

Additional information and guidance

Working to timetables for pick-up to make sure the rubbish is put and can be collected on time and in the right format.

1.5 I can check apartments/office rooms

Candidates will be able to show their procedural practice

Evidence: Assessors observation of finalised published work.

Additional information and guidance

Candidates need to show they are methodical and can carry out checks to ensure they have cleaned routinely and effectively.

1.6 I can manage stock, supply of a service or warehouse

Candidates will be able to manage their materials

Evidence: Assessors observation of finalised published work.

Additional information and guidance

Regardless of the size, type or location of the facility, the candidate should demonstrate good awareness of their stock levels to ensure they always have what is required to complete the job.

1.7 I can sort mail or other correspondence

Candidates will be able to demonstrate this duty

Evidence: Assessors observation of finalised published work.

Additional information and guidance

Where required, candidates need to show that they can process any mail or other internal/external communications.

1.8 I can maintain an area of the building

Candidates will be able to manage their space

Evidence: Assessors observation of finalised published work.

Additional information and guidance

Candidates will be responsible for an area or section of a building and need to show that they can

maintain it in the required condition and keep appropriate notes and plans to show this.

1.9 I can draw up an inventory of goods

Candidates will be able to manage their materials in an ordered way

Evidence: Assessors observation of finalised published work.

Additional information and guidance

As stocks of the materials they use become lower or to a certain level, candidates need to demonstrate that they are planning for their replacement, however that works in their current working environment.

Moderation/verification

The assessor should keep a record of assessment judgements made for each candidate and make notes of any significant issues for any candidate. They must be prepared to enter into dialog with their Account Manager and provide their assessment records to the Account Manager through the on-line mark book. They should be prepared to provide evidence as a basis for their judgements should it be required by the Principal Assessor or their Account Manager/external moderator. Before authorising certification, the Account Manager must be satisfied that the assessors judgements are sound.

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