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# Qualification Catalogue

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NVQ Breakdowns

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Quality Director

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**Logistics - Carry & Deliver Goods (New)**

**Storage and Warehousing (New)**

# Construction Operations

CAA – QUA/B/C/D/E/F/G757 (Level 2)

Learner Aim Reference No: 10057791

## Group A – Modular Pavement Construction

### Mandatory Units

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR366	Install Street Ironwork
VR367	Lay Modular Pavement
VR401C	Set Out Secondary Dimensional Work Control

### Optional Units (one to be selected)

VR360C	Establish Work Area Protection and Safety
VR365	Segregate the Area for Highway Works

## Group B – Laying Kerbs & Channels

### Mandatory Units

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR368	Lay Kerbs & Channels
VR401C	Set Out Secondary Dimensional Work Control

### Optional Units (one to be selected)

VR360C	Establish Work Area Protection and Safety
VR365	Segregate the Area for Highway Works

## Group C – Drainage

### Mandatory Units

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR366	Install Street Ironwork
VR369	Install Mains Drainage Systems

VR370 Provide Temporary Excavation Support

**Optional Units (one to be selected)**

VR360C Establish Work Area Protection and Safety  
VR365 Segregate the Area for Highway Works

**Group D – Structural Concreting**

**Mandatory Units**

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR371	Form Concrete Structures

**Optional Units (one to be selected)**

VR360C Establish Work Area Protection and Safety  
VR365 Segregate the Area for Highway Works

**Group E – General Construction**

**Mandatory Units**

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR360C	Establish Work Area Protection and Safety

**Optional Units (one to be selected)**

Unit No. VR43 Lay Domestic Drainage  
Unit No. VR45 Place and Finish Non-Specialist Concrete

**Group F – Excavation & Re-instatement**

**Mandatory Units**

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR172	Re-instate Ground Condition
VR372	Locate and Protect Utilities Apparatus and Sub-structures
VR373	Excavate Holes and Trenches

**Optional Units (one to be selected)**

VR360C Establish Work Area Protection and Safety  
VR365 Segregate the Area for Highway Works

**Group G – General Building Operations**

**Mandatory Units**

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR367	Lay Modular Pavement
VR368	Lay Kerbs and Channels
VR401C	Set Out Secondary Dimensional Work Control

#### Optional Units (one to be selected)

VR360C	Establish Work Area Protection and Safety
VR365	Segregate the Area for Highway Works

## Insulation & Building Treatments

### City & Guilds – 5987 (Level 2)

Learner Aim Reference Number: Q50017743

### Cavity Wall Insulation – 5987 – 10

#### Mandatory Units

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR03	Move & Handle Resources

#### Optional Units

VR450	Install Cavity Wall Insulation
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### Loft Insulation – 5987 – 11

#### Mandatory Units

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR03	Move & Handle Resources

#### Optional Units

VR451	Install Loft Insulation
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### Draught-Proofing – 5987 – 12

#### Mandatory Units

Unit No	Description
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VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR03	Move & Handle Resources

#### Optional Units

VR452	Install Draught Proofing to Openings
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## Provide Energy Efficiency Services **(New)**

**City & Guilds – 6049 – 03 (Level 3)**

**Learner Aim Reference Number: 50020328**

#### Mandatory Units

Unit No	Description
VR01	Conform to General Workplace Safety
VR210	Develop & Maintain Good Working Relationships
VR453	Identify Energy Efficiency Requirements of the Customer
VR454	Resolve Basic Energy Efficiency Problems
VR455	Provide Basic Energy Efficiency Advice

#### Optional Units

IT L1	General Uses of IT
VR456	Demonstrate Achievable Improvements in Energy Efficiency
VR457	Maintain Energy Efficiency Reference Information
VR458	Survey for Energy Efficiency Measures
VR459	Estimate Resources for Energy Efficiency Measures
VR460	Provide Energy Efficiency Presentations
VR461	Establish Leads Requiring Energy Efficiency Advice

