

Occupation Profile

for

Horticulture

Modern Apprenticeship

at SCQF Level 6

Approved by: Land-based Technical Expert Group

Approved date: August 2024



Purpose:

This document consists of the occupational standards (NOS and work situations) routinely carried out in Horticulture roles. This provides all the performance requirements and knowledge and understanding requirements apprentices need to demonstrate competence in the occupation.

This document includes

- 3 mandatory NOS and 5 mandatory work situations
- 21 optional NOS
- 16 optional work situations

Apprentices must achieve **11** occupational standards.



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Mandatory Occupational Standards

Identify and name plants using their botanical names

Promote, monitor and maintain health, safety and security

Co-ordinate the clearance and preparation of a site for planting

Protecting land based sites

Understanding the importance of environmental good practice in land use

Developing meta-skills and personal practice

The following standards must be completed if not already achieved:

Contributing to performing work activities

Using equipment and machinery

Goal of work situation:

To protect land-based sites by maintaining site security to prevent unauthorised and illegal activity.

Brief outline:

This is about taking action to prevent crime on land-based sites and recognising and dealing with any incidents of unauthorised and illegal activity. Breaches of the law include theft, poaching, sabotage, criminal damage, threats, assault, public order offences, anti-social behaviour, trespass, wildlife disturbance. This includes implementing measures to maintain site security, site monitoring, recognising breaches of security and taking required action. Crime prevention measures include maintaining records of site equipment, including serial numbers and VIN, notices, gates, patrols, cameras, ANPR.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Implementing and maintaining agreed measures to protect sites against unauthorised and illegal activities in accordance with organisation procedures
9. Communicating security requirements to members of the public appropriately in accordance with organisation procedures
10. Collaborating with other landowners, neighbours and other bodies to improve site security and prevent crime

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Legislation relating to offences against wildlife and threats the public may pose to sites
8. What constitutes poaching and how this varies from other forms of crime
9. Site areas at most risk of security incidents
10. The importance of collaborating with other landowners, neighbours and other bodies to protect sites and prevent crime
11. Actions taken to protect sites against unauthorised and illegal activities including the use of notices, gates, barriers, cameras and other devices and the importance of maintaining them in good working order

11. Identifying members of the public who may cause threats and breaches of the law to take appropriate action to minimise risks
12. Monitoring and interpreting signs that indicate suspected security incidents and carrying out additional surveillance to obtain evidence in accordance with legal requirements and organisational procedures
13. Taking required action to deal with security incidents in line with legal requirements and organisational procedures
14. Collecting, recording and reporting evidence of security incidents and unauthorised and illegal activities in accordance with legal requirements and organisation procedures
15. Maintaining the safety and security of tools and equipment on site
16. Identifying best practice approaches to sustainability relevant to your work role
17. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
18. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
19. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
20. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
21. Why effective communication of security requirements is important to protecting sites and how to do this
22. The importance of monitoring sites, what to monitor and how to do this
23. How to recognise incidents of unauthorised and illegal activity, what surveillance operations are used to confirm these and what constitutes breaches of the law
24. Actions to take for security incidents
25. Legal powers of authorised persons to deal with poaching and other forms of rural crime
26. How to handle members of the public who cause a threat to sites safely and without putting yourself and others at risk, including the importance of courtesy and firmness
27. How to deal with aggressive and abusive behaviour
28. How to collect, record and report evidence of unauthorised and illegal activity, and the importance of accuracy in these matters to support prosecutions
29. Why it is important to maintain safety and security of equipment and machinery when on site
30. Potential impact of your work on surrounding areas and importance of minimising environmental damage
31. Principles of workplace sustainability and how to apply them
32. Principles of environmental good practice and how to apply them
33. Why it is important to maintain the safety and security of tools and equipment
34. Methods of communication and how to apply these
35. Digital technology used within own area of work and how to use this
36. Organisational procedures for completing and securely storing documentation
37. Scope and limitations of your own competence, responsibilities and accountability
38. Organisational procedures for reporting issues which cannot be solved
39. Organisational procedures for disposing of waste

Work Situation

URN: SDS 0333

Understanding the importance of environmental good practice in land use

Goal of work situation:

To understand how to contribute to applying good environmental practice within your area of work.

