

ETCAL Level 3 NVQ Diploma in Installation and Commissioning 601/7649/0 Assessment



Diploma - Assessment Principles

Introduction

ETA qualifications are developed in conjunction with the industries and employers they service. They are designed to add value and deliver multidimensional outputs that provide impact for both learners and employers.

It is therefore important that the assessment requirements of ETA qualifications are robust whilst not containing unnecessary and over-burdensome challenges that detract from the intended outcomes and impact. These assessment principles are prepared with that in mind and are applicable to this qualification:

Level 3 NVQ Diploma in Installation and Commissioning

Principles

There are four key principles to underpin assessment delivery:

- 1. Assessment should contribute to developing a learner's knowledge and/or skills and provide relevant and current development as the related industry requires.
- 2. Systems for capturing evidence of competence should be integrated and efficient. Assessment practices for both competence-based and knowledge-based aspects of qualifications should, where possible, be integrated with industry driven standards and requirements.
- 3. Assessment methods must be appropriate for the level and nature of the qualification units to be assessed. Methods of assessing achievement against learning outcomes and assessment principles must be accommodating and flexible, whilst remaining appropriate for both the level being assessed and industry expectations of learners at that level.
- 4. Evidence of knowledge and understanding must be recorded and be clearly attributable to the learner. This can be delivered using task based activity with questions and answer sessions, supported by assessor observation.

The choice and application of assessment methods must be consistent with these principles and will generally include:



- Direct Observation
- Written evidence (portfolio/workbook)
- Centre set assignment
- Centre set coursework
- Oral examination
- Professional/open discussion

Delivery Team Requirements

Tutors / Assessors

- Tutors / Assessors should have a detailed knowledge of, and be competent in, the occupational requirements of the units
- Tutors / Assessors should hold or be working towards the related professional qualifications for delivery and assessment as required
- This competence will have been acquired either in direct employment in the occupational role to which the unit relates, or in employment as a manager, supervisor or in-house trainer of employees carrying out the role
- It is unlikely that occupational competence will have been achieved in less than twelve months of employment but individuals with less experience could be considered as assessors if sufficiently occupationally competent

Internal Quality Assurers (IQAs)

- IQAs must have a thorough understanding of the structure, content and occupational requirements of the units that they are internally quality assuring. This understanding will have been acquired while either working directly within or delivering within the relevant occupational area in either an operational or a support function
- The level of understanding must be sufficient to allow the IQA to judge whether the assessor has fully assessed learners against all the principles within the unit
- It is unlikely that a person could have gained this level of understanding in less than twelve months of being employed but individuals with less experience could be considered as IQAs if they have the required level of experience, knowledge and understanding.

Technical / Expert Witness

Expert witnesses can be drawn from a wide range of people who can observe, 'measure and examine performance against the industry and qualification principles. These can include line managers and experienced individuals within a related sector-based organisation. The Technical Expert Witnesses should have proven practical experience and knowledge relating to the content of the principles being assessed.

It is unlikely that someone could become an expert in their entire job role in less than twelve months of being employed in their industry. They could, however, very quickly become an expert in the content of a single unit if this was the focus of their job role. The assessor should make a



judgement as to the level of expertise held by a potential Technical Expert Witness and, where necessary, this should be confirmed with the awarding organisation.

Assessment Materials

ETC Awards Ltd. (ETA) Assessment Materials are protected by copyright and are supplied only to Approved Centres for use solely for the purpose of the assessment of ETA learners.

Instructions for Conducting Assessment

the Approved Centre must either:

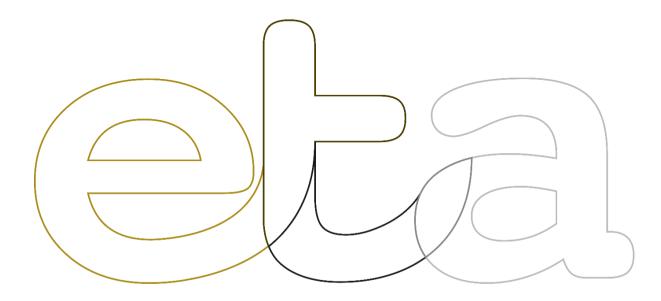
- secure approval of in-house assessment material by ETA's External Quality Assurance team prior to use
- use ETA Assessment Materials
- we recognise that reasonable adjustments may be considered at the time of assessment, please refer to the ETA Reasonable adjustments and considerations policy

All approved centres must then handle and store securely all Assessment Materials in accordance with the following:

- Assessment Material must be accessible to learners only during their programme
- The Approved Centre must not make public in any format the contents of any materials either in part or in full.
- Materials must be securely handled and under no circumstances shared with third party organisations or individuals
- The Approved Centre must seek permission from ETA through the External Quality Assurance team if they want to convert Material for alternative storage, retrieval and delivery in electronic formats.

All centre based assessment material must be agreed with ETA prior to use and will be subject to robust monitored during sampling and verification activity.





Level 3 Unit – Complying with Statutory Regulations and Organisational Safety Requirements



This unit covers the skills and knowledge needed to prove the competences required to deal with statutory regulations and organisational safety requirements. It does not deal with specific safety regulations or detailed requirements, it does, however, cover the more general health and safety requirements that apply to working in an industrial environment.

The learner will be expected to comply with all relevant regulations that apply to their area of work, as well as their general responsibilities as defined in the Health and Safety at Work Act. The learner will need to be able to identify the relevant qualified first aiders and know the location of the first aid facilities. The learner will have a knowledge and understanding of the procedures to be adopted in the case of accidents involving injury and in situations where there are dangerous occurrences or hazardous malfunctions of equipment, processes or machinery. The learner will also need to be fully conversant with their organisation's procedures for fire alerts and the evacuation of premises.

The learner will also be required to identify the hazards and risks that are associated with their job. Typically, these will focus on their working environment, the tools and equipment that they use, the materials and substances that they use, any working practices that do not follow laid-down procedures, and manual lifting and carrying techniques.

Unit introduction

The learner's responsibilities will require them to comply with all relevant statutory and organisational policy and procedures for health and safety in the workplace. The learner must act in a responsible and safe manner at all times and present themselves in the workplace suitably prepared for the activities to be undertaken. The learner will be expected to report any problems with health and safety issues, to the relevant authority.



The learner's knowledge will provide a good understanding of the relevant statutory regulations and organisational requirements associated with their work and will provide an informed approach to the procedures used. The learner will need to understand their organisation's health and safety requirements and their application, in adequate depth to provide a sound basis for carrying out their activities in a safe and competent manner.

Assessment



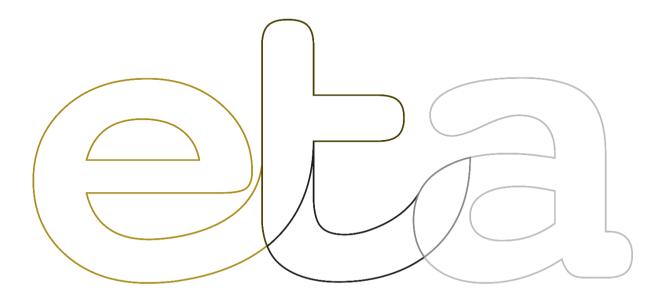
Unit Reference Number	A/601/5013
Qualification Framework	RQF
Title	Complying with statutory regulations and organisational safety requirements
Unit Level	Level 4
Guided Learning Hours	35
Unit Credit Value	5
Unit Grading Structure	Pass / Fail

Learning Outcome Assessment Criteria - The learner can		ssment Criteria - The learner can	
1.	Complying with statutory regulations	1.1	Comply with their duties and obligations as defined in the Health and Safety at Work Act
	and organisational safety requirements	1.2	 Demonstrate their understanding of their duties and obligations to health and safety by: applying in principle their duties and responsibilities as an individual under the Health and Safety at Work Act identifying, within their organisation, appropriate sources of information and guidance on health and safety issues, such as: eye protection and personal protective equipment (PPE) COSHH regulations Risk assessments identifying the warning signs and labels of the main groups of hazardous or dangerous substances complying with the appropriate statutory regulations at all times
		1.3	Present themselves in the workplace suitably prepared for the activities to be undertaken
		1.4	Follow organisational accident and emergency procedures
		1.5	Comply with emergency requirements, to include: identifying the appropriate qualified first aiders and the location of first aid facilities identifying the procedures to be followed in the event of injury to themselves or others following organisational procedures in the event of fire and the evacuation of premises identifying the procedures to be followed in the event of dangerous occurrences or hazardous malfunctions of equipment

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	1.6	Recognise and control hazards in the workplace
1.7		Identify the hazards and risks that are associated with the following: their working environment the equipment that they use materials and substances (where appropriate) that they use working practices that do not follow laid down procedures
	1.8	Use correct manual lifting and carrying techniques
	1.9	Demonstrate one of the following methods of manual lifting and carrying: lifting alone with assistance of others with mechanical assistance
	1.0	Apply safe working practices and procedures to include:





Level 3 Unit – Using and Interpreting Engineering Data and Documentation



This unit covers the skills and knowledge needed to prove the competences required to make effective use of text, numeric and graphical information, by interpreting and using technical information extracted from documents such as engineering drawings, technical manuals, reference tables, specifications, technical sales/marketing documentation, charts or electronic displays, in accordance with approved procedures. The learner will be required to extract the necessary information from the various documents, in order to establish and carry out the work requirements, and to make valid decisions about the work activities based on the information extracted

Unit introduction

The learner's responsibilities will require them to comply with organisational policy and procedures for obtaining and using the documentation applicable to the activity. They will be expected to report any problems with the use and interpretation of the documents that they cannot personally resolve, or are outside their permitted authority, to the relevant people. They will be expected to work to instructions if necessary, with an appropriate level of supervision or as a member of a team and take personal responsibility for their own actions and for the quality and accuracy of the work that they carry out.

The learner's underpinning knowledge will provide a good understanding of the types of documentation used and will provide an informed approach to applying instructions and procedures. They will be able to read and interpret the documentation used and will know about the conventions, symbols and abbreviations, in adequate depth to provide a sound basis for carrying out the activities to the required specification.

Assessment



Unit Reference Number		Y/601/5012
Qualification Framework		RQF
Title		Using and interpreting engineering data and documentation
Unit Level		Level 3
Guided Learning Hours		25
Unit Credit Value		5
Unit Grading Structure		Pass / Fail

Learning Outcome Assessment Criteria - The learner can		ssment Criteria - The learner can	
1.	Using and interpreting engineering data and	1.1 Use the approved source to obtain the required data and documentation	
	documentation	1.2	Use the data and documentation and carry out all of the following: check the currency and validity of the data and documentation used exercise care and control over the documents at all times correctly extract all necessary data in order to carry out the required tasks seek out additional information where there are gaps or deficiencies in the information obtained deal with or report any problems found with the data and documentation make valid decisions based on the evaluation of the engineering information extracted from the documents return all documents to the approved location on completion of the work complete all necessary work related documentation such as production documentation, installation documentation, maintenance documentation, planning documentation Correctly identify, interpret and extract the required information
		1.4	Extract information that includes three of the following: materials or components required dimensions tolerances build quality installation requirements customer requirements time scales financial information operating parameters

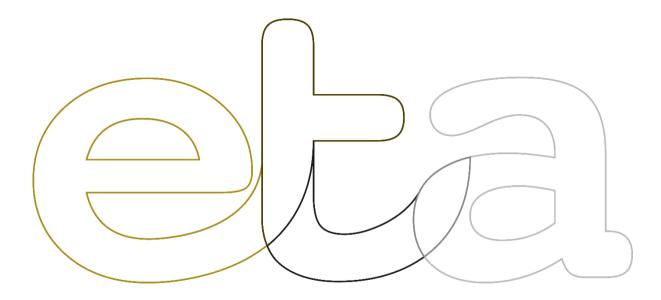


 surface texture requirements location/orientation of parts process or treatments required dismantling/assembly sequence inspection/testing requirements number/volumes required repair/service methods method of manufacture weld type and size operations required connections to be made surface finish required shape or profiles fault finding procedures safety/risk factors environmental controls specific data (such as component data, maintenance data, electrical data, fluid data) resources (such as tools, equipment, personnel) utility supply details (such as electricity, water, gas, air) location of services, including standby and emergency backup systems
evacuation systems and equipment)
 other specific related information Use the information obtained to ensure that work output meets the specification
ese the intermediate estation to enough that werk output mosts the openinguism
Use information extracted from documents to include one from the following: • drawings (such as component drawings, assembly drawings, modification drawings, repair drawings, welding/fabrication drawings, distribution and installation drawings) • diagrams (such as schematic, fluid power diagrams, piping, wiring/circuit diagrams) • manufacturers manuals/drawings • approved sketches • technical illustrations • photographic representations • visual display screen information • technical sales/marketing documentation



	other specific drawings/documents
1.7	Use information extracted from related documentation, to include two from the following:
	 instructions (such as job instructions, drawing instructions, manufacturers' instructions)
	 specifications (such as material, finish, process, contractual, calibration)
	 reference materials (such as manuals, tables, charts, guides, notes)
	schedules
	operation sheets
	service/test information
	planning documentation
	quality control documents
	company specific technical instructions
	 national, international and organisational standards
	 health and safety standards relating to the activity (such as COSHH)
	other specific related documentation
1.8	Deal promptly and effectively with any problems within their control and report those which cannot be solved
1.9	Report any inaccuracies or discrepancies in documentation and specifications





Level 3 Unit – Working Efficiently and Effectively in Engineering



This unit covers the skills and knowledge needed to prove the competences required to work efficiently and effectively in the workplace, in accordance with approved procedures and practices. Prior to undertaking the engineering activity, the learner will be required to carry out all necessary preparations within the scope of their responsibility. This may include preparing the work area and ensuring that it is in a safe condition to carry out the intended activities, ensuring they have the appropriate job specifications and instructions and that any tools, equipment, materials and other resources required are available and in a safe and usable condition.