**Advisers should select two options from VR456, 457, 460 or IT L1**

**Surveyors should select two options from VR458, 459 or IT L1**

**Sales people should select two options from VR460, 461 or IT L1**

## **Decorative Finishing & Industrial Painting**

**CAA – QUA727/QUB727 (Level 2)**

**Learner Aim Reference Number: 10051168**

### **Mandatory Units**

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR03	Move and Handle Resources
VR250	Erect & Dismantle Access/Working Platforms
VR332	Prepare Surfaces for Painting / Decorating
VR333	Apply Paint Systems by Brush and Roller

### **Optional Units (select 1 only if completing Industrial Painting)**

VR334	Operate Equipment in Support of the Paint Sprayer
VR335	Operate Equipment in Support of the Abrasive Blast Cleaner

## **Decorative Finishing & Industrial Painting**

**CAA – QUA728 (Level 3)**

**Learner Aim Reference Number: 1005117X**

### **Mandatory Units**

Unit No	Description
VR01	Conform to General Workplace Safety
VR209	Confirm Work Activities & Resources for the Work
VR210	Develop and Maintain Good Working Relationships
VR211	Confirm the Occupational Method of Work
VR250	Erect & Dismantle Access/Working Platforms
VR332D	Prepare Surfaces for Painting / Decorating
VR333D	Apply Paint Systems by Brush and Roller
VR343	Hang Wallcoverings to Complex Surfaces

### **Optional Units (select 1 only)**

VR337	Hang Wide-width Vinyls
VR338	Install Coving, Centre-pieces and Texture Products

VR339	Apply Coatings by the Airless Spray Method
VR340	Apply Coatings by the Air Spray Method
VR341	Produce Broken Colour Work and Basic Stencilling
VR342	Produce and Apply Complex Stencil Designs
VR344	Produce Basic Brush Graining and Marbling Effects
VR345	Produce Replica Quality Grained and Marble Finishes
VR346	Hang Wallcoverings (Specialist Papers)
VR347	Produce Comb Texture Finishes
VR348	Apply Metal Leaf to Surfaces

## Wood Occupations – Site Carpentry

**CAA – QUA708 (Level 2)**

**Learner Aim Reference Number: 10050942**

### Mandatory Units

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR03	Move and Handle Resources

### Optional Units (select 3 optional units)

VR09	Install First Fixing Components
VR10	Install Second Fixing Components
VR11	Erect Structural Carcassing Components
VR12	Maintain Non-structural Carpentry Work
VR13	Set up and use Circular Saws

## Wood Occupations – Site Carpentry

**CAA – QUA709 (Level 3)**

**Learner Aim Reference Number: 10050954**

### Mandatory Units

Unit No	Description
VR01	Conform to General Workplace Safety
VR209	Confirm Work Activities and Resources for the Work
VR210	Develop and Maintain Good Working Relationships
VR211	Confirm the Occupational Method of Work
VR09	Install First Fixing Components
VR10	Install Second Fixing Components

### Optional Units (select 1 optional units)

VR11	Erect Structural Carcassing Components
VR24	Erect Complex Structural Carcassing Components
VR25	Maintain Non-structural and Structural Components
VR26	Set Up and Use Fixed or Transportable Machinery

## Customer Service (New)

**EDEXCEL - Level 2**

**Learning Aim Reference Number - 10060881**

### Mandatory Units

Unit No	Description
01	Prepare Yourself to Deliver Good Customer Service
05	Provide Customer Service Within the Rules

### Optional Units (A Minimum of One to be Selected from Each Section, 5 Optional Units to be completed in total)

#### Optional Units: Impressions and Image

09	Give customers a positive impression of yourself and your organisation
10	Promote additional services or products to customers
11	Process customer service information
12	Live up to the customer service problem
13	Make customer service personal
14	Go the extra mile in customer service
15	Deal with customers in writing or using ICT
16	Deal with customers face to face
17	Deal with customers by telephone

#### Optional Units: Delivery

21	Deliver Reliable Customer Service
22	Deliver Customer Service on your Customer's Premises
23	Recognise Diversity when Delivering Customer Service

