

CST TRAINING

601/5664/8 PROQUAL LEVEL 4 NVQ DIPLOMA IN CONTROLLING LIFTING OPERATIONS SUPERVISING LIFTS HANDBOOK

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A Note From Us

Thank you for your enquiry regarding the Level 4 NVQ Diploma in Controlling Lifting Operations Supervising Lifts.

We have prepared the following document to provide you with a comprehensive overview of the requirements of the NVQ. We pride ourselves on our affordability, excellent communication and fast turnaround times.

Our assessors will always be on hand to help you complete your NVQ. Please look through our welcome pack and let us know if you have any questions.



Cohan Tyler
Managing Director

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This is to certify that

CST Training Limited

*is an approved
ProQual Centre*

*for the year of
2021*

Pam Lewis
Director
ProQual AB Ltd

ProQual Number: 01430 423 822

www.quals-direct.co.uk

What is an E-Portfolio?

At CST Training we use an E-Portfolio system called Quals Direct- it makes completing the NVQ simple, efficient and secure.

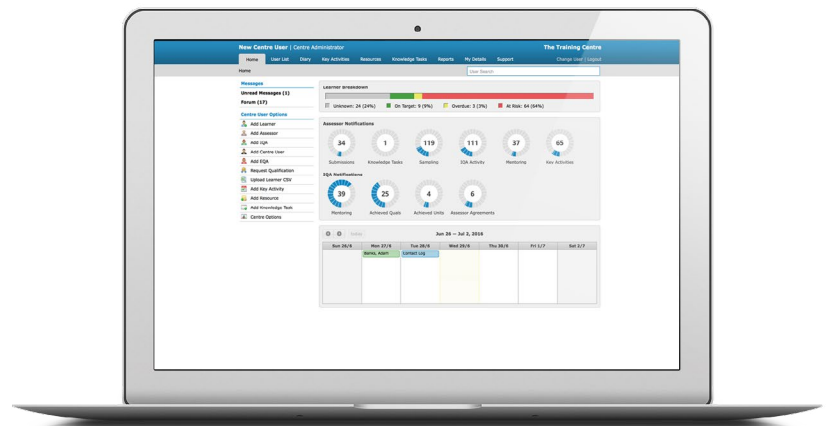
You will be able to upload evidence, receive feedback and track your progress at any point.

Using this system we are able to provide you with the best support possible which we will enable you to complete the NVQ with the least amount of hassle.

Of course we are also always available via the phone.

The Learner Portal will contain:

- Knowledge Questions
- Evidence Schedule
- Witness Testimony
- Case Study Guide and Template
- All other resources you need to complete the NVQ



Upon registration you will receive log in details via email which you can then use to access the learner portal [here](#).

You will need to complete a set of knowledge questions.

There are no right or wrong answers, they are based on your knowledge and experience. There are quite a lot of questions and these will take up most of your time during the NVQ.

However, most of our candidates find that with a bit of effort they are completed fairly easily.

Example Questions

If you would like more examples please get in touch.

Developing and Maintaining Good Occupational Working Relationships in the Workplace M/503/2915

1.3 Explain the methods and techniques used and personal attributes required to encourage and maintain working relationships that promote goodwill and trust with relevant people.

1.4 Explain the principles of equality and diversity and how to apply them when working and communicating with others.

2.2 Explain the different methods and techniques used to inform relevant people about work activities.

2.3 Explain the effects of not informing relevant people with the expected level of urgency.

Evidence Schedule

Please find a list of evidence that you will need to start to gather and how it should be submitted.

One copy of each of the below will suffice but if you can get multiple copies, the more the better.

There are guides to using the portal, available by clicking the support button in the top right hand side.

You can also find individual guides in your resources section.

The evidence should be submitted in a to the online portfolio. The evidence needs to be labelled correctly as outlined below

If you have any questions on how to format the below, please get in touch.

- E1. RAMS.
- E2. Toolbox Talks.
- E3. Lift Plan.
- E4. Briefings.
- E5. Schedule of Common Lifts.
- E6. Emergency plans
- E7. Meeting Minutes.
- E8. Rescue Plan.
- E9. Induction Records. (Attended or Given)
- E10. Construction Phase Plan.
- E11. Fire plans.
- E12. Drawings/Technical Specifications
- E13. COSHH details.
- .

Please ensure that the evidence that you include, is an electronic copy, scanned copy or a good quality photo.

