

ABC Level 3 Diploma in Work-Based Horticulture



Production Horticulture Pathway

Unit	Level	Credit Value	GLH	Page No.
Production Horticulture Pathway				
To achieve the Level 3 Diploma in Work-Based Horticulture (Production Horticulture) learners must achieve the six mandatory units plus a minimum of 24 credits from the optional units Learners may only choose a maximum of two customer service units from the pathway				
Mandatory Units				
HC079-C3 Promote, monitor and maintain health, safety and security of the workplace [D/502/1523]	3	6	39	
HC080-C3 Estimate and programme resource requirements for landscaping [Y/502/0502]	3	4	26	
HC081-C3 Manage your own resources (Management Standards) [F/501/2989]	3	7	70	
HC105-C3 Provide nutrients to plants or crops [K/502/0956]	3	6	39	
HC106-C3 Monitor the development of crops or plants [M/502/0957]	3	4	26	
HC125-C3 Plan and manage the control of pests, diseases and disorders [R/502/1471]	3	5	33	
Optional Units				
HC022-C2 Installing drainage systems [D/502/1229]	2	3	23	
HC023-C2 Maintain drainage systems [T/502/1222]	2	3	23	
HC094-C3 Maintain irrigation systems [F/502/1272]	3	3	19	
HC095-C3 Plan and maintain planted areas [D/502/0498]	3	3	19	
HC097-C3 Design and install drainage systems [R/502/1227]	3	4	26	
HC104-C3 Estimate and programme resources requirements for landscaping [Y/502/0502]	3	4	26	
HC107-C3 Monitor and adjust watering systems for crops or plants [Y/502/1228]	3	5	33	
HC108-C3 Manage site clearance and preparation for planting [H/502/1281]	3	6	39	
HC109-C3 Prepare for and maintain the planting of crops or plants [H/502/0955]	3	6	39	
HC110-C3 Promote and monitor the growth of crops or plants [Y/502/1181]	3	4	26	
HC111-C3 Plan and prepare the growing media [K/502/0858]	3	6	39	
HC112-C3 Plan and collect propagation material [D/502/1182]	3	5	33	
HC113-C3 Prepare and establish propagation material [T/502/1012]	3	6	39	
HC114-C3 Plan and implement seed propagation [Y/502/0855]	3	7	46	
HC115-C3 Plan and monitor harvesting operations [R/502/0952]	3	6	39	
HC116-C3 Prepare and store harvested crops [Y/502/0953]	3	6	39	
HC117-C3 Plan and manage the collection of orders [R/502/1180]	3	8	52	
HC118-C3 Prepare collected orders for dispatch [A/502/1013]	3	6	39	
HC119-C3 Prepare, monitor and adjust environmental conditions for protected crops or plants [M/502/0859]	3	5	33	
HC044-C2 Plant nomenclature, terminology and identification [A/502/1979]	2	5	38	
HC120-C3 Apply consumer legislation in a horticultural retail environment [R/502/0773]	3	4	26	
HC047-C3 Communicate information within the workplace [Y/502/1195]	3	2	13	

HC122-C3 Plan and maintain supplies of physical resources within the work area [J/502/1449]	3	3	13	
HC123-C3 Prepare and maintain equipment and machines [K/501/0492]	3	3	19	
HC124-C3 Transplant large root-balled plants [A/502/1450]	3	4	26	
HC126-C3 Prepare and apply pesticides [J/502/1516]	3	7	46	
HC131-C3 Manage information for action [A/501/2988]	3	7	46	
CS002-C3 Organise the delivery of reliable customer service [D/500/8917]	3	8	36	
CS003-C3 Monitor and solve customer service problems [H/500/8918]	3	7	28	
CS004-C3 Work with others to improve customer service [K/500/8919]	3	7	22	

Unit Title	HC079-C3 Promote, monitor and maintain health, safety and security of the workplace
Level	3
Credit Value	6
Guided Learning Hours	39
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required for monitoring and maintaining the safety and security of the workplace. It also covers carrying out risk assessments, promoting good standards of health and safety and understanding how to deal with any accidents or health emergencies.
Learning Outcomes (1 to 7) <i>The learner will</i>	Assessment Criteria (1.1 to 7.4) <i>The learner can</i>
1. Understand how to monitor and maintain the health, safety and security of the work area	<p>1.1 Explain the legal and organisational responsibilities in relation to health, safety and security covering</p> <ul style="list-style-type: none"> • people • equipment and materials • the work area <p>1.2 Explain the importance of carrying out risk assessments for all work activities including assessing risks from new and non-routine activities</p> <p>1.3 Explain the importance of assessing security issues associated with the work area covering</p> <ul style="list-style-type: none"> • bio security • building security • data security • personal security <p>1.4 Describe how to carry out and evaluate a risk assessment</p> <p>1.5 Explain the hierarchy of measures to control risks (including elimination, substitution, relevant engineering controls, safe systems of work, training/instruction and personal protective equipment)</p>

	<p>1.6 Outline safe systems of work when people are working alone or at risk of abuse</p> <p>1.7 Explain safe methods and systems of working with hazardous materials and equipment in line with relevant legislation</p> <p>1.8 Explain how hazardous and non-hazardous waste should be managed in line with legislation</p>
<p>2. Understand how to promote good standards of health and safety</p>	<p>2.1 Explain the methods of communicating health and safety precautions to others entering the work area</p> <p>2.2 Explain how good standards of health and safety contribute to the management and efficiency of businesses or organisations</p>
<p>3. Understand how to deal with health emergency situations</p>	<p>3.1 Describe the types of accidents or incidents which may occur and the correct actions to take</p> <p>3.2 Explain the importance of not carrying out actions beyond own capabilities</p> <p>3.3 Explain the potential risks to others from an emergency situation</p> <p>3.4 Explain the reasons for offering support and help to others involved in the accident or incident and how this should be achieved</p>
<p>4. Understand the records required and their importance</p>	<p>4.1 Explain the responsibility for and types of records required and the importance of accurate record keeping</p> <p>4.2 Explain the relevant legislative requirements for completing records of accidents and incidents</p>
<p>5. Monitor and maintain the health, safety and security of the work area</p>	<p>5.1 Carry out risk assessments in accordance with relevant legal and organisational requirements</p> <p>5.2 Evaluate the risks which have been identified and implement appropriate control measures</p>

<p>6. Promote good standards of health and safety</p>	<p>6.1 Ensure appropriate clothing and protective equipment is worn which is consistent with recognised health and safety practice and in line with risk assessment</p> <p>6.2 Communicate any health and safety precautions that are being applied in the work area to others entering the area</p> <p>6.3 Use approved safe methods of lifting and handling when carrying out work</p> <p>6.4 Ensure standard procedures for personal hygiene are followed at all times</p> <p>6.5 Adopt safe systems of work which are consistent with organisational procedures and the findings of the risk assessment</p> <p>6.6 Take appropriate action if there is a danger of accidents or injury</p>
<p>7. Respond to health emergencies within the work area</p>	<p>7.1 Implement procedures safely, correctly and without delay in an emergency situation</p> <p>7.2 Summon assistance immediately for any health emergency and initiate action appropriate to the condition and situation</p> <p>7.3 Give assistance as required within the limits of your capability, including suitable verbal support</p> <p>7.4 Make the immediate vicinity as safe as possible.</p>
<p>Mapping to National Occupational Standards O29NCU3.1, 2, 3</p>	

Unit Title	HC080-C3 Estimate and programme resource requirements for landscaping
Level	3
Credit Value	4
Guided Learning Hours	26
Unit Summary	This unit will provide the learner with the skills, knowledge and understanding required for estimating resource requirements and programming work for soft, hard and interior landscapes
Learning Outcomes (1 to 6) <i>The learner will</i>	Assessment Criteria (1.1 to 6.3) <i>The learner can</i>
1. Be able to estimate the resources	<p>1.1 Identify the nature, extent, required outcome and standards of proposed work clearly and accurately.</p> <p>1.2 Identify required resources which are appropriate to the work taking into account:</p> <ul style="list-style-type: none"> • labour • equipment • materials • finance • specific expertise <p>1.3 Ensure timing of resource enable work to proceed</p>
2. Be able to sequence and programme work	<p>2.1 Ensure the work programme takes full account of the available resources to proceed</p> <p>2.2 Provide a sequence of work which meets agreed targets efficiently and effectively</p> <p>2.3 Use a work programme which enables work to be completed on time, safely and to the standard required</p> <p>2.4 Communicate the work programme effectively and in time to all relevant people</p>

<p>3. Be able to promote health and safety and good environmental practice</p>	<p>3.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements.</p> <p>3.2 Ensure work is carried out in a manner which minimises environmental damage</p>
<p>4. Understand how to estimate resource requirements and programme work</p>	<p>4.1 Define project planning and describe methods of estimating resource requirements</p> <ul style="list-style-type: none"> • labour • equipment • materials • finance • specific expertise <p>4.2 Compare the effects of timing of resource provision on costs and completion</p> <p>4.3 Assess methods to optimise resource usage and timing and minimise waste</p> <p>4.4 Comment on the implications of estimating and arranging resources for both horticultural and landscape projects</p>
<p>5. Understand the sequence and programming of work</p>	<p>5.1 Explain the methods of sequencing work to achieve targets and realistic work rates for the work type programmed</p> <p>5.2 Evaluate the use of performance measures</p> <p>5.3 Describe the possible causes of disruption to work programmes and their effects on quality and timing</p> <p>5.4 Explain the sources of hazard encountered on landscape maintenance and measures for their reduction</p>
<p>6. Understand relevant health and safety legislation and environmental good practice</p>	<p>6.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>6.2 Describe the possible environmental damage and how to respond appropriately</p> <p>6.3 Explain the records required for management and legislative purposes and the importance of maintaining them</p>

Mapping to National Occupational Standards
029NL26.1,2

Unit Title	HC081-C2 Manage Your Own Resources
Level	2
Credit Value	7
Guided Learning Hours	70
Unit Summary	This unit is mainly about making sure learners have the personal resources (particularly knowledge, understanding, skills and time) to undertake their work role and reviewing their performance against agreed objectives. It also covers identifying and undertaking activities to develop their knowledge, skills and understanding where gaps have been identified
Learning Outcomes (1 to 5) <i>The learner will</i>	Assessment Criteria (1.1 to 5.9) <i>The learner can</i>
1. Manage their own resources	<p>1.1 Identify and agree the requirements of their work-role with those they report to</p> <p>1.2 Discuss and agree personal work objectives with those they report to and how they will measure progress</p> <p>1.3 Identify any gaps between the requirements of their work-role and their current knowledge, understanding and skills</p> <p>1.4 Discuss and agree, with those they report to, a development plan to address any identified gaps in their current knowledge, understanding and skills</p> <p>1.5 Undertake the activities identified in their development plan and discuss, with those they report to, how they have contributed to their performance</p> <p>1.6 Get regular and useful feedback on their performance from those who are in a good position to judge it and provide you with objective and valid feedback</p> <p>1.7 Discuss and agree, with those they report to, any changes to their personal work objectives and development plan in the light of performance, feedback received, any development</p>

	<p>activities undertaken and any wider changes</p> <p>1.8 Check, on a regular basis, how they are using their time at work and identify possible improvements</p> <p>1.9 Ensure that their performance consistently meets or goes beyond agreed requirements</p>
<p>2. Use appropriate behaviours to manage their own resource</p>	<p>2.1 Demonstrate that they recognise changes in circumstances promptly and adjust plans and activities accordingly</p> <p>2.2 Demonstrate that they prioritise objectives and plan work to make best use of time and resources</p> <p>2.3 Demonstrate that they take personal responsibility for making things happen</p> <p>2.4 Demonstrate that they take pride in delivering high quality work</p> <p>2.5 Demonstrate that they agree achievable objectives for themselves and give a consistent and reliable performance</p> <p>2.6 Demonstrate that they can find practical ways to overcome barriers</p> <p>2.7 Demonstrate that they make best use of available resources and proactively seek new sources of support when necessary</p>
<p>3. Know and understand how to manage their own resources using general knowledge</p>	<p>3.1 Demonstrate why managing their resources (particularly knowledge, understanding, skills and time) is important</p> <p>3.2 Demonstrate how to identify the requirements of a work-role</p> <p>3.3 Demonstrate how to set work objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)</p> <p>3.4 Demonstrate how to measure progress against work objectives</p> <p>3.5 Demonstrate how to identify development needs to address any identified gaps between the requirements of their work-role and their current knowledge, understanding and skills</p> <p>3.6 Demonstrate what an effective development plan should contain</p>

