



Level 2 Certificate In
CLEANING AND SUPPORT SERVICES SKILLS

Evidence Logbook

Qualification recognition number: 601/3009/X
Qualification Reference: L2CCSSS

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Assessment Principles

1. Assessment Principles

1.1 Assessment decisions for competence based learning outcomes (e.g. those beginning with 'to be able to') must be made in a real work environment by an occupationally competent assessor. Any knowledge evidence integral to these learning outcomes may be generated outside of the work environment but the final assessment decision must be within the real work environment.

1.2 Assessment decisions for competence based learning outcomes must be made by an assessor qualified to make assessment decisions.

1.3 Competence based assessment must include direct observation as the main source of evidence.

1.4 Simulation may only be utilised as an assessment method for competence based learning outcomes if specified in the assessment requirements of the component.

1.5 Expert witnesses can be used for direct observation if they have occupational expertise for specialist areas or, if the observation is of a particularly sensitive nature. The use of expert witnesses should be determined and agreed by the assessor.

1.6 Assessment of knowledge based learning outcomes (e.g. those beginning with 'know' or 'understand') may take place in or outside of a real work environment.

1.7 Assessment decisions for knowledge based learning outcomes must be made by an occupationally knowledgeable assessor.

1.8 Assessment decisions for knowledge based learning outcomes must be made by an assessor qualified to make assessment decisions. Where assessment is electronic or undertaken according to a set grid, the assessment decisions are made by the person who has set the answers.

2. Internal Quality Assurance

2.1 Internal quality assurance is key to ensuring that the assessment of evidence for component is of a consistent and appropriate quality. Those carrying out internal quality assurance must be occupationally knowledgeable in the area they are assuring and be qualified to make quality assurance decisions.

3. Definitions

3.1 Occupationally competent:

This means that each assessor must be capable of carrying out the full requirements within the competency components they are assessing. Being occupationally competent means they are also occupationally knowledgeable. This occupational competence should be maintained annually through clearly demonstrable continued learning and professional development.

3.2 Occupationally knowledgeable:

This means that each assessor should possess relevant knowledge and understanding and be able to assess this in components designed to test knowledge and understanding. This occupational knowledge should be maintained annually through clearly demonstrable continued learning and professional development.

3.3 Qualified to make assessment decisions:

This means that each assessor must hold a qualification suitable to support the making of appropriate and consistent assessment decisions. Awarding organisations will determine what qualifies those making assessment decisions according to the competency components under assessment. In any case of significant uncertainty, the Sector Skills Council will be consulted.

3.4 Qualified to make quality assurance decisions:

Awarding organisations will determine what qualifies an assessor undertaking internal quality assurance to make decisions about quality assurance.

3.5 Expert witness:

An expert witness must:

- have a working knowledge of the components on which their expertise is based
- be occupationally competent in their area of expertise
- have EITHER any qualification in assessment of workplace performance OR a professional work role which involves evaluating the everyday practice of staff

Evidence Requirements for Level 2 Certificate in Cleaning and Support Services Skills

You must meet all the learning outcomes and assessment criteria identified in each component to achieve the full component. Evidence should be developed over a period of time using diverse assessment methods.

How Your Evidence is Checked

After your Assessor has assessed your work, another member of staff - the Internal Quality Assurer - will review it. An External Quality Assurer from Future (Awards and Qualifications) will visit your assessment centre.

Certificate Claims

Once you've built up your portfolio of evidence, your assessor will sign off your component declaration and present your portfolio to the Internal Quality Assurer. Once the portfolio has passed the internal quality assurance process, the centre can claim your certificate.

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Component 1: Reduce risks to health and safety in the workplace

Component Reference Number: M/600/2775

Level: 2
Credit: 3
GL: 25

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Know about their organisation's health and safety procedures			
1.1 Describe their responsibilities and legal duties for health and safety in the workplace			
1.2 Identify responsibilities and legal duties for health and safety specific to their own job role			
1.3 Name and locate the person responsible for health and safety in their area of work			
1.4 Describe where and when to get additional health and safety assistance			
1.5 Give reasons why it is important to follow manufacturer's instructions for the safe use of equipment materials and products			
2 Know how to identify the hazards in the workplace			
2.1 Define the term 'hazard'			
2.2 Give examples of hazards which could exist in the workplace and the safe working practices which should be followed and identify those specific to			

their own job role			
2.3 Give reasons why it is important to remain alert to the presence of hazards in the whole workplace			
2.4 Describe why personal presentation and behaviour is important in maintaining health and safety in the workplace			
3 Know how to evaluate risks in the workplace			
3.1 Define the term 'risk'			
3.2 Give reasons why they should deal with or report risks			
3.3 Describe procedures for reporting risks which they are unable to deal with.			
3.4 Describe the risks to the environment which may be present in the workplace and your own job			
4 Be able to identify the hazards and risks in the workplace			
4.1 Select the workplace instructions are relevant to the job			
4.2 Identify aspects of the workplace which could pose a danger to themselves or others			
4.3 Give examples of working practices in the job which could pose a danger to people in the workplace			
4.4 Assess which aspects of the workplace and working practices pose the highest risk and report them to the relevant person			

