



Part of the
Enginuity Group

Qualification Specification

**EAL Level 2 Certificate in Lift and
Escalator Support Services**

Qualification code: 603/6822/6



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1.0 About EAL

Since 1964 EAL (Excellence, Achievement and Learning) has been awarding vocational qualifications and apprenticeship components for engineering, building services and related sectors. Developed to the highest technical standard, our qualifications are regularly updated to reflect regulatory, employer and technical changes. We support the providers of our qualifications with an unparalleled level of service to ensure that learners are well prepared for the roles they plan to take on.

EAL recognise the value of skills in the work environment as one of the five key drivers of productivity, essential for economic growth and bringing a number of wider social benefits. Through its programme of continuous improvement EAL strives to meet the demand from employers for high performing, high quality products.

In 2012, EAL changed its name from EMTA Awards Limited to Excellence, Achievement and Learning, to better reflect its wide reaching position across industry – providing qualifications, not only in Engineering and Manufacturing, but also specialising in Building Services Engineering, Gas Utilisation, Environmental Technologies, Business Services and closely related sectors.

1.1 Equal opportunities and diversity

EAL expects its centres to enable learners to have equal access to training and assessment for qualifications in line with equalities legislation. Further details can be located in the EAL Equal Opportunities and Diversity Policy:

<http://www.eal.org.uk/centre-support/centre-support/policies-and-important-documents>

Note: Where learners taking the qualification in a region where legislation, organisations, regulations detailed does not apply, relevant legislation should be substituted. For example: The Health and Safety at Work etc. Act 1974 shall be substituted in Northern Ireland by The Health and Safety at Work (Northern Ireland) Order 1978.

1.2 Customer Experience and feedback

Customer Experience is a fundamental part of EAL's commitment to you. EAL aims to ensure that all customers receive a high-quality efficient service. We are always interested in feedback and if you have any comments or feedback on our qualifications, products or services, please contact the Customer Experience team:

EAL Customer Experience

Tel: +44 (0)1923 652 400

Email: Customer.Experience@eal.org.uk

2.0 About the qualification

What is the purpose of this qualification?

This qualification is for learners who wish to prove their competence in providing lift and escalator support services or for those already working in the industry who require a formal qualification to facilitate progression to becoming industry recognised in their role. The content of this qualification was created from working with employers, their representatives and the Lift and Escalator Industry Association (LEIA), the sector body.

Who is this qualification for?

This qualification is for those who are new to the industry and those already in the industry who wish to prove their competence and gain a formal qualification and industry recognition in their occupation.

What does this qualification cover?

This qualification comprises of units with knowledge, understanding and performance outcomes covering a range of support services for the lift and escalator industry. This enable the learner to prove their competence and gain formal recognition for their discipline.

Learners will also cover topics including health and safety, carrying out activities efficiently and effectively and using and communicating technical information used in the lift and escalator industry.

This qualification is graded pass or refer only. This qualification has **127** Guided Learning Hours (GLH). It has a Total Qualification Time (TQT) **170** hours (notational time required by the learner to complete the qualification).

What does this qualification not cover?

This qualification does not cover returning the machinery into service, a task requiring checks and fault-finding beyond the scope of this qualification, normally undertaken by operatives possessing higher competence than is expected of the learner.

This qualification does not satisfy the requirements in BS 7255 Code of practice for safe working on lifts for a Lift Fitter and BS 7801 Code of practice for safe working on escalators and moving walks for an Escalators and Moving Walks Craftsperson with regard to intrusive work.

2.1 Learner registration and certification

Learners must be registered with EAL on a code which relates to the qualification - this must be completed prior to assessment. Both learner registration and certification can be completed online at the EAL www.eal.org.uk

Qualification pathway:	Code:
Level 2 Certificate in Lift and Escalator Support Services	603/6822/6

2.2 Qualification support materials

The following assessment support materials are available:

- **Unit documentation**

These contain the details of the units. These documents allow both the learner and the assessor to record the progress through the qualification selected. The unit documentation contains the performance, knowledge and understanding to be assessed and evidenced by the learner to demonstrate their competence.

2.3 Achievement of qualification

The EAL Level 2 Certificate in Lift and Escalator Support Services has been designed to allow a learner to specialise in their chosen discipline.

The disciplines include:

- fitting and updating electrical and electronic systems
- strip and fit-out
- carrying out building work
- erecting and assembling prefabricated steelwork
- applying surface treatments
- removal and dismantling of lifts and escalators
- installation, removal and replacement of ropes
- installation, removal and replacement of equipment
- installing and testing protective materials
- site co-ordination.

Each learner will be required to attain a minimum of **FOUR** units which comprises of the **THREE** Mandatory Units and at least **ONE** of the Optional Units in order to achieve this qualification.

The overall grading type for this qualification is Pass/Fail. Units will be assessed and endorsed against the learners chosen discipline.

Learners will be required to create a Portfolio of Evidence to prove their competence in the workplace. Learners should therefore select the Optional Unit that reflects the job they carry out in the workplace to be able to get the required workplace evidence.