On completion of the engineering activity, the learner will be required to return their immediate work area to an acceptable condition before recommencing further work requirements. This may involve placing completed work in the correct location, returning and/or storing any tools and equipment in the correct area, identifying any waste and/or scrapped materials and arranging for their disposal, and reporting any defects or damage to tools and equipment used.

In order to be efficient and effective in the workplace, the learner will also be required to demonstrate that they can create and maintain effective working relationships with colleagues and line management. The learner will also be expected to review objectives and targets for their personal development and make recommendations to, and communicate any opportunities for, improvements that could be made to working practices and procedures.

Unit introduction

The learner's responsibilities will require them to comply with organisational policy and procedures for the engineering activities undertaken, and to report any problems with the activities, or the tools and equipment that are used that they cannot personally resolve, or are outside their permitted authority, to the relevant people. The learner will be expected to take personal responsibility for their own actions and for the quality and accuracy of the work that they carry out.



The learner's knowledge will provide a good understanding of their work and will provide an informed approach to working efficiently and effectively in an engineering environment. The learner will understand the need to work efficiently and effectively, and will know about the areas they need to consider when preparing and tidying up the work area, how to contribute to improvements, deal with problems, maintain effective working relationships and agree their development objectives and targets, in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

The learner will understand the safety precautions required when carrying out engineering activities. The learner will be required to demonstrate safe working practices throughout and will understand the responsibility they owe to themselves and others in the workplace.

Assessment



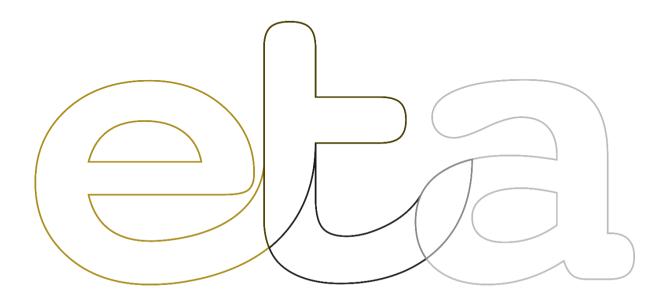
Unit Reference Number	K/601/5055
Qualification Framework	RQF
Title	Working Efficiently and Effectively in Engineering
Unit Level	Level 3
Guided Learning Hours	25
Unit Credit Value	5
Unit Grading Structure	Pass / Fail

Lear	ning Outcome	Asse	ssment Criteria - The learner can
1.	Working Efficiently and Effectively in	1.1	Work safely at all times, complying with health and safety and other relevant regulations and guidelines
	Engineering	1.2	Prepare the work area to carry out the engineering activity
		1.3	Prepare to carry out the engineering activity, taking into consideration all of the following, as applicable to the work to be undertaken: • the work area is free from hazards and is suitably prepared for the activities to be undertaken • any required safety procedures are implemented • any necessary personal protection equipment is obtained and is in a usable condition • tools and equipment required are obtained and checked that they are in a safe and useable condition • all necessary drawings, specifications and associated documentation is obtained • job instructions are obtained and understood • the correct materials or components are obtained • storage arrangements for work are appropriate • appropriate authorisation to carry out the work is obtained
		1.4	Check that there are sufficient supplies of materials and/or consumables and that they meet work requirements
		1.5	Ensure that completed products or resources are stored in the appropriate location on completion of the activities
		1.6	Complete work activities, to include all of the following: completing all necessary documentation accurately and legibly returning tools and equipment returning drawings and work instructions identifying, where appropriate, any unusable tools, equipment or components arranging for disposal of waste materials



1.7	Tidy up the work area on completion of the engineering activity
1.8	Deal promptly and effectively with problems within their control and report those that cannot be resolved
1.9	Deal with problems affecting the engineering process, to include two of the following:
	materials
	tools and equipment
	• drawings
	job specification
	• quality
	• people
	• timescales
	safety
	activities or procedures
1.10	Contribute to and communicate opportunities for improvement to working practices and procedures
1.11	Make recommendations for improving to two of the following:
	working practices
	working methods
	• quality
	safety
	tools and equipment
	supplier relationships
	internal communication
	customer service
	training and development
	teamwork
	• other
1.12	Maintain effective working relationships with colleagues to include two of the following:
	colleagues within own working group
	colleagues outside normal working group
	line management
	external contacts
1.13	Review personal training and development as appropriate to the job role
1.14	Review personal development objectives and targets to include one of the following:
	dual or multi-skilling
	training on new equipment / technology
	increased responsibility
	understanding of company working practices, procedures, plans and policies
	other specific requirements





Level 3 Unit – Handing Over and Confirming Completion of Installation or Commissioning Activities



This unit covers the skills and knowledge needed to prove the competences required to hand over equipment that has been installed or commissioned, to the appropriate person, prior to it entering service. Following the installation activity, the learner will be required to either set up the equipment and hand it over to another person to complete the required commissioning activities, or to complete the commissioning operation themselves. In either of these cases, this will involve checking that all the equipment and safety devices are operable and correctly set and/or calibrated, and that the equipment functions, safely and correctly, to the required specification. Following commissioning, and in addition to the above, checks for full operational requirements and production specifications, including run rate, are to be carried out before final handover to the appropriate person.

On handing over the equipment, the learner will be expected to highlight any unusual or changed operating features of the equipment, and to inform the appropriate person of any possible future maintenance requirements. The learner must also ensure that they receive documented confirmation that everyone involved in the handover accepts that the equipment is in a satisfactory condition to be put into service.

Unit introduction

The learner's responsibilities will require them to comply with organisational policy and procedures for the handover activities undertaken, and to report any problems with the handover procedure that they cannot personally resolve, or are outside their permitted authority, to the relevant people. The learner will be expected to work with a minimum of supervision, taking personal responsibility for their own actions and for the quality and accuracy of the work that they carry out.

The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying handover procedures following installation and commissioning. The learner will understand the equipment being handed over, and its application, and will know about the operating procedures and potential problems, in adequate depth to provide a sound basis for carrying out the activities safely and correctly.



The learner will understand the safety precautions required when carrying out the final commissioning and handover activities, especially those for isolating the equipment. The learner will be required to demonstrate safe working practices throughout and will understand their responsibility for taking the necessary safeguards to protect themselves and others in the workplace.

Assessment



Unit Reference Number	D/601/0547
Qualification Framework	RQF
Title	Handing Over and Confirming Completion of Installation or Commissioning Activities
Unit Level	Level 3
Guided Learning Hours	35
Unit Credit Value	20
Unit Grading Structure	Pass / Fail

Learning Outcome		Asse	Assessment Criteria - The learner can			
1.	Hand Over and Confirm	1.1	Work safely at all times, complying with health and safety and other relevant regulations and guidelines			
	Completion of Installation or	1.2	Confirm that the equipment is ready for handover, by carrying out all of the following checks, as applicable to the equipment being handed over:			
	Commissioning Activities		 the installation and/or commissioning activity has been completed and the equipment functions to specification all safety systems are functioning correctly 			
			any waste materials, safety barriers and warning signs used specifically for installation/commissioning activities have been removed			
			 any auxiliary systems or equipment involved are connected and operable environmental controls are operable 			
			others involved in using the equipment are aware of impending start-up/handover			
		1.3	Carry out all of the following during the handover procedures:			
			 run the installed and/or commissioned equipment through a complete cycle, in the presence of the appropriate person 			
			confirm that the other person accepts that the equipment functions satisfactorily, to specification			
			highlight to the appropriate person any modifications or unusual features in the operating procedure			
			hand over all documentation relating to operating instructions, service/maintenance requirements			
			obtain agreement from the other person that they now accept responsibility for the equipment being handed over			
			complete any necessary handover documentation			
			confirm that the other person knows who to contact, and how, for future maintenance requirements			
		1.4	Carry out the correct handover procedures for one type of equipment/service from the following:			
			• manual			
			semi-automatic			
			fully automatic			
			process/control			

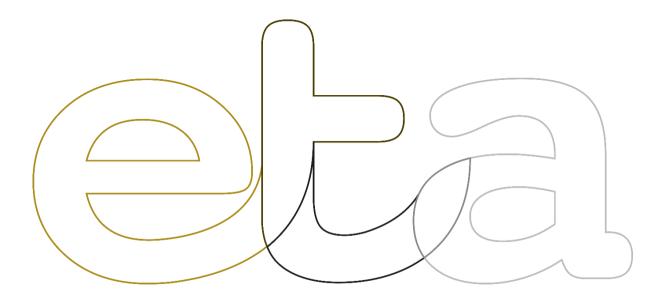


			computer controlled
			engineering services
			other specific equipment
		1.5	Confirm that everyone involved accepts the product or asset is in a satisfactory condition for handover to take
			place
		1.6	Clearly identify any unusual features of the condition of the product or asset
		1.7	Make the handover and obtain agreement between everyone involved on the precise moment of transfer of
		1.7	
		4.0	responsibility
		1.8	Carry out handover procedures to one of the following people:
			commissioning engineer
			production/process supervisor
			maintenance supervisor
			other specific person
		1.9	Deal promptly and effectively with problems within their control and report those that they cannot solve
		1.10	Make sure that clear, accurate and complete records of the handover are made
		1.11	Complete all relevant paperwork from the following, and pass it to the appropriate people:
			job card
			installation report
			commissioning report
			other handover paperwork
2.	Know how to Hand Over	2.1	Explain the health and safety requirements of the area in which the handover is to take place, and the
	and Confirm Completion		responsibility they place on them
	of Installation or	2.2	Describe the isolation and lock-off procedure or permit-to-work procedure that applies to the equipment being
	Commissioning		installed/commissioned
	Activities	2.3	Explain the specific health and safety precautions to be applied during the handover procedure, and their effects
			on others
		2.4	Explain the importance of wearing protective clothing and other appropriate safety equipment during the
			handover, and where it may be obtained
		2.5	Describe the checking process to be followed before handing over the equipment (eg, are the safety and quality
		2.0	systems operable, does the equipment function to specification, run rate)
		2.6	Explain the appropriate handover procedure, depending on the activity carried out (installation, commissioning)
		2.7	Explain the procedure for involving the appropriate people when starting up the equipment during the handover
		2.8	Explain the procedure for involving the appropriate people when starting up the equipment during the nandover Explain the need to highlight any unusual or changed operating features of the equipment
		2.9	Explain the importance of informing the appropriate person of any future maintenance requirements
		2.10	Explain the need to confirm that the other person understands the equipment operating procedures
		2.11	Explain the need to ensure that the person they are handing over the equipment to accepts that it is functioning
			correctly



2.12	Explain what organisational documentation procedures are applicable to the handover
2.13	Explain how to create and maintain effective working relationships with appropriate people (encouraging, helping,
	politeness, open discussions both ways)
2.14	Describe the problems that can occur during handover, and explain how they can be overcome
2.15	Describe the extent of their own authority and to whom they should report if they have problems that they cannot
	resolve





Level 3 Unit – Commissioning Process Controller Equipment and Systems



This unit covers the skills and knowledge needed to prove the competences required to carry out commissioning activities on process controller equipment and systems, in accordance with approved procedures. The learner will be required to commission equipment controlled by a process or sequential controller, such as programmable logic controller (PLC), or personal computer (PC), which is working in an integrated system involving two or more interactive technologies, such as mechanical, electrical or fluid power. This unit does not involve the commissioning of items of equipment that are simple, self-contained items requiring the minimum of commissioning, such as printers or remote PCs.

The learner will be expected to check that the equipment has been installed correctly, to specification, and then to carry out a planned and logical commissioning process, in accordance with company policy and manufacturers' instructions. This will involve the application of a range of commissioning methods and techniques, including checking peripheral components, communication links and loading/downloading of process controller programs before staring up the equipment, checking and editing programs, creating back-up copies of completed final programs, operating the equipment to prove its function, and making full operational trials. The commissioning process will also require the learner to confirm operational links to mechanical, electrical, fluid power, PLC control, services and external units/equipment such as monitoring devices, sensors and actuators. The learner will also be required to either make a full report of any defects or deviations found, or to resolve any problems and rectify faults at component or unit level.

Unit introduction

The learner's responsibilities will require them to comply with organisational policy and procedures for the commissioning activities undertaken, and to report any problems with these activities or the tools and equipment used, that they cannot personally resolve or are outside their permitted authority, to the relevant people. The learner must ensure that all tools, equipment and materials used in the commissioning activities are removed from the work area on completion of the activities, and that all necessary documentation is completed accurately and legibly.



The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying procedures for the commissioning of process control equipment. The learner will understand the commissioning methods, techniques and procedures, and their application. The learner will know how the equipment functions, the purpose of the individual components and any associated defects, in adequate depth to provide a sound basis for carrying out the commissioning activities and, where appropriate, correcting faults and solving functional problems, ensuring that the equipment performs to the required specification.

The learner will understand the safety precautions required when carrying out the commissioning activities, especially those for applying power in incremental stages. The learner will also understand their responsibilities for safety, and the importance of taking the necessary safeguards to protect themselves and others in the workplace.