	<p>3.7 Demonstrate the type of development activities which can be undertaken to address identified gaps in knowledge, understanding and skills</p> <p>3.8 Demonstrate how to identify whether/how development activities have contributed to their performance</p> <p>3.9 Demonstrate how to get and make effective use of feedback on their performance</p> <p>3.10 Demonstrate how to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes</p> <p>3.11 Demonstrate how to record the use of their time and identify possible improvements</p>
<p>4. Know and understand how to manage their own resources using industry and sector specific knowledge</p>	<p>4.1 Show that they know and understand the industry/sector requirements for the development or maintenance of knowledge, understanding and skills</p>
<p>5. Know and understand how to manage their own resources using context specific knowledge</p>	<p>5.1 Show that they know the agreed requirements of their work-role including the limits of their responsibilities</p> <p>5.2 Show that they know their agreed personal work objectives</p> <p>5.3 Show that they know the reporting lines in their organisation</p> <p>5.4 Show that they know and understand their current knowledge, understanding and skills</p> <p>5.5 Show that they can identify gaps in their current knowledge, understanding and skills</p> <p>5.6 Show that they know and understand their personal development plan</p> <p>5.7 Show that they know their organisation's policy and procedures in terms of personal development</p> <p>5.8 Show that they know the available development opportunities and resources in their organisation</p>

	5.9 Show that they understand possible sources of feedback in their organisation
Mapping to National Occupational Standards Direct Match to M & L standards 2004	

Unit Title	Provide nutrients to plants or crops
Level	3
Credit Value	6
Guided Learning Hours	39
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required to identify nutrient problems and provide nutrients to plants or crops
Learning Outcomes (1 to 8) <i>The learner will</i>	Assessment Criteria (1.1 to 8.3) <i>The learner can</i>
1. Understand the factors which influence nutrient requirements	1.1 Explain the relationship between plan or crop growth and development, and the use of nutrients 1.2 Explain the ways of checking that the correct quantity of nutrients are available to plants or crops 1.3 Explain the likely problems which may impact on providing nutrients to plants or crops and how to resolve them
2. Understand the methods of applying nutrients	2.1 Explain the different methods for applying nutrients to plants or crops
3. Know how to identify nutrient problems with crops or plants	3.1 Describe the signs of nutrient deficiency in plants or crops
4. Understand how to maintain equipment	4.1 Explain the importance and methods of maintaining equipment ready for use

<p>5. Understand relevant health and safety legislation and environmental good practice</p>	<p>5.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>5.2 Describe the possible environmental damage and how to respond appropriately</p> <p>5.3 Explain the correct and appropriate methods for disposing of waste</p> <p>5.4 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
<p>6. Be able to maintain and use equipment</p>	<p>6.1 Ensure equipment is prepared, used and maintained in a safe and effective way</p> <p>6.2 Select the appropriate equipment to provide nutrients to plants</p>
<p>7. Be able to provide nutrients to plants or crops</p>	<p>7.1 Apply nutrients as required to promote plant growth and stage of plant development.</p> <p>7.2 Diagnose problems with the provision of nutrients to plants or crops and take the appropriate action</p> <p>7.3 Maintain, review and complete records accurately</p>
<p>8. Be able to promote health and safety and environmental good practice</p>	<p>8.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>8.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>8.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>Mapping to National Occupational Standards 029NPH 5.1</p>	

Unit Title	HC106-C3 Monitor the development of crops or plants
Level	3
Credit Value	4
Guided Learning Hours	26
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required for monitoring the development of plants or crops. The control of pests, diseases and disorders is covered in a separate unit
Learning Outcomes (1 to 6) <i>The learner will</i>	Assessment Criteria (1.1 to 6.3) <i>The learner can</i>
1. Understand the development of crops or plants	<p>1.1 Explain the types of unwanted plant material and why it must be removed covering damaged crops, weeds, crop debris and diseased materials</p> <p>1.2 Explain the relationship of plant development to the growth of the plant or crop</p> <p>1.3 Explain and identify common problems which may occur with the plants or crops and the correct actions to take</p> <p>1.4 Explain the methods for manipulating plant development covering both trimming and supporting</p> <p>1.5 Explain why it is important that work is carried out at commercial rates</p> <p>1.6 Explain the reasons why it is important to maintain hygiene and how this is achieved</p>
2. Understand the reasons for maintaining equipment	<p>2.1 Explain the importance of maintaining equipment for use</p> <p>2.2 Describe the methods of maintaining the range of equipment used</p>

<p>3. Understand relevant health and safety legislation and environmental good practice</p>	<p>3.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>3.2 Describe the possible environmental damage and how to respond appropriately</p> <p>3.3 Explain the correct and appropriate methods for disposing of waste</p> <p>3.4 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
<p>4. Be able to maintain and use equipment</p>	<p>4.1 Ensure equipment is prepared, used and maintained in a safe and effective condition</p>
<p>5. Be able to monitor and maintain crops or plants</p>	<p>5.1 Remove unwanted plant material. Plant material to be removed must include</p> <ul style="list-style-type: none"> • damaged crops • weeds • crop debris • diseased materials <p>5.2 Manipulate plant development to meet the requirements of the plant or crop using either trimming or supporting</p> <p>5.3 Maintain suitable levels of hygiene for the growing environment</p>
<p>6. Be able to promote health and safety and environmental good practice</p>	<p>6.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements which apply to monitoring and maintaining plant development</p> <p>6.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>6.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>Mapping to National Occupational Standards 029NPH 5.2</p>	

Unit Title	HC125-C3 Plan and manage the control of pests, diseases and disorders
Level	3
Credit Value	5
Guided Learning Hours	33
Unit Summary	<p>The aim of this unit is to provide the learner with the knowledge, understanding and skills required for planning and managing the control of pests, diseases and disorders. Pests may include insects, slugs, snails and rodents. Diseases may be fungal, viral or bacterial and disorders may include nutrient deficiencies. The unit covers the identification, monitoring and developing plans for the control of the pests, diseases and disorders.</p> <p>If the use of chemicals is required the learner must possess the appropriate certificates.</p>
Learning Outcomes (1 to 12) <i>The learner will</i>	Assessment Criteria (1.1 to 12.4) <i>The learner can</i>
1. Plan the control of pests, diseases and disorders	<p>1.1 Develop suitable plans for the control of pests, disease and disorders. The plans should specify the following</p> <ul style="list-style-type: none"> • control method(s) to be used (chemical, biological and/or cultural) • timing • individuals involved • health and safety requirements • environmental protection measures <p>To take account of the following criteria</p> <ul style="list-style-type: none"> • crop • cropping area • problem • market requirements <p>1.2 Present plans clearly to the appropriate people</p>
2. Be able to monitor the control of pests, diseases and disorders	2.1 Establish methods, timing and frequency of monitoring to determine the presence of pests, diseases and disorders

	<p>2.2 Gather accurate monitoring information relating to the presence of pests, diseases and disorders at appropriate intervals</p> <p>2.3 Accurately interpret all available information to identify the extent of the pest population, disease, disorders and biological controls</p>
<p>3. Be able to manage the control of pests, diseases and disorders</p>	<p>3.1 Confirm that the selected control methods are in accordance with legislative requirements</p> <p>3.2 Implement at least two control methods in ways which minimise the risks to non-target species and the environment</p> <ul style="list-style-type: none"> • chemical • biological • cultural <p>3.3 Take appropriate actions without delay should problems arise during pest, disease and disorder control</p> <p>3.4 Evaluate accurately the use of control method and amend activities if necessary</p>
<p>4. Be able to keep appropriate records</p>	<p>4.1 Keep all relevant records up to date, accurate, legible and complete</p>
<p>5. Be able to promote health and safety and environmental good practice</p>	<p>5.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>5.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>5.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>6. Be able to maintain and use relevant equipment</p>	<p>6.1 Ensure equipment is prepared, used and maintained in a safe and effective condition throughout</p>
<p>7. Understand how to plan for the control of pests, diseases and disorders</p>	<p>7.1 Explain the importance of developing plans for the control of pests, diseases and disorders and why they should cover the following</p> <ul style="list-style-type: none"> • control method(s) to be used (chemical, biological and/or cultural)

	<ul style="list-style-type: none"> • timing • individuals involved • health and safety requirements • environmental protection measures <p>7.2 Explain the ways in which the plans should be communicated covering both written and spoken</p> <p>7.3 Explain all the planning criteria to be considered when developing plans</p> <ul style="list-style-type: none"> • crop • cropping area • problem • market requirements
<p>8. Understand how to monitor the control of pests, diseases and disorders</p>	<p>8.1 Explain how to assess the risks associated with monitoring and controlling pests, diseases and disorders</p> <p>8.2 Explain how to identify pests, diseases and disorders, the significance of their presence on crop(s) and the problems they cause</p> <p>8.3 Explain integrated pest management and its advantages and disadvantages</p> <p>8.4 Explain the effects of season and weather conditions on monitoring pest populations and how monitoring methods can be adjusted to take account of these changes</p> <p>8.5 Explain the reasons for monitoring pest populations and the importance of developing suitable plans for their control</p>
<p>9. Understand the records required for managing the control of pests, diseases and disorders</p>	<p>9.1 Explain the records required and their importance</p>
<p>10. Understand the control of pests, diseases and disorders</p>	<p>10.1 Explain how to assess the health and safety risks related to controlling pests, diseases and disorders</p> <p>10.2 Explain different methods for controlling pests, diseases and disorders and the problems which may occur and the action to be taken covering</p> <ul style="list-style-type: none"> • chemical • biological • cultural

	<p>10.3 Explain the safe and effective handling of chemicals and the dangers and emergency treatments</p> <p>10.4 Explain how to prolong the effective life of chemicals</p>
<p>11. Understand the reasons for maintaining equipment</p>	<p>11.1 Explain the importance and methods of maintaining equipment for use</p>
<p>12. Understand relevant health and safety legislation and environmental good practice</p>	<p>12.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p> <p>12.2 Describe the possible environmental damage that could occur and how to respond appropriately</p> <p>12.3 Explain the correct and appropriate methods for disposing of waste</p> <p>12.4 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
<p>Mapping to National Occupational Standards 029NCU80.1,2</p>	

Unit Title	HC022-C2 Installing drainage systems
Level	2
Credit Value	3
Guided Learning Hours	23
Unit Summary	The aim of this unit is to provide the learner with the skills, knowledge and understanding to install drainage systems under minimal direction or guidance. The learner will be required to select and use hand tools, powered equipment and materials correctly, competently and safely and to decide the appropriate timing of operations, the work methods to be used and to check the results and correct any faults
Learning Outcomes (1 to 6) <i>The learner will</i>	Assessment Criteria (1.1 to 6.3) <i>The learner can</i>
1. Be able to install drainage systems	1.1 Position reference marks according to specification 1.2 Install drainage system to specification: <ul style="list-style-type: none"> • sub surface systems • surface channels • sustainable drainage systems 1.3 Adopt practices to minimise damage to existing structures and services 1.4 Restore surface to near original condition
2. Be able to select, use and maintain equipment for installing drainage	2.1 Select appropriate equipment for this area of work 2.2 Use equipment according to instructions 2.3 Prepare, maintain and store equipment in a safe and effective working condition

<p>3. Be able to work safely and minimise environmental damage</p>	<p>3.1 Work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements</p> <p>3.2 Carry out work in a manner which minimises environmental damage</p> <p>3.3 Dispose of waste safely and correctly</p> <p>3.4 Describe the safety aspects of working in trenches</p>
<p>4. Know the principles of drain installation</p>	<p>4.1 Explain why soil drainage is beneficial for plant growth</p> <p>4.2 State the importance of setting accurate levels and falls</p> <p>4.3 Describe why the type, size, depth and spacing of drainage pipes/tiles, varies with the soil texture</p>
<p>5. Know the types of equipment required and how to maintain them</p>	<p>5.1 Describe the equipment which will be necessary for installing drainage</p> <p>5.2 Describe methods of maintaining the equipment in a fit state for use</p>
<p>6. Know the current health and safety legislation and environmental practice</p>	<p>6.1 Outline the current health and safety legislation, codes of practice and any additional requirements</p> <p>6.2 Describe how environmental damage can be minimised</p> <p>6.3 Describe the correct methods for disposing of organic and inorganic waste</p>
<p>Mapping to National Occupational Standards O29NL15.1</p>	

Unit Title	HC023-C2 Maintain drainage systems
Level	2
Credit Value	3
Guided Learning Hours	23
Unit Summary	The aim of this unit is to provide the learner with knowledge, skills and understanding required to inspect and maintain drainage systems
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.3) <i>The learner can</i>
1. Be able to inspect and maintain drainage systems	1.1 Inspect and assess drainage systems according to agreed schedules 1.2 Restore drainage systems to full effectiveness and to agreed schedule 1.3 Record inspections and work undertaken 1.4 Maintain effective working relations with all relevant people throughout
2. Be able to work safely and minimise environmental damage	2.1 Work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements 2.2 Carry out work in a manner which minimises environmental damage 2.3 Dispose of waste safely and correctly
3. Know how to inspect and maintain drainage systems	3.1 Describe the schedule of inspections required to identify faults and problems 3.2 Describe how to identify and correct impeded drainage and its causes