Learners will be assessed in relation to their chosen discipline and endorsed accordingly. The endorsement will be printed on the certificate to show future employers which discipline was covered during their assessment.

The qualification is gained when all the necessary units have been achieved. The centre will then be able to apply for the learner's certificate of achievement. The learner will also receive a certificate of unit credit, listing all the units they have achieved.

If learners do not complete the full qualification, they can still claim a certificate of unit credit for the units achieved. This will mean that they will still have proof of their ability and could complete one of the qualifications at a later date.

Units can also be taken individually (stand-alone units). This manual must be used in conjunction with the delivery and assessment of any individual units to ensure that assessment requirements and methodologies are consistently applied.

Details on these and other qualifications can be obtained from the [EAL website](#) or alternatively contact:

EAL Customer Experience:

Tel: +44 (0)1923 652 400

Email: customer.experience@eal.org.uk

3.0 Centre and qualification approval

Centres wishing to deliver the EAL Level 2 Certificate in Lift and Escalator Support Services will need to comply with the Qualification Manual and EAL's centre recognition criteria.

Centres wishing to deliver this qualification must have trainers recognised by LEIA.

Centres must also put in place the appropriate physical and human resources and administration systems to effectively run the qualification.

Centres wishing to deliver this qualification must demonstrate having access to and an understanding of the current relevant British Standards related to Lift and Escalator technology, including but not limited to BS EN 81 series, BS EN 115, BS 7255, BS 7801, BS 5655 and BS 8486.

For existing EAL centres which are satellite centres of LEIA to put the qualification on your centre remit:

To add the EAL Level 2 Certificate in Lift and Escalator Support Services qualification to your centre qualification remit, create and complete a qualification approval application form in Smarter Touch and submit to EAL.

For existing (non-LEIA) EAL centres to put the qualification on your centre remit:

To add the EAL Level 2 Certificate in Lift and Escalator Support Services qualification to your centre qualification remit, create and complete a qualification approval application form in Smarter Touch and submit to EAL. Your centre will need to ensure trainers delivering the qualification are recognised by LEIA before approval can be obtained. It is recommended that the centre register as a satellite centre of LEIA. Please contact LEIA to register your centre and trainers for industry approval. <https://leia.co.uk>

The LEIA Education and Training Committee approval documentation is required to support an application.

For non EAL centres to gain centre approval to run the qualification:

Please contact the EAL Customer Experience Team who will be delighted to hear from you:

EAL Customer Experience

Tel: +44 (0)1923 652 400

Email: Customer.Experience@eal.org.uk

To register as a satellite Centre of LEIA:

Please contact LEIA who will be able to help you:

Lift and Escalator Industry Association

33 / 34 Devonshire Street

London

W1G 6PY

Tel: 020 7935 3013

Email: enquiries@leia.co.uk

4.0 Qualification specific information

4.1 Rule of combination (qualification structure)

To achieve this qualification learners are required to obtain the **THREE mandatory units** plus at least **ONE** optional unit.

All assessments must be conducted in the context of the learner's chosen discipline.

Guided Learning Hours (GLH) and Total Qualification Time (TQT):

Minimum GLH: 127

TQT: 170

EAL Level 2 Certificate in Lift and Escalator Support Services

Mandatory Units: All **three** units must be completed:

EAL code	Unit title	Level	GLH	Ofqual code
QLES2/001	Working safely in an engineering environment in the lift and escalator industry	2	38	A/618/5520
QLES2/002	Carrying out engineering activities efficiently and effectively in the lift and escalator industry	2	29	F/618/5521
QLES2/003	Using and communicating technical information in the lift and escalator industry	2	29	J/618/5522

Optional Units: At least **one** of following must be completed:

EAL code	Unit title	Level	GLH	Ofqual code
QLES2/004	Fitting and updating ancillary electrical and electronic systems for lifts and escalators	2	32	L/618/5523
QLES2/005	Strip and fit-out lifts	2	65	R/618/5524
QLES2/006	Carrying out building work for lifts and escalators	2	43	Y/618/5525
QLES2/007	Erecting and assembling prefabricated steelwork for lifts and escalators	2	33	D/618/5526
QLES2/008	Applying surface treatments for lifts and escalators	2	31	H/618/5527
QLES2/009	Removal and dismantling lifts, escalators and elements	2	34	K/618/5528
QLES2/010	Installation, removal and replacement of ropes for lifts	2	70	M /618/5529
QLES2/011	Installation, removal and replacement of equipment for lifts	2	70	H/618/5530
QLES2/012	Installing and testing protective materials to lifts and escalators	2	40	K/618/5531
QLES2/013	Site co-ordination for lifts and escalators	3	68	M/618/5532

5.0 Assessment strategy

5.1 Learners

The qualification units have been designed to cover those learners who are either:

- Individuals who need to acquire formal recognition of support service competencies for the lift and escalator industry
- Individuals employed in the lift and escalator industry but require additional competencies as part of an existing job role or to enable career progression.