Assessment



Unit Reference Number	R/601/0576
Qualification Framework	RQF
Title	Commissioning Process Controller
	Equipment and Systems
Unit Level	Level 3
Guided Learning Hours	224
Unit Credit Value	118
Unit Grading Structure	Pass / Fail

Learning outcomes - the learner will		Asses	ssment criteria - the learner can
1.	Commission Process Controller Equipment and Systems	1.1	Work safely at all times, complying with health and safety and other relevant regulations and guidelines Carry out all of the following during the commissioning activities: plan the commissioning activities to minimise disruption to normal working ensure the currency of all documentation/programmes used in the commissioning activities adhere to risk assessment, COSHH and other relevant safety standards ensure the safe isolation of equipment during commissioning (such as mechanical, electricity, gas, air, fluids) ensure that all tools and equipment used are within current calibration dates obtain clearance to carry out the commissioning activities provide safe access and working arrangements for the commissioning area dispose of any waste items in a safe and environmentally acceptable manner leave the work area in a safe condition and free from foreign object debris
		1.3	Follow all relevant setting up and operating specifications for the products or assets being configured Gather information required to undertake the commissioning, to include six of the following: client requirements equipment specifications manufacturer's manuals/settings regulations and guidelines environmental requirements installation reports commissioning procedures product/process specifications resources necessary to carry out the commissioning (such as manpower, supplies, time constraints) Follow the defined procedures and set up the equipment correctly ensuring that all operating parameters are achieved



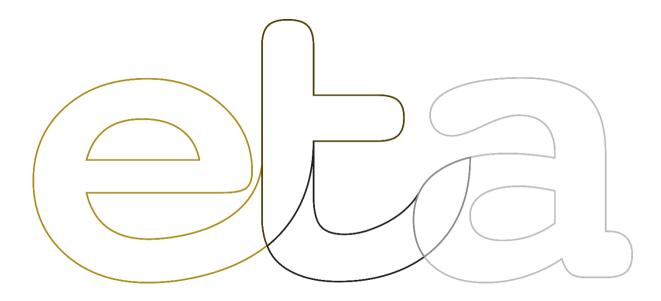
1.6	Carry out commissioning on one of the following types of process control installations:
	monitoring system
	safety system
	diagnostic system
	combination system
	process/product control system
	business management system
	Which must include one of the following:
	fixed I/O units
	rack-mount controller units
	modular controller units
	Plus four of the following types of PLC peripheral equipment:
	• sensors
	actuators
	switches
	motor starters
	electrical wire and cable connections
	modems
	• printers
	signal transmission components/cables
	overload protection devices
	PC peripheral devices
1.7	Carry out eight the following checks prior to initial start-up:
	electrostatic precautions are used when handling sensitive components and circuit boards
	check for damage to pipework/wiring/equipment following the installation
	the equipment has been installed and secured in position according to specification
	all utilities are connected and operative
	all connections have been made correctly (mechanical, electrical, fluid power, PLC)
	all input and output devices are connected and operative
	communications links are ready for start-up
	all wiring/cables/pipework are clear of moving parts
	labels, safety and warning signs are attached in the correct locations
	all guards, fences and safety systems are in position and operable
1.8	Use all of the following commissioning techniques, methods and procedures:
	carry out start-up procedures, and confirm that the equipment/system meets specifications
	run the equipment at reduced power/speed/flow
	check for leaks during operations
	make sensory checks (sight, sound, smell, touch)
	run through the operating sequence, and check for correct functioning

 1	
	load the system incrementally, and make any necessary adjustments to settings to achieve the
	specification parameters (such as timing, sequence)
	conduct a trial run of the equipment at full power/speed/flow
	monitor and record measurements and observations
	shut down/isolate equipment/installations to a safe condition
1.9	During commissioning, carry out seven of the following programming activities:
	select and use appropriate programming devices (such as terminals, hand-held programmers, PCs)
	programme by computer-based authoring (to include subroutines)
	use ladder logic, statement lists, or system flowcharts
	produce back-ups of completed programs
	edit, enter and remove contacts from lines of logic
	carry out on-line monitoring of programs
	use 'on-' and 'off-line' programming
	use single-step mode of operation
	load, read and save programs
	alter counter and timer settings
	force contacts on and off
1.10	Use three of the following instruments/devices during the commissioning activities:
	multimeter
	watt meter
	voltmeter
	programming devices
	ammeter
	insulation resistance tester
	signal generator
	earth-loop impedance tester
	monitoring devices
	other specific test equipment
1.11	Deal with two of the following conditions during the commissioning process:
	installations with no faults
	partial equipment/programme malfunction
	complete malfunction of equipment/programme
1.12	Deal, in one of the following ways, with installations that do not meet specification requirements:
	Either: for equipment being controlled by the process controller, produce a report of the commissioning
	activities that includes all of the following:
	checks and tests undertaken
	where the installation fails to meet the specification requirements
	probable causes/sources of the defect
	recommended actions to correct the fault

		1.13 1.14 1.15	Or: for faults in the process controller or associated peripheral equipment, rectify the faults as part of the commissioning process, to include carrying out all of the following: • identifying the source of the fault, using appropriate fault finding techniques and/or diagnostic aids • isolating and dismantling the equipment to unit, sub-assembly or component level • replacing damaged or defective items • re-running the commissioning checks to confirm correct operation is now achieved Or: for faults in the process controller programme, rectify the faults as part of the commissioning process, to include carrying out all of the following: • rewriting or editing the programme to correct the fault • re-running the commissioning checks and programme to confirm that correct operation is now achieved Deal promptly and effectively with problems within their control and report those that cannot be solved Check that the configuration is complete and that the equipment operates to specification Check that the commissioned equipment complies with two of the following standards: • equipment manufacturer's operating spec/range • BS7671/IEE wiring regulations • BS and/or ISO standards • health, safety and environmental requirements • customer standards and requirements • customer standards and procedures Complete all relevant documentation accurately and legibly Complete the relevant paperwork, to include one of the following, and pass it to the appropriate people: • corrective action report • commissioning log/report • job sheet • customer specific documentation
2.	Know how to Commission Process Controller Equipment and Systems	2.1	 handover report Explain the specific safety practices and procedures that they need to observe when commissioning PLC equipment (including any specific legislation, regulations or codes of practice for the activities, equipment or materials)
		2.2	Explain the procedures to be carried out before starting work on the commissioning activities (such as obtaining permits to work, obtaining and complying with risk assessments and other health and safety requirements)
		2.3	Explain the specific health and safety precautions to be applied during the commissioning procedure, and their effects on others
		2.4	Describe the hazards associated with carrying out commissioning activities on PLC equipment (such as unexpected programme operation, out of sequence operations), and explain how to minimise them
		2.5	Explain the importance of wearing personal protective equipment (PPE) during the commissioning process, and where it can be obtained

2.6	Explain how to obtain and interpret drawings, specifications, manufacturers' manuals and instructions
	(including BS and ISO schematics, BS7671/IEE regulations, symbols and terminology)
2.7	Explain how to carry out currency/issue checks on the specifications they are working with
2.8	Explain the procedures to be applied during the commissioning activity
2.9	Describe the equipment to be commissioned, its operating procedures and function
2.10	Explain the procedures for using computer-based authoring software for design and development
2.11	Explain the numbering system and codes used for identification inputs and outputs
2.12	Explain the programming techniques and codes used (interlocking, timers, counters, sub-routines, etc)
2.13	Explain the techniques involved in editing, entering and removing contacts from lines of logic and, where applicable, the procedure to be followed for 'on-' and 'off-line' programming
2.14	Explain what checks need to be carried out on the equipment/circuit prior to undertaking the commissioning operations (such as installation damage, I/O function, electrical connections, components are free from moving parts, all guards and safety devices are in place)
2.15	Explain how to make adjustments to components/assemblies to ensure that they function correctly (such as timing, sequencing)
2.16	Describe the fault diagnostic techniques that can be used to help identify problems with the equipment
2.17	Describe the uses of measuring/test equipment, such as multimeters, signal generators, and other measuring devices or monitoring devices
2.18	Describe the calibration/care and control procedures for the tools and equipment used during commissioning
2.19	Explain the procedure for obtaining replacement parts, materials and other consumables necessary for the commissioning
2.20	Describe the methods and techniques used to dismantle equipment in order to replace defective components (such as isolation procedure, forcing contacts on and off, proofmarking of components, removal of components by de-soldering)
2.21	Explain how to re-assemble the removed components and, where necessary, how to adjust them to meet the operating specification
2.22	Explain what recording and/or reporting documentation needs to be completed for the activities undertaken
2.23	Describe the types of problem associated with the commissioning activity, and explain how they can be overcome
2.24	Describe the organisational procedures to be adopted for the safe disposal of waste of all types of materials
2.25	Describe the extent of their own authority, and explain whom they should report to if they have a problem that they cannot resolve





Level 3 Unit – Carrying Out Fault Diagnosis on Lift Installations



This unit covers the skills and knowledge needed to prove the competences required to carry out fault diagnosis on lift installations, in accordance with approved procedures. The learner will be required to diagnose faults on a lift involving two or more of the following interactive technologies: mechanical, electrical, fluid power or electronics, both at assembly and sub-assembly/component level. The learner will be expected to use a variety of fault diagnosis methods and techniques, and to utilise a number of diagnostic aids and equipment. From the evidence gained, the learner will be expected to identify the fault and its probable cause, and to suggest suitable action to remedy the problem.

Unit introduction

The learner's responsibilities will require them to comply with organisational policy and procedures for the fault diagnostic activities undertaken, and to report any problems with these activities, or the tools and equipment used that they cannot personally resolve, or are outside their permitted authority, to the relevant people. The learner will be expected to work with a minimum of supervision, taking personal responsibility for their own actions and for the quality and accuracy of the work that they carry out.

The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying fault diagnosis procedures on lift equipment. The learner will understand the various fault diagnosis methods and techniques used, and their application. The learner will know how to apply and interpret information obtained from diagnostic aids and equipment, in adequate depth to provide a sound basis for carrying out the activities, identifying faults or conditions that are outside the acceptable specification. The learner will know about the interaction of the other associated integrated technologies and will have adequate knowledge to carry out effective fault diagnosis of the lift installation.

The learner will understand the safety precautions required when carrying out the fault diagnosis activities, especially those for isolating the equipment. The learner will be required to demonstrate safe working practices throughout and will understand their responsibility for taking the necessary safeguards to protect themselves and others in the workplace.



Assessment



Unit Reference Number	F/601/0573
Qualification Framework	RQF
Title	Carrying Out Fault Diagnosis on Lift Installations
Unit Level	Level 3
Guided Learning Hours	60
Unit Credit Value	50
Unit Grading Structure	Pass / Fail

Learning outcomes - the learner will		Asse	ssment criteria - the learner can
1.	Carry Out Fault Diagnosis on Lift	1.1	Work safely at all times, complying with health and safety and other relevant regulations and guidelines
	Installations	1.2	Carry out all of the following during the fault diagnostic activities:
			plan the fault diagnosis to cause minimum disruption to normal working
			use the correct issue of company and/or manufacturers' drawings and installation documentation
			adhere to risk assessment, COSHH and other relevant safety standards
			ensure the safe isolation of the equipment (such as mechanical, electricity, or fluids)
			ensure safe access and working arrangements for the installation area
			carry out the fault diagnostic activities using approved techniques and procedures
			identify the fault and determine appropriate corrective action
			dispose of waste items in safe and environmentally acceptable manner, and leave the work area in a safe
		4.0	condition
		1.3	Carry out fault diagnosis on three of the following aspects of the lift system:
			mechanical Hiddenovan
			fluid power least rise!
			electrical alectronic
		4.4	electronic Design and was all relevant information on the appropriate and machines are electronic.
		1.4	Review and use all relevant information on the symptoms and problems associated with the products or assets
		1.5	Collect evidence regarding the fault from two of the following sources:
			monitoring equipment conserv input (queb or eight, cound, small, touch)
			sensory input (such as sight, sound, smell, touch) recording devices.
			 recording devices operation of the equipment
		1.6	Find faults that have resulted in two of the following:
		1.0	 intermittent problem
			·
			partial failure/out-of-specification operation