	<p>3.3 State how to identify and deal with any problems with drainage systems</p> <p>3.3 Describe the main causes of drain malfunction, including leaks and blockages and methods that can be used to deal with them</p> <p>3.4 Describe the factors affecting flow rates in the drains</p> <p>3.5 State the importance of maintaining drainage systems so they work effectively and efficiently</p> <p>3.6 Describe the principles of drainage design</p> <p>3.7 State why it is important to keep working areas clean according to clients' requirements</p> <p>3.8 State what records need to be kept and why</p>
<p>4. Know the current health and safety legislation and environmental practice</p>	<p>4.1 Outline the current health and safety legislation, codes of practice and any additional requirements, which apply to this area of work</p> <p>4.2 Describe how environmental damage can be minimised</p> <p>4.3 Describe the correct methods for disposing of organic and inorganic waste</p>
<p>Mapping to National Occupational Standards 029NL21.1 L15.2</p>	

Unit Title	HC094-C3 Maintain irrigation systems
Level	3
Credit Value	3
Guided Learning Hours	19
Unit Summary	The unit will provide the learner with the skills, knowledge and understanding required for maintaining the efficient working of irrigation systems which maybe complex and non-routine
Learning Outcomes (1 to 5) <i>The learner will</i>	Assessment Criteria (1.1 to 5.2) <i>The learner can</i>
1. Understand how to design irrigation systems	1.1 Explain the principles of design and construction of irrigation systems <ul style="list-style-type: none"> • mobile • installed
2. Understand how to maintain irrigation systems	2.1 Explain the principles, methods and calculations relating to soil water management 2.2 Give a range of possible water sources and quality systems for irrigation 2.3 Explain the maintenance requirements for irrigation systems 2.4 Explain the different maintenance requirements of irrigation equipment 2.5 Compare the different irrigation requirements of surfaces <ul style="list-style-type: none"> • hard/porous • synthetic • turf 2.6 Describe the frequency and thoroughness of inspections to identify faults 2.7 Give a range of possible contingencies that may affect operations and how to handle these effectively

	<p>2.8 Identify the types of records required and the importance of accurate record keeping</p>
<p>3. Maintain irrigation systems</p>	<p>3.1 Inspect and assess irrigation systems and surfaces according to agreed schedules</p> <p>3.2 Identify problems with irrigation systems and arrange repairs where necessary</p> <p>3.3 Ensure surroundings are in a tidy and undamaged condition following operations</p> <p>3.4 Record inspections clearly, accurately and promptly</p> <p>3.5 Maintain effective working relations with all relevant people throughout</p>
<p>4. Maintain the waste and environment</p>	<p>4.1 Explain the adverse environmental impact and waste which may occur and how to minimise these</p> <p>4.2 Keep unnecessary waste and unwanted impact on the environment to a minimum</p>
<p>5. Understand and comply with current health and safety legislation and codes of practice</p>	<p>5.1 Apply the principles and application of risk assessment</p> <p>5.2 Summarise current health and safety legislation, codes of practice and any additional requirements</p>
<p>Mapping to National Occupational Standards 029NL21.2</p>	

Unit Title	HC095-C3 Plan and maintain planted areas
Level	3
Credit Value	3
Guided Learning Hours	19
Unit Summary	This unit will provide the learner with the skills, knowledge and understanding for planning and maintaining planted areas
Learning Outcomes (1 to 6) <i>The learner will</i>	Assessment Criteria (1.1 to 6.1) <i>The learner can</i>
1. Plan and maintain planted areas	<p>1.1 Ensure plans are consistent with the purpose, function, standards and objectives of planted areas – e.g. shrub areas, scrub, bedding, herbaceous, hedges and amenity turf</p> <p>1.2 Carry out maintenance operations to the planted area as planned e.g.</p> <ul style="list-style-type: none"> • pruning • feeding • weed control • mulching • soil amelioration • removal and replacement of plants • mowing <p>1.3 Assess the results of maintenance operations, ensuring objectives, standards and safety requirements have been achieved</p> <p>1.4 Leave the site in an undamaged and tidy condition following operations</p> <p>1.5 Deal with problems effectively, efficiently and safely when ensuring maintenance of planted areas</p> <p>1.6 Maintain effective working relations with relevant people throughout</p>

<p>2. Be able to promote health and safety and environmental good practice</p>	<p>2.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>2.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>2.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>3. Understand how to plan and maintain planted areas</p>	<p>3.1 Explain the principle purposes and functions of planted areas in amenity settings and how these affect their maintenance</p> <p>3.2 Explain the principles and methods of pruning and its effects on plant growth</p> <p>3.3 Describe the significance of growing habits for timing and method of pruning</p> <p>3.4 Define the principles of maintenance operations covering</p> <ul style="list-style-type: none"> • pruning • feeding • weed control • mulching • soil amelioration • removal and replacement of plants • mowing <p>3.5 Compare methods of analysing soil condition and nutritional status</p> <p>3.6 Describe the symptoms of nutritional deficiency</p>
<p>4. Understand the effects of nutrients and climate on plant growth</p>	<p>4.1 Describe the effects of the main macro and micro nutrients on plant health and growth</p> <p>4.2 Describe the effects of pollutants, climatic conditions and soil/water relations on plant growth</p>
<p>5. Understand relevant health and safety legislation and environmental practice</p>	<p>5.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>5.2 Describe the possible environmental damage and how to respond appropriately</p>

	5.3 Explain the correct and appropriate methods for disposing of waste
6. Know how to deal with problems	6.1 Give a range of the typical problems that may occur and how to deal with these effectively
Mapping to National Occupational Standards 029NL22.1	

Unit Title	HC097-C3 Design and install drainage systems
Level	3
Credit Value	4
Guided Learning Hours	26
Unit Summary	<p>The unit will provide the learner with the skills, knowledge and understanding in required to design and install drainage systems</p> <p>The learner will be working to a previously developed plan and that it meets specifications and tolerances</p>
Learning Outcomes (1 to 8) <i>The learner will</i>	Assessment Criteria (1.1 to 8.4) <i>The learner can</i>
1. Be able to calculate drainage requirements	<p>1.1 Identify drainage requirements</p> <p>1.2 Calculate drainage requirements at a level which will prevent flooding or water logging</p>
2. Be able to install drainage systems	<p>2.1 Install 2 drainage systems from the list below which meet requirements and specifications</p> <ul style="list-style-type: none"> • surface water • pipes • tile <p>2.2 Ensure levels and falls are in accordance with requirements and specifications</p> <p>2.3 Ensure the surface is restored to its original condition</p> <p>2.4 Maintain effective working relations with the relevant people</p>
3. Be able to promote health and safety and good environmental practice	3.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements which apply to installing drainage

	<p>3.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>3.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
4. Be able to maintain and use equipment during installing drainage	4.1 Ensure equipment is prepared, used and maintained in a safe and effective condition throughout
5. Understand the calculation required for drainage	5.1 Explain how to make drainage calculations
6. Understand why its important to be able to install drainage systems	<p>6.1 Explain the factors influencing drainage requirements</p> <p>6.2 Describe the advantages, disadvantages and applications of the following types of drainage systems:</p> <ul style="list-style-type: none"> • surface water • pipes • tile <p>6.3 Explain the typical problems that may occur and effective methods of dealing with these</p>
7. Understand the reasons for maintaining equipment	7.1 Explain the importance of and methods of maintaining equipment in a fit state for use to minimise risks
8. Understand relevant health and safety legislation and environmental practice	<p>8.1 Explain current health and safety legislation, codes of practice and any additional requirements</p> <p>8.2 Describe the possible environmental damage and how to respond appropriately</p> <p>8.3 Explain the correct and appropriate methods for disposing of waste</p> <p>8.4 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
<p>Mapping to National Occupational Standards O29NL23.2</p>	

Unit Title	HC104-C3 Estimate and programme resource requirements for landscaping
Level	3
Credit Value	4
Guided Learning Hours	26
Unit Summary	This unit will provide the learner with the skills, knowledge and understanding required for estimating resource requirements and programming work for soft, hard and interior landscapes
Learning Outcomes (1 to 6) <i>The learner will</i>	Assessment Criteria (1.1 to 6.3) <i>The learner can</i>
1. Be able to estimate the resources	<p>1.1 Identify the nature, extent, required outcome and standards of proposed work clearly and accurately.</p> <p>1.2 Identify required resources which are appropriate to the work taking into account:</p> <ul style="list-style-type: none"> • labour • equipment • materials • finance • specific expertise <p>1.3 Ensure timing of resource enable work to proceed</p>
2. Be able to sequence and programme work	<p>2.1 Ensure the work programme takes full account of the available resources to proceed</p> <p>2.2 Provide a sequence of work which meets agreed targets efficiently and effectively</p> <p>2.3 Use a work programme which enables work to be completed on time, safely and to the standard required</p> <p>2.4 Communicate the work programme effectively and in time to all relevant people</p>

<p>3. Be able to promote health and safety and good environmental practice</p>	<p>3.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements.</p> <p>3.2 Ensure work is carried out in a manner which minimises environmental damage</p>
<p>4. Understand how to estimate resource requirements and programme work</p>	<p>4.1 Define project planning and describe methods of estimating resource requirements</p> <ul style="list-style-type: none"> • labour • equipment • materials • finance • specific expertise <p>4.2 Compare the effects of timing of resource provision on costs and completion</p> <p>4.3 Assess methods to optimise resource usage and timing and minimise waste</p> <p>4.4 Comment on the implications of estimating and arranging resources for both horticultural and landscape projects</p>
<p>5. Understand the sequence and programming of work</p>	<p>5.1 Explain the methods of sequencing work to achieve targets and realistic work rates for the work type programmed</p> <p>5.2 Evaluate the use of performance measures</p> <p>5.3 Describe the possible causes of disruption to work programmes and their effects on quality and timing</p> <p>5.4 Explain the sources of hazard encountered on landscape maintenance and measures for their reduction</p>
<p>6. Understand relevant health and safety legislation and environmental good practice</p>	<p>6.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>6.2 Describe the possible environmental damage and how to respond appropriately</p> <p>6.3 Explain the records required for management and legislative purposes and the importance of maintaining them</p>

Mapping to National Occupational Standards
029NL26.1,2

Unit Title	HC107-C3 Monitor and adjust watering systems for crops or plants
Level	3
Credit Value	5
Guided Learning Hours	33
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required to monitor and adjust watering systems for crops or plants
Learning Outcomes (1 to 7) <i>The learner will</i>	Assessment Criteria (1.1 to 7.2) <i>The learner can</i>
1. Understand watering systems	1.1 Evaluate methods and systems for supplying water to crops or plants 1.2 Explain the principles and methods for making adjustments to the water supply 1.3 Identify common problems which may occur in the delivery of water to the plant or crop and explain how these should be resolved
2. Understand crop or plant requirements for water	2.1 Explain how to establish that the supply of water to the crop or plant is suitable 2.2 Explain how the plant or crop requirements for water varies during growth and development 2.3 Explain the impact of the environment on the water requirements of the crop or plant
3. Understand the reasons for maintaining equipment	3.1 Explain the importance of and methods of maintaining equipment ready for use to minimise risks.