Prior to registering on this qualification, learners must have completed one of the following LEIA qualifications appropriate to their chosen discipline:

- EOR202N Working safely in an engineering environment (lift safety)
- EOR204N Working safely in an engineering environment (escalator safety)
- EOR206N Working safely in an engineering environment (platform lift safety)

Learners must have been initially assessed to ensure they have both the potential and opportunity to achieve the assessment criteria set out in the qualification units and gain evidence from the workplace.

Learners are required to obtain evidence against each assessment criteria when competence has been proven.

Performance, Skills and Knowledge evidence must be sufficiently covered and recorded in the Evidence Reference boxes contained within the units, to ensure all criteria has been met.

Nominally, Performance and Skills require multiple pieces of evidence. At the discretion of the Assessor, learners with considerable unbroken experience (at least the previous 15 years before assessment) of working in their chosen discipline may only be required to provide 1 piece of evidence. Experience must be evidenced separately by employment records, job cards or employer testimonials.

5.2 Assessor requirements to demonstrate effective assessment practice

Assessment must be carried out by competent assessors that as a minimum must hold a Level 3 Award in Assessing Competence in the Work Environment. Current and operational assessors that hold units D32 and/or D33 or A1 and/or A2 as appropriate to the assessment being carried out, will not be required to achieve the Level 3 Award as they are still appropriate for the assessment requirements set out in this unit assessment strategy. However, they will be expected to regularly review their skills, knowledge and understanding and where applicable undertake continuing professional development to ensure that they are carrying out workplace assessment to the most up to date Occupational Standards.

Assessors must have specific lift, escalator or lifting platform experience gained in employment. Assessors must be approved and registered with LEIA to assess learners on any given pathway.

Assessors must be able to demonstrate that they have verifiable, relevant and sufficient technical competence to evaluate and judge performance and knowledge evidence requirements as set out in the relevant unit learning outcomes and associated performance criteria.

This will be demonstrated either by holding a relevant technical qualification or by proven industrial experience of the technical areas to be assessed. The assessor's competence must, at the very least, be at

the same level as that required of the learner(s) in the units being assessed. They must ideally hold the same or higher (or equivalent) qualification as is being assessed.

An assessor will have current evidence of continuing professional development in assessment principles, shown on the CV.

Assessors must also be:

- a) Fully conversant with the EAL's assessment recording documentation used for the units against which the assessments and quality assurance are to be carried out, other relevant documentation and system and procedures to support the QA process.
- b) Demonstrate their ability and commitment to maintain their occupational competence
- c) Be able to relate Occupational Standards against which they will be assessing learners, to activities in the workplace
- d) Provide evidence that they:
 - understand the structure of Occupational Standards and qualifications
 - can interpret the standards in accordance with EAL's requirements
 - recognise acceptable sources of evidence for the qualification; and can implement the recording procedures required by EAL.
 - can implement EAL's quality assurance and administration procedures.
- e) Be in regular contact with the learners and the Internal Quality Assurer (IQA); and
- f) hold the appropriate assessor award (as defined by the regulatory authorities).

Note: Evidence of individuals meeting all of the above criteria should be confirmed by EAL, which may be through External Quality Assurer (EQA). Evidence of meeting criteria c and d above may be provided as a result of successfully completing a relevant training course, on which attendance is not mandatory but is strongly recommended.

5.3 Quality assurance requirements (internal and external)

Internal quality assurance (IQA) must be carried out by competent IQA's that as a minimum must hold a Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices. Current and operational IQA's that hold internal quality assurance units V1 or D34 will not be required to achieve the Level 4 Award as they are still appropriate for the IQA requirements set out in this unit assessment strategy.

IQA's must be familiar with, and preferably hold, either the nationally recognised assessor units D32 and/or D33 or A1 and/or A2 or a Level 3 Award in Assessing Competence in the Work Environment.

As part of the LEIA Satellite Centre requirements an IQA will have a general engineering background. They should be capable of understanding basic engineering principles and must have a working knowledge of the processes, techniques and procedures that are used in the relevant occupation.

An IQA will have current evidence of continuing professional development in assessment and quality assurance principles shown on their CV.

In addition, IQAs must:

- a) demonstrate their ability and commitment to maintain their occupational competence
- b) be able to relate the Occupational Standards against which they will be assessing learners, to activities in the workplace
- c) provide evidence that they:
 - understand the structure of Occupational Standards and qualifications
 - can interpret the standards in accordance with EAL's requirements
 - recognise acceptable sources of evidence for the qualification; and
 - can implement the recording procedures required by EAL

- can implement EAL's quality assurance and administration procedures.
- d) be in regular contact with the assessor and
- e) hold the appropriate IQA award (as defined by the regulatory authorities).

It is recommended that IQAs hold the appropriate assessor qualification.

Evidence of individuals meeting all of the above criteria should be confirmed by EAL, which may be through the EQAs. Evidence of meeting criteria c and d above may be provided as a result of successfully completing a relevant training course, on which attendance is not mandatory but is strongly recommended.