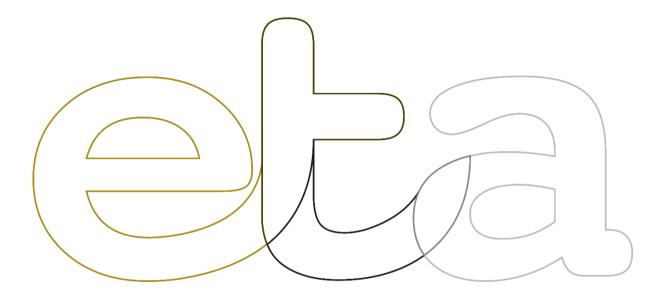


Complete malfunction				
1.8 Use a range of fault diagnostic techniques, to include: • half-split technique Plus two more from the following: • emergent problem sequence • six point technique • unit substitution • function testing • injection and sampling • injection and sequence • equipment self-diagnostics • circuit diagrams/specifications • logic diagrams • flow charts • fault analysis charts (such as fault trees) • troubleshooting guides 1.10 Use two of the following types of test equipment to help in the fault diagnosis: • mechanical measuring equipment (such as measuring instruments, dial test indicators, torque instruments) • electrical/electronic measuring instruments (such as multimeters, logic probes, special test instruments) • electrical/electronic measuring instruments (such as multimeters, logic probes, special test instruments) • electrical/electronic measuring instruments (such as multimeters, logic probes, special test instruments) • electrical/electronic measuring instruments (such as multimeters, logic probes, special test instruments) • electrical/electronic measuring instruments (such as multimeters, logic probes, special test instruments) • electrical/electronic measuring instruments (such as multimeters, logic probes, special test instruments) • electrical/electronic measuring instruments (such as multimeters, logic probes, special test instruments) • electrical/electronic measuring instruments (such as multimeters, logic probes, special test instruments) • electrical/ele				complete malfunction
half-split technique Plus two more from the following; emergent problem sequence six point technique unit substitution function testing injection and sampling probability charts/reports warriery of diagnostic aids and equipment, to include two of the following: manufacturer's manual algorithms probability charts/reports equipment self-diagnostics circuit diagrams/specifications logic diagrams flow charts fault analysis charts (such as fault trees) troubles/hooting guides 1.10 Use two of the following types of test equipment to help in the fault diagnosis: mechanical measuring equipment (such as measuring instruments, logic probes, special test instruments) electrical/electronic measuring instruments (such as multimeters, logic probes, special test instruments) fluid power test equipment (such as test rigs, flow meters, pressure gauges) 1.11 Investigate and establish the most likely causes of the faults 1.12 Complete the fault diagnosis within the agreed time and inform the appropriate people when this cannot be achieved 1.13 Determine the implications of the fault for other work and for safety considerations 1.14 Use the evidence gained to draw valid conclusions about the nature and probable cause of the fault 1.15 Record details on the extent and location of the faults in an appropriate format 1.16 Record details on the extent and location of the fault diagnosis, using one of the following: step-by-step analytical report corrective action report corrective action report corrective action report company-specific reporting procedure Explain the health and safety requirements of the area in which they are carrying out the fault diagnosis activities 2.1 Explain the health and safety requirements of the area in which they are carrying out the fault diagnosis 2.1 Explain the health and safety requirements of the area in which th			1.7	Select, use and apply diagnostic techniques, tools and aids to locate faults
Plus two more from the following:			1.8	Use a range of fault diagnostic techniques, to include:
emergent problem sequence				half-split technique
six point technique unit substitution function testing injection and sampling input/output technique 1.9 Use a variety of diagnostic aids and equipment, to include two of the following: manufacturer's manual algorithms probability charts/reports equipment self-diagnostics icircuit diagrams/specifications logic diagrams flow charts fault analysis charts (such as fault trees) troubleshooting guides 1.10 Use two of the following types of test equipment to help in the fault diagnosis: mechanical measuring equipment (such as multimeters, logic probes, special test instruments) electrical/electronic measuring instruments, dial test indicators, torque instruments) electrical/electronic measuring instruments, (sigic probes, special test instruments) fluid power test equipment (such as multimeters, logic probes, special test instruments) fluid power test equipment (such as test rigs, flow meters, pressure gauges) 1.1.1 Investigate and establish the most likely cause of the faults 1.1.2 Complete the fault diagnosis within the agreed time and inform the appropriate people when this cannot be achieved 1.1.3 Determine the implications of the fault for other work and for safety considerations 1.1.4 Use the evidence gained to draw valid conclusions about the nature and probable cause of the fault 1.1.5 Record details on the extent and location of the faults in an appropriate format 1.1.6 Provide a record of the outcome of the fault diagnosis, using one of the following: step-by-step analytical report corrective action report corrective action report company-specific reporting procedure 2. Know how to Carry Out Fault Diagnosis on Lift Installations				Plus two more from the following:
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Diagnosis on Lift Installations activities				
	2.		2.1	
2.2 Explain the specific safety precautions to be taken when carrying out the fault diagnosis of lift equipment		Diagnosis on Lift Installations		
			2.2	Explain the specific safety precautions to be taken when carrying out the fault diagnosis of lift equipment



2.3	Describe the isolation and lock-off procedures or permit-to-work procedure that applies
2.4	Explain the importance of wearing protective clothing and other appropriate safety equipment during the fault
	diagnosis process; the type of equipment to be used, and where to obtain it
2.5	Describe the hazards associated with carrying out fault diagnosis on lifts (such as handling oils/greases, stored
	pressure/force, electrical contact, process controller interface, using faulty or damaged tools and equipment,
	using practices/procedures that do not follow laid-down procedures), and explain how they can be minimised
2.6	Explain how to recognise and deal with victims of electric shock (to include methods of safely removing the
	victim from the power source, isolating the power source, and methods of first aid resuscitation)
2.7	Explain where to obtain, and how to interpret, drawings, circuit diagrams, specifications, manufacturers'
	manuals and other documents needed in the fault diagnosis activities
2.8	Describe the various fault finding techniques that can be used, and how they are applied (such as half-split,
	input/output, emergent problem sequence, six point technique, function testing, unit substitution, injection and
	sampling techniques and equipment self-diagnostics)
2.9	Explain how to evaluate the various types of information available for fault diagnosis (such as reports,
	monitoring equipment, sensory inputs, installation records, and operation of the lift)
2.10	Explain how to evaluate sensory information (from sight, sound, smell, touch)
2.11	Explain the procedures to be followed for investigating faults, and how to deal with intermittent conditions
2.12	Explain how to use the various aids and reports available for fault diagnosis
2.13	Describe the type of equipment that can be used to aid fault diagnosis (such as mechanical measuring
	instruments, electrical measuring instruments, test rigs and pressure and flow devices), how to check it is
	calibrated or configured correctly for the intended use and that it is free from damage and defects
2.14	Explain how to analyse and evaluate possible characteristics and causes of specific faults/problems
2.15	Explain how to relate previous reports/records of similar fault conditions
2.16	Explain how to evaluate the likely risk of running the equipment with the displayed fault, and the effects the
	fault could have on the overall operation
2.17	Explain how to prepare a report which complies with the company policy on fault diagnosis
2.18	
	that they cannot resolve





Level 3 Unit – Measuring and Setting Out Lift Installations



This unit covers the skills and knowledge needed to prove the competences required to measure and set out the lift well and machine room/space for the subsequent installation of lift equipment, in accordance with approved procedures. The learner will be required to measure and set out for new or reconstructed traction or hydraulic lift equipment.

This will require the learner to assess the site for the proposed installation, and to make the necessary arrangements to have the required tools and equipment, so that the measuring and setting out can be carried out safely and efficiently. The learner will be required to plumb, measure, check and set out a number of lift well features, including 'plumbing' the lift well to establish vertical references, measuring and recording lift well dimensions, accurately marking datum lines with plumb lines, marking the car guide centre line and guides, marking the positions of ancillary components, checking that there are safe and adequate running clearances, and that the lift can be installed to the design and specification.

The learner will also be required to measure and set out a number of machine room space features, including overall machine room/space dimensions, projecting and marking the car/counterweight guide centre lines to the machine room/space, marking the line of the driving sheave and diverting pulley, marking the position of the supporting steels, marking the rope/chain pick up points, marking the position of the machine room/space components, and confirming that the equipment will be able to be installed safely.

The learner will be required to select the appropriate tools and equipment to use, based on the measuring and setting out operations to be carried out. The learner will be expected to use appropriate tools and techniques to measure and set out the lift well and machine room/space to meet the required specification. The measuring and setting out activities will include making all necessary checks and adjustments to ensure that the lift features and components will be correctly positioned and aligned, and have appropriate working clearances, in-order that the installation will meet the required specification.



Unit introduction

The learner's responsibilities will require them to comply with organisational policy and procedures for the measuring and setting out activities undertaken, and to report any problems with the activities, tools or equipment used that they cannot personally resolve, or are outside their permitted authority, to the relevant people. The learner must ensure that all tools, equipment and materials used are removed from the work area on completion of the work, and that all necessary job/task documentation is completed accurately and legibly.

The learner will be expected to work with minimal supervision, taking personal responsibility for their own actions and for the quality and accuracy of the work that they carry out. The measuring and setting out activity may be carried out as a team effort, but the learner must be able to demonstrate a significant personal contribution to the activities, in order to satisfy the requirements of the standard. Competence in all the areas required by the standard must be demonstrated.

The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying measuring and setting out techniques and procedures to lift well and machine rooms/space. The learner will know about the equipment being installed, its installation requirements, the correct function of the equipment and associated measuring and setting out problems, in adequate depth to provide a sound basis for carrying out the measuring and setting out activities safely and effectively. The learner will also understand the installation methods and procedures used, and their applications in sufficient depth to be able to carry out the measuring and setting out activities, identify and resolve any problems, and ensure that the measuring and setting out meets the specification.

The learner will understand the safety precautions required when carrying out the measuring and setting out activities, especially those safeguards to protect themselves and others in the workplace. The learner will be required to demonstrate safe working practices throughout.



Assessment



Unit Reference Number	J/601/0574
Qualification Framework	RQF
Title	Measuring and Setting Out Lift Installations
Unit Level	Level 3
Guided Learning Hours	63
Unit Credit Value	23
Unit Grading Structure	Pass / Fail

		ssment criteria - the learner can
nd Setting Out Lift	1.1	Work safely at all times, complying with health and safety and other relevant regulations and guidelines
3	1.2	Carry out all of the following activities during the measuring and setting out activity:
		use the correct general arrangement drawings
		use the correct contractual drawings
		interpret dimensions accurately
		check that tools to be used are within their calibration dates
		relay the site instructions to management
		reconcile any site difficulties
		establish the final positions of the lift shaft and lift motor equipment
		Obtain and use the correct information for marking out
		Obtain the appropriate marking out equipment and check that it is in a usable condition
	1.5	Use four of the following when measuring and setting out lift installations:
		• plumb lines
		rule/tapes
		engineer's level
		carpenter's level
		engineer's square least a guine mont
	1.0	laser equipment Prepare suitable deturns and marking out ourfaces.
		Prepare suitable datums and marking out surfaces
		Mark out using appropriate methods
	۱.۵	Plumb, measure and set out all of the following lift well features:
		 'plumb' the lift well to establish vertical references measure and record the lift well dimensions
		 accurately mark datum lines with plumb lines ensure safe and adequate running clearances
	nd Setting Out Lift	

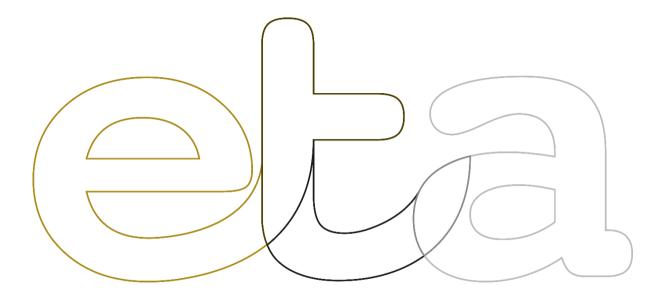


			establish and mark the car guide centre line
			establish and mark the positions of lift car guides
			mark out the routes of all trunking and conduit within the well
			mark out positions of ancillary components (such as buffers, landing frame, switches, push boxes,
			indicators)
			check that the lift can be installed to the design and specification
		1.9	Measure and set out the lift machine room/space, to include all the following:
			measure the machine room/space dimensions
			confirm that equipment can be installed safely
			using plumb lines, project and mark the car/counterweight guide centre lines up to the machine room/space
			mark the line of the driving sheave and diverting pulley
			mark the position of the supporting steels
			mark the rope/chain pick up points (where appropriate)
			mark the position of the lifting machine, motor generator, floor selector, overspeed governor and controller
		1.10	Check that the marking out complies with the specification to include two of the following:
			British Standards including BS EN 81
			BS 7255 (code of practice)
			customer standards and requirements
			company standards and procedures
		1.11	Deal promptly and effectively with problems within their control and report those that cannot be resolved
		1.12	Complete the relevant paperwork, to include one of the following, and pass it to the appropriate people:
			• installation records
			job card
			company specific documentation
2.	Know how to Measure and Setting	2.1	Explain the specific safety practices and procedures that they need to observe when measuring and setting out
	Out Lift Installations		lift installations (including any specific legislation, regulations or codes of practice for the activities, equipment
			or materials)
		2.2	Explain the procedures to be carried out before starting the measuring and setting out (such as obtaining
			permits to work, obtaining and complying with risk assessments and other health and safety requirements)
		2.3	Explain the health and safety requirements of the work area where they are carrying out the measuring and
			setting out activities, and the responsibility these requirements place on them
		2.4	Describe the hazards associated with measuring and setting out lift installations, and with the tools and
			equipment used, and explain how they can be minimised
		2.5	Explain what personal protective equipment (PPE) they need to use for the measuring and setting out
			activities, and where it can be obtained
		2.6	Explain how to interpret the drawings, standards, quality control procedures and specifications used for the
			installation (including BS and ISO schematics, symbols and terminology)
		2.7	Explain how to carry out currency/issue checks on the specifications they are working with



2.8	Explain the importance of working to the correct specifications when measuring and setting out the lift well and machine room/space
2.9	Explain what preparations need to be carried out on the lift well and machine room/space prior to the measuring and setting out
2.10	Describe the lift equipment to be installed, its operating procedures and function
2.11	Describe the features that have to be marked out in the lift well and machine room/space (including ancillary components)
2.12	Explain the procedures for ensuring that they have the correct equipment for the measuring and setting out activities
2.13	Describe the types of equipment used to measure and set out the lift well and machine room/space (such as plumb lines, rules/tapes, engineer's and carpenter's levels, engineer's square and laser devices)
2.14	Describe the methods and techniques used to measure and set out the lift well and machine room/space
2.15	Explain how to set up and correctly use plumb lines to establish datum lines
2.16	Explain the importance of taking measurements in three planes (front to back, side to side, and top to bottom) when making sure the lift well will accommodate the lift
2.17	Describe the points in the lift well where dimensions should be taken (such as at every floor level, and where there are deviations or projections)
2.18	Describe the calibration/care and control procedures for the tools and equipment used during the measuring and setting activities
2.19	Describe the problems that can occur with measuring and setting out the lift well and machine room/space, and explain how these can be overcome
2.20	Explain what recording documentation needs to be completed for the measuring and setting out activities undertaken
2.21	Describe the organisational procedures to be adopted for the safe disposal of waste of all types of materials
2.22	Describe the extent of their own authority, and explain whom they should report to if they have a problem that they cannot resolve





Level 3 Unit – Installing Lift Well and Ancillary Equipment



This unit covers the skills and knowledge needed to prove the competences required to install lift well and ancillary equipment, in accordance with approved procedures. This will require the learner to assess the site for the proposed installation, and to make the necessary arrangements to have the required lifting and handling equipment, installation tools and any specified components and site services available, so that the installation can be carried out safely and efficiently. The learner will be required to install a range of lift well and ancillary components, such as guide brackets, safety gear, car frame, guide shoes/rollers, isolation and multiplying pulleys, counterweight structure, filler weights, car enclosure panels, landing push boxes, indicator panels, buffers, well switches and cams, floor selector devices and decorative finishes.