<p>4. Understand relevant health and safety legislation and environmental good practice</p>	<p>4.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>4.2 Describe the possible environmental damage and how to respond appropriately</p> <p>4.3 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
<p>5. Be able to maintain and use equipment</p>	<p>5.1 Ensure equipment is prepared, used and maintained in a safe and effective condition</p>
<p>6. Be able to monitor and adjust watering systems</p>	<p>6.1 Check and confirm the supply of water to the plant or crop is correct</p> <p>6.2 Identify the need for making adjustments to watering systems</p> <p>6.3 Identify problems with the delivery of water to the plant or crop and take appropriate action as necessary</p> <p>6.4 Ensure adjustments to watering systems are in accordance with the requirements of the plant or crop</p> <p>6.5 Provide clear and accurate information for recording purposes</p>
<p>7. Be able to promote health and safety and environmental good practice</p>	<p>7.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements which apply to monitoring and adjusting watering systems</p> <p>7.2 Ensure work is carried out in a manner which minimises environmental damage</p>
<p>Mapping to National Occupational Standards 029NPH5.3</p>	

Unit Title	HC108-C3 Manage site clearance and preparation for planting
Level	3
Credit Value	6
Guided Learning Hours	39
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required to manage the clearing and preparing of sites for planting. It covers clearing sites of any unwanted materials and debris and carrying out relevant cleaning activities. It also covers the planning of the resources for preparing the site
Learning Outcomes (1 to 8) <i>The learner will</i>	Assessment Criteria (1.1 to 8.3) <i>The learner can</i>
1. Understand site clearance	<p>1.1 Explain the clearance requirements including sterilising in relation to the use of the site</p> <p>1.2 Explain how to assess the condition of the site and describe how this affects clearance operations</p> <p>1.3 Explain how resources including human, materials and equipment can be used effectively and efficiently when clearing sites</p> <p>1.4 Explain the levels of hygiene required on the site and describe reasons for and methods of maintaining hygiene</p> <p>1.5 Explain the problems which could arise during the clearance work and how to deal with them</p> <p>1.6 Explain how to identify the materials that may be suitable for re-use or recycling including organic and inorganic</p>
2. Understand the requirements for planting.	<p>2.1 Explain how to identify the condition of materials suitable for planting</p> <p>2.2 Describe the problems which may occur with equipment and materials and describe how to resolve them</p>

	<p>2.3 Explain how the production requirements and timescales influence planting operations</p> <p>2.4 Explain how the condition of the site and growing medium influence planting operations</p>
3. Understand how to maintain equipment	3.1 Explain the importance of and methods of maintaining equipment
4. Understand relevant health and safety legislation and environmental good practice	<p>4.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>4.2 Describe the possible environmental damage and how to respond appropriately</p> <p>4.3 Explain the correct and appropriate methods for disposing of waste</p> <p>4.4 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
5. Be able to control the clearance of a site	<p>5.1 Clear the site of unwanted materials and debris in accordance with production requirements and the condition of the site</p> <p>5.2 Ensure that working methods and processes are suitable to the site, and resources are used effectively and efficiently</p> <p>5.3 Ensure the necessary levels of hygiene are maintained in accordance with production requirements</p> <p>5.4 Ensure materials that are suitable for re-use or recycling are identified</p>
6. Be able to organise the resources needed for planting	<p>6.1 Organise the equipment and materials ready for use</p> <p>6.2 Take the appropriate action where the available equipment and materials do not meet the requirements of the planting operations</p> <p>6.3 Confirm that the growing medium and site is in a condition ready for planting operations to begin</p>

<p>7. Be able to maintain and use equipment during controlling the clearance of a sites for planting</p>	<p>7.1 Ensure equipment is prepared, used and maintained in a safe and effective condition</p>
<p>8. Be able to promote health and safety and environmental good practice</p>	<p>8.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>8.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>8.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>Mapping to National Occupational Standards 029NPH6.1,2</p>	

Unit Title	HC109-C3 Prepare for and maintain the planting of crops or plants
Level	3
Credit Value	6
Guided Learning Hours	39
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required for organising and maintaining the planting of crops or plants. The unit is applicable to planting by hand or by machine and can be either outdoors or in protected conditions
Learning Outcomes (1 to 8) <i>The learner will</i>	Assessment Criteria (1.1 to 8.3) <i>The learner can</i>
1. Understand how to prepare for the planting of crops or plants	1.1 Explain the methods for preparing plant material 1.2 Explain how to select plant material 1.3 Explain how the resources are used effectively when setting out of crops or plants
2. Understand the factors which influence the planting of crops or plants	2.1 Explain the working methods for carrying out planting 2.2 Explain how production requirements effect the time of planting 2.3 Explain the relationship of planting to the crops or plants subsequent growth and development 2.4 Explain the correct positioning of the plants or crops in the growing medium covering the following <ul style="list-style-type: none"> • density • depth • mix • orientation • firmness 2.5 Describe the correct methods for handling plant material

	<p>2.6 Explain the reasons and methods for maintaining hygiene and avoiding contamination</p> <p>2.7 Explain the problems which may occur during planting and how to deal with these</p> <p>2.8 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
3. Understand how to maintain equipment	<p>3.1 Explain the importance of maintaining equipment for use</p> <p>3.2 Describe the methods of maintaining the range of equipment used</p>
4. Understand relevant health and safety legislation and environmental good practice	<p>4.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p> <p>4.2 Describe the possible environmental damage that could occur and how to respond appropriately</p> <p>4.3 Explain the correct and appropriate methods for disposing of organic and inorganic waste</p>
5. Be able to prepare for planting crops or plants	<p>5.1 Ensure the plant material is selected and prepared in accordance with production requirements</p> <p>5.2 Ensure the necessary working methods for planting are established and clearly communicated</p>
6. Be able to maintain the planting of crops or plants	<p>6.1 Ensure that planting takes place at times which are most conducive to the crops or plants establishment and growth</p> <p>6.2 Position crops or plants within the growing medium in a way which is suitable to the crops or plants</p> <p>6.3 Handle plant material in a manner which optimises establishment, growth and development, and minimises damage</p> <p>6.4 Ensure planting is carried out at an appropriate speed whilst maintaining the quality of production</p> <p>6.5 Maintain the necessary levels of hygiene at all times</p> <p>6.6 Provide clear and accurate information for recording purposes</p>

<p>7. Be able to maintain and use relevant equipment</p>	<p>7.1 Ensure equipment is prepared, used and maintained in a safe and effective condition</p>
<p>8. Be able to promote health and safety and environmental good practice</p>	<p>8.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>8.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>8.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>Mapping to National Occupational Standards 029NPH7.1</p>	

Unit Title	HC110-C3 Promote and monitor the growth of crops or plants
Level	3
Credit Value	4
Guided Learning Hours	26
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required for promoting and monitoring the growth and development of plants and crops. It also covers the different protection methods and ways of promoting growth
Learning Outcomes (1 to 6) <i>The learner will</i>	Assessment Criteria (1.1 to 6.1) <i>The learner can</i>
1. Understand the factors which promote the growth of crops or plants	<p>1.1 Compare the advantages and disadvantages of different methods for promoting crop or plant growth and development</p> <p>1.2 Explain the optimum and amount of time required to carry out the promotion of crop or plant growth and development</p> <p>1.3 Explain the requirements for nutrients and moisture and how these can be adjusted to promote growth and development for different types of crop or plant</p> <p>1.4 Explain the factors which determine the growth and development of crops or plants and how they can be influenced to optimise productivity covering</p> <ul style="list-style-type: none"> • Light • Carbon dioxide • Growth hormones • Nutrients <p>1.5 Explain methods of promoting the growth and development of crops or plants covering the following</p> <ul style="list-style-type: none"> • protection from pests and diseases • weed control measures • weather protection • pruning and trimming • supporting • feeding • watering

	<p>1.6 Explain appropriate methods of handling plant material</p> <p>1.7 Explain the common problems which may occur and describe the correct actions to be taken in</p> <p>1.8 Explain the records required for management and legislative purposes and the importance of maintaining them</p> <p>1.9 Explain the reasons why it is important to maintain hygiene and describe how this is achieved</p>
<p>2. Understand how to maintain equipment</p>	<p>2.1 Explain the importance of maintaining equipment for use</p> <p>2.2 Describe the methods of maintaining the range of equipment used</p>
<p>3. Understand relevant health and safety legislation and environmental good practice</p>	<p>3.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p> <p>3.2 Describe the possible environmental damage that could occur and how to respond appropriately</p> <p>3.3 Explain the correct and appropriate methods for disposing of organic and inorganic waste</p>
<p>4. Be able to promote the growth of crops or plants through a number of methods</p>	<p>4.1 Choose and implement at least three methods for promoting crop growth and development in accordance with the needs of the crop and production requirements</p> <ul style="list-style-type: none"> • protection from pests and diseases • weed control measures • weather protection • pruning and trimming • supporting • feeding • watering <p>4.2 Handle plant material in a manner which optimises growth and development, and minimises damage</p> <p>4.3 Provide clear and accurate information for recording purposes</p>

<p>5. Be able to promote health and safety and environmental good practice</p>	<p>5.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>5.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>5.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>6. Be able to maintain and use relevant equipment</p>	<p>6.1 Ensure equipment is prepared, used and maintained in a safe and effective condition</p>
<p>Mapping to National Occupational Standards 029NPH7.2</p>	

Unit Title	HC111-C3 Plan and prepare growing media
Level	3
Credit Value	6
Guided Learning Hours	39
Unit Summary	The aim of this unit is to provide the skills, knowledge and understanding required for preparing growing media for planting or potting
Learning Outcomes (1 to 8) <i>The learner will</i>	Assessment Criteria (1.1 to 8.1) <i>The learner can</i>
1. Understand the preparation of growing media	<p>1.1 Explain the different properties of the materials used to prepare growing media covering</p> <ul style="list-style-type: none"> • Fertiliser • soil conditioner • growing media ingredients <p>1.2 Explain the procedures for obtaining the materials required</p> <p>1.3 Explain the different methods used for collecting and measuring out materials</p> <p>1.4 Explain different methods of incorporating ingredients into the growing medium depending on its use covering</p> <ul style="list-style-type: none"> • Mixing • Cultivation <p>1.5 Compare the different methods of preparing growing media in relation to planting requirements covering</p> <ul style="list-style-type: none"> • consistency • moisture level • air filled porosity • required additives • storage

<p>2. Understand the factors that affect preparation and operations</p>	<p>2.1 Explain the different growing media required for varying crops and growing conditions and how this will influence media preparation</p> <p>2.2 Explain the external factors that affect the timing of operations and the outcomes</p> <p>2.3 Explain the reasons for the different storage conditions for growing media and the need for hygiene at all times</p>
<p>3. Be able to plan, obtain and position materials</p>	<p>3.1 Identify and obtain the correct quantity of source materials, e.g. fertiliser and bulky ingredients, for preparing growing media in accordance with production requirements</p> <p>3.2 Ensure materials are handled correctly and safely</p> <p>3.3 Measure out and position the correct quantities of materials in accordance with the growing schedule and the crop</p>
<p>4. Be able to prepare the growing media</p>	<p>4.1 Incorporate materials into the growing media in accordance with planting requirements</p> <p>4.2 Provide clear and accurate information for recording purposes</p>
<p>5. Be able to select, use and maintain equipment for preparing growing media</p>	<p>5.1 Select appropriate equipment for this area of work</p> <p>5.2 Use equipment according to instructions</p> <p>5.3 Prepare, maintain and store equipment in a safe and effective working condition</p>
<p>6. Understand relevant health and safety legislation and environmental good practice</p>	<p>6.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>6.2 Describe the possible environmental damage and how to respond appropriately</p> <p>6.3 Explain the correct and appropriate methods for disposing of organic and inorganic waste</p> <p>6.4 Explain the records required for management and legislative purposes and the importance of maintaining them</p>

<p>7. Be able to promote health and safety and environmental good practice</p>	<p>7.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>7.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>7.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>8. Understand how to maintain equipment</p>	<p>8.1 Explain the importance of maintaining equipment ready for use</p>
<p>Mapping to National Occupational Standards O29NPH8.1, 8.2</p>	

Unit Title	HC112-C3 Plan and collect propagation material
Level	3
Credit Value	5
Guided Learning Hours	33
Unit Summary	<p>The aim of this unit is to provide the learner with the knowledge, understanding and skills required to plan and collect propagation material. The unit covers planning the methods of collecting propagation materials</p> <p>There is a separate unit which covers the identification and naming of plants</p>
Learning Outcomes (1 to 9) <i>The learner will</i>	Assessment Criteria (1.1 to 9.3) <i>The learner can</i>
1. Understand how to prepare for the collection of propagation material	<p>1.1 Explain the methods of planning the collection of propagation material and the factors which must be taken into account</p> <p>1.2 Explain how the requirements of the production programme differs depending on the type(s) of crop(s) or plants produced</p> <p>1.3 Explain the importance of the timing of different propagation activities</p>
2. Understand the methods of propagation	<p>2.1 Explain the method(s) used for collecting propagation material covering</p> <ul style="list-style-type: none"> • cuttings • budding • grafting • micro-propagation • division <p>2.2 Explain how to select suitable facilities for storing the material prior to use and the length of storage which is required</p> <p>2.3 Explain how to correctly handle plant material and the consequences of incorrect handling</p>

<p>3. Understand the principles of identification and naming of plants</p>	<p>3.1 Explain where and how to obtain information on plants and plant identification</p> <p>3.2 Explain the principles of botanical nomenclature</p>
<p>4. Understand the reasons for maintaining equipment</p>	<p>4.1 Explain the importance and methods of maintaining equipment for use</p>
<p>5. Understand relevant health and safety legislation and environmental good practice</p>	<p>5.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p> <p>5.2 Describe the possible environmental damage that could occur and how to respond appropriately</p>
<p>6. Be able to maintain and use relevant equipment</p>	<p>6.1 Ensure equipment is prepared, used and maintained in a safe and effective condition</p>
<p>7. Be able to plan the collection of propagation material</p>	<p>7.1 Plan the timing of the collection of propagation material to maximise the success of the operation and to fit in with the production programme</p> <p>7.2 Determine the source of the propagation material and the method of collection in accordance with the needs of the plant species and the propagation method</p>
<p>8. Be able to collect propagation material</p>	<p>8.1 Correctly identify plants from which material is to be collected</p> <p>8.2 Handle plant material in a manner which minimises damage and wastage</p> <p>8.3 Select and use suitable facilities for the storage of collected material</p> <p>8.4 Provide clear and accurate information for recording purposes</p>
<p>9. Be able to promote health and safety and environmental good practice</p>	<p>9.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>9.2 Ensure work is carried out in a manner which minimises environmental damage</p>