A Guide

In this section you will find, an example witness testimony, the witness testimony that you will need to get your witness to complete and this guide, which will help you achieve that.

You will be provided an example of the first and last page of a witness testimony. This shows you how it should be completed.

The witness testimony is a way of the witness saying that you do your job and you carry out your job to the correct level and to the correct requirements.

The witness will need to fill in your details, as the candidate details, including the name of the qualification that you are doing, for example "Level 4 Site Supervision NVQ" – The Witness will then need to fill out their details, including a sample signature and a sample set of initials.

Below this is this section -

"Please read and only Initial the criteria you have witnessed **CANDIDATE NAME** carry out whilst working with you at **NAME OF SITES OR SITES**"

Make sure the witness writes your full name and then the full name of the sites and or sites.

The witness will then need to initial every box (that they are happy to initial) on the right-hand side of the page, on every page.

They will then need to complete the details on the final page and sign and date at the bottom.

PLEASE NOTE – If you need a DocuSign Version of the witness testimony, this can be provided.

Lastly, if you have any questions, please do not hesitate to ask.



Witness Testimony

An NVQ is not only carried out by assessor observations onsite, a lot of the assessment criteria requires the candidate to prove that they have completed tasks on several occasions over a period of time; a witness testimony can help the candidate prove their skills and knowledge via another outlet regarding the qualification they are undertaking.

Candidate Name: Qualification:

Site:

Witness Name: Company:

Position in Company: Contact No:

Sample Signature: Sample Initials:

Please read and only Initial the criteria you have witnessed
carry out whilst working with you at

Developing and Maintaining Good Occupational Working Relationships in the Workplace M/503/2915

Assessment Criteria	Initial
1.1 Give appropriate advice and information to relevant people about the occupational work activities and/or associated occupations involved.	
1.2 Apply the principles of equality and diversity by considering the needs of individuals when working and communicating with others.	
2.1 Communicate on the following work activity information to relevant people following organisational procedures: - appropriate timescales - health and safety requirements - coordination of work procedures.	
3.1 Give appropriate advice and information to relevant people about the different methods of carrying out occupational work activities to achieve the required outcome.	
4.1 Engage regular discussions with relevant people about the occupational work activity and/or other occupations involved.	
5.1 Examine and agree the work activities that satisfy all people involved and will meet the required outcome of the proposed method of work.	

Supervising Lifting Operations Using Lifting Equipment in the Workplace H/600/7004

Assessment Criteria	Initial
1.1 Prepare for and undertake supervision duties in compliance with given lift plans, statutory legislation, and organisational procedures.	
2.1 Protect the workforce, the general public, visitors, and the environment during lifting operations by applying information from at least three of the following: - methods of works- risk assessments - safe use and storage of plant, equipment, and machinery - safe use and storage of materials - traffic management- work permits - emergency plans - codes of practice - regulations.	
3.1 Observe and evaluate the preparation of and the lifting activity against given documents, requirements, and methods to identify faults and problems.	





5.1 Coordinate work activities and maintain control whilst taking into account at least three of the following areas:

- occupiers - near neighbours - public access - site conditions
- environmental considerations - vehicular access (including air and waterborne craft)
- security and trespass - public utilities- heritage status.

Allocating and Monitoring the Use of Plant, Equipment, or Machinery in the Workplace
M/504/8550