Specific technical requirements for Internal and External Quality Assurers

Internal and External Quality Assurers must be able to demonstrate they have verifiable, sufficient and relevant industrial experience, and must have a working knowledge of the processes, techniques and procedures that are used in the relevant sector/occupation as per the requirements for a LEIA satellite centre above.

The tables on the following page show the recommended levels of technical competence for assessors, IQA's and EQA's.

Technical Requirements for Assessors and Quality Assurers

Position	Prime activity requirements	Support activity requirements	Technical requirements (see notes)
Assessor	Assessment Skills	IQA Systems	Technical competence and qualification in the areas covered by the units being assessed
IQA	Quality Assurance Skills	Assessment Knowledge	Technical understanding of the areas covered by the qualifications
EQA	Quality Assurance Skills	Assessment Understanding	Technical awareness of the areas covered by the qualifications

Notes:

1. Technical **competence** is defined here as a combination of practical skills, knowledge, and the ability to apply both of these, in familiar and new situations, within a real working environment.
2. Technical **understanding** is defined here as having a good understanding of the technical activities being assessed, together with knowledge of relevant Health & Safety implications and requirements of the assessments.
3. Technical **awareness** is defined here as a general overview of the subject area, sufficient to ensure that assessment and portfolio evidence are reliable, and that relevant Health and Safety requirements have been complied with.
4. The competence required by the assessor, IQA and EQA, in the occupational area being assessed, is likely to exist at three levels as indicated by the shaded zones in the following table.

Technical Competence required by:	An ability to discuss the general principles of the competences being assessed	An ability to describe the practical aspects of the competence being assessed	An ability to demonstrate the practical competences being assessed
Assessor			
IQA			
EQA			

5.4 Assessment environment

Assessment of all learners in lift and escalator occupations, against the Occupational Standards developed by the employers in the lift and escalator industry, will be undertaken in accordance with the following criteria: -

- Evidence of occupational competence should be generated and collected through real work activities in a realistic work environment.
- Real work activities are those undertaken to provide a secure product or service under typical business conditions.
- A realistic working environment is one that reflects typical employment conditions relevant to the work activities being assessed.
- The evidence collected under these conditions should also be as naturally occurring as possible.

Taking account of the above, it is not acceptable to undertake assessments in a classroom, or similar environment that has been set up specifically for training. Where opportunities for evidence collection are not available at the workplace, simulation is permitted, in accordance with the criteria listed in section 5.6 below.

5.5 Access to assessment

There are no age limits required by learners to undertake the units unless this is a legal requirement of the process or the environment. Assessment is open to any learner who has the potential to achieve the criteria set out in the units.

Entry requirements have been set by the minimum requirement for safe working as described in British Standard BS7255 Code of practice for safe working on lifts and BS 7801 Code of practice for safe working on escalators and moving walks and industry standards.

Aids or appliances which are designed to alleviate disability, may be used during assessment, providing they do not compromise the standard required.

Please refer to all pre-requisites in Section 1.

5.6 Carrying out assessment

The EAL Level 2 Certificate in Lift and Escalator Support Services units has been specifically developed to cover a wide range of activities. The evidence produced for the units will, therefore, depend on the learner's choice of "bulleted items" listed in the unit performance criteria.

Where the performance criteria gives a choice of bulleted items (for example 'any three from five'), assessors should note that learners do not need to provide evidence of the other items to complete the unit (in this example above, two items do not need evidencing) particularly where these additional items may relate to other activities or methods that are not part of the learners normal workplace activity or area of expertise.

Performance evidence requirements

Performance evidence must be the main form of evidence gathered. In order to demonstrate consistent competent performance for a unit, a minimum of **three** examples of performance of the unit activity will be required, unless otherwise stated. However, as noted above in 5.1, experienced learners may show **one** example of performance. Items of performance evidence often contain features that apply to more than one unit and can be used as evidence in any unit where they are suitable.

Performance evidence must be:

- products of the learners' work, such as items that have been produced or worked on, plans, charts, reports, standard operating procedures, documents produced as part of a work activity, records or photographs of the completed activity

Together with:

- evidence of the way the learners carried out the activities, such as witness testimonies, assessor observations or authenticated learner reports of the activity undertaken.

Competent performance is more than just carrying out a series of individual set tasks. Many of the units contain statements that require the learner to provide evidence that proves they are capable of combining various features and techniques. Where this is the case, separate fragments of evidence would not provide this combination of features and techniques and, therefore, will not be acceptable as demonstrating competent performance.

Simulation

Direct evidence produced through normal performance in the workplace is the primary source for meeting the evidence requirements of this qualification.

If the learner cannot meet all assessment criteria under naturally occurring activities in their workplace and need to simulate a specific task please refer to the guidance notes "Centre Guidance for Developing Assessments for Simulation/Replication" in smarter touch.

Simulation cannot be utilised where the learner is eligible to submit only 1 piece of evidence due to the experience criteria cited in 5.1.