	9.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice
Mapping to National Occupational Standards 029NPH9.1	

Unit Title	HC113-C3 Prepare and establish propagation material
Level	3
Credit Value	6
Guided Learning Hours	39
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required to prepare and establish propagation material. It covers propagation methods including trimming and establishing the material in a growing environment
Learning Outcomes (1 to 9) <i>The learner will</i>	Assessment Criteria (1.1 to 9.3) <i>The learner can</i>
1. Understand the methods of preparing for propagation	<p>1.1 Explain the methods used for preparing propagation material covering</p> <ul style="list-style-type: none"> • trimming cuttings • splitting divisions • preparing of stocks • preparing scions <p>1.2 Explain why vegetative propagation methods are used</p> <p>1.3 Explain the following methods of propagation</p> <ul style="list-style-type: none"> • cuttings • budding • grafting • micro-propagation • division <p>1.4 Explain why it is important to maintain hygiene during the propagation process and how this is achieved</p> <p>1.5 Explain the role of hormone treatments to encourage rooting or meristem development</p>

<p>2. Understand how to establish propagation material in a growing environment</p>	<p>2.1 Explain the types of rooting media and how they are prepared and handled</p> <p>2.2 Explain how to correctly position propagation material in the growing medium</p> <p>2.3 Explain the factors which must be taken into account when planning aftercare</p> <p>2.4 Explain the types of growing environments available and their preparation</p> <p>2.5 Explain the methods for sustaining and promoting plant development following propagation</p>
<p>3. Understand the techniques for weaning crops or plants</p>	<p>3.1 Explain the techniques for weaning crops before transferring into a different environmental covering</p> <ul style="list-style-type: none"> • watering • ventilation • temperature control • humidity control • removal of material damaged by pests or diseases • trimming to promote appropriate growth formation • subculturing (micropropagation)
<p>4. Know the types of equipment and materials required and how to maintain them</p>	<p>4.1 Describe the equipment and materials which will be necessary for preparing for propagation</p> <p>4.2 Describe methods of maintaining the equipment ready for use</p>
<p>5. Understand relevant health and safety legislation and environmental good practice</p>	<p>5.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p> <p>5.2 Describe the possible environmental damage that could occur and how to respond appropriately</p> <p>5.3 Explain the correct and appropriate methods for disposing of organic and inorganic waste</p> <p>5.4 Explain the records required for management and legislative purposes and the importance of maintaining them including</p> <ul style="list-style-type: none"> • propagation activities • success rates

<p>6. Be able to maintain and use relevant equipment and materials</p>	<p>6.1 Ensure equipment and materials are prepared, used and maintained in a safe and effective condition</p>
<p>7. Be able to prepare propagation material:</p>	<p>7.1 Handle plant material in a manner which minimises damage and wastage, and optimises growth</p> <p>7.2 Select and use a suitable propagation method</p> <p>7.3 Prepare and treat propagation materials appropriately</p> <p>7.4 Provide clear and accurate information for recording purpose</p>
<p>8. Establish propagation material in a growing environment</p>	<p>8.1 Identify and source the materials for preparing a suitable rooting medium</p> <p>8.2 Prepare a suitable environment to establish the propagation material</p> <p>8.3 Position propagation material correctly in the growing medium and place in a suitable environment</p> <p>8.4 Promote and sustain plant development after propagation</p>
<p>9. Be able to promote health and safety and environmental good practice</p>	<p>9.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>9.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>9.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>Mapping to National Occupational Standards 029NPH9.2, 9.3</p>	

Unit Title	HC114-C3 Plan and implement seed propagation
Level	3
Credit Value	7
Guided Learning Hours	46
Unit Summary	This unit will provide learners with the skills, knowledge and understanding required for planning and managing the propagation of plants from seed
Learning Outcomes (1 to 10) <i>The learner will</i>	Assessment Criteria (1.1 to 10.4) <i>The learner can</i>
1. Understand the planning of seed propagation	<p>1.1 Explain the factors which influence seed propagation including timing and availability of resources</p> <p>1.2 Describe the contents and requirements of a propagation programme</p> <p>1.3 Explain how to estimate quantities of seed and materials</p>
2. Understand the factors which influence seed propagation	<p>2.1 Explain why texture, drainage, moisture and nutrient content of growing medium is important and species related</p> <p>2.2 Explain how correct timing of propagation can maximise the success of propagation</p> <p>2.3 Explain the importance of good hygiene in propagation areas</p> <p>2.4 Describe different methods of preparing seed (including soaking, priming, temperature treatments and scarification) and the suitability of each for species concerned</p> <p>2.5 Describe the appropriate immediate aftercare for different species and different situations e.g. outdoors or under glass covering</p> <ul style="list-style-type: none"> • Humidity control • Temperature control • Pricking out

	<ul style="list-style-type: none"> • Weed control • Pest or rodent control <p>2.6 Explain potential problems which may occur during propagation and how to deal with these effectively</p>
3. Understand the need for monitoring seed propagation	<p>3.1 Explain the crop health problems that can occur during propagation</p> <p>3.2 Explain the need to identify and deal with substandard seedlings</p>
4. Understand the how to maintain equipment	4.1 Explain the importance and methods of maintaining equipment
5. Understand relevant health and safety legislation and environmental good practice	<p>5.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p> <p>5.2 Describe the possible environmental damage and how to respond appropriately</p> <p>5.3 Explain the correct and appropriate methods for disposing of organic and inorganic waste</p> <p>5.4 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
6. Be able to plan seed propagation	<p>6.1 Prepare a programme of work activities to maximise the success of the operation</p> <p>6.2 Calculate and collect the quantities of seed and growing medium required</p>
7. Be able to implement seed propagation	<p>7.1 Prepare the growing medium in accordance with the requirements of the programme</p> <p>7.2 Check, store and handle seeds in a way that minimises damage and maximises viability</p> <p>7.3 Sow seeds evenly, accurately and at the correct depth and density for the species</p> <p>7.4 Provide immediate aftercare to encourage rapid germination</p>

<p>8. Be able to monitor germination of seeds</p>	<p>8.1 Identify problems with germination and take the appropriate remedial action</p> <p>8.2 Remove and hygienically dispose of unwanted seedlings</p> <p>8.3 Accurately identify seedlings suitable for the next stage of the production process</p> <p>8.4 Provide suitable post propagation aftercare conditions</p> <p>8.5 Ensure the following records are completed accurately</p> <ul style="list-style-type: none"> • propagation activities • success rates
<p>9. Be able to maintain and use equipment during seed propagation</p>	<p>9.1 Ensure equipment is prepared, used and maintained in a safe and effective condition</p>
<p>10. Be able to promote health and safety and environmental good practice</p>	<p>10.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>10.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>10.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p> <p>10.4 Maintain effective working relations with all relevant people</p>
<p>Mapping to National Occupational Standards O29NPH10.1,2</p>	

Unit Title	HC115-C3 Plan and monitor harvesting operations
Level	3
Credit Value	6
Guided Learning Hours	39
Unit Summary	<p>The aim of this unit is to provide the learner with the knowledge, understanding and skills required for planning and maintaining the harvesting of crops</p> <p>The unit covers determining the resource requirement and working methods of harvesting could be carried out manually and mechanically depending on the type of crops</p> <p>This unit does not cover collecting plants for despatch or sale as this is covered in a separate unit</p>
Learning Outcomes (1 to 8) <i>The learner will</i>	Assessment Criteria (1.1 to 8.3) <i>The learner can</i>
1. Understand how to plan the harvesting of crops	<p>1.1 Explain the factors to be considered when preparing a harvesting plan covering how to determine the human, financial, material and equipment resources necessary</p> <p>1.2 Explain the methods and conventions for presenting plans covering written and spoken</p> <p>1.3 Explain the importance of timescales within which harvesting must take place</p> <p>1.4 Explain the relationship between production requirements, planning and harvesting the crops</p>
2. Understand the harvesting of crops	<p>2.1 Explain how to identify crops which are ready for harvesting</p> <p>2.2 Explain the actions to take when the crop is not ready for harvesting</p> <p>2.3 Describe the variations of harvesting methods which are used depending on the crop</p>

	<p>2.4 Explain the adjustments to harvesting methods which may be required in relation to environmental conditions and use of resources</p> <p>2.5 Explain how to maintain the quality of the product and minimise adverse damage</p> <p>2.6 Describe the problems which may arise during harvesting and explain how these may be resolved</p> <p>2.7 Explain the methods for maintaining hygiene during harvesting</p> <p>2.8 Explain the reasons and systems of record keeping</p>
<p>3. Know the current health and safety legislation and environmental good practice</p>	<p>3.1 Outline the current health and safety legislation, codes of practice and any additional requirements, which apply to this area of work</p> <p>3.2 Describe how environmental damage can be minimised</p> <p>3.3 Describe the correct methods for disposing of organic and inorganic waste</p>
<p>4. Know the types of equipment required and how to maintain them</p>	<p>4.1 Describe the methods of maintaining the equipment which will be necessary for the harvesting of crops</p>
<p>5. Be able to select, use and maintain equipment and resources</p>	<p>5.1 Select and use appropriate equipment for this area of work</p> <p>5.2 Ensure equipment is prepared, maintained and stored in a safe and effective working condition</p>
<p>6. Be able to plan the harvesting of crops</p>	<p>6.1 Construct and present a harvesting schedule</p> <p>6.2 Confirm that the crop is in a condition ready for harvesting</p> <p>6.3 Establish the availability of resources required for harvesting operations: human, financial, material and equipment</p>
<p>7. Be able to maintain the harvesting of crops</p>	<p>7.1 Ensure harvesting methods and processes are effective, efficient, and in accordance with production requirements</p>

	<p>7.2 Establish relevant measures to maintain hygiene during harvesting</p> <p>7.3 Ensure plans achieve the best balance between production requirements and constraints on the harvesting operations including</p> <ul style="list-style-type: none"> • environmental conditions • resource difficulties • crop condition • health and safety issues
<p>8. Be able to work safely and minimise environmental damage</p>	<p>8.1 Work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements</p> <p>8.2 Carry out work in a manner which minimises environmental damage</p> <p>8.3 Dispose of waste safely and correctly</p>
<p>Mapping to National Occupational Standards 029NPH11.1,11.2</p>	

Unit Title	HC116-C3 Prepare and store harvested crops
Level	3
Credit Value	6
Guided Learning Hours	39
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required to prepare harvested crops following harvesting
Learning Outcomes (1 to 6) <i>The learner will</i>	Assessment Criteria (1.1 to 6.2) <i>The learner can</i>
1. Know how to prepare harvested crops	<p>1.1 Explain why storage methods differ according to the type of crop</p> <p>1.2 Explain the different methods of preparing crops for storage covering</p> <ul style="list-style-type: none"> • handling • grading • cleaning • drying • packing, containering or labelling <p>1.3 Explain the importance of production specification and how this influences storage and preparation requirements</p> <p>1.4 Explain why prepared crops may not be of a suitable quality and how to identify this</p> <p>1.5 Describe the reporting procedures where prepared produce is not of a suitable quality</p> <p>1.6 Describe necessary levels of hygiene</p>
2. Understand the reasons for maintaining equipment	2.1 Explain the importance and methods of maintaining equipment ready for use

<p>3. Understand relevant health and safety legislation and environmental good practice</p>	<p>3.1 Explain current health and safety legislation, codes of practice and any additional requirements</p> <p>3.2 Explain the correct and appropriate methods for disposing of waste</p> <p>3.3 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
<p>4. Be able to maintain and use equipment</p>	<p>4.1 Ensure equipment is prepared, used and maintained in a safe and effective condition</p>
<p>5. Be able to maintain harvested crops</p>	<p>5.1 Select and use appropriate methods for preparing the harvested crop in accordance with production requirements such</p> <p>5.2 Remove and report harvested crop which does not meet production requirements</p> <p>5.3 Ensure the necessary levels of hygiene are maintained throughout the preparation of the crop</p> <p>5.4 Ensure the prepared harvested crop meets production requirements</p> <p>5.5 Ensure the preparation of the harvested crop is completed in the appropriate timescale</p> <p>5.6 Ensure that any required storage meets production requirements and maintains the condition of the crop.</p> <p>5.7 Ensure that records are accurate and complete</p>
<p>6. Be able to promote health and safety and environmental good practice</p>	<p>6.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements which apply to preparing harvested crops</p> <p>6.2 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>Mapping to National Occupational Standards 029NPH 11.3</p>	