Assessment Criteria	Initial
1.1 Request at least four of the following types of plant, equipment or machinery as specified by plans or programme requirements: - static - mobile- accessories- consumables - health and safety equipment - specialised hand tools - standard plant, equipment, or machinery. - non-standard plant, equipment, or machinery.	
2.1 Carry out checks and confirm that relevant plant, equipment, or machinery meets operational and statutory requirements.	
2.2 Record, following organisational procedures, that plant, equipment, or machinery meets operational and statutory requirements.	
2.3 Identify the requirements for relevant operations and assign appropriate plant, equipment, or machinery for use.	
3.1 Implement actions that protect the public, workforce, visitors, and the environment using at least three of the following measures: - methods of work - risk assessment - safe use and storage of tools - safe use and storage of materials - traffic controlling (including air and waterborne craft) - emergency plans.	
4.1 Complete and maintain records of plant, equipment, or machinery use, which follow organisational requirements.	
5.1 Examine and analyse plant, equipment or machinery use and identify alternative types that will be suitable for the intended work.	
5.2 Provide suggestions to decision makers/responsible people for alternative types of plant, equipment, or machinery.	
6.1 Provide guidance to plant, equipment, or machinery operators, and those directly involved with the operation, that follow statutory and manufacturer's requirements.	
7.1 Establish that operators of plant, equipment or machinery are able and authorised for the relevant types and operations.	
7.2 Check relevant plant operation activities to ensure they meet statutory and manufacturer's requirements.	
8.1 Arrange the storage, servicing and maintenance of plant, equipment, or machinery.	
8.2 Carry out checks to ensure the storage, serviceability and maintenance of plant, equipment or machinery meet at least three of the following operational or statutory requirements: - health, safety and welfare of the workforce and others- operational efficiency - security of resources - obligations to third parties - regulatory authorities - contractual commitments.	
9.1 Establish that relevant plant, equipment, or machinery has completed the intended work and is no longer required.	
9.2 Notify decision makers/people responsible in writing that plant, equipment, or machinery work has been completed.	

I have read and initialled the statements that I have witnessed/seen paperwork to that effect which proves has completed criteria required for this CRANE SUPERVISOR LEVEL 4 NVQ.

Signed:

Date:



We can use a wide range of assessment methods in order to complete your NVQ, these include Remote Site Visits, Professional Discussions, Video & Photos and Case Studies.

Remote Video Call Site Visits

We could conduct remote video call site visits, you would need to ask your sites permission to do this. The video site visit can be conducted via Zoom or Microsoft Teams and is a way of you demonstrating to your assessor that you are a competent site supervisor. Before your video site visit, you will have a discussion with your assessor who will explain to you the process and what they expect to see.

Professional Discussions

Another method that we can use is professional discussions. They are recorded structured discussions with your assessor, where you talk about your role on site, the different tasks that you carry out, problems that you face and how you overcome them. Your assessor will discuss the most appropriate assessment methods in order to help you achieve your NVQ.

Video and Photo Evidence

You can also provide video and photo evidence of you working and your work.



In this section, you will learn how to write your case study and what you need to include, depending on the qualification that you are doing.

Case studies are a written account of your day to day work, an explanation of what you do from the time that you arrive to site and the time that you leave the site.

We will require you to write two case studies. As you know, most days on a construction site vary and what you do on Monday, will not be what you do on Thursday. In order to get a varied account of what you do, you will need to write one case study based on one day and the other case study based on another day, which occurs further into the NVQ.

For example, you could write case study 1 about a typical Monday which occurred towards the start of your NVQ and case study 2 about a Thursday or Friday, a few weeks later, towards the end of the NVQ. Please do not produce two identical case studies. Or your case studies could be written over an extended time period.

It is really important that you include as much detail as possible, no matter how small the detail might seem, it helps us, as the assessor understand what you do, and it also helps you hit all the required standards. We will include the set of standards to help guide you, however, do not get bogged down by them. Please see the separate guide on the standards.

You will see the Case Study Template Document – please write your case study in the ‘Case Study Report’ section.

Here is an example of how the case study should be written: “Today, I got to site, and I signed at the security hut. I asked the security team, if there had been any problems over night? Richard, the supervisor of the security team, said that there had not been any problems. Once I had finished my conversation with Richard, I made my way to the site office.”

Please do **NOT** write your case in the third person. You are writing about your personal experience on site, so please write it as per the example above.

The case study should be written in full sentences with as much explanation of the tasks and activities as possible. You are writing about what you did, on site, on a particular day or over a couple of days if your days are usually more spread out.

If you write the case studies based on a couple of days on site, we would still need two case studies.

However, we are not assessing you on your spelling and grammar, so do not worry if your spelling and grammar is not the best.

Please see the next page for a specific guide of what to include in your case studies. This will be specific to the NVQ that you are doing.



Case Study 1 – Things to Include – Do not feel you have to stick to this order and add more details where you see fit.

- Maintenance of Site Notice Boards.

Talk about the information it contains, for example, information about hazards. The methods deployed on site to minimise hazards (ERIC – Eliminate, Reduce, Isolate & Control) – Provisions for PPE, accident & near miss reporting.