This unit does not involve maintenance/repair type activities, such as removal and replacement of existing equipment.

The learner will be required to select the appropriate tools and equipment to use, based on the operations to be performed and the equipment and components to be worked on during the installation. The learner will be expected to use appropriate tools and techniques to position, level and align the equipment, and to make all necessary connections, to the required specification. The installation activities will include making all necessary checks and adjustments, to ensure that the components are correctly positioned and aligned, have appropriate working clearances, are tightened to the correct torque, and that the installation meets the required specification.

Unit introduction



The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying installation procedures for lift well and ancillary equipment. The learner will know about the equipment being installed, its installation requirements, the correct function of the equipment and any associated problems, in adequate depth to provide a sound basis for carrying out the installation process safely and effectively. The learner will also understand the installation methods and procedures used, and their application, in sufficient depth to be able to carry out the installation activities, identify and resolve any installation problems, and ensure that the installed equipment meets the specification.

The learner will understand the safety precautions required when carrying out the installation activities, especially those for ensuring the safe isolation of services. The learner will be required to demonstrate safe working practices throughout, taking the necessary safeguards to protect themselves and others in the workplace.

Assessment



Unit Reference Number	L/601/0575	
Qualification Framework	RQF	
Title	Installing Lift Well and A Equipment	ncillary
Unit Level	Level 3	
Guided Learning Hours	84	
Unit Credit Value	25	
Unit Grading Structure	Pass / Fail	

Learning outcomes - the learner will	Assessment criteria - the learner can
1. Install Lift Well and Ancillary Equipment	 1.1 Work safely at all times, complying with health and safety and other relevant regulations and guidelines 1.2 Carry out all of the following during the installation activities: plan the installation activities to minimise disruption to normal working ensure that they have the correct installation documentation (such as drawings, instructions, manufacturer's data, settings and other documentation) adhere to risk assessment, COSHH and other relevant safety standards obtain clearance to carry out the installation activities ensure that electrical supplies have been isolated ensure safe access and working arrangements for the installation area carry out the installation activities using appropriate techniques and procedures dispose of waste items in a safe and environmentally acceptable manner leave the work area in a safe condition and free from foreign object debris 1.3 Confirm that all of the following conditions have been met, prior to installing the lift equipment: the site is suitably prepared for the installation to take place appropriate utilities are available (such as gas, water, air, electricity) the site is accessible, and free from obstructions or hazards any required installation consumables are available safety and environmental conditions can be met 1.4 Follow all relevant drawings and specifications for the installation being carried out Use the correct tools and equipment for the installation operations and check that they are in a safe and usable condition Move and position equipment, using two of the following: slings



	portable lifting equipment
	block and tackle
	manual handling
1.7	Use two of the following instruments/devices during the installation activities:
· · ·	straight edges
	engineer's levels
	mechanical measuring instruments/devices
	electrical measuring instruments
	laser equipment
	self-diagnosis equipment
1.0	
1.8	Install, position and secure the equipment and components in accordance with the specification
1.9	Install twelve of the following types of lift well components and ancillary equipment:
	guide brackets
	• car frame
	safety gear
	guide shoes/rollers
	filler weights
	landing push boxes
	indicator panels
	• buffers
	well switches and cams
	floor selector devices
	decorative finishes
	isolation and multiplying pulleys
	conduit or trunking
	cables and wires
	counterweight structure and shoes/rollers
	car enclosure panels (such as roof, sides and back)
1.10	Apply the correct installation methods and techniques for nine of the following:
	drilling and hole preparation
	positioning and securing equipment
	aligning of equipment
	levelling of equipment
	shimming and packing
	lifting and supporting
	removing protective coatings and burrs
	dressing guide joints
	connecting electrical wires and cables
	securing by using mechanical fixings

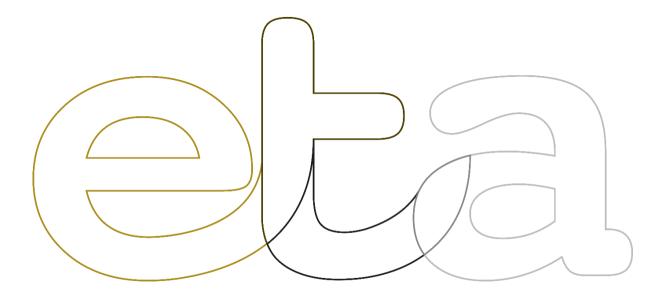


			securing by using masonry fixings
			applying screw fastening locking devices
		1.11	Carry out the necessary checks, and adjust/rectify where appropriate, to include all of the following:
			working clearance is correct
			fluid/oil reservoirs are at an appropriate level
			making 'off-load' checks
			level and alignment are correct
			electrical wiring is encased and secure
			electrical continuity is achieved
			visual (for completeness and freedom from damage)
			other sensory checks (sound, smell, touch)
			moving parts are clear of obstruction and guarded
			torque setting of fasteners is correct
			locking devices are fitted to fasteners (if appropriate)
			Check that all necessary connections to the equipment are complete
		1.13	
			equipment manufacturer's operating spec/range
			BS and/or ISO standards (including BS EN 81, ISO 9000)
			BS 7255 (code of practice)
			the Lift Regulations
			customer standards and requirements
		4.44	company standards and procedures
			Deal promptly and effectively with problems within their control and report those that cannot be solved
			Check that the installation is complete and that all components are free from damage
		1.16]
			installation records
			company specific documentation
		0.4	• job card
2.	Know how to Install Lift Well and	2.1	Explain the specific safety practices and procedures that they need to observe when installing lift well and
	Ancillary Equipment		ancillary equipment (including any specific legislation, regulations or codes of practice for the activities,
			equipment or materials)
		2.2	Explain the procedures to be carried out before starting work on the installation (such as obtaining permits to work, obtaining and complying with risk assessments and other health and safety requirements)
		2.3	Explain the health and safety requirements of the work area where they are carrying out the installation
			activities, and the responsibility these requirements place on them
		2.4	Describe the hazards associated with installing lift well and ancillary equipment, and with the tools and
			equipment used, and how they can be minimised
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2.5	Explain what personal protective equipment (PPE) they need to use for the installation activities, and where it can be obtained
2.6	Explain how to interpret the drawings, standards, quality control procedures and specifications used for the installation (including BS and ISO schematics, symbols and terminology)
2.7	Explain how to carry out currency/issue checks on the specifications they are working with
2.8	Explain what preparations need to be carried out on the equipment prior to installation
2.9	Describe the equipment to be installed, its operating procedures and function
2.10	
2.11	Explain the importance of applying the correct torque loading on the fasteners, and what can happen if these loadings are exceeded or not achieved
2.12	
2.13	Describe the types of tools and instruments used to position, secure and align the equipment (such as spanners, torque wrenches, engineer's levels and laser devices)
2.14	Describe the techniques used to position, align, level, adjust and secure the equipment
2.15	Describe the methods of lifting, handling and supporting the equipment during the installation activities (such as portable lifting equipment, block and tackle, slings and manual handling)
2.16	Explain the importance of electrical bonding, why it is critical, and why it must be both mechanically and electrically secure
2.17	Explain what electrical checks must be carried out
2.18	Describe the procedure for the safe disposal of waste materials
2.19	Explain how to conduct any necessary checks and adjustments to ensure the equipment integrity, accuracy and quality of the installation
2.20	Explain how to recognise installation defects (such as leaks, poor seals, misalignment, levels, ineffective fasteners, damage, or contamination)
2.21	Explain the importance of ensuring that the completed installation is free from dirt, damage and defects
2.22	Describe the calibration/care and control procedures for the tools and equipment used during the installation activities
2.23	Describe the problems that can occur with the installation operations, and explain how these can be overcome
2.24	Explain what recording documentation needs to be completed for the activities undertaken
2.25	Describe the organisational procedures to be adopted for the safe disposal of waste of all types of materials
2.26	Describe the extent of their own authority, and explain whom they should report to if they have a problem that they cannot resolve
	they earnier receive





Level 3 Unit – Installing Traction Lift Equipment



This unit covers the skills and knowledge needed to prove the competences required to install traction lift equipment in accordance with approved procedures. This will require the learner to assess the site for the proposed installation, and to make the necessary arrangements to have the required lifting and handling equipment, installation tools and any specified components and site services available, so that the installation can be carried out safely and efficiently. The learner will be required to install a range of traction lift equipment, such as lifting machine, traction sheave, diverting pulley, over-speed governor, controller and lift machine isolation pads.

This unit does not involve maintenance/repair type activities, such as removal and replacement of existing equipment.

The learner will be required to select the appropriate tools and equipment to use, based on the operations to be performed and the equipment and components to be worked on during the installation. The learner will be expected to use appropriate tools and techniques to position, level and align the equipment, and to make all necessary connections, to the required specification. The installation activities will include making all necessary checks and adjustments to ensure the components are correctly positioned and aligned, have appropriate working clearances and are tightened to the correct torque, and that the installation meets the required specification.

Unit introduction



The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying installation procedures for traction lift equipment. The learner will know about the equipment being installed, its installation requirements, the correct function of the equipment and any associated problems, in adequate depth to provide a sound basis for carrying out the installation process safely and effectively. The learner will also understand the installation methods and procedures used, and their application, in sufficient depth to be able to carry out the installation activities, identify and resolve any problems, and ensure that the installed equipment meets the required specification.

The learner will understand the safety precautions required when carrying out the installation activities, especially those for ensuring the safe isolation of services. The learner will be required to demonstrate safe working practices throughout and will understand their responsibility for taking the necessary safeguards to protect themselves and others in the workplace.

Assessment



Unit Reference Number	R/601/0576
Qualification Framework	RQF
Title	Installing Traction Lift Equipment
Unit Level	Level 3
Guided Learning Hours	84
Unit Credit Value	25
Unit Grading Structure	Pass / Fail

Learning outcomes - the learner will		Assessment criteria - the learner can		
1.	Install Traction Lift Equipment	1.1	Work safely at all times, complying with health and safety and other relevant regulations and guidelines	
		1.2	Carry out all of the following during the installation activities:	
			plan the installation activities to minimise disruption to normal working	
			ensure that they have the correct installation documentation (such as, drawings, instructions,	
			manufacturer's data, settings and other documentation)	
			adhere to risk assessment, COSHH and other relevant safety standards abtain placeages to correspond to participate activities.	
			 obtain clearance to carry out the installation activities ensure that electrical supplies have been isolated 	
			ensure safe access and working arrangements for the installation area	
			 carry out the installation activities using appropriate techniques and procedures 	
l			 dispose of waste items in a safe and environmentally acceptable manner 	
			leave the work area in a safe condition and free from foreign object debris	
		1.3	Confirm that all of the following conditions have been met, prior to installing the lift equipment:	
İ			the site is suitably prepared for the installation to take place	
			appropriate utilities are available (such as gas, water, air, electricity)	
			the site is accessible and free from obstructions or hazards	
			any required installation consumables are available	
			safety and environmental conditions can be met	
		1.4	Follow all relevant drawings and specifications for the installation being carried out	
i		1.5	Use the correct tools and equipment for the installation operations and check that they are in a safe and usable	
		4.0	condition	
		1.6	Move and position equipment using two of the following:	
i			slings nortable lifting aguinment	
			portable lifting equipment	



	block and tackle
	manual handling and moving of loads
1.7	Use two of the following instruments/devices during the installation activities:
	straight edges
	engineer's levels
	dial test indicators
	mechanical measuring instruments/devices
	electrical measuring instruments
	self-diagnostic equipment
1.8	Install, position and secure the equipment and components in accordance with the specification
1.9	Install all of the following types of traction lift equipment:
	lifting machine
	over-speed governor
	diverting pulley
	traction sheave
	lift controller equipment
	lift machine isolation pads
	conduit/trunking
	cables and wires
1.10	Apply the correct installation methods and techniques for nine of the following:
	drilling and hole preparation
	positioning and securing the equipment
	aligning equipment to plumb lines and marked dimensions
	aligning pulley with sheave and counterweight
	plumbing with rope pick-up points
	aligning governor with rope anchorage and tension frame
	levelling the equipment
	shimming and packing
	lifting and supporting
	protecting the installation from weather
	connecting electrical wires and cables
	securing by using mechanical fixings
	applying screw fastening locking devices
1.11	Carry out all necessary checks, and adjust/rectify where appropriate, to include all of the following:
	working clearance is appropriate
	correct application of oils and greases
	making 'off-load' checks
	level and alignment are correct
	electrical wiring is encased and secure