#### Optional Units: Handling Problems

6	Recognise and Deal with Customer Queries, Requests and Problems
31	Resolve Customer Service Problems

#### Optional Units: Development & Improvement

36	Develop Customer Service
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37  
38

Support Customer Service Improvements  
Develop Personal Performance Through Delivering Customer Service

## **Customer Service (New)**

**EDEXCEL - Level 3**

**Learning Aim Reference Number - 10060893**

### Mandatory Units

Unit No	Description
07	Understand Customer Service to Improve Service Delivery
08	Know the Rules to Follow when Developing Customer Service

### **Optional Units (A Minimum of One to be Selected from Each Section, 6 Optional Units to be completed in total)**

#### Optional Units: Impressions and Image

13	Make Customer Service Personal
14	Go the Extra Mile in Customer Service
15	Deal with Customers in Writing or Using ICT
18	Use Customer Service as a Competitive Tool
19	Organise the Promotion of Services or Products to Customers

#### Optional Units: Delivery

22	Deliver Customer Service on your Customer's Premises
23	Recognise Diversity when Delivering Customer Service
24	Deliver Customer Service using Service Partnerships
25	Organise the Delivery of Reliable Customer Service
26	Improve the Customer Relationship

#### Optional Units: Handling Problems

32	Monitor & Solve Customer Service Problems
33	Apply Risk Assessment to Customer Service
34	Process Customer Service Complaints

#### Optional Units: Development & Improvement

39	Work with others to Improve Customer Service
40	Promote Continuous Improvement in Customer Service
41	Develop you Own and Others' Customer Service Skills

42  
43

Lead a Team to Improve Customer Service  
Gather, Analyse and Interpret Customer Feedback

## Thermal Insulation (New)

**City & Guilds – Level 2 6085**

**Learning Aim Reference Number - 50019569**

### Mandatory Units

Unit No	Description
VR01	Conform to General Workplace Safety
VR02	Conform to Efficient Work Practices
VR03	Move & Handle Resources
VR322	Apply Insulation & Finishes to Cylindrical & Flat Surfaces

### OPTIONAL UNITS

VR323	Fabricate Sheet Metal Insulation Protection from Existing Templates
VR324	Fit Sheet Metal Insulation Protection

### ADDITIONAL UNITS

VR250	Erect & Dismantle Access/Working Platforms
VR392	Operate Plant or Machinery for Accessing

# Construction Site Supervision

CAA – Level 3 QUA783

Learning Aim Reference Number - 50017651

## Building & Civil Engineering

### Mandatory Units

Unit No	Description
VR700	Maintain Systems for Health, Safety, Welfare and Environment Protection
VR701	Assess and Recommend Work Methods
VR702	Plan Work Activities and Resources to meet Work Requirements
VR703	Co-ordinate Work Control
VR704	Control Work Progress Against Agreed Programmes
VR705	Allocate and Monitor the Use of Plant, Equipment or Machinery
VR210	Develop & Maintain Good Working Relationships
VR706	Maintain Supplies of Materials to Meet Project Requirements
VR707	Implement Communication Systems for the Project
VR708	Maintain the Dimensional Accuracy of Work
VR709	Control Work Against Agreed Quality Standards
VR710	Contribute to Controlling Work Quantities and Cost
VR711	Co-ordinate Preparation for Site Operations
VR713	Allocate Work and Check People's Performance

### Optional Units (may be selected by candidate, but not mandatory to complete award)

VR712	Manage Own Professional Development
VR714	Enable Learning Opportunities
VR715	Contribute to the Identification of a Work Team
VR716	Plan Highways Maintenance or Repair Activities
VR718	Hand Over Property
VR719	Provide Customer Service in Construction
VR720	Plan Historical Conservation/Restoration Activities
VR721	Supervise Historical Conservation/Restoration Activities
VR722	Plan Demolition Activities
VR723	Supervise Demolition Activities