- Inductions – Carrying out inductions for new operatives, you might be inducting a new bricklayer to site. Think about the things that you would tell them and what they would need and want to know. Consider how you come across in the briefing, do you speak loudly and clearly, do you make sure everyone understands you. Maybe your company provides translators? Do you check CSCS Cards or competency cards? Do you have to file copies of the cards?

- Method Statement Briefing & Regular Briefing – This might form part of the induction or might be a separate meeting as part of describing a new method statement to operatives. Talk about the task and hazards that you describe to the operatives.

- Tool Box Talks – an integral part of keeping a site working safely. Make sure you include information about the tool box talks you carry out. This could be reaction to something you have noticed on site, for example, you had to talk to your team about not wearing the appropriate PPE on site.

- Allocating work to operatives according to their skills, knowledge, experience and workload. Make sure briefing sheets are signed and check that the number of operatives on site is correct.

- Approving new RAMS – taking into account relevant information, specifications, drawings, programmes, design data, technical data and surveys. Establishing work methods, considering traffic management plans and the involvement of plant and machinery on site.

- Think about emails or conversations you might send during the day. Maybe you have a conversation with your project manager about the duration of works or the cost of works.

- Emails with colleagues or sub-contractors about materials and equipment that is needed on site or not needed on site. Plant or equipment might need to be off hired or serviced.

- Attending planning and progress meetings. Helping sub-contractors plan works, resolve clashes between trades, agreeing exclusion zones, agreeing deliveries of materials or new plant or equipment. Are there delays to the project and do new completion dates need to be considered?

- Major site activities. What major site activities are coming up and what needs

to be in place for them to be affective. activities.

- Include details about the general progress of works. Is the project going well, is it delayed, have new programmes been agreed? Has there been deviations to the project? Changes in design or client specifications?
- Environmental issues and recycling are at the forefront of sites at the moment, what do you do to facilitate recycling, reducing waste and solving environmental issues.
- Quality reports and checking work on site. Carrying out safety walkarounds. Checking the site, the welfare, the stores, materials and equipment.
- Making sure daily checks have been done on equipment and plant.

Please try and include all the above, from case study 1, in case study 2 - HOWEVER, DO NOT PROVIDE TWO IDENTICAL CASE STUDIES.

- Case study two should be written a few weeks after case study 1, this will reflect the changes on site that you have seen and adjusted to.
- Think about new challenges that you have had to adapt to on site.
- Different operatives that you have had to induct.
- New works that you have had to manage.
- Different meetings that you have had to attend.
- Different observations and changes on site.

If you have any questions about the case studies, please ask. It is much better to ask and get it right the first time, than have to repeat the process.

- Please note this is a generic guide and your actual case study may include other items/details.

Price

The total cost of the NVQ is £1000.00 +VAT

Payment Plans

We offer a range of payment plans in order to cater to your needs you can choose from:

1. 50% at the start of the NVQ and 50% upon completion
2. Finance with Kandoo

To find out more please visit our Supervision NVQ page [here](#)

kandoo

CST Training Limited is registered in England and Wales, Company Registration Number: 12052513. Our registered office is 64 Bodiam Court, 8 Thornbury Way, London, E175FU. CST Training Limited is an Introducer Appointed Representative ('IAR') of Switcha Limited, Trading as Kandoo which is authorised and regulated by the Financial Conduct Authority, Firm Registration Number: 828963 for Credit Broking and Insurance Distribution. Switcha Limited is a Credit Broker and not a Lender. You can check this on the Financial Services Register at <https://register.fca.org.uk/>.

Timing

The NVQ roughly takes about 4-8 weeks to complete. This varies from candidate to candidate it is dependent on your effort level.

Policies

Please see our company policies below for your reference

Equal Opportunities & Diversity

Equality Policy

CST Training Ltd undertakes to comply with all current legislation related to equality and diversity and will not discriminate on grounds of gender, sexual orientation, colour, ethnic or national origin, age, marital status, family circumstances, social-economic background, disability, religious or potential beliefs or other irrelevant distinction.