Assessing knowledge and understanding

Knowledge and understanding are key components of competent performance, but it is unlikely that performance evidence alone will provide enough evidence in this area. Where the learner's knowledge and understanding (and the handling of contingency situations) is not apparent from performance evidence, it must be assessed by other means and be supported by suitable evidence.

EAL expects oral questioning and practical demonstrations to be used, as these are considered the most appropriate for these units. Assessors should ask enough questions to make sure that the learner has an appropriate level of knowledge and understanding, as required by the unit. Assessors may choose other methods, which must be supported by a suitable rationale.

The achievement of the specific knowledge and understanding requirements of the units cannot simply be inferred by the results of tests or assignments from other units, qualifications or training programmes. Where evidence is submitted from these sources, the assessor must, as with any assessment, make sure the evidence is valid, reliable, authentic, directly attributable to the learner, and meets the full knowledge and understanding requirements of the unit.

Where oral questioning is used the assessor must retain a record of the questions asked, together with the learner's answers.

Please note: Knowledge and understanding can be demonstrated in a number of different ways.

Witness testimony

Where observation is used to obtain performance evidence, this must be carried out against the unit performance criteria. Best practice would require that such observation is carried out by a qualified Assessor. If this is not practicable, then alternative sources of evidence may be used. For example, the

observation may be carried out against the performance criteria by someone else that is in close contact with the learner. This could be a team leader, supervisor, mentor or line manager who may be regarded as a suitable witness to the learner's competency. However, the witness must be technically competent in the process or skills that they are providing testimony for, to at least the same level of expertise as that required of the learner. It will be the responsibility of the assessor to make sure that any witness testimonies accepted as evidence of the learner's competency are reliable, auditable and technically valid.

5.7 Quality control of assessment: General

There are two major points where EAL interacts with the Centre in relation to the external quality control of assessment for a qualification and these are:

- Approval - when a centre takes on new qualifications, EAL, normally through an External Quality Assurer (EQA) ensures that the centre is suitably equipped and prepared to deliver the new qualification
- Monitoring - throughout the on-going delivery of the qualification EAL, through EQA monitoring and other mechanisms must maintain and the quality and consistency of assessment of the qualification.

Approval

In granting approval, EAL, normally through its External Quality Assurer (EQA) must ensure that the prospective centre:

- meets any procedural requirements specified by EAL
- has sufficient and appropriate physical and staff resources
- meets relevant health and safety and/or equality and access requirements
- has a robust plan for the delivery, assessment and QA for the qualifications.

EAL will visit the centre to view the evidence provided. The Centre must have a clear rationale for the method(s) deployed.

Monitoring

EAL, through EQA monitoring and other mechanisms must ensure:

- that a strategy is developed and deployed for the on-going monitoring of the centre. This strategy must be based on an active risk assessment of the centre. In particular the strategy must identify the learner, assessor and IQA sampling strategy to be deployed and the rationale behind this
- that the centre's internal quality assurance processes are effective in learner assessments
- that sanctions are applied to a centre where necessary and that corrective actions are taken by the centre and monitored by EAL/EQA
- that reviews of EAL's external auditing arrangements are undertaken.

6.0 About the qualification units

The EAL Level 2 Certificate in Lift and Escalator Support Services is made up of a number of units which EAL has converted into performance criteria and knowledge and understanding assessment material. These documents allow both the learner and the assessor to record the progress through the qualification.

The units contain the performance to be assessed, the knowledge to be assessed and the evidence required from the learner to demonstrate their competence.

All units in these qualifications contain the following information:

- qualification and unit title
- unit level
- unit summary
- performance to be assessed and evidenced
- knowledge to be assessed and evidenced
- application of endorsement

6.1 Learner's portfolio building and referencing

For guidance to assessment and exemplars on completing documentation including completed assessment units and assessment planning documentation refer to EAL centre guidance.

For further information please contact EAL Customer Experience:

EAL Customer Experience

Tel: +44 (0)1923 652 400

Email: Customer.Experience@eal.org.uk

Appendix 1

Unit overview

Level 2

Working safely in an engineering environment in the lift and escalator industry

Unit Code: QLES2/001

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in working safely in an engineering environment when working on lifts and escalators.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- complying with their duties and obligations as defined in the Health & Safety at Work Act and other regulations and official guidance to carry out their work and maintain safe working practices
- demonstrate their understanding of their duties and obligations to health and safety
- apply safe working practices and procedures at all times and in an engineering environment
- follow organisational accident and emergency procedures
- comply with all emergency requirements including identifying first aiders, appointed persons and location of first aid facilities, fire and evacuation procedures and identifying hazardous or dangerous occurrences
- recognise and control hazards in the workplace to minimise risk
- identify hazards and risks associated with the working environment, tools and equipment, materials and substances and using working practices that do not follow laid-down procedures
- use and demonstrate manual lifting and carrying techniques including lifting alone plus lifting with assistance of others or mechanical assistance
- safely operate lifts taking into account all safety precautions/practices and established procedures including safe access to lift areas, lift operation
- safely operate escalators taking into account all safety precautions/practices and established procedures including safe access and operation.
- safely operate lifting platforms taking into account all safety precautions/practices and established procedures including safe access and operation.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Carrying out engineering activities efficiently and effectively in the lift and escalator industry