# Construction Site Supervision

CAA – Level 3 QUB783

Learning Aim Reference Number - 50037651

## Highways Maintenance & Repair

### Mandatory Units

Unit No	Description
VR700	Maintain Systems for Health, Safety, Welfare and Environment Protection
VR701	Assess and Recommend Work Methods
VR702	Plan Work Activities and Resources to meet Work Requirements
VR703	Co-ordinate Work Control
VR704	Control Work Progress Against Agreed Programmes
VR705	Allocate and Monitor the Use of Plant, Equipment or Machinery
VR706	Maintain Supplies of Materials to Meet Project Requirements
VR709	Control Work Against Agreed Quality Standards
VR712	Manage Own Professional Development
VR716	Plan Highways Maintenance or Repair Activities
VR717	Supervise Highways Maintenance or Repair Activities
VR714	Enable Learning Opportunities

### Optional Units – Two to be Selected

VR210	Develop & Maintain Good Working Relationships
VR707	Implement Communication Systems for the Project
VR708	Maintain the Dimensional Accuracy of the Work
VR710	Contribute to Controlling Work Quantities and Costs
VR713	Allocate Work and Check People's Performance
VR719	Provide Customer Service in Construction
VR715	Contribute to the Identification of a Work Team

### Optional Units (may be selected by candidate, but not mandatory to complete award)

VR711	Co-ordinate Preparation for Site Operations
VR718	Hand Over Property
VR720	Plan Historical Conservation/Restoration Activities
VR721	Supervise Historical Conservation/Restoration Activities
VR722	Plan Demolition Activities
VR723	Supervise Demolition Activities

# Construction Site Supervision

CAA – Level 3 QUC783

Learning Aim Reference Number - 50037651

## Residential Development

### Mandatory Units

Unit No	Description
VR700	Maintain Systems for Health, Safety, Welfare and Environment Protection
VR701	Assess and Recommend Work Methods
VR702	Plan Work Activities and Resources to meet Work Requirements
VR703	Co-ordinate Work Control
VR704	Control Work Progress Against Agreed Programmes
VR705	Allocate and Monitor the Use of Plant, Equipment or Machinery
VR706	Maintain Supplies of Materials to Meet Project Requirements
VR707	Implement Communication Systems for the Project
VR708	Maintain the Dimensional Accuracy of the Work
VR709	Control Work Against Agreed Quality Standards
VR718	Hand Over Property
VR719	Provide Customer Service in Construction

### Optional Units – Two to be Selected

VR210	Develop & Maintain Good Working Relationships
VR710	Contribute to Controlling Work Quantities and Costs
VR711	Co-ordinate Preparation for Site Operations
VR712	Manage Own Professional Development
VR713	Allocate Work and Check People's Performance
VR714	Enable Learning Opportunities
VR715	Contribute to the Identification of a Work Team

### Optional Units (may be selected by candidate, but not mandatory to complete award)

VR716	Plan Highways Maintenance or Repair Activities
VR717	Supervise Highways Maintenance or Repair Activities
VR720	Plan Historical Conservation/Restoration Activities
VR721	Supervise Historical Conservation/Restoration Activities

VR722	Plan Demolition Activities
VR723	Supervise Demolition Activities

## Construction Site Management

CAA – Level 3 QUA784

Learning Aim Reference Number – 5003764X

### Building & Civil Engineering

#### Mandatory Units

Unit No	Description
VR210	Develop & Maintain Good Working Relationships
VR713	Allocate Work and Check People's Performance
VR728	Evaluate and Select Work Methods
VR726	Establish, Implement and Maintain Systems for Managing Health, Safety and Welfare
VR730	Monitor Project Activities
VR735	Control Project Progress against Agreed Quality Standards
VR737	Control Project Progress against Agreed Programmes
VR740	Manage Your Personal Development
VR727	Establish, Control and Monitor Environmental Factors and Sustainability
VR729	Plan the Preparation of the Site for the Project
VR731	Ensure that Work Activities and Resources Meet Project Work Requirements
VR732	Identify, Allocate and Plan the Deployment and Use of Plant, Equipment or Machinery
VR733	Organise, Control and Monitor Supplies of Materials
VR734	Establish and Monitor Communication Systems and Organisational Procedures
VR736	Establish Dimensional Control Criteria
VR738	Control Project Quantities and Costs
VR739	Evaluate Feedback Information and Recommend Improvements
VR714	Enable Learning Opportunities
VR715	Contribute to the Identification of a Work Team