Principles

The aim of the policy is to ensure that all individuals, with whom CST Training Ltd has a relationship, are treated solely based on their merits, abilities, and potential. CST Training Ltd is committed to:

- i) promoting equality and diversity in all aspects of its regulated functions and activities
- ii) developing assessments that avoid creating unnecessary barriers to achievement and ensuring that assessments are free from bias
- iii) promoting access to assessment for all
- iv) ensuring that employment and contracting policies provide opportunity for all regardless of gender, colour, ethnic or national original, age, social-economic background, disability, religious or political beliefs, marital status, family circumstances, sexual orientation, or any other irrelevant distinction Implementation

The Equality Policy will be implemented in relation to:

- the provision of all services
- candidates who apply for assessment

- all forms of assessments
- the monitoring of registration and certification data to ensure compliance with equality of opportunity
- the monitoring of any promotional or published material
- recruitment, selection and training of staff CST Training Ltd will ensure that its equal opportunities policy is communicated to all staff, external quality assurance verifiers (EQA Verifiers) and to all candidates.
- Responsibility for monitoring the effectiveness of the policy and taking corrective action from its outcomes to maintain and improve it rests with the CST Training Ltd.

CST Training Ltd assessment centre will provide fair assessments. You can appeal if you think your assessment was unfair. CST Training Ltd has a clear procedure, which has three stages they are as follows:

STAGE ONE – Assessor and Candidate:

- If you disagree with the assessment you must first discuss your reasons with the assessor concerned as soon as possible. Normally this will be immediately after you receive the assessor decision. If this is not convenient you should arrange an appointment with the assessor.
- The assessor must consider your reasons and look again at what you did for your assessment. He or she must then give you an immediate response which must be:
 - A clear explanation backed up in writing of the assessment decision.
 - A new decision or confirmation of the original decision.

If you agree with the assessor's response, the appeal stops at this point. You must tell the assessor if you are still unhappy with the decision your appeal will then proceed to Stage Two.

STAGE TWO – Internal verifier:

If you are still dissatisfied after Stage One, the assessor must give the Internal Verifier the following information within 24hrs of the appeal reaching Stage Two:

- The original assessment record and candidates' evidence, where appropriate.
- The written explanation and confirmation of the assessment decision.
- The Internal Verifier will reconsider the assessment decision, considering the following:
 - o The candidate's reason for appeal,
 - o The candidate's evidence and associated record,
 - o The assessor's reason for the decision,
 - o The opinion of another assessor from CST Training Ltd
 - o The Internal verifier must then give you the reconsidered decision in writing, within five working days of receiving the appeal.

You must tell the Internal verifier if you are still unhappy with the reconsidered assessment decision. The appeal will proceed to Stage Three. 17

STAGE THREE – Appeals Panel:

If you are still dissatisfied with the decision after Stage Two, you have the right to go to an appeals panel. The Internal Verifier who acted at Stage Two must send the following details to the CST Training Ltd Assessment Centre Coordinator:

- The written explanation and confirmation of the assessment decision,
- Assessment record sheets,
- Any written comments of the Internal verifier.

Within ten working days of receiving the appeal, the CST Training Ltd Assessment Centre Coordinator must ask the Product Manager (ProQual) to call an appeals panel, the panel will consist of three representatives of the awarding body.

The candidate may speak to the appeals panel or be represented by an advisor or make written submissions.

The assessor who made the original decision may be asked to attend the panel to answer any questions

The appeals panel will then discuss the matter in private and reach a majority decision. The decision will be sent to you, the Assessor and to CST Training Ltd Assessment Centre within 5 days.

THE DECISION OF THE APPEALS PANEL IS FINAL

CST Training LTD will at all times ensure that evidence, including but not limited to, photos, site/company paperwork, method statements, references and any other evidence listed in the evidence schedule handed out to the candidate and or company, will be stored by the assessor appropriately and in accordance with the below policy document. This ensures that evidence remains confidential and is used strictly for the purpose of the candidates NVQ portfolio.

Please see the full policy below.

1. Data protection principles

CST Training Ltd is committed to processing data in accordance with its responsibilities under the GDPR.

Article 5 of the GDPR requires that personal data shall be:

- a) processed lawfully, fairly and in a transparent manner in relation to individuals.
- b) collected for specified, explicit and legitimate purposes and not further processed in a manner that is incompatible with those purposes; further processing for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes shall not be considered to be incompatible with the initial purposes;
- c) adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.
- d) accurate and, where necessary, kept up to date; every reasonable step must be taken to ensure that personal data that are inaccurate, having regard to the purposes for which they are processed, are erased or rectified without delay.
- e) kept in a form which permits identification of data subjects for no longer than is necessary for the purposes for which the personal data are processed; personal data may be stored for longer periods insofar as the personal data will be processed solely for archiving purposes in the public interest, scientific or historical research purposes or statistical purposes subject to implementation of the

appropriate technical and organisational measures required by the GDPR in order to safeguard the rights and freedoms of individuals; and
f) processed in a manner that ensures appropriate security of the personal data, including protection against unauthorised or unlawful processing and against accidental loss, destruction or damage, using appropriate technical or organisational measures.”