Unit Title	HC117-C3 Plan and manage the collection of orders
Level	3
Credit Value	8
Guided Learning Hours	52
Unit Summary	<p>The aim of this unit is to provide the learner with the knowledge, understanding and skills required for planning and managing the collection of plant orders taking into account all the factors involved including: market requirements, resource constraints and collection methods and crop conditions</p> <p>This unit does not cover the identification of plants</p>
Learning Outcomes (1 to 8) <i>The learner will</i>	Assessment Criteria (1.1 to 8.4) <i>The learner can</i>
1. Be able to maintain and use equipment during planning the collection of orders	1.1 Ensure equipment is prepared, used and maintained in a safe and effective condition
2. Be able to plan the collection of orders	<p>2.1 Accurately sort customer orders to ensure efficiency of the planned collection process</p> <p>2.2 Identify the correct location of the required plants</p> <p>2.3 Establish the resources required for the collection of orders: including human; material and equipment.</p> <p>2.4 Plan collection methods which are effective, efficient and are in accordance with marketing requirements</p> <p>2.5 Plan the collection operation to achieve best balance between constraints and marketing requirements including</p> <ul style="list-style-type: none"> • customer requirements • resource availability • condition of crop • health and safety • environmental conditions

	<p>2.6 Present plans clearly and accurately</p>
<p>3. Manage the collection of orders</p>	<p>3.1 Ensure that collection methods are effective, efficient and in accordance with marketing requirements</p> <p>3.2 Monitor and make any necessary adjustments to collection methods in relation to crop condition, environmental conditions and resources</p> <p>3.3 Correctly recognise and identify the required plants</p> <p>3.4 Handle the crop in a way which maintains plant quality and minimises damage</p> <p>3.5 Collect and transport crop in accordance with marketing requirements</p> <p>3.6 Accurately assess the condition of the collected crop and take appropriate action as required</p> <p>3.7 Ensure records are accurate and complete</p>
<p>4. Be able to promote health and safety and environmental good practice</p>	<p>4.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements which apply to planning the collection of orders</p> <p>4.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>4.3 Manage and dispose of waste in accordance with legislative requirements and codes of good practice</p>
<p>5. Understand why it is important to be able to plan the collection of orders</p>	<p>5.1 Explain how to establish the best balance between constraints and market requirements covering</p> <ul style="list-style-type: none"> • Customer requirements • Resource availability • Condition of crop • Health and safety • Environmental conditions <p>5.2 Explain the characteristics which indicate the crop is fit for collection or lifting</p> <p>5.3 Explain how to determine the available human, material and equipment resources required.</p>

	<p>5.4 Explain the seasonal conditions which are suitable for collection and dispatch</p> <p>5.5 Explain methods for collecting or lifting the crop</p> <p>5.6 Explain timescales within which collection must take place and the acceptable commercial rates of collection.</p> <p>5.7 Identify the range of specifications used for sale of plants.</p> <p>5.8 Identify how to develop plans for collecting orders and the information which the plan has to contain</p>
<p>6. Understand how to manage the collection of orders</p>	<p>6.1 Identify adjustments to collection methods which may be required</p> <p>6.2 Explain methods of maintaining the quality of plant(s) during handling and transportation</p> <p>6.3 Identify problems which may arise during the collection of plants and explain what actions might be taken to address them</p> <p>6.4 Explain why it is important to recognise instances where the plant does not meet customer requirements</p>
<p>7. Understand the reasons for maintaining equipment</p>	<p>7.1 Explain the importance and methods of maintaining equipment ready for use</p>
<p>8. Understand relevant health and safety legislation and environmental good practice</p>	<p>8.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>8.2 Describe the possible environmental damage and how to respond appropriately</p> <p>8.3 Explain the correct and appropriate methods for disposing of waste</p> <p>8.4 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
<p>Mapping to National Occupational Standards O29NPH12.1,2</p>	

Unit Title	HC118-C3 Prepare collected orders for dispatch
Level	3
Credit Value	6
Guided Learning Hours	39
Unit Summary	The aim of this unit is to provide the learner with the ability to demonstrate the knowledge, understanding and skills required to take responsibility for the preparation of the crop following collection or lifting using a number of methods to prepare orders
Learning Outcomes (1 to 4 <i>The learner will</i>	Assessment Criteria (1.1 to 4.3) <i>The learner can</i>
1. Prepare collected orders for dispatch	<p>1.1 Prepare the collected order in accordance with market and customers requirements within required timescales for at least four from</p> <ul style="list-style-type: none"> • pruning/trimming • tying • weeding • grading • bundling • wrapping • containerising/packing • labelling • watering • loading <p>1.2 Identify and remove plants which fail to meet the market requirement</p> <p>1.3 Store appropriately prior to dispatch if required.</p> <p>1.4 Provide clear and accurate information for recording purposes</p>

<p>2. Be able to promote health and safety and environmental good practice</p>	<p>2.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>2.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>2.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p>
<p>3. Understand how to prepare collected orders for dispatch</p>	<p>3.1 Explain how to establish the best balance between constraints and marketing requirements</p> <p>3.2 Explain methods for preparing the order covering</p> <ul style="list-style-type: none"> • pruning/trimming • tying • weeding • grading • bundling • wrapping • containerising/packing • labelling • watering • loading <p>3.3 Explain the methods of storing and maintaining the health of plants ready for dispatch</p> <p>3.4 Explain why collected plants may not be of a suitable quality and how to identify this</p> <p>3.5 Explain the reasons for reporting instances where collected plants are not of a suitable quality</p> <p>3.6 Summarise factors which affect plant quality during dispatch and transport</p>
<p>4. Understand relevant health and safety legislation and environmental good practice</p>	<p>4.1 Explain current health and safety legislation, codes of practice and any additional requirements which apply to this area of work</p> <p>4.2 Explain the correct and appropriate methods for disposing of waste</p> <p>4.3 Explain the records required for management and legislative purposes and the importance of maintaining them</p>

Mapping to National Occupational Standards
029NPH12.3

Unit Title	HC119-C3 Prepare, monitor and adjust environmental conditions for protected crops or plants
Level	3
Credit Value	5
Guided Learning Hours	33
Unit Summary	The aim of this unit is to provide the learner with the skills, knowledge and understanding required for preparing and maintaining environmental conditions for protected crops or plants. It includes monitoring, adjusting and recording environmental conditions
Learning Outcomes (1 to 7) <i>The learner will</i>	Assessment Criteria (1.1 to 7.2) <i>The learner can</i>
1. Understand the effects of maintaining environmental conditions for protected crops/plants	1.1 Explain the environmental conditions required for different crops to achieve optimum crop or plant growth and yield 1.2 Explain the effects which temperature, humidity, carbon dioxide levels, ventilation, light and shade have on the growth and development of the crop or plant
2. Understand the types of equipment used to maintain environmental conditions	2.1 Explain the types of equipment used to monitor and maintain environmental conditions including: computer with environmental software <ul style="list-style-type: none"> • heating • ventilation • watering systems • carbon dioxide generators/injectors • data recording equipment 2.2 Explain how equipment can be used to contribute to energy saving techniques
3. Know the different methods for adjusting environmental conditions	3.1 Explain the procedures and methods for monitoring and adjusting environmental conditions including the use of computers

<p>4. Be able to prepare environmental conditions for protected crops</p>	<p>4.1 Evaluate the necessary environmental conditions for the crop or plant, in accordance with production requirements</p> <p>4.2 Confirm that equipment for achieving and maintaining environmental conditions is working in accordance with manufacturers' instructions</p> <p>4.3 Assess and confirm that the equipment is correctly set and environmental conditions are in accordance with production requirements and the needs of the crop or plant</p>
<p>5. Be able to monitor and carry out adjustments to the environmental conditions</p>	<p>5.1 Monitor environmental conditions in accordance with organisational procedures and production requirements</p> <p>5.2 Accurately identify the need for any adjustments required to correct at least three of the environmental conditions below</p> <ul style="list-style-type: none"> • temperature • ventilation • humidity • light and shade • carbon dioxide levels <p>5.3 Ensure records are completed accurately</p>
<p>6. Understand relevant health and safety legislation and environmental good practice</p>	<p>6.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p> <p>6.2 Describe the possible environmental damage and how to respond appropriately</p> <p>6.3 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
<p>7. Be able to promote health and safety and environmental good practice</p>	<p>7.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>7.2 Ensure work is carried out in a manner which minimises environmental damage</p>
<p>Mapping to National Occupational Standards 029NPH13.1.2</p>	

Unit Title	HC044-C2 Plant nomenclature, terminology and identification
Level	2
Credit Value	5
Guided Learning Hours	38
Unit Summary	The aim of this unit is to provide the learner with the knowledge and skills required to identify and botanically name a range of plants using the correct terminology and format
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.1) <i>The learner can</i>
1. Understand the terminology used in naming plants	<p>1.1 Define the terms family, genus, species, cultivar variety and hybrid using the bi-nomial system</p> <p>1.2 Explain the purpose and importance of botanical names and discuss why botanical names are reclassified</p> <p>1.3 Explain how descriptive botanical names can aid identification e.g. nana and pendula</p> <p>1.4 Define terms relating to plants characteristics</p> <ul style="list-style-type: none"> • monocotyledons • dicotyledons • evergreen • deciduous • hardy • tender <p>1.5 Define terms relating to plant lifecycles e.g</p> <ul style="list-style-type: none"> • annuals • biennials • herbaceous perennials • woody perennial

<p>2. Understand how the parts of plants can aid identification</p>	<p>2.1 Explain how a plant's characteristics aid identification</p> <p>2.2 Explain how plant anatomy and plant morphology aid identification e.g.</p> <ul style="list-style-type: none"> • flowers • seeds and fruit • stems • leaves • roots • habit
<p>3. Identify and name plants using botanical names</p>	<p>3.1 Use a range of reference materials to aid identification of plants</p> <p>3.2 Use a plant's characteristics to aid identification e.g.</p> <ul style="list-style-type: none"> • habit • leaves • stems • flowers • buds <p>3.3 Identify and botanically name a total of 60 plants (from the following categories)</p> <ul style="list-style-type: none"> • annuals and short-lived perennials • houseplants • herbaceous perennials • trees and shrubs • grasses • food crops • weeds <p>3.4 Use the correct format when writing botanical names</p>
<p>4. Be able to work safely and minimise environmental damage</p>	<p>4.1 Work in a way which maintains health and safety and is consistent with current legislation, codes of practice and any additional requirements</p>
<p>Mapping to National Occupational Standards O29NPH14</p>	

Unit Title	HC120-C3 Apply consumer legislation in a horticultural retail environment
Level	3
Credit Value	4
Guided Learning Hours	26
Unit Summary	This unit provides the learner with the knowledge, skills and understanding required in responding to legislation which affects consumer rights and ensuring the customer is made aware of refund and guarantee policies. It also deals with pricing policies as well as the role of Trading Standards
Learning Outcomes (1 to 2) <i>The learner will</i>	Assessment Criteria (1.1 to 2.6) <i>The learner can</i>
1. Understand consumer legislation	<p>1.1 Explain the current consumer legislation and how this impacts on the retail environment</p> <p>1.2 Explain how consumer legislation is communicated to customers</p> <p>1.3 Explain how to deal with problems and complaints covering Sales Refunds Guarantees Customer Rights</p> <p>1.4 Outline the role of the Trading Standards and how they enforce legislation</p> <p>1.5 Describe pricing procedures including VAT, unit pricing, price comparison and display sale prices</p> <p>1.6 Describe how to ensure products are fit for sale</p>
2. Be able to implement consumer legislation	<p>2.1 Ensure customers are made aware of refund and guarantee policies</p> <p>2.2 Deal with customer refunds</p>

	<p>2.3 Deal with customer guarantee enquiries</p> <p>2.4 Ensure goods are priced correctly</p> <p>2.5 Ensure products are fit for sale</p> <p>2.6 Ensure sale/price reduction goods are correctly labelled</p>
<p>Mapping to National Occupational Standards O29NPH 16</p>	

Unit Title	HC047-C3 Communicate information within the workplace
Level	3
Credit Value	2
Guided Learning Hours	13
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required to communicate information within the workplace. It is about maintaining the 'flow' of information internally and externally to the organisation. It will entail passing on messages accurately, receiving and forwarding on information.
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.1) <i>The learner can</i>
1. Be able to receive information within the workplace	1.1 Identify information required, timescales and source 1.2 Request information using appropriate methods 1.3 Receive and record information accurately according to organisational requirements
2. Be able to transmit information within the workplace	2.1 Transmit information accurately and timely and using appropriate methods 2.2 Confirm receipt of information
3. Understand how to receive and transmit information within the workplace	3.1 Give examples of when information may be required urgently 3.2 Explain why it is important to take messages accurately and the potential effects of not doing so 3.3 Explain the importance of confirming information and why this should be acknowledged and accurately recorded 3.4 Explain the situations in which confidentiality needs to be maintained