Unit Code: QLES2/002

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in carrying out engineering activities efficiently and effectively in the lift and escalator industry.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- work safely at all times, complying with health and safety legislation, regulations and other relevant guidelines
- plan the engineering activities before they start them
- prepare for the specific engineering activity by producing a detailed work plan
- prepare the work area for carrying out the engineering activity
- prepare to carry out the engineering activity ensuring work area is free from hazards, safety procedures are implemented, correct PPE worn, appropriate materials used and authority to perform the work is obtained
- obtain all tools and equipment and check they are in safe and usable condition
- deal promptly and effectively with problems within their control
- deal with problems affecting the engineering activity
- create and maintain effective working relationships
- review personal training and development
- contribute to developing own engineering competence including level of skill, knowledge and understanding, development objectives/programme and using feedback to improve personal performance
- tidy up work area on completion of engineering activity
- contribute to and communicate opportunities for improvement to organisational working practices/procedures.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Using and communicating technical information in the lift and escalator industry

Unit Code: QLES2/003

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in carrying out engineering activities efficiently and effectively in the lift and escalator industry.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- use the approved source to obtain the required data, documentation or specifications
- extract and interpret information from engineering drawings and other related documentation
- use information extracted from engineering documentation
- use organisational information e.g. job instructions, test schedules, drawing instructions, planning documentation etc.
- extract information from engineering documentation
- report any inaccuracies or discrepancies in the drawings and specifications
- use the information obtained to establish work requirements
- record and communicate the technical information by appropriate means
- deal promptly and effectively with problems with their control and seek help and guidance for problems outside of their control.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Fitting and updating ancillary electrical and electronic systems for lifts and escalators

Unit Code: QLES2/004

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in fitting and updating ancillary electrical and electronic systems for lifts and escalators.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform, Lift or Escalator product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS7801 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- explain their duties and responsibilities under the Health and Safety at Work Act and other general legislation
- explain their duties and responsibilities relating to organisational safety policies and procedures
- interpret drawings, wiring diagrams and specifications to determine relevance to the work to be done and how the work will be achieved
- work safely at all times, appropriate to the environment and site conditions
- select the required quantity and quality of resources for the methods of work and appropriate component elements, checking that they are in a usable condition
- take appropriate measures complying with organisational procedures to minimise the risk of damage to the work and surrounding area and to protect the finished construction
- dispose of waste, debris and surplus materials in line with approved procedures and relevant regulations, standards and codes of practice
- deal promptly and effectively with problems within their control and report those that cannot be solved
- comply with the contract information to carry out the work efficiently to the required specification
- complete the work within the allocated time, in accordance with the programme of work
- install or remove and replace ancillary electrical and electronic systems for a range of systems
- install or remove and replace ancillary electrical and electronic systems for a range of components.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Strip and fit-out lifts

Unit Code: QLES2/005

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent stripping and fitting-out lifts and escalators.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform, Lift or Escalator product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS7801 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- comply with their duties and obligations as defined in the Health and Safety at Work Act and other relevant regulations and official guidance to carry out their work and maintain safe work practices
- interpret drawings and specifications to determine relevance to the work to be done and how the work will be achieved
- work safely at all times, appropriate to the environment and site conditions
- select the required quantity and quality of resources for the methods of work and appropriate component elements, checking that they are in a usable condition
- take appropriate measures complying with organisational procedures to minimise the risk of damage to the work and surrounding area and to protect the finished construction
- dispose of waste, debris and surplus materials in line with approved procedures and relevant regulations, standards and codes of practice
- deal promptly and effectively with problems within their control and report those that cannot be resolved, seeking guidance from relevant person(s) where there is potential for work to disturb other systems
- comply with the contract information to carry out the work efficiently to the required specification
- complete the work within the allocated time, in accordance with the programme of work
- carry out at least two strip and fit-out activities for lifts from a range of activities, which include: painting and decorating, wall coverings, floor coverings, glazing, architraves, reskinning doors and removing/replacing body panels and panel sections.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Carrying out building work for lifts and escalators

Unit Code: QLES2/006

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in carrying out building work for lifts and escalators.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform, Lift or Escalator product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS7801 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- comply with their duties and obligations as defined in the Health and Safety at Work Act and other relevant regulations and official guidance to carry out their work and maintain safe work practices
- interpret drawings and specifications to determine relevance to the work to be done and how the work will be achieved
- work safely at all times, appropriate to the environment and site conditions
- select the required quantity and quality of resources for the methods of work and appropriate component elements, checking that they are in a usable condition
- take appropriate measures complying with organisational procedures to minimise the risk of damage to the work and surrounding area and to protect the finished construction
- dispose of waste, debris and surplus materials in line with approved procedures and relevant regulations, standards and codes of practice
- deal promptly and effectively with problems within their control and report those that cannot be resolved
- comply with the contract information to carry out the work efficiently to the required specification
- complete the work within the allocated time, in accordance with the programme of work
- carry out at least two building work activities for lifts and escalators from a range of activities, which include: demolition, concreting, structural components, fire stopping, non-structural components and making good.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Erecting and assembling prefabricated steelwork for lifts and escalators