#### Optional Units (may be selected by candidate, but not mandatory to complete award)

VR716	Plan Highways Maintenance or Repair Activities
VR719	Provide Customer Service in Construction
VR720	Plan Historical Conservation/Restoration Activities
VR722	Plan Demolition Activities
VR741	Plan and Schedule the Maintenance or Remedial Activities of Property, Systems or Services

## Construction Site Management

CAA – Level 3 QUB784

Learning Aim Reference Number – 5003764X

### Highways Maintenance & Repair

#### Mandatory Units

Unit No	Description
VR210	Develop & Maintain Good Working Relationships
VR713	Allocate Work and Check People's Performance
VR728	Evaluate and Select Work Methods
VR726	Establish, Implement and Maintain Systems for Managing Health, Safety and Welfare
VR730	Monitor Project Activities
VR735	Control Project Progress against Agreed Quality Standards
VR737	Control Project Progress against Agreed Programmes
VR740	Manage Your Personal Development
VR716	Plan Highways Maintenance or Repair Activities
VR719	Provide Customer Service in Construction
VR731	Ensure the Work Activities and Resources Meet Project Work Requirements
VR732	Identify, Allocate and Plan the Deployment and Use of Plant, Equipment or Machinery
VR733	Organise, Control and Monitor Supplies of Materials
VR738	Control Project Quantities and Costs
VR714	Enable Learning Opportunities
VR715	Contribute to the Identification of a Work Team

#### Optional Units – Two to be Selected

VR727	Establish, Control and Monitor Environmental Factors and Sustainability
VR729	Plan the Preparation of the Site for the Project
VR734	Establish and Monitor Communication Systems and Organisational Procedures
VR736	Establish Dimensional Control Criteria
VR739	Evaluate Feedback Information and Recommend Improvements
VR742	Manage Project Handover

Optional Units (may be selected by candidate, but not mandatory to complete award)

VR720	Plan Historical Conservation/Restoration Activities
VR722	Plan Demolition Activities
VR741	Plan and Schedule the Maintenance or Remedial Activities of Property, Systems or Services

## Construction Site Management

CAA – Level 3 QUC784

Learning Aim Reference Number – 5003764X

## Residential Development

### Mandatory Units

Unit No	Description
VR210	Develop & Maintain Good Working Relationships
VR713	Allocate Work and Check People's Performance
VR728	Evaluate and Select Work Methods
VR726	Establish, Implement and Maintain Systems for Managing Health, Safety and Welfare
VR730	Monitor Project Activities
VR735	Control Project Progress against Agreed Quality Standards
VR737	Control Project Progress against Agreed Programmes
VR740	Manage Your Personal Development
VR719	Provide Customer Service in Construction
VR727	Establish, Control and Monitor Environmental Factors and Sustainability
VR729	Plan the Preparation of the Site for the Project
VR731	Ensure the Work Activities and Resources Meet Project Work Requirements
VR733	Organise, Control and Monitor Supplies of Materials
VR734	Establish and Monitor Communication Systems and Organisational Procedures
VR736	Establish Dimensional Control Criteria
VR739	Evaluate Feedback Information and Recommend Improvements
VR741	Plan and Schedule the Maintenance or Remedial Activities of Property, Systems or Services
VR742	Manage Project Handover
VR714	Enable Learning Opportunities

### Optional Units – One to be Selected

VR732	Identify, Allocate and Plan the Deployment and Use of Plant, Equipment or Machinery
VR738	Control Project Quantities and Costs
VR715	Contribute to the Identification of a Work Team

Optional Units (may be selected by candidate, but not mandatory to complete award)

VR716	Plan Highways Maintenance or Repair Activities
VR720	Plan Historical Conservation/Restoration Activities
VR722	Plan Demolition Activities