4. Understand the relevant legislation in receiving and sending information	4.1 Summarise the legislation which relates to communicating information within the workplace
Mapping to National Occupational Standards O29NCU7.1	

Unit Title	HC122-C3 Plan and maintain supplies of physical resources within the work area
Level	3
Credit Value	3
Guided Learning Hours	13
Unit Summary	This unit will provide the learner with the skills, knowledge and understanding required for planning the requirements of physical resources within the work area and ensure that supplies are maintained. Physical resources could include products, materials or equipment and can be applied to a number of environments.
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.1) <i>The learner can</i>
1. Be able to maintain supplies of physical resources	1.1 Monitor supplies of physical resources to ensure that they are suitable and sufficient for current work activities 1.2 Ensure that supplies of physical resources are stored appropriately 1.3 Identify variations in future requirements for physical resources and plan correctly 1.4 Provide clear and accurate information for recording purposes
2. Be able to promote health and safety and environmental good practice	2.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements
3. Understand how to maintain supplies of physical resources	3.1 Explain how the quantity and quality of resources required for specific work activities are planned to include <ul style="list-style-type: none"> • products or materials • equipment 3.2 Explain how to recognise any faults or shortfalls in supplies of resources and the appropriate action to be taken

	<p>3.3 Explain the purpose of manufacturers' recommendations regarding the storage and use of resources</p> <p>3.4 Explain the types of records required and the importance of accurate record keeping</p>
<p>4. Understand relevant health and safety legislation and environmental good practice</p>	<p>4.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p>
<p>Mapping to National Occupational Standards O29NCU9.2</p>	

Unit Title	HC123-C3 Prepare and maintain equipment and machines
Level	3
Credit Value	3
Guided Learning Hours	19
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required to maintain and repair equipment and machines. Maintenance may also be required due to equipment malfunction. The unit covers manual (hand operated) and mechanical (engine drive) equipment and machines.
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.7) <i>The learner can</i>
<p>1. Understand how to prepare equipment and machines for maintenance</p> <p>A. maintenance</p> <p>B. tools</p>	<p>1.1 Explain the purpose of a maintenance schedule plan</p> <ul style="list-style-type: none"> • routine • breakdown <p>1.2 Justify circumstances in which authorisation must be obtained prior to maintenance</p> <p>1.3 Research information required for the maintenance procedure and how it should be obtained</p> <p>1.4 Describe methods for preparing equipment and machines</p> <ul style="list-style-type: none"> • manual • mechanical <p>1.5 Investigate the dangers created by stored energy and how these should be responded to during the preparation stage</p> <p>1.6 Evaluate hazardous chemicals and substances which may be present and ways in which they should be dealt with</p> <p>1.7 Select the type of tools, equipment and materials required for the maintenance procedure</p> <ul style="list-style-type: none"> • hand tools • power tools.

	<p>1.8 Describe the ways, and reasons, for making equipment and machinery for dis-assembly and re-assembly purposes</p> <p>1.9 Describe the location of stored equipment and any associated components</p>
<p>2. Understand how to maintain and repair equipment and machines</p>	<p>2.1 Describe methods for the diagnosis of faults and the identification of the root cause</p> <p>2.2 Give a range of routine maintenance requirements and why these must be adhered to</p> <p>2.3 Analyse factors which impact on the value of continuing with the procedure such as cost of repair, estimated working life, immediate needs for the equipment/machinery use</p> <p>2.4 Describe the reasons and methods for maintaining equipment and machines</p> <p>2.5 Investigate the possible consequences of not maintaining equipment and machines</p> <p>2.6 Investigate legislative requirements relating to the maintenance of equipment and machinery, and the work area</p> <p>2.7 Give a range of components that require periodic replacement and the reasons for this</p> <p>2.8 Describe procedures for obtaining replacement components</p> <p>2.9 Describe safe and appropriate methods of storing equipment and machinery</p> <p>2.10 Describe how and where to obtain expert advice in relation to maintenance</p> <p>2.11 Describe the necessary post-maintenance checks</p> <p>2.12 Describe how to keep appropriate records</p>
<p>3. Prepare equipment and machines for maintenance</p>	<p>3.1 Obtain the relevant information and authorisation for the maintenance procedure e.g. manual/maintenance</p> <p>3.2 Identify the equipment and machines requiring maintenance e.g. routine and breakdown</p> <p>3.3 Make sure the equipment and machines for maintenance are safe, and completely isolated from the power source</p>

	<p>3.4 Keep the work area safe and in a condition suitable for the maintenance procedure</p> <p>3.5 Obtain the appropriate tools and materials for the maintenance procedures</p> <p>3.6 Complete the preparation of equipment and machines for maintenance in accordance with manufacturers instructions e.g. manual/mechanical</p> <p>3.7 Identify the relevant components for dis-assembly and re-assembly purposes</p>
<p>4. Maintain and repair equipment and machines</p>	<p>4.1 Assess the maintenance requirements based on the condition and use of the equipment and machines</p> <p>4.2 Identify, remove and replace worn and damaged components in accordance with manufacturers instructions</p> <p>4.3 Where replacement components are unavailable, safely store the equipment and machinery, and take the appropriate action to obtain the suitable replacements</p> <p>4.4 Carry out the maintenance in accordance with manufacturers instructions, standard procedure and legislation</p> <p>4.5 Identify the need for expert advice and assistance and promptly refer this matter to the appropriate member of staff</p> <p>4.6 Make sure that stored equipment and machines are safe, secure and appropriately protected from any adverse conditions</p> <p>4.7 Carry out the correct tests on completion of the maintenance procedure to confirm the machinery/equipment is returned to good working order</p>
<p>Mapping to National Occupational Standards CU28.1,2</p>	

Unit Title	HC124-C3 Transplant large root-balled plants
Level	3
Credit Value	4
Guided Learning Hours	26
Unit Summary	The aim of this unit is to provide the learner with the knowledge, understanding and skills required to transport large root-balled plants and establish them in a new site. This includes the transportation of trees as well as plants.
Learning Outcomes (1 to 8) <i>The learner will</i>	Assessment Criteria (1.1 to 8.2) <i>The learner can</i>
1. Prepare and transport large root-balled plants	<p>1.1 Ensure the plant is in a fit condition for transportation and establishment</p> <p>1.2 Ensure the plant is prepared for transportation and a safe and effective route is selected</p> <p>1.3 Transport the plant in a way that is safe and secure and in accordance with any highway and traffic regulations</p> <p>1.4 Maintain the health, vigour and physical condition of the plant during the journey</p>
2. Understand the principles of transporting large root-balled plants	<p>2.1 Explain how to check the condition of plants to ensure they are fit for transportation and establishment</p> <p>2.2 Describe the effects of transportation on plants, including the signs that a plant may be suffering stress, and how to respond to these signs</p> <p>2.3 Explain how to prepare plants for transportation, secure them and maintain their condition throughout the journey</p> <p>2.4 Summarise the relevant highway and traffic regulations</p> <p>2.5 Describe the types of hazards that may occur when transporting plants and how to deal with these</p>

<p>3. Establish large root-balled plants in new sites</p>	<p>3.1 Identify and mark out the planting site correctly and clearly</p> <p>3.2 Handle the plant and use planting methods that maintain the health, vigour and physical condition of the plant and minimise damage</p> <p>3.3 Provide support, planting conditions and aftercare that are appropriate to the plant and the environment</p> <p>3.4 Restore the site to a clean and tidy condition following planting</p>
<p>4. Understand the principles underpinning the establishment of large root-balled plants</p>	<p>4.1 Explain the factors affecting the timing, method and site of planting</p> <p>4.2 Explain the causes of damage and drying out and their prevention</p> <p>4.3 Explain the problems and methods relating to the support, planting conditions and aftercare of plants whilst they are establishing</p> <p>4.4 Explain the types of damage that may occur to plants during planting and how to avoid these</p> <p>4.5 Explain the importance of restoring the site to a clean and tidy condition</p>
<p>5. Be able to maintain and use relevant equipment</p>	<p>5.1 Ensure equipment is prepared, used and maintained in a safe and effective condition throughout</p>
<p>6. Understand the reasons for maintaining equipment</p>	<p>6.1 Explain the importance and methods of maintaining equipment for use</p>
<p>7. Be able to promote health and safety and environmental good practice</p>	<p>7.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>7.2 Ensure work is carried out in a manner which minimises environmental damage</p>

<p>8. Understand relevant health and safety legislation and environmental good practice</p>	<p>8.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p> <p>8.2 Describe the possible environmental damage that could occur and how to respond appropriately</p>
<p>Mapping to National Occupational Standards O29NCU75.1,2</p>	

Unit Title	HC126-C3 Prepare and apply pesticides
Level	3
Credit Value	7
Guided Learning Hours	46
Unit Summary	<p>The aim of this unit is to provide the learner with the knowledge, understanding and skills required for preparing for the application of pesticides, applying pesticides in accordance with instructions and legislation</p> <p>To comply with legislation the learner must hold the relevant Certificate of competence for each situation in which they wish to apply pesticides</p>
Learning Outcomes (1 to 11) <i>The learner will</i>	Assessment Criteria (1.1 to 11.1) <i>The learner can</i>
<p>1. Understand how to prepare for pesticide application</p>	<p>1.1 Explain the significance of the product labels and the information included</p> <p>1.2 Compare the appropriateness of specific pesticide products for the work</p> <p>1.3 Explain who and how people will be informed of the work plan</p> <p>1.4 Explain how to calibrate equipment</p> <p>1.5 Explain how to calculate the amount of pesticide required</p> <p>1.6 Describe procedures to be considered when preparing the pesticide product</p> <ul style="list-style-type: none"> • transportation • storage • disposal • emergency procedures • incident reporting

	<p>1.7 Describe the environmental conditions which are required for the work to be carried out and the affect which these conditions have on the operations</p> <p>1.8 Describe the necessary growth stage of the plants for treatment to take place</p> <p>1.9 Explain how to transport, store and dispose of pesticides and containers safely and correctly</p>
<p>2. Understand how to apply pesticides</p>	<p>2.1 Explain the safe handling and use of pesticides</p> <p>2.2 Explain the methods of applying pesticides</p> <p>2.3 Explain the correct operation of the applicator</p> <p>2.4 Explain the relevance of risk assessment to the application, including the importance of buffer zones</p> <p>2.5 Explain the problems which may occur and how to respond to these effectively covering</p> <ul style="list-style-type: none"> • spillage • contamination of equipment and non-target areas • malfunction of equipment • adverse effects on non-target species • changes in conditions which reflect on the relevance of the work plan • emergency <p>2.6 Assess the dangers and emergency treatments associated with the use of pesticides</p>
<p>3. Understand how to carry out post-application procedures</p>	<p>3.1 Describe the ways in which surplus product and washings must be used or disposed of</p> <p>3.2 Explain how to dispose of, or clean and decontaminate personal protective equipment, including; gloves, face shields, boots and overalls`</p>
<p>4. Understand the reasons for maintaining equipment</p>	<p>4.1 Explain the importance of maintaining equipment for use</p> <p>4.2 Describe the selection and use of personal protective equipment and ancillary equipment</p> <p>4.3 Explain how to clean and store the application equipment and clear the site</p>

<p>5. Understand relevant health and safety legislation and environmental good practice</p>	<p>5.1 Summarise current health and safety legislation, codes of practice and any additional requirements</p> <p>5.2 Assess the health and safety, and environmental risks in the methods of controlling pests</p> <p>5.3 Describe the possible environmental damage that could occur and how to respond appropriately</p> <p>5.4 Explain the correct and appropriate methods for disposing of waste</p> <p>5.5 Explain the reasons for washing hands and maintaining personal hygiene</p> <p>5.6 Explain the records required for management and legislative purposes and the importance of maintaining them</p>
<p>6. Be able to prepare for pesticide application</p>	<p>6.1 Transport and store pesticides and containers according to legislation and the plan</p> <p>6.2 Confirm that the product is appropriate for the work</p> <p>6.3 Confirm that the application complies with the conditions of approval</p> <p>6.4 Calculate the minimum application rate to achieve the desired level of control</p> <p>6.5 Select a suitable site for preparation</p> <p>6.6 Take action to minimise any risks and keep the appropriate people fully informed according to instructions</p> <p>6.7 Confirm that the environmental conditions are appropriate for the work to be carried out</p> <p>6.8 Confirm that the necessary procedures have been put in place</p>
<p>7. Be able to apply pesticides</p>	<p>7.1 Use the correct preparation procedures in accordance with instructions</p> <p>7.2 Apply the pesticide in a way which minimises the risks to non-target species and the environment in accordance with instructions and legislative requirements</p>