Unit Code: QLES2/007

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in erecting and assembling prefabricated steelwork for lifts and escalators.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform, Lift or Escalator product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS7801 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- comply with their duties and obligations as defined in the Health and Safety at Work Act and other relevant regulations and official guidance to carry out their work and maintain safe work practices
- interpret drawings, wiring diagrams and specifications to determine relevance to the work to be done and how the work will be achieved
- work safely at all times, appropriate to the environment and site conditions
- select the required quantity and quality of resources for the methods of work and appropriate component elements, checking that they are in a usable condition
- take appropriate measures complying with organisational procedures to minimise the risk of damage to the work and surrounding area and to protect the finished construction
- dispose of waste, debris and surplus materials in line with approved procedures and relevant regulations, standards and codes of practice
- deal promptly and effectively with problems within their control and report those that cannot be resolved
- comply with the contract information to carry out the work efficiently to the required specification
- complete the work within the allocated time, in accordance with the programme of work
- carry out activities to erect and assemble or erect, assemble and test prefabricated structural steelwork to specification.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Applying surface treatments for lifts and escalators

Unit Code: QLES2/008

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in applying surface treatments for lifts and escalators pits.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform, Lift or Escalator product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS7801 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- comply with their duties and obligations as defined in the Health and Safety at Work Act and other relevant regulations and official guidance to carry out their work and maintain safe work practices
- interpret drawings and specifications to determine relevance to the work to be done and how the work will be achieved
- work safely at all times, appropriate to the environment and site conditions
- select the required quantity and quality of resources for the methods of work and appropriate component elements, checking that they are in a usable condition
- take appropriate measures complying with organisational procedures to minimise the risk of damage to the work and surrounding area and to protect the finished construction
- dispose of waste, debris and surplus materials in line with approved procedures and relevant regulations, standards and codes of practice
- deal promptly and effectively with problems within their control and report those that cannot be resolved
- comply with the contract information to carry out the work efficiently to the required specification
- complete the work within the allocated time, in accordance with the programme of work
- preparation and application of surface treatments.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Removal and dismantling lifts, escalators and elements

Unit Code: QLES2/009

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in removal and dismantling lifts, escalators and associated elements.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform, Lift or Escalator product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS7801 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- comply with their duties and obligations as defined in the Health and Safety at Work Act and other relevant regulations and official guidance to carry out their work and maintain safe work practices
- interpret drawings and specifications to determine relevance to the work to be done and how the work will be achieved
- work safely at all times, appropriate to the environment and site conditions
- select the required quantity and quality of resources for the methods of work and appropriate component elements, checking that they are in a usable condition
- take appropriate measures complying with organisational procedures to minimise the risk of damage to the work and surrounding area and to protect the finished construction
- dispose of waste, debris and surplus materials in line with approved procedures and relevant regulations, standards and codes of practice
- deal promptly and effectively with problems within their control and report those that cannot be resolved
- comply with the contract information to carry out the work efficiently to the required specification
- complete the work within the allocated time, in accordance with the programme of work
- carry out a range of activities which could include:
 - preparation and application of removing lift elements
 - preparation and application of removing escalator elements
 - preparation and application of removing motor room elements
 - preparation and application of lift or escalator maintenance.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Installation, removal and replacement of ropes for lifts

Unit Code: QLES2/010

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in installation, removal and replacement of ropes, chains and belts for lifts.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform or Lift product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- work safely at all times, complying with Health and Safety at Work Act and other relevant regulations, directives and guidelines
- carry out a site check prior to installation or removal/replacement activities
- follow all relevant drawings and specifications for the installation being carried out
- use correct tools and equipment for installation operations and check that they are in a safe and usable condition
- install, position and secure equipment and components using correct methods and techniques
- ensure that all necessary connections to the equipment are complete
- deal promptly and effectively with problems within their control and report those that cannot be solved
- check that the installation is complete and that all components are free from damage
- complete relevant documentation in accordance with organisational requirements
- install a range of different types of lift ropes and chains
- carry out relevant duties for installation or removal/ replacement activities including planning the activities, obtaining documentation, adhering to risk assessments and safety standards, isolating electrical supplies, obtaining clearance to work, dispose of waste, leaving the work area safe and clear on completion of the work
- confirm site is prepared and ready for the work to begin prior to installation or removal/replacement of the equipment
- apply suitable installation or removal/replacement methods and techniques
- move and position equipment using a range of lifting techniques and equipment
- use technical instruments/devices during the installation or removal/replacement activities
- carry out necessary checks and adjust/rectify where appropriate
- produce installations which comply to legislation, regulations and official guidance
- complete relevant documentation and pass on to the appropriate people.

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Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Installation, removal and replacement of equipment for lifts

Unit Code: QLES2/011

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent in installation, removal and replacement of equipment for lifts.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform or Lift product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS7801 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- work safely at all times, complying with Health and Safety at Work Act and other relevant regulations, directives and guidelines
- carry out a site check prior to installation or removal/ replacement activities
- follow all relevant drawings and specifications for the installation being carried out
- use correct tools and equipment for installation operations and check that they are in a safe and usable condition
- install, position and secure equipment and components using correct methods and techniques
- ensure that all necessary connections to the equipment are complete
- deal promptly and effectively with problems within their control and report those that cannot be solved
- check that the installation is complete and that all components are free from damage
- complete relevant documentation in accordance with organisational requirements
- install a range of different types of lift equipment
- carry out at least one activity from a range of activities including various types of lift equipment and components, escalator components or sub-assemblies
- carry out relevant duties for installation or removal/ replacement activities including planning the activities, obtaining documentation, adhering to risk assessments and safety standards, isolating electrical supplies, obtaining clearance to work, dispose of waste, leaving the work area safe and clear on completion of the work
- confirm site is prepared and ready for the work to begin prior to installation or removal/replacement of the equipment
- apply correct installation or removal/replacement methods and techniques for a range of activities
- move and position equipment using a range of lifting techniques and equipment
- use technical instruments/devices during the installation or removal/replacement activities
- carry out necessary checks and adjust/rectify where appropriate
- produce installations which comply to legislation, regulations and official guidance
- complete relevant documentation and pass on to the appropriate people.

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Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 2

Installing and testing protective materials to lifts and escalators

Unit Code: QLES2/012

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent installing and testing protective materials to lifts and escalators. This can include installation of internal studs in lift cars for hanging drapes, fitting of lift car internal protective drapes and the installation of protective covers to external steelwork.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform, Lift or Escalator product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS7801 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- comply with their duties and obligations as defined in the Health and Safety at Work Act and other relevant regulations and official guidance to carry out their work and maintain safe work practices
- interpret drawings and specifications to determine relevance to the work to be done and how the work will be achieved
- work safely at all times, appropriate to the environment and site conditions
- select the required quantity and quality of resources for the methods of work and appropriate component elements, checking that they are in a usable condition
- take appropriate measures complying with organisational procedures to minimise the risk of damage to the work and surrounding area and to protect the finished construction
- dispose of waste, debris and surplus materials in line with approved procedures and relevant regulations, standards and codes of practice
- deal promptly and effectively with problems within their control and report those that cannot be resolved
- comply with the contract information to carry out the work efficiently to the required specification
- complete the work within the allocated time, in accordance with the programme of work
- prepare and installing, positioning and securing protective assemblies to specification.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

Level 3

Site co-ordination for lifts and escalators

Unit Code: QLES2/013

Overview

This unit of competence has been developed by employers in the Lift and Escalator Industry and is part of an overall development programme designed to meet the requirements of the industry. This unit identifies the performance and knowledge criteria required in order that the learner can demonstrate that they are competent installing and testing escalator elements.

This unit does not assess the competence of the learner to return a machine into public service and must not be inferred or assumed to do so. Following the completion of works carried out by an individual holding this unit of competence, the related Lifting Platform, Lift or Escalator product requires inspection by an individual which meets the safe working training requirements of BS7255 or BS7801 or BS9102.

The learner must produce a portfolio of evidence to demonstrate their competence in the following areas:

- comply with their duties and obligations as defined in the Health and Safety at Work Act and other relevant regulations and official guidance to carry out their work and maintain safe work practices
- interpret drawings and specifications to determine relevance to the work to be done and how the work will be achieved
- work safely at all times, complying with health and safety and other relevant regulations, directives and guidelines
- develop, gain agreement and review installation or commissioning departmental budgets
- produce, agree and update departmental installation or commissioning schedules and plans
- ensure that schedules and plans are capable of meeting all relevant outputs required
- lead installation or commissioning activities within the department
- complete and save relevant installation or commissioning data and documentation accurately
- identify and lead on making improvements to processes and procedures
- ensure installation or commissioning activities are carried out correctly in line with agreed company processes and procedures
- create and update visual management documentation and systems to support the activities of the department
- report and evaluate the impact of improvement activities
- produce and maintain departmental competency skills matrix of team members
- lead the installation or commissioning team by carrying out duties in accordance with organisational practices and procedures
- lead the installation or commissioning activities for lift/escalator components and assemblies.

Their underpinning knowledge will provide a good understanding of their work and will provide an informed approach to applying statutory regulations and organisational safety requirements and procedures. They will understand the safety requirements and their application and will know about the safety requirements in adequate depth to provide a sound basis for carrying out the activities safely and correctly.

They will be able to apply the appropriate occupational behaviours required in the workplace to meet the job profile and overall company objectives, including being able to demonstrate; personal responsibility and resilience, working effectively in teams, effective communication and interpersonal skills, focus on quality and problem solving and continuous development.

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