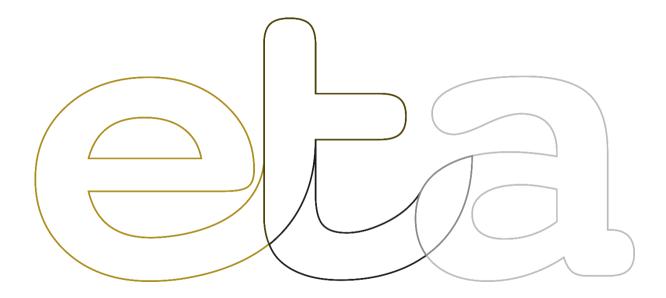


			electrical continuity is achieved
			visual (for completeness and freedom from damage)
			other sensory checks (sound, smell, touch)
			moving parts are guarded and clear of obstruction
			torque setting of fasteners is correct
			locking devices are fitted to fasteners (where appropriate)
		1.12	Check that all necessary connections to the equipment are complete
	F		Produce installations which comply with two of the following:
			equipment manufacturer's operating spec/range
			BS and/or ISO standards (including BS EN 81)
			BS 7255 (code of practice)
			customer standards and requirements
			company standards and procedures
			the Lift Regulations
		1.14	Deal promptly and effectively with problems within their control and report those that cannot be solved
	l E		Check that the installation is complete and that all components are free from damage
		1.16	Complete the relevant paperwork, to include one of the following, and pass it to the appropriate people:
			• installation records
			company specific documentation
			• job card
2.	Know how to Install Traction Lift	2.1	Explain the specific safety practices and procedures that they need to observe when installing traction lift
	Equipment		equipment (including any specific legislation, regulations or codes of practice for the activities, equipment or
			materials)
		2.2	Explain the procedures to be carried out before starting work on the installation (such as obtaining permits to
			work, obtaining and complying with risk assessments and other health and safety requirements)
		2.3	Explain the health and safety requirements of the work area where they are carrying out the installation
			activities, and the responsibility these requirements place on them
		2.4	Describe the hazards associated with installing traction lift equipment, and with the tools and equipment used,
			and explain how they can be minimised
		2.5	Explain what personal protective equipment (PPE) they need to use for the installation activities, and where it
			can be obtained
		2.6	Explain how to interpret the drawings, standards, quality control procedures and specifications used for the
			installation (including BS and ISO schematics, symbols and terminology)
		2.7	Explain how to carry out currency/issue checks on the specifications they are working with
		2.8	Explain what preparations need to be carried out on equipment prior to installation
		2.9	Describe the equipment to be installed, its operating procedures and function
		2.10	Describe the various mechanical fasteners that will be used, and explain their method of installation (including,
			threaded fasteners, special securing devices)
			unreaded rasteriers, special securing devices)



2.11	Explain the importance of applying the correct torque loading on the fasteners, and what can happen if these loadings are exceeded or not achieved
2.12	Explain the procedures for ensuring that they have the correct tools, equipment, and fasteners for the installation activities
2.13	Describe the types of tools and instruments used to position, secure and align the equipment (such as spanners, torque wrenches, engineer's levels)
2.14	Describe the techniques used to position, align, level, adjust and secure the equipment
2.15	
2.16	Explain what electrical checks need to be carried out on the traction lift equipment
2.17	Explain how to conduct any necessary checks and adjustments to ensure the equipment integrity, accuracy and quality of the installation (including the fitting of guards to all moving parts and covers on electrical connections)
2.18	Explain how to recognise installation defects (such as leaks, poor seals, misalignment, ineffective fasteners, damage)
2.19	Explain the lubrication requirements, and methods for protecting equipment from mechanical and weather damage
2.20	Explain the importance of ensuring that the completed installation is free from dirt and damage, and that components are correctly covered/protected
2.21	Describe the calibration/care and control procedures for the tools and equipment used during the installation activities
2.22	Describe the problems that can occur with the installation operations, and explain how these can be overcome
2.23	Explain what recording documentation needs to be completed for the activities undertaken
2.24	Describe the organisational procedures to be adopted for the safe disposal of waste of all types of materials
2.25	Describe the extent of their own authority, and explain whom they should report to if they have a problem that they cannot resolve





Level 3 Unit – Installing Lift Ropes and Chains



This unit covers the skills and knowledge needed to prove the competences required to install lift ropes and chains, in accordance with approved procedures. This will require the learner to assess the site for the proposed installation, and to make the necessary arrangements to have the required lifting and handling equipment, installation tools and any specified components and site services available, so that the installation can be carried out safely and efficiently. The learner will be required to install a range of lift ropes and chains, such as suspension ropes and chains, safety ropes and chains, governor ropes and chains.

This unit does not involve maintenance/repair type activities, such as removal and replacement of existing equipment.

The learner will be required to select the appropriate tools and equipment to use, based on the operations to be performed and the equipment and components to be worked on during the installation. The learner will be expected to use appropriate tools and techniques to position, level, align and tension the equipment, and to make all necessary connections, to the required specification. The installation activities will include making all necessary checks and adjustments to ensure the components are correctly positioned and aligned, have appropriate tension or working clearances, are tightened to the correct torque, and that the installation meets the required specification.

Unit introduction



The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying installation procedures for lift ropes and chains. The learner will know about the equipment being installed, its installation requirements, the correct function of the equipment and any associated problems, in adequate depth to provide a sound basis for carrying out the installation process safely and effectively. The learner will also understand the installation methods and procedures used, and their application, in sufficient depth to be able to carry out the installation activities, identify and resolve any installation problems, and ensure that the installed equipment meets the required specification.

The learner will understand the safety precautions required when carrying out the installation activities, especially those for ensuring the safe isolation of services. The learner will be required to demonstrate safe working practices throughout and will understand their responsibility for taking the necessary safeguards to protect themselves and others in the workplace.

Assessment



Unit Reference Number	R/601/0626
Qualification Framework	RQF
Title	Installing Lift Ropes and Chains
Unit Level	Level 3
Guided Learning Hours	84
Unit Credit Value	25
Unit Grading Structure	Pass / Fail

Learning outcomes - the learner will		Assessment criteria - the learner can		
1.	Install Lift Ropes and Chains	1.1	Work safely at all times, complying with health and safety and other relevant regulations and guidelines	
		1.2	Carry out all of the following during the installation activities:	
			plan the installation activities to minimise disruption to normal working	
			ensure that they have the correct installation documentation (such as, drawings, instructions, manufacturer's data actions and other decumentation)	
			manufacturer's data, settings and other documentation)	
			 adhere to risk assessment, COSHH and other relevant safety standards obtain clearance to carry out the installation activities 	
			 obtain clearance to carry out the installation activities ensure that electrical supplies have been isolated 	
			 ensure safe access and working arrangements for the installation area 	
			 carry out the installation activities, using appropriate techniques and procedures 	
			 dispose of waste items in a safe and environmentally acceptable manner 	
			 leave the work area in a safe condition and free from foreign object debris 	
		1.3	Confirm that all of the following conditions have been met, prior to installing the lift ropes and chains:	
			the site is suitably prepared for the installation to take place	
			appropriate utilities are available (such as gas, water, air, electricity)	
			the site is accessible and free from obstructions or hazards	
			any required installation consumables are available	
			safety and environmental conditions can be met	
		1.4	Follow all relevant drawings and specifications for the installation being carried out	
		1.5	Use the correct tools and equipment for the installation operations and check that they are in a safe and usable	
			condition	
		1.6	Move and position equipment, using two of the following:	
			• slings	
			portable lifting equipment	



	block and tackle
	manual handling and moving of loads
1.8	Install, position and secure the equipment and components in accordance with the specification
1.9	Install all of the following types of lift ropes and chains:
	suspension ropes
	suspension chains
	safety ropes
	safety chains
	governor ropes
	governor chains
1.10	Apply suitable installation methods and techniques, to include all of the following:
	 measuring the position of the car, counterweight or jack crosshead
	 calculating chain length (including allowances for stretching, overrun/run-by)
	calculating rope length (including allowances for stretching, overrun/run-by)
	cutting ropes
	cutting chains
	terminating ropes
	terminating chains
	positioning and securing ropes positioning and securing ropes
	positioning and securing chains aligning and tancianing rapes.
	aligning and tensioning ropes aligning and tensioning chains
	aligning and tensioning chains lifting and supporting
	 lifting and supporting securing using mechanical fixings
1.11	Carry out all relevant checks, and adjust/rectify where appropriate, to include all the following:
	 working clearance is appropriate
	rope tension and length are correct
	chain tension and length are correct
	correct application of oils and greases
	travel limits are set
	alignment is correct
	visual (for completeness and freedom from damage)
	visual (ropes are installed correctly)
	visual (chains are installed correctly)
	moving parts are guarded and clear of obstruction
	torque setting of fasteners is correct (where appropriate)
	locking devices are fitted to fasteners (where appropriate)
1.12	Check that all necessary connections to the equipment are complete

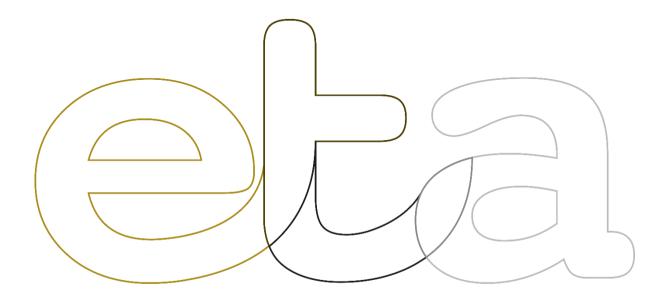


		4.40	Descriptions in stallations which committee the following
		1.13	
			equipment manufacturer's operating spec/range
			British Standard BS EN 81
			customer standards and requirements
			company standards and procedures
			Deal promptly and effectively with problems within their control and report those that cannot be solved
		1.15	
		1.16	Complete the relevant paperwork, to include one of the following, and pass it to the appropriate people:
			installation records
			company specific documentation
			job card
			rope test certificate
2.	Know how to Install Lift Ropes	2.1	Explain the specific safety practices and procedures that they need to observe when installing lift ropes and
	and Chains		chains (including any specific legislation, regulations or codes of practice for the activities, equipment or
			materials)
		2.2	Explain the procedures to be carried out before starting work on the installation (such as obtaining permits to
			work, obtaining and complying with risk assessments and other health and safety requirements)
		2.3	Explain the health and safety requirements of the work area where they are carrying out the installation
			activities, and the responsibility these requirements place on them
		2.4	Describe the hazards associated with installing lift ropes and chains, and with the tools and equipment used,
			and explain how they can be minimised
		2.5	Explain the safe use of rope/chain cutting equipment, in accordance with company and statutory legislation
		2.6	Explain what personal protective equipment (PPE) they need to use for the installation activities, and where it
			can be obtained
		2.7	Explain how to interpret the drawings, standards, quality control procedures and specifications used for the
			installation (including BS and ISO schematics, symbols and terminology)
		2.8	Explain how to carry out currency/issue checks on the specifications they are working with
		2.9	Explain what preparations need to be carried out on the various ropes and chains prior to installation
		2.10	Describe the different ropes and chains to be installed, their construction and operating parameters
		2.11	Describe the different types of rope and chain terminations used
		2.12	Explain how to calculate the correct chain/rope length (including allowances for stretching, overrun/run-by)
		2.13	
		2.14	Explain how the length of suspension, safety and governor ropes/chains are calculated from measurements of
			the relative positions of the lift car counterweight or jack/ram cross head
		2.15	Describe the various mechanical fasteners that will be used, and explain their method of installation (including,
			threaded fasteners, special securing devices)
		2.16	Explain the importance of applying the correct torque loading on the fasteners, and what can happen if these
			loadings are exceeded or not achieved
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2.17	Explain the procedures for ensuring that they have the correct tools, equipment, and fasteners for the installation activities
2.18	Describe the types of tools and instruments used to position, secure and align the equipment (such as spanners, torque wrenches)
2.19	Describe the techniques used to position, align, adjust, tension and secure the equipment
2.20	Describe the methods of lifting, handling and supporting the equipment during the installation activities (such as portable lifting equipment, block and tackle, slings and manual handling)
2.21	Explain how to conduct any necessary checks to ensure the equipment integrity, accuracy and quality of the installation
2.22	Explain how to recognise installation defects (such as misalignment, ineffective fasteners, damage, broken strands, kinks)
2.23	Explain the importance of ensuring that the completed installation is free from dirt and damage
2.24	Describe the calibration/care and control procedures for the tools and equipment used during the installation activities
2.25	Describe the problems that can occur with the installation operations, and explain how these can be overcome
2.26	Explain what recording documentation needs to be completed for the activities undertaken
2.27	Describe the organisational procedures to be adopted for the safe disposal of waste of all types of materials
2.28	Describe the extent of their own authority, and explain whom they should report to if they have a problem that they cannot resolve





Level 3 Unit – Installing Lift Doors, Frames and Ancillary Components



This unit covers the skills and knowledge needed to prove the competences required to install lift doors and frames, and ancillary components, in accordance with approved procedures. This will require the learner to assess the site for the proposed installation, and to make the necessary arrangements to have the required lifting and handling equipment, installation tools and any specified components and site services available, so that the installation can be carried out safely and efficiently. The learner will be required to install a range of lift doors, frames and ancillary components, such as power operated doors, manual doors, collapsible gates, bi-parting doors, shutter gates, landing door frame, lift car door frame, landing sill, locks and rollers, door hangers, fire trim and architraves, door operators and safety devices, coupler/skate and door guide shoes. This unit does not involve maintenance/repair type activities, such as removal and replacement of existing equipment.