2. General provisions

This policy applies to all personal data processed by the CST Training Ltd.

- a) The Responsible Person shall take responsibility for the CST Training Ltd 's ongoing compliance with this policy.
- b) This policy shall be reviewed at least annually.
- c) The CST Training Ltd shall register with the Information Commissioner's Office as an organisation that processes personal data.

3. Lawful, fair, and transparent processing

- a) To ensure its processing of data is lawful, fair, and transparent, the CST Training Ltd shall maintain a Register of Systems.
- b) The Register of Systems shall be reviewed at least annually.
- c) Individuals have the right to access their personal data and any such request made to the CST Training Ltd shall be dealt with in a timely manner.

4. Lawful purposes

- a) All data processed by the CST Training Ltd must be done on one of the following lawful bases: consent, contract, legal obligation, vital interests, public task or legitimate interests (see ICO guidance for more information).
- b) The CST Training Ltd shall note the appropriate lawful basis in the Register of Systems.
- c) Where consent is relied upon as a lawful basis for processing data, evidence of opt-in consent shall be kept with the personal data.
- d) Where communications are sent to individuals based on their consent, the option for the individual to revoke their consent should be clearly available and systems

should be in place to ensure such revocation is reflected accurately in the CST Training Ltd.'s systems. 20

5. Data minimisation

a) The CST Training Ltd shall ensure that personal data are adequate, relevant, and limited to what is necessary in relation to the purposes for which they are processed.

6. Accuracy

The CST Training Ltd shall take reasonable steps to ensure personal data is accurate.

Where necessary for the lawful basis on which data is processed, steps shall be put in place to ensure that personal data is kept up to date.

7. Archiving / removal

a) To ensure that personal data is kept for no longer than necessary, CST Training Ltd shall put in place an archiving policy for each area in which personal data is processed and review this process annually.

b) The archiving policy shall consider what data should/must be retained, for how long, and why.

8. Security

a) The CST Training Ltd shall ensure that personal data is stored securely using modern software that is kept-up to date.

b) Access to personal data shall be limited to personnel who need access and appropriate security should be in place to avoid unauthorised sharing of information.

c) When personal data is deleted this should be done safely such that the data is irrecoverable.

d) Appropriate back-up and disaster recovery solutions shall be in place.

9. Breach

In the event of a breach of security leading to the accidental or unlawful destruction, loss, alteration, unauthorised disclosure of, or access to, personal data, the CST Training Ltd shall promptly assess the risk to people's rights and freedoms and if appropriate report this breach to the ICO (more information on the ICO website).

Updated 01/06/2020

Definitions

Organisation	means CST Training Ltd, a registered CST Training Ltd.
GDPR	means the General Data Protection Regulation.
Responsible Person	means Cohan Tyler
Register of Systems	means a register of all systems or contexts in which personal data is processed by the Organisation.

Ivaylo Iliev ★★★★★

Positive: Communication, Professionalism, Quality, Value

"I did my NVQ Level 6 in Construction Management with CST Training. My experience with them was excellent- fantastic communication, support was offered in every step, fast and hassle free service. Great value for money. I would highly recommend CST Training."

Martin Markov ★★★★★

Positive: Communication, Professionalism, Quality, Value

"Friendly, affordable and totally professional service from CST and Mr Tyler Very pleased with the communication with assessor Done supervisor nvq level 4 in construction and will definitely coming back to them Highly recommended if you're thinking to upgrade your skills and nvq's"

Alex Wright ★★★★★

"I completed an NVQ level 6 site management course. The delivery was straight forward and pain free. Cohan was very helpful and I would strongly recommend the company to anyone who is looking to develop their career in the covered fields."

Ikpugha Imoudu ★★★★★

Positive: Professionalism

"I've completed the level 4 nvq construction site supervision at CST training. Their friendly staff provided all the support I needed to complete my qualification. I will highly recommend them to anyone looking to get the nvq."

CST TRAINING

NVQS THROUGHOUT THE CONSTRUCTION INDUSTRY