	<p>7.3 Take the appropriate action without delay if problems arise during the work</p>
<p>8. Be able to carry out post-application procedures</p>	<p>8.1 Utilise or dispose of surplus product according to legislation, instructions and codes of practice</p> <p>8.2 Dispose of containers and unwanted personal protective equipment safely and correctly</p> <p>8.3 Clean, decontaminate, store and where necessary dispose, personal protective equipment correctly</p>
<p>9. Be able to maintain and use relevant equipment</p>	<p>9.1 Ensure equipment is prepared, used and maintained in a safe and effective condition throughout</p> <p>9.2 Clean the application equipment and clear the site thoroughly</p> <p>9.3 Confirm that personal protective equipment is in good condition, the correct size and suitable for the work</p>
<p>10. Be able to promote health and safety and environmental good practice</p>	<p>10.1 Work in a way which promotes health and safety, is consistent with relevant legislation, codes of practice and any additional requirements</p> <p>10.2 Ensure work is carried out in a manner which minimises environmental damage</p> <p>10.3 Manage and dispose of waste in accordance with legislative requirements and codes of practice</p> <p>10.4 Maintain personal hygiene throughout</p>
<p>11. Be able to maintain accurate records</p>	<p>11.1 Provide clear and accurate information for recording purposes</p>
<p>Mapping to National Occupational Standards 029NCU81</p>	

Unit Title	HC131-C3 Manage information for action
Level	3
Credit Value	7
Guided Learning Hours	46
Unit Summary	The learner will develop skills and knowledge in the efficient management of information. It covers gathering the information needed, providing information and advice to others and holding meetings
Learning Outcomes (1 to 6) <i>The learner will</i>	Assessment Criteria (1.1 to 6.7) <i>The learner can</i>
1. Understand how to gather required information	<p>1.1 Describe how to assess the effectiveness of current methods of gathering and storing information</p> <p>1.2 Explain the importance of gathering, validating and analysing information to team and organisational effectiveness and your role and responsibility in relation to this</p> <p>1.3 Describe the types of qualitative and quantitative information which are essential to your role and responsibilities</p> <p>1.4 Explain how to gather the information you need for your job</p> <p>1.5 Describe the types of problems which may occur when gathering information and how to overcome these</p> <p>1.6 Describe how to record and store the information you need</p> <p>1.7 Describe the procedures to follow in order to make recommendations for improvements to formal and informal systems and procedures</p>
2. Understand how to inform and advise others	<p>2.1 Describe how to give information and advice effectively both orally and in writing</p> <p>2.2 Explain how to develop and present a reasoned case when providing advice to others</p>

	<p>2.3 Explain the importance of confirming the recipient's understanding of the information and advice you have provided and how to do this</p> <p>2.4 Explain the importance of seeking feedback on the quality and relevance of the advice and information provided, and how to encourage and enable such feedback</p> <p>2.5 Explain the importance of providing information and advice to others including team members, colleagues working at the same level, higher-level managers or sponsors and people not part of your organisation, and your role and responsibility in relation to this</p> <p>2.6 Describe the types of information and advice which other people may require</p> <p>2.7 Explain the importance of checking the validity of information and advice provided to others and how to do this</p> <p>2.8 Describe the principles of confidentiality when handling information and advice; the types of information and advice which may be provided to different people</p> <p>2.9 Describe organisational policies, procedures and resource constraints which may affect advice and information you give to others</p>
<p>3. Understand how to hold meetings</p>	<p>3.1 Explain how to identify unhelpful arguments and digressions, and strategies which may be used to discourage these</p> <p>3.2 Describe the styles of leadership which can be used to run meetings and how to choose a style according to the nature of the meeting</p> <p>3.3 Describe the value and limitations of meetings as a method of exchanging information and making decisions</p> <p>3.4 Explain how to determine when a meeting is the most effective way of dealing with issues; the possible alternatives which you may use</p> <p>3.5 Explain the importance of determining the purpose and objectives of meetings and how to do so. Purposes should include information giving, consultation and decision making</p> <p>3.6 Explain how to manage discussions so that the objectives of the meetings are met within the allocated time</p>

	<p>3.7 Explain how to determine who are necessary people to attend the meeting</p> <p>3.8 Describe the procedures to follow when calling meetings and preparing for them</p>
<p>4. Gather required information</p>	<p>4.1 Ensure that the information you gather is accurate, sufficient and relevant to the purpose for which it is needed</p> <p>4.2 Take prompt and effective action to overcome problems in gathering relevant information</p> <p>4.3 Record and store the information you gather according to your organisation's systems and procedures</p> <p>4.4 Ensure that the information you gather is accessible in the required format to authorised people only</p> <p>4.5 Identify possible improvements to systems and procedures and pass these on to the relevant people</p>
<p>5. Inform and advise others</p>	<p>5.1 Give information and advice at a time and place, and in a form and manner, appropriate to the needs of recipients</p> <p>5.2 Ensure that the information you give is accurate, current, relevant and sufficient</p> <p>5.3 Ensure that the advice you give is consistent with your organisation's policy, procedures and resource constraints</p> <p>5.4 Use reasoned arguments and appropriate evidence to support your advice</p> <p>5.5 Check and confirm recipients' understanding of the information and advice you have given them</p> <p>5.6 Maintain confidentiality according to your organisation's requirements</p> <p>5.7 Seek feedback from recipients about the information and advice you provide, and use this feedback to improve the ways in which you give information and advice</p>

<p>6. Hold meetings</p>	<p>6.1 Hold one of the following meetings</p> <ul style="list-style-type: none"> • involving people within your organisation • involving people outside your organisation <p>6.2 Give sufficient notice of the meeting to allow the necessary people to attend</p> <p>6.3 Make clear the purpose and objectives of the meeting at the start</p> <p>6.4 Ensure that your style of leadership helps people to make useful contributions</p> <p>6.5 Discourage unhelpful arguments and digressions</p> <p>6.6 Ensure that the meeting achieves its objectives within the allocated time</p> <p>6.7 Give clear, accurate and concise information about outcomes of the meeting promptly to those who need it</p>
<p>Mapping to National Occupational Standards</p>	

Unit Title	CS002-C3 Organise the delivery of reliable customer service
Level	3
Credit Value	8
Guided Learning Hours	36
Unit Summary	This unit is about how the learner delivers and maintains excellent customer service by being alert to customer reactions and knowing and understanding how the reactions can be used to improve the service. In addition, the learner will need to record customer service information to ensure reliable service.
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.8) <i>The learner can</i>
1. Plan and organise the delivery of reliable customer service	<p>1.1 Plan, prepare and organise everything they need to deliver a variety of services or products to different types of customers</p> <p>1.2 Organise what they do to ensure that they are consistently able to give prompt attention to their customers</p> <p>1.3 Reorganise their work to respond to unexpected additional workloads</p>
2. Review and maintain customer service delivery	<p>2.1 Maintain service delivery during very busy periods and unusually quiet periods and when systems, people or resources have let them down</p> <p>2.2 Consistently meet their customers' expectations</p> <p>2.3 Balance the time they take with their customers with the demands of other customers seeking their attention</p> <p>2.4 Respond appropriately to their customers when the customers make comments about the products or services they are offering</p> <p>2.5 Alert others to repeated comments made by their customers</p>

	<p>2.6 Take action to improve the reliability of their service based on customer comments</p> <p>2.7 Monitor whether the action they have taken has improved the service they give to their customers</p>
<p>3. Use recording systems to maintain reliable customer service</p>	<p>3.1 Record and store customer service information accurately following organisational guidelines</p> <p>3.2 Select and retrieve customer service information that is relevant, sufficient and in an appropriate format</p> <p>3.3 Quickly locate information that will help solve a customer's query</p> <p>3.4 Supply accurate customer service information to others using the most appropriate method of communication</p>
<p>4. Know and understand how to organise the delivery of reliable customer service</p>	<p>4.1 Show that they know and understand the organisational procedures for unexpected situations and their role within them</p> <p>4.2 Show that they know and understand the resource implications in times of staff sickness and holiday periods and their responsibility at these times</p> <p>4.3 Show that they know and understand the importance of having reliable and fast information for their customers and the organisation</p> <p>4.4 Show that they know and understand the organisational procedures and systems for delivering customer service</p> <p>4.5 Show that they know and understand how to identify useful customer feedback and how to decide which feedback should be acted on</p> <p>4.6 Show that they know and understand how to communicate feedback from customers to others</p> <p>4.7 Show that they know and understand the organisational procedures and systems for recording, storing, retrieving and supplying customer service information</p> <p>4.8 Show that they know and understand the legal and regulatory requirements regarding the storage of data</p>

Mapping to National Occupational Standards

This unit directly relates to the Customer Service NOS.

Unit Title	CS003-C3 Monitor and solve customer service problems
Level	3
Credit Value	7
Guided Learning Hours	28
Unit Summary	This unit is all about the learner solving immediate customer service problems and changing systems to avoid repeated customer service problems.
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.4) <i>The learner can</i>
1. Solve immediate customer service problems	1.1 Demonstrate that they respond positively to customer service problems following organisational guidelines 1.2 Solve customer service problems when they have sufficient authority 1.3 Work with others to solve customer service problems 1.4 Keep customers informed of the actions being taken 1.5 Check that customers are comfortable with the actions being taken 1.6 Solve problems with service systems and procedures that might affect customers before they become aware of them 1.7 Inform managers and colleagues of the steps taken to solve specific problems
2. Identify repeated customer service problems and options for solving them	2.1 Identify repeated customer service problems 2.2 Identify the options for dealing with a repeated customer service problem and consider the advantages and disadvantages of each option

	<p>2.3 Work with others to select the best option for solving a repeated customer service problem, balancing customer expectations with the needs of the organisation</p>
<p>3. Take action to avoid the repetition of customer service problems</p>	<p>3.1 Obtain the approval of somebody with sufficient authority to change organisational guidelines in order to reduce the chance of a problem being repeated</p> <p>3.2 Action their agreed solution</p> <p>3.3 Keep their customers informed in a positive and clear manner of steps being taken to solve any service problems</p> <p>3.4 Monitor the changes they have made and adjust them if appropriate</p>
<p>4. Know and understand how to monitor and solve customer service problems</p>	<p>4.1 Show that they know and understand organisational procedures and systems for dealing with customer service problems</p> <p>4.2 Show that they know and understand organisational procedures and systems for identifying repeated customer service problems</p> <p>4.3 Show that they know and understand how the successful resolution of customer service problems contributes to customer loyalty with the external customer and improved working relationships with service partners or internal customers</p> <p>4.4 Show that they know and understand how to negotiate with and reassure customers while the customers' problems are being solved</p>
<p>Mapping to National Occupational Standards This unit directly relates to the Customer Service NOS.</p>	

Unit Title	CS004-C3 Work with others to improve customer service
Level	3
Credit Value	7
Guided Learning Hours	22
Unit Summary	This unit is all about how the learner develops a relationship with others to improve their own customer service performance. This involves communicating with others and agreeing how to work together to give a more effective service. In addition the learner will monitor their own and the team's performance and change the way they do things if this improves customer service.
Learning Outcomes (1 to 4) <i>The learner will</i>	Assessment Criteria (1.1 to 4.5) <i>The learner can</i>
1. Improve customer service by working with others	1.1 Contribute constructive ideas for improving customer service 1.2 Identify what they have to do to improve customer service and confirm this with others 1.3 Agree with others what those others have to do to improve customer service 1.4 Co-operate with others to improve customer service 1.5 Keep their commitments made to others 1.6 Make others aware of anything that may affect plans to improve customer service
2. Monitor their own performance when improving customer service	2.1 Discuss with others how what they do affects customer service performance 2.2 Identify how the way they work with others contributes towards improving customer service

<p>3. Monitor joint performance when improving customer service</p>	<p>3.1 Discuss with others how teamwork affects customer service performance</p> <p>3.2 Identify with others how customer service teamwork could be improved</p> <p>3.3 Take action with others to improve customer service performance</p>
<p>4. Know and understand how to improve customer service with others</p>	<p>4.1 Show that they know and understand who else is involved either directly or indirectly in the delivery of customer service</p> <p>4.2 Show that they know and understand the roles and responsibilities of others in their organisation</p> <p>4.3 Show that they know and understand the roles of others outside their organisation who have an impact on their services or products</p> <p>4.4 Show that they know and understand what the goals or targets of their organisation are in relation to customer service and how these are set</p> <p>4.5 Show that they know and understand how their organisation identifies improvements in customer service</p>
<p>Mapping to National Occupational Standards This unit directly relates to the Customer Service NOS.</p>	