The learner will be required to select the appropriate tools and equipment to use, based on the operations to be performed and the equipment and components to be worked on during the installation. The learner will be expected to use appropriate tools and techniques to position, level and align the equipment, and to make all necessary connections, to the required specification. The installation activities will include making all necessary checks and adjustments to ensure the components are correctly positioned and aligned, have appropriate tension or working clearances, are tightened to the correct torque, and that the installation meets the required specification.

Unit introduction



The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying installation procedures. The learner will know about the equipment being installed, its installation requirements, its correct function and any associated problems, in adequate depth to provide a sound basis for carrying out the installation process safely and effectively.

The learner will also understand the installation methods and procedures used, and their application, in sufficient depth to be able to carry out the installation activities, identify and resolve any installation problems, and to ensure that the installed equipment meets the required specification.

The learner will understand the safety precautions required when carrying out the installation activities, especially those for ensuring the safe isolation of services. The learner will be required to demonstrate safe working practices throughout and will understand their responsibility for taking the necessary safeguards to protect themselves and others in the workplace.

Assessment



Unit Reference Number	Y/601/0627
Qualification Framework	RQF
Title	Installing Lift Doors, Frames and Ancillary Components
Unit Level	Level 3
Guided Learning Hours	84
Unit Credit Value	25
Unit Grading Structure	Pass / Fail

Learning outcomes - the learner will		Assessment criteria - the learner can	
1.	Install Lift Doors, Frames and	1.1	Work safely at all times, complying with health and safety and other relevant regulations and guidelines
	Ancillary Components	1.2	Carry out all of the following during the installation activities:
			plan the installation activities to minimise disruption to normal working
			ensure that they have the correct installation documentation (such as, drawings, instructions, property of the control of the contr
			manufacturer's data, settings and other documentation)
			 adhere to risk assessment, COSHH and other relevant safety standards obtain clearance to carry out the installation activities
			ensure that electrical supplies have been isolated
			ensure safe access and working arrangements for the installation area
			carry out the installation activities, using appropriate techniques and procedures
			dispose of waste items in a safe and environmentally acceptable manner
			leave the work area in a safe condition and free from foreign object debris
		1.3	Confirm that all of the following conditions have been met, prior to installing the lift equipment:
			the site is suitably prepared for the installation to take place
			appropriate utilities are available (such as gas, water, air, electricity)
			the site is accessible and free from obstructions or hazards
			any required installation consumables are available
		4.4	safety and environmental conditions can be met
		1.4	Follow all relevant drawings and specifications for the installation being carried out
		1.5	Use the correct tools and equipment for the installation operations and check that they are in a safe and usable
		4.0	condition
		1.6	Use all of the following instruments/devices during the installation activities:
			straight edges
			gap gauges



an aine a aria la vala	
engineer's levels	
mechanical measuring instruments/devices	
electrical measuring instruments	
1.7 Install, position and secure the equipment and components in accordance with the specification	
1.8 Install all of the following door frames and ancillary components:	
landing door frame	
lift car door frame	
landing sill	
door guide shoes	
door locks and rollers	
door hangers	
fire trim and architraves	
cables and wires	
door operators	
door safety devices	
coupler/skate	
1.9 Install all of the following types of lift door:	
power operated doors	
manual doors	
collapsible gates	
bi-parting doors	
shutter gates	
1.10 Apply installation methods and techniques for seven of the following:	
drilling and hole preparation	
positioning and secure doors and frames	
aligning of equipment	
levelling of equipment	
shimming and packing	
lifting and supporting	
removing protective coverings	
connecting electrical wires and cables	
securing by using mechanical fixings	
applying screw fastening locking devices	
1.11 Carry out all relevant checks, and adjust/rectify where appropriate, to include all the following:	
working clearance is suitable	
correct application of oils and greases	
travel limits are set	
making 'off-load' checks	
level and alignment are correct	

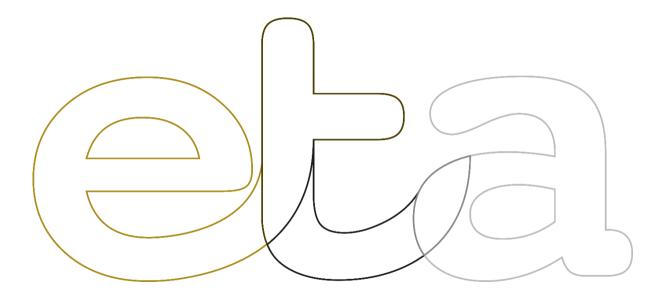


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			electrical wiring is encased and secure electrical continuity is achieved.
			electrical continuity is achieved visual (for completeness and freedom from demage)
			visual (for completeness and freedom from damage) the area and a second area in the second area.
			other sensory checks (sound, smell, touch)
			moving parts are guarded and clear of obstruction
			torque setting of fasteners is correct
			locking devices are fitted to fasteners (where appropriate)
			Check that all necessary connections to the equipment are complete
		1.13	
			equipment manufacturer's operating spec/range
			British Standard BS EN 81
			customer standards and requirements
			company standards and procedures
		1.14	Deal promptly and effectively with problems within their control and report those that cannot be solved
		1.15	Check that the installation is complete and that all components are free from damage
		1.16	Complete the relevant paperwork, to include one of the following, and pass it to the appropriate people:
			installation records
			job card
			company specific documentation
2.	Know how to Install Lift Doors,	2.1	Explain the specific safety practices and procedures that they need to observe when installing lift doors,
	Frames and Ancillary		frames and ancillary components (including any specific legislation, regulations/codes of practice for the
	Components		activities, equipment or materials)
		2.2	Explain the procedures to be carried out before starting work on the installation (such as obtaining permits to
			work, obtaining and complying with risk assessments and other health and safety requirements)
		2.3	Explain the health and safety requirements of the work area where they are carrying out the installation
			activities, and the responsibility these requirements place on them
		2.4	Describe the hazards associated with installing lift doors and frames, and with the tools and equipment used,
			and explain how they can be minimised
		2.5	Explain what personal protective equipment (PPE) they need to use for the installation activities, and where it
			can be obtained
		2.6	Explain how to interpret the drawings, standards, quality control procedures and specifications used for the
			installation (including BS and ISO schematics, symbols and terminology)
		2.7	Explain how to carry out currency/issue checks on the specifications they are working with
		2.8	Explain what preparations need to be carried out on the equipment prior to installation
		2.9	Describe the equipment to be installed, its operating procedures and function
		2.10	Explain the application of the different types of door (including why they have been selected)
		2.11	Explain the different types of door operating systems
1			Explain the americal types of door operating systems



2.12	Describe the various mechanical fasteners that will be used, and explain their method of installation (including, threaded fasteners, special securing devices)
2.13	Explain the importance of applying the correct torque loading on the fasteners, and what can happen if these loadings are exceeded or not achieved
2.14	Explain the procedures for ensuring that they have the correct tools, equipment, and fasteners for the installation activities
2.15	Describe the types of tools and instruments used to position, secure and align the equipment (such as spanners, torque wrenches, engineer's levels)
2.16	Describe the techniques used to position, align, level, adjust and secure the equipment
2.17	Describe the methods of lifting, handling and supporting the equipment during the installation activities (such as portable lifting equipment, block and tackle, slings and manual handling)
2.18	Explain the importance of carrying out electrical checks on lift doors and ancillary components
2.19	Explain how to conduct any necessary checks and adjustments to ensure the equipment integrity, accuracy and quality of the installation
2.20	Explain how to recognise installation defects (such as jamming, misalignment, ineffective fasteners, damage)
2.21	Explain the lubrication requirements, and methods for protecting equipment from damage
2.22	Explain the importance of ensuring that the completed installation is free from dirt and damage, and of ensuring that any exposed components are correctly covered/protected
2.23	
2.24	Describe the problems that can occur with the installation operations, and explain how these can be overcome
2.25	
2.26	Describe the organisational procedures to be adopted for the safe disposal of waste of all types of materials
2.27	Describe the extent of their own authority, and explain whom they should report to if they have a problem that they cannot resolve





Level 3 Unit – Checking and Setting Lift Installations



Unit aim

This unit covers the skills and knowledge needed to prove the competences required to carry out checks on lift installations, in accordance with approved procedures. The learner will be required to carry out a number of checks on various lift components, such as safety circuits, ropes and chains, trailing cables, door operators, alarm systems, lift controller, safety mechanisms, lift machine, hydraulic pump and gearbox. The learner will also be expected to carry out checks on the lift sequence and ride quality. The learner will check that the lift has been installed to the required specification by carrying out checks in a planned and logical sequence. This will involve adjusting, functional checking, resolving problems and rectifying faults at component or sub-assembly level, in accordance with company policy and manufacturer's instructions.

The learner will be expected to apply a range of installation checking methods and techniques, such as checking settings, aligning and adjusting components, torque loading components, making 'off-load' checks, and running the lift at reduced and full speed. Following successful completion of these activities, the learner will be responsible for handing over the equipment to the appropriate people.

Unit introduction

The learner's responsibilities will require them to comply with organisational policy and procedures for the checking activities undertaken, and to report any problems with these activities or the tools and equipment used, that they cannot personally resolve or are outside their permitted authority, to the relevant people. The learner must ensure that all tools, equipment and materials used in the checking activities are removed from the work area on completion of the activities, and that all necessary handover documentation is completed accurately and legibly. The learner will be expected to work with a minimum of supervision, taking personal responsibility for their own actions and for the quality and accuracy of the work that they carry out.

The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying procedures for the checking of lift installations. The learner will understand the checking methods, techniques and procedures, and their application.



The learner will know how the lift functions, the purpose of the individual components and any associated defects, in adequate depth to provide a sound basis for carrying out the checking activities and solving functional problems, ensuring that the equipment performs to the required specification. In addition, the learner will have sufficient in-depth knowledge to ensure that all components are fit for purpose and meet the specifications.

The learner will understand the safety precautions required when carrying out the checking activities, especially those for isolating the equipment. The learner will also understand their responsibilities for safety and the importance of taking the necessary safeguards to protect themselves and others in the workplace.

Assessment

To achieve this unit, the learner needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit through a variety of assessment methods appropriate to the delivery environment.



Unit Reference Number	D/601/0628
Qualification Framework	RQF
Title	Checking and Setting Lift Installations
Unit Level	Level 3
Guided Learning Hours	77
Unit Credit Value	25
Unit Grading Structure	Pass / Fail

Learning outcomes - the learner will		Assessment criteria - the learner can		
1.	Check and Set Lift Installations	1.1	Work safely at all times, complying with health and safety and other relevant regulations and guidelines	
		1.2	Carry out all of the following during the checking activities:	
			use the correct issue of drawings, job instructions and installation specifications	
			adhere to risk assessment, COSHH and other relevant safety standards	
			 ensure safe access and working arrangements when checking lift installations 	
			 check calibration dates of the tools and measuring instruments to be used 	
			 carry out the checks on lift installations using the appropriate techniques and procedures 	
			leave the work area in a safe condition	
			handover the lift installation and documentation to the appropriate people	
		1.3	Follow and make appropriate use of the specifications for the product or asset being checked	
		1.4	Check lift installations using all of the following information:	
			customer requirements	
			equipment specifications	
			installation data	
			installation standards	
		1.5	Use all the correct tools and inspection equipment and check that they are in useable condition	
		1.6	Use two of the following instruments/devices when checking the lift installation:	
			linear measuring devices	
			multimeter	
			pressure testing devices	
			specific diagnostic aids	
		1.7	Carry out the checks in an appropriate sequence using approved methods and procedures	
		1.8	Carry out installation checks on one of the following types of lift equipment:	



	hydraulic
	traction
1.9	Carry out all of the following checks prior to initial start-up:
	the lift is free from obstructions/hazards, and safety/environmental conditions have been met
	check for damage to lift assemblies following the installation
	the lift has been installed and positioned according to specification
	all connections have been made correctly (mechanical, electrical, fluid power)
	all lubricants and grease have been applied before start-up
	all moving parts are clear of obstructions
	all fluid levels are correct before start-up
	all labels, safety and warning signs are placed in the correct locations
	all guarding and safety systems are in position and operable
1.10	
	carry out start-up procedures and confirm that the lift and associated equipment meets specifications
	run the lift equipment at reduced speed
	check for leaks during operations
	make sensory checks (sight, sound, smell, touch)
	check the lift operation/sequence including door opening/closing
	identify any functional problems
	monitor and record measurements and/or observations
	shut down/isolate lift to a safe condition
1.11	Carry out all the following installation checks, and adjust where appropriate:
	supply phases and connections to motors
	rope terminations
	chain terminations
	rope tension
	chain tension
	trailing cables are looped correctly
	lubrication points are oiled/greased to specification
	gearbox or hydraulic oil levels
1.12	Carry out all the following checks, and adjust/rectify where appropriate to include:
	safety circuits
	door operators
	overrun/run-by
	door closing protection devices
	lift machine/hydraulic pump unit
	lift controller equipment
	alarm systems
	lift car travel