4.5 Deal with hazards in accordance with instructions and legal requirements			
5 Be able to reduce the risks to health and safety in the workplace			
5.1 Perform duties in accordance with workplace instructions, manufacturer's instructions and legal requirements			
5.2 Use equipment materials and products safely and in accordance with instructions			
5.3 Use relevant equipment to control risks to health and safety			
5.4 Make suggestions on how to reduce risks to health and safety in the workplace to the relevant person			
5.5 Describe any differences between workplace instructions and manufacturer's instructions and report these to the relevant person			
5.6 Describe how your personal presentation and behaviour at work could cause risks to the health and safety of him/her self and others			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 2: Communicate effectively in the workplace

Component Reference Number: D/600/6322

Level: 2

Credit: 2

GL: 17

	Assessment Method	Evidence Ref. Page number, Method	Assessor Decision Sign and Date
You must be able to:			
1. Understand how to communicate with others in the workplace			
1.1 Describe how to respond to different customer needs and attitudes			
1.2 Describe positive and negative behaviour in relation to equality and diversity in the workplace			
1.3 State when different forms of communication should be used in the workplace			
1.4 Describe how to check that information has been understood			
1.5 Explain how personal behaviour can contribute to the positive image of the organisation			
1.6 state the importance of communicating all the information necessary to the relevant person			
1.7 State the importance of responding positively to queries from customers and the public			

2 Understand how to record and pass on information			
2.1 State where to find up-to-date information needed to carry out own job			
2.2 Identify the different ways in which information is recorded			
2.3 Describe the procedures for recording, acknowledging and responding to incoming information			
2.4 Describe what actions to take when encountering problems passing on information			
2.5 State how to report faults with communication equipment			
3 Be able to communicate with others in the workplace			
3.1 Respond to the needs and attitudes of customers appropriately			
3.2 Present a positive image of the organisation			
3.3 Give customers and others relevant information following organisational requirements			
3.4 Respond promptly, clearly and politely to questions and comments from customers and others			
3.5 Check that customers and others have understood the information correctly			
4 Be able to record and pass on information			
4.1 Use up to date			

information to carry out the task			
4.2 Record information following organisational requirements			
4.3 Pass on accurate information promptly and take appropriate action when this cannot be done			
4.4 Report faults with communication equipment			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Component 3: Develop yourself in the job role

Component Reference Number: R/600/6351

Level: 2

Credit: 2

GL: 12

You must be able to:			
1. Know how to develop him/her self in the job			
1.1 Identify activities that could help with self development			
1.2 Describe how to set targets for personal development			
1.3 State the importance of setting achievable personal development targets			
1.4 Identify the types of support available to achieve targets			
1.5 Describe the procedures for accessing support			
1.6 State the importance of reviewing and updating progress against targets			
1.7 Describe the procedures for reviewing and updating progress			
1.8 List the benefits of discussing progress with others			
2 Be able to develop him/her self in the job			
2.1 Identify and agree areas where they could develop further			
2.2 Agree achievable targets			

for personal development			
2.3 Agree the time and support required to achieve targets			
2.4 Demonstrate new skills in the workplace			
2.5 request and use feedback on own performance from others			

Learner declaration of authenticity:

I declare that the work presented for this component is entirely my own work.

Learner signature:

Date:

Assessor sign off of completed component:

I confirm that the learner has met the requirements for all assessment criteria demonstrating knowledge and skills for this component.

Assessor name:

Signature:

Date:

Level 2 Certificate In Cleaning and Support Services Skills
Summary of Achievement

Learner Name		FutureQuals Learner Number	
Centre Name		Centre Number	

Component Number	Component Title	Credits	Date Verified	Learner Signature	Assessor Signature	IQA Signature	EQA Signature
M/600/2775	Reduce risks to health and safety in the workplace	3					
D/600/6322	Communicate effectively in the workplace	2					
R/600/6351	Develop yourself in the job role	2					

Competence has been demonstrated in all the components recorded above using the required assessment procedures and the specified conditions/contexts. The evidence meets the requirements for validity, authenticity, currency, reliability and sufficiency.

Internal Quality Assurer Signature

Date

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