Brief outline:

This is about individuals understanding the impact of their work on the environment including steps required to reduce negative impacts and contribute to tackling climate and nature emergency.

Performance requirements

There are no performance requirements.

Knowledge and understanding requirements

1. The scale and potential impact of climate change and nature degradation and how this relates to own area of work
2. The importance of greenhouse gas (GHG) emission reduction targets
3. The potential contribution good land management and nature-based solutions make to reducing GHG emissions
4. Why nature needs to be restored as part of the solution to climate change
5. The negative environmental impact that your work could have and how to mitigate this
6. Environmental legislation and industry codes of practice that apply to your area of work and why these are important
7. Different ways of working to reduce negative environmental impacts and greenhouse gas emissions
8. The principles of using nature-based solutions in sustainable ways
9. How to make responsible use of water, energy and other resources
10. The importance of energy efficiency and ways in which energy usage are monitored and reduced

11. Ways in which waste can be reduced within your area of work and principles of the waste management hierarchy
12. How to prevent pollution in own area of work
13. How your work impacts on climate and nature and actions required to mitigate negative impacts and help restore nature
14. How carbon emissions can be reduced and mitigated
15. Organisational targets for reducing carbon emissions and improving environmental performance
16. Where to find information on environmental good practice

Goal of work situation:

To develop meta-skills and personal practice through self-evaluation, agreeing objectives, reflecting on practice, and actively learning to improve own performance in line with organisational requirements.

Brief outline:

This is about developing meta-skills and personal practice. This involves reflecting on and learning from practice; acting on feedback; agreeing and working towards own objectives for continuous personal and professional development. Individuals will be supported in their development, usually by their line manager.

Performance requirements

1. Identifying meta-skills and role specific skills regularly used in own work to assess strengths and improvement needs for personal and professional development
2. Discussing and agreeing SMART objectives for personal and professional development and to achieve business objectives
3. Discussing and agreeing appropriate development activities to improve own performance and to achieve business objectives
4. Completing development activities within agreed timescales to support and progress own performance
5. Acting on feedback to improve own performance and development
6. Reflecting on performance, meta-skills and specific skills developed in your role to identify and agree future development needs
7. Completing mandatory training in line with organisational requirements
8. Completing documentation required for personal and professional development in line with organisation policy and procedures

Knowledge and understanding requirements

1. The purpose and importance of meta-skills including their definitions and how they relate to own work
2. The importance of personal and professional development within own organisation and role
3. How to use reflective practice to identify gaps in role specific knowledge, skills and meta-skills
4. How to participate effectively in performance reviews
5. How to discuss and agree SMART objectives – Specific, Measurable, Achievable, Realistic, Time-bound
6. The importance of business and personal objectives in own development
7. Sources of up-to-date and appropriate information to support own development
8. The importance of maintaining well-being in own role and where to get support
9. How to use feedback to develop own skills and knowledge
10. Different learning models and styles and how to use these for own development

Goal of Work Situation:

To contribute to safely preparing, implementing and closing down work activities to meet organisational procedures and legislative requirements

Brief outline:

This involves accessing and interpreting basic work information, checking work activities, contributing to developing risk assessments, using personal protective equipment (PPE), communicating with others, completing documentation and dealing with issues and closing down the work in accordance with technical specifications, instructions and organisational procedures.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
9. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
10. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
11. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Principles of workplace sustainability and how to apply them
8. Principles of environmental good practice and how to apply them
9. Why it is important to maintain the safety and security of tools and equipment
10. Methods of communication and how to apply these
11. Digital technology used within own area of work and how to use this
12. Organisational procedures for completing and securely storing documentation
13. Scope and limitations of your own competence, responsibilities and accountability
14. Organisational procedures for reporting issues which cannot be solved
15. Organisational procedures for disposing of waste

Work Situation

Using equipment and machinery

URN: SDS 0080

Goal of work situation:

To use equipment and machinery in accordance with manufacturer's instructions, regulatory requirements and organisation procedures to maintain the safety of yourself and others

Brief outline:

This is about using equipment and machinery to perform daily tasks. It involves carrying out pre-use checks to confirm the equipment and machinery continues to operate safely, using the equipment and machinery to carry out tasks and storing it safely and securely after use. This includes digital, automated, or advanced technology and other specialised equipment and machinery used within your job role.

Note: individuals may be using equipment or machinery, or both.

Performance requirements

1. Completing all training and certification required to use required equipment and machinery in accordance with legislative and organisation requirements
2. Identifying hazards and using required PPE when operating equipment and machinery in accordance with manufacturer's instructions
3. Preparing equipment and machinery ready for use in accordance with manufacturer's instructions
4. Carrying out pre-use checks on equipment and machinery in accordance with relevant legal requirements and manufacturer's instructions
5. Operating equipment and machinery in accordance with relevant legislation, manufacturer's instructions and organisation procedures whilst ensuring the safety of self and others
6. Using attachments safely and correctly in accordance with manufacturer's instructions
7. Identifying problems with equipment and machinery and taking the required action

Knowledge and understanding requirements

1. Relevant health and safety procedures, how to identify hazards and assess risks, safe systems of work and the personal protective equipment (PPE) required for operating equipment and machinery
2. The relevant legal requirements, licences, certification, codes of practice, training and organisational requirements for the use of equipment and machinery
3. How to prepare equipment and machinery before use, including attachments where used, and the pre-use checks and actions required
4. How to operate equipment and machinery safely and correctly in accordance with manufacturer's instructions and organisation procedures
5. How to maintain the safety of self and others when using equipment and machinery
6. The capabilities and limitations of the equipment and machinery being used and the factors that may affect safety and efficiency
7. The types of attachments, where required, that are safe for use with the equipment and machinery being used, how to fit them safely and correctly and how to set and calibrate them

8. Shutting down equipment and machinery after use to maintain safety
9. Maintaining the security of equipment and machinery at all times in accordance with organisation procedures
10. Leaving equipment and machinery in a suitable condition for future use
11. Storing equipment and machinery safely and securely in accordance with organisation procedures

8. How to operate and use relevant attachments safely
9. The function of all controls and instruments on equipment and machinery being used
10. The types of hazards that may be encountered when operating equipment and machinery and how these should be dealt with
11. The sort of problems that may occur with equipment and machinery, how to identify them, and the action to take
12. The importance of carrying out routine checks on equipment and machinery and how to identify defects and faults
13. How to shut down equipment and machinery after use
14. Why it is important to maintain the safety and security of equipment and machinery at all times
15. Post-use activities that need to be carried out to maintain equipment and machinery
16. How equipment and machinery should be stored and the importance of security
17. The potential impact of your work on the surrounding area and the environment and how it can be minimised
18. Organisation procedures for recording and reporting equipment and machinery operation



Optional National Occupational Standards

Learners will follow one of the following specialist pathways: Environmental Horticulture, Production Horticulture, Retail Horticulture or Landscaping.

Co-ordinate the management of planted areas

Co-ordinate the establishment of crops or plants

Co-ordinate the control of weeds, pests, diseases and disorders

Design landscape areas and specify materials and components

Estimate resource requirements and programme work for land-based projects

Exhume coffins and remains

Prepare and apply plant protection products to control weeds, pests, diseases or disorders

Monitor and maintain the growth of crops or plants

Organise the collection and storage of propagation material

Organise the preparation and establishment of propagation materials

Co-ordinate the collection of plants for sale or dispatch

Assess and carry out the maintenance or repair of equipment and machinery



Optional National Occupational Standards continued

Control the environmental conditions for protected crops

Consult and work with the local community

Co-ordinate propagation of plants from seed

Co-ordinate the provision of nutrients to crops or plants

Communicate information and knowledge

Maintain irrigation systems

Monitor and implement the provision of water to crops or plants

Prepare and operate a powered vehicle with attachments

Prepare and operate a tractor with attachments



Optional Work Situations

Learners will follow one of the following specialist pathways: Environmental Horticulture, Production Horticulture, Retail Horticulture or Landscaping

Collecting and establishing propagation material

Engaging with the public

Harvesting crops

Maintaining plants in protected environments

Maintaining wildflower-rich amenity grasslands

Preparing plants for sale

Receiving goods and supplies

Maintaining grassed and planted areas

Processing customer payments

Providing customer service

Setting up promotional displays

Establishing sports turf surfaces

Installing hard landscaping components

Maintaining artificial sports surfaces

Maintaining hygiene and biosecurity

Managing horticultural operations

Collecting and establishing propagation material

Goal of work situation:

To collect and establish propagation material to meet site production requirements for plants and grasses.

Brief outline:

This is about collecting propagation material, preparing growing media and propagating plants using relevant methods. This involves confirming production requirements, collecting required propagation material, preparing relevant growing media and establishing material to start propagation. Propagation material includes seeds, bulbs, tubers, seedlings, rooted cuttings, unrooted cuttings. Methods include divisions, budding, grafting - Micropropagation, Vegetative propagation, Asexual reproduction.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Preparing and using required tools, equipment and personal protective equipment (PPE) to collect and establish propagation material
9. Checking propagation materials to be collected meet site production requirements

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Tools and equipment required and how to prepare, maintain and use these safely and effectively in line with legal requirements and manufacturers' instructions
8. Where and how to obtain information on plants and grasses, their identification and production requirements
9. Type of plants and grasses that can be propagated and suitable propagation methods
10. Structure of plants and grasses being propagated
11. Different methods used to collect propagation material and how to apply them

10. Preparing required growing medium for establishing propagation material in accordance with site production requirements
11. Using relevant methods to collect propagation material, confirming these meet site production requirements and are suitable for propagation
12. Labelling and storing collected propagation material in accordance with site production requirements
13. Preparing and treating propagation material using relevant methods in accordance with site production requirements
14. Establishing propagation material within required growing medium using relevant methods and correct timings and minimising environmental damage
15. Labelling established propagation material in accordance with site production requirements
16. Providing required aftercare and suitable environments for propagation and growth in accordance with site production requirements
17. Maintaining hygiene and biosecurity during collection, storage and establishment of propagation material in accordance with site operating procedures
18. Assessing materials and equipment required for tasks to minimise waste
19. Disposing of and recycling waste in accordance with site operating procedures
20. Maintaining site safety and security of tools and equipment on site
21. Identifying best practice approaches to sustainability relevant to your work role
22. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
23. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
24. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
25. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
12. Ways in which propagation material should be handled and why
13. Labelling and storage requirements for propagation material being collected and factors affecting storage life
14. How to prepare and treat propagation material before establishing
15. How plant structure affects the activities being undertaken including how will seed structure affect storage, and how leaf structure affects collection and establishment of cutting material
16. Types of growing media suitable for establishing required propagation material
17. External factors affecting the timing of preparation of the growing media
18. Importance of timing of different propagation activities to ensure success
19. How to recognise propagation materials that do not meet specifications and are not of suitable quality, and actions to take
20. Methods used for establishing collected propagation material within required growing media
21. The use of hormone treatments to encourage rooting and meristem development
22. Methods of aftercare to sustain and promote plant and grass development following propagation and types of growing environments suitable for propagation and growth
23. Why it is important to maintain hygiene and biosecurity and methods for achieving this
24. Issues which may occur when collecting and establishing propagation material and the actions to take
25. Why it is important to maintain communication with others involved in collecting and establishing propagation material and how to do this
26. Potential impact of your work on surrounding area and importance of minimising environmental damage
27. Principles of workplace sustainability and how to apply them
28. Principles of environmental good practice and how to apply them
29. Why it is important to maintain the safety and security of tools and equipment
30. Methods of communication and how to apply these
31. Digital technology used within own area of work and how to use this
32. Organisational procedures for completing and securely storing documentation
33. Scope and limitations of your own competence, responsibilities and accountability
34. Organisational procedures for reporting issues which cannot be solved
35. Organisational procedures for disposing of waste

Goal of work situation:

To engage with the public to build relationships, encourage considerate use of sites and promote organisational activities.

Brief outline:

This is about engaging with different members of the public and local communities to promote site use and organisational activities. Members of the public includes visitors, guests and customers who could be adults, children and young people, families, less able and vulnerable, groups, recreational users of sites, those with special requirements, those for whom English is not their first language. This involves liaising with members of the public to provide appropriate information, advice and guidance.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Providing relevant information, advice and guidance to different members of the public professionally to meet their needs and in accordance with organisational procedures
9. Facilitating visitor use of sites responsibly, in ways consistent with purpose and condition and in accordance with organisational procedures

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Relevant legislative requirements and organisation procedures within your remit for engaging with the public
8. The purpose and value of presenting yourself and the organisation professionally at all times to the public
9. The importance and purpose of engaging with the public and local communities
10. Codes of practice and organisation procedures for engaging with members of the public
11. The range of different members of the public be encountered in your place of work

10. Informing the public of site dangers and safety requirements in accordance with organisational procedures
11. Taking relevant action to manage effects of public use on sites in accordance with organisational procedures
12. Engaging with local communities to promote organisational activities and build relationships in accordance with organisational policies
13. Exploring opportunities to identify community involvement in organisation activities in accordance with organisational policies
14. Monitoring feedback on engagement with the public to identify improvements in accordance with organisational procedures
15. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
16. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
17. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
18. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
12. Ways to engage with the public, encourage positive interaction and adjust communication styles according to the audience
13. Types of information, advice and guidance required by members of the public and how to provide this
14. The importance of encouraging and supporting members of the public to maintain their safety during site use and making them aware of dangers
15. Site needs and the effects that visiting public have on these
16. How to manage conflicting issues and disputes around public use and site needs
17. How to recognise and deal with difficult situations while maintaining positive relationships
18. How to deal with aggressive and abusive behaviour
19. Ways to maintain contact with local communities
20. Different levels of engagement with local communities and methods of facilitating effective community consultation
21. The importance of promoting understanding and awareness of role and organisation purpose as part of consultation and collaborative working
22. Opportunities for community involvement in organisation activities and different factors to be taken into account when evaluating potential opportunities
23. How to resolve potential and actual conflicting interests when working with local communities
24. How to obtain and monitor feedback from the public
25. Types of improvements required within your area of work
26. Principles of workplace sustainability and how to apply them
27. Principles of environmental good practice and how to apply them
28. Why it is important to maintain the safety and security of tools and equipment
29. Methods of communication and how to apply these
30. Digital technology used within own area of work and how to use this
31. Organisational procedures for completing and securely storing documentation
32. Scope and limitations of your own competence, responsibilities and accountability
33. Organisational procedures for reporting issues which cannot be solved
34. Organisational procedures for disposing of waste

Goal of work situation:

To harvest crops in accordance with crop type, product specifications and intended destination.

Brief outline:

This is about harvesting crops. This involves preparing machinery and tools for harvesting, harvesting crops at required times, maintaining quality and minimising wastage and maintaining hygiene and bio-security. Methods used for harvesting methods include manual and mechanical which depend on crop type, production specifications and intended destinations. Crops include grass and forage crops, cereals, grains, root crops, pulses, oilseed rape, hops, vegetables, herbs, flowers, bulbs, shrubs, trees and fruit.

Performance requirements

1. Obtaining relevant information to carry out your work activities in accordance with organisational procedures
2. Carrying out risk assessments of work activities in accordance with organisational procedures
3. Maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
4. Communicating relevant safety and work-related information to others in accordance with organisational procedures
5. Conducting required work in accordance with technical specifications, instructions and organisational procedures
6. Monitoring progress of own work against work specifications
7. Preparing and using required tools, equipment, machinery and personal protective equipment (PPE) for crop harvesting in accordance with manufacturers' instructions and site operating procedures
8. Checking whether crops are ready for harvesting in accordance with product specifications
9. Selecting appropriate harvesting methods in accordance with product specifications

Knowledge and understanding requirements

1. How to identify and access information relevant to required work
2. Current legislation, guidelines, policies, procedures, Safe Systems of Work (SSOW) and protocols relevant to your working practice and to which you, and others must adhere
3. Rules, regulations, business and professional ethics relevant to