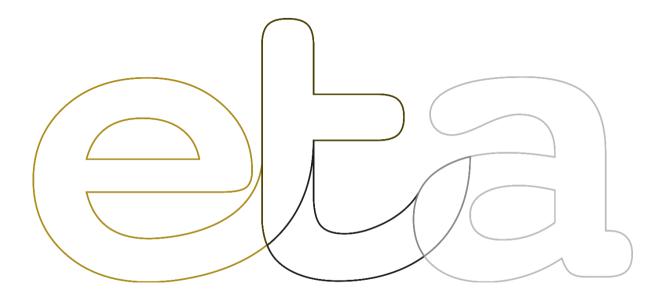


			ancillary equipment
			counterweight operates correctly (traction lifts only)
		1.13	Check that the lift installation complies with two of the following standards:
			BS standards and procedures (such as BS EN 81)
			customer standards and requirements
			company standards and procedures
			specific system requirements
			the Lift Regulations
		1.14	Identify and assess any defects or variations from the specification and take appropriate action
			Rectify faults as part of the checking process, to include carrying out all of the following:
			identifying the source of the fault
			dismantling equipment to unit, sub-assembly or component level
			proof marking/labelling components to aid re-assembly
			replacing or repairing damaged or defective components
			setting, aligning and adjusting replaced components
			tightening fastenings to the required torque
			replenishing oils and greases (where appropriate)
			re-running the checks to confirm that correct operation is now achieved
		1.16	Report completion of compliance activities in line with organisational procedures
		1.17	Complete the relevant paperwork, to include one of the following, and pass it to the appropriate people:
			• job card
			installation report
	16 1 10 116		company specific documentation
2.	Know how to Check and Set Lift Installations	2.1	Explain the specific safety practices and procedures that they need to observe when checking lift installations (including any specific legislation, regulations or codes of practice for the activities and lift equipment)
		2.2	Explain the procedures to be carried out before checking the lift installation (such as obtaining permits to work,
			obtaining and complying with risk assessments and other health and safety requirements)
		2.3	Explain the specific health and safety precautions to be applied during the checking procedure, and their effects on others
i l		2.4	Describe the hazards associated with carrying out checks on lift installations (handling oils, greases, stored
			pressure/force, misuse of tools, using damaged or badly maintained tools and equipment, not following laid-
			down checking procedures), and explain how to minimise them
		2.5	Explain the importance of wearing personal protective equipment (PPE) during the checking process, and
, ,			where it can be obtained
' j		2.6	Explain how to obtain and interpret drawings, specifications, manufacturers' manuals, instructions, and other
		1	documents needed in the checking process
			documents needed in the checking process
		2.7	Explain how to carry out currency/issue checks on the specifications they are working with



	individual units/components and how they interact
2.9	Explain what checks need to be carried out prior to starting up the lift (including installation damage, lift obstructions, mechanical and electrical connections, gearbox/hydraulic oil levels, lubrication points, rope and chain terminations and tension)
2.10	Explain what functional checks need to be carried out at reduced speed (including door operators, overrun/runby, safety systems, alarm system, lift machine/hydraulic pump, lift controller, counterweight and lift car travel)
2.11	Explain the equipment operating and control procedures to be applied during the checking activity
2.12	Explain the importance of making 'off-load' checks before running the equipment under power
2.13	Explain the importance of running the equipment at reduced speed to ensure satisfactory performance
2.14	Explain how to make adjustments to lift components/assemblies to ensure that they function correctly
2.15	Describe the fault diagnostic techniques that can be used to help identify problems with the running of the
	equipment
2.16	Describe the measuring equipment used when checking lift installations (such as linear measuring devices, electrical measuring instruments, pressure testing devices and self-diagnostic aids)
2.17	Explain how to check that tools and equipment are free from damage or defects, are in a safe and usable condition
2.18	Explain what recording and/or reporting documentation needs to be completed for the activities undertaken
2.19	Describe the types of problem associated with the checking activity, and explain how they can be overcome
2.20	Describe the organisational procedure(s) to be adopted for the safe disposal of waste of all types of materials
2.21	Describe the extent of their own authority, and explain whom they should report to if they have a problem that they cannot resolve





Level 3 Unit – Installing Hydraulic Lift Equipment



Unit aim

This unit covers the skills and knowledge needed to prove the competences required to install hydraulic lift equipment, in accordance with approved procedures. This will require the learner to assess the site for the proposed installation, and to make the necessary arrangements to have the required lifting and handling equipment, installation tools and any specified components and site services available, so that the installation can be carried out safely and efficiently. The learner will be required to install a range of hydraulic lift equipment, such as the cylinder base plate, hydraulic cylinder, jack assembly, pump unit, hydraulic pipes and hoses, cylinder and jack brackets and guides, and lift controller equipment.

This unit does not involve maintenance/repair type activities, such as removal and replacement of existing equipment.

The learner will be required to select the appropriate tools and equipment to use, based on the operations to be performed and equipment and components that need to be worked on during the installation. The learner will be expected to use appropriate tools and techniques to position, level, align and tension the equipment, and to make all necessary connections to the required specification. The installation activities will include making all necessary checks and adjustments to ensure the components are correctly positioned and aligned, have appropriate tension or working clearances, are tightened to the correct torque, and that the installation meets the required specification.

Unit introduction

The learner's responsibilities will require them to comply with organisational policy and procedures for the installation activities undertaken, and to report any problems with the activities, tools or equipment used that they cannot personally resolve, or are outside their permitted authority, to the relevant people. The learner must ensure that all tools, equipment and materials used in the installation activities are removed from the work area on completion of the work, and that all necessary job/task documentation is completed accurately and legibly.



The learner will be expected to work with a minimum of supervision, taking personal responsibility for their own actions and for the quality and accuracy of the work that they carry out. The installation activity may be carried out as a team effort, but the learner must be able to demonstrate a significant personal contribution to the installation activities, in order to satisfy the requirements of the standard. Competence in all the areas required by the standard must be demonstrated.

The learner's knowledge will provide a good understanding of their work and will provide an informed approach to applying installation procedures for hydraulic lift equipment. The learner will know about the equipment being installed, its installation requirements, the correct function of the equipment and any associated problems, in adequate depth to provide a sound basis for carrying out the installation process safely and effectively.

The learner will also understand the installation methods and procedures used, and their application, in sufficient depth to be able to carry out the installation activities, identify and resolve any installation problems, and ensure that the installed equipment meets the required specification.

The learner will understand the safety precautions required when carrying out the installation activities, especially those for ensuring the safe isolation of services. The learner will be required to demonstrate safe working practices throughout and will understand their responsibility for taking the necessary safeguards to protect themselves and others in the workplace.

Assessment

To achieve this unit, the learner needs to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria determine the standard required to achieve the unit through a variety of assessment methods appropriate to the delivery environment.



Unit Reference Number	R/601/0674
Qualification Framework	RQF
Title	Installing Hydraulic Lift Equipment
Unit Level	Level 3
Guided Learning Hours	84
Unit Credit Value	25
Unit Grading Structure	Pass / Fail

Learning outcomes - the learner will		Assessment criteria - the learner can	
1.	Install Hydraulic Lift Equipment	1.1	 Work safely at all times, complying with health and safety and other relevant regulations and guidelines Carry out all of the following during the installation activities: plan the installation activities to minimise disruption to normal working ensure that they have the correct installation documentation (such as, drawings, instructions, manufacturer's
			 data, settings and other documentation) adhere to risk assessment, COSHH and other relevant safety standards obtain clearance to carry out the installation activities
			 ensure that electrical supplies have been isolated ensure safe access and working arrangements for the installation area carry out the installation activities, using appropriate techniques and procedures dispose of waste items in a safe and environmentally acceptable manner
		1.3	 leave the work area in a safe condition and free from foreign object debris Confirm that all of the following conditions have been met, prior to installing the hydraulic lift equipment: the site is suitably prepared for the installation to take place appropriate utilities are available (such as gas, water, air, electricity) the site is accessible and free from obstructions or hazards
		1.4	 any required installation consumables are available safety and environmental conditions can be met Follow all relevant drawings and specifications for the installation being carried out
		1.5	Use the correct tools and equipment for the installation operations and check that they are in a safe and usable condition
		1.6	 Move and position equipment, using two of the following: slings portable lifting equipment



	block and tackle
	manual handling and moving of loads
1.7	Use two of the following instruments during the installation activities:
	straight edges
	engineer's levels
	mechanical measuring instruments/devices
	electrical measuring instruments
1.8	Install, position and secure the equipment and components in accordance with the specification
1.9	Install both types of hydraulic lifts:
	direct acting
	indirect acting
1.10	
	cylinder base plate
	hydraulic cylinder
	pump unit
	valve block
	jack/ram assembly
	hydraulic pipes and hoses
	over-speed governor
	ram head pulley
	cylinder, jack/ram brackets and guides
	hydraulic controller equipment
1.11	Apply installation methods and techniques to include nine of the following:
	drilling and hole preparation
	positioning and securing equipment to plumbed set-out lines
	aligning of equipment
	bleeding the fluid power system
	topping up fluid/oil reservoirs
	levelling of equipment
	shimming and packing
	lifting and supporting
	protecting the installation from weather
	connecting electrical wires and cables
	securing by using mechanical fixings
	securing by using masonry fixings
	applying screw fastening locking devices
1.12	Carry out all necessary checks, and adjust/rectify where appropriate, to include all the following:
	working clearance is appropriate
	making 'off-load' checks



			loval and all managed in asymptotic
			level and alignment is correct
			fluid/oil reservoirs are at an appropriate level
			the system is leak free
			electrical wiring is encased and secure
			electrical continuity is achieved
			rotation of the pump is correct
			connections are correctly made (mechanical, hydraulic)
			the cylinder and jack/ram extend parallel to the car guide
			visual (for completeness and freedom from damage)
			other sensory checks (sound, smell, touch)
			moving parts are guarded and clear of obstruction
			torque setting of fasteners is correct
			locking devices are fitted to fasteners (where appropriate)
		1.13	Check that all necessary connections to the equipment are complete
		1.14	Produce installations which comply with two of the following:
			equipment manufacturer's operating spec/range
			BS and/or ISO standards (including BS EN 81, ISO 9000)
			BS7255 (code of practice)
			the Lift Regulations
			customer standards and requirements
			company standards and procedures
		1.15	Deal promptly and effectively with problems within their control and report those that cannot be solved
			Check that the installation is complete and that all components are free from damage
		1.17	
		1	 installation records
			company specific documentation
			iob card
2.	Know how to Install Hydraulic Lift	2.1	Explain the specific safety practices and procedures that they need to observe when installing hydraulic lift
۷.	Equipment	2.1	equipment (including any specific legislation, regulations or codes of practice for the activities, equipment or
	Equipment		materials)
		2.2	Explain the procedures to be carried out before starting work on the installation (such as obtaining permits to
		2.2	work, obtaining and complying with risk assessments and other health and safety requirements)
		2.3	
		2.3	Explain the health and safety requirements of the work area where they are carrying out the installation
		0.4	activities, and the responsibility these requirements place on them
		2.4	Describe the hazards associated with installing hydraulic lift equipment, and with the tools and equipment used,
		0.5	and explain how they can be minimised
		2.5	Explain what personal protective equipment (PPE) they need to use for the installation activities, and where it
<u> </u>			can be obtained



2.6	Explain how to interpret the drawings, standards, quality control procedures and specifications used for the installation (including BS and ISO schematics, symbols and terminology)
2.7	Explain how to carry out currency/issue checks on the specifications they are working with
2.8	Explain what preparations need to be carried out on the equipment prior to installation
2.9	Describe the equipment to be installed, its operating procedures and function
2.10	Describe the various mechanical fasteners that will be used, and explain their method of installation (including, threaded fasteners, special securing devices, masonry fixing devices)
2.11	Explain the importance of applying the correct torque loading on the fasteners, and what can happen if these loadings are exceeded or not achieved
2.12	Explain the procedures for ensuring that they have the correct tools, equipment, and fasteners for the installation activities
2.13	Describe the tools and instruments used to position, secure and align the equipment (such as spanners, crow bars, torque wrenches, engineer's levels)
2.14	Describe the techniques used to position, align, level, adjust and secure the equipment
2.15	Explain the techniques used during installation of hydraulic equipment (release of pressures/force, cylinder/valve movement, sequencing)
2.16	Describe the methods of lifting, handling and supporting the equipment during the installation activities (such as portable lifting equipment, block and tackle, slings and manual handling)
2.17	Explain the importance of carrying out the appropriate electrical checks on hydraulic lift equipment
2.18	Explain how to conduct any necessary checks and adjustments to ensure the equipment integrity accuracy and quality of the installation (including the fitting of guards and covers on electrical connections)
2.19	Explain how to recognise installation defects (such as leaks, poor seals, misalignment, ineffective fasteners, damage)
2.20	Explain the lubrication requirements, and methods for protecting equipment from mechanical and weather damage
2.21	Explain the importance of ensuring that the completed installation is free from dirt and damage, and of ensuring that any exposed components are correctly covered/protected
2.22	Describe the tools and equipment used in the installation activities, and explain their calibration/care and control procedures
2.23	
2.24	Explain what recording documentation needs to be completed for the activities undertaken
2.25	Describe the organisational procedures to be adopted for the safe disposal of waste of all types of materials
2.26	Describe the extent of their own authority, and explain whom they should report to if they have a problem that they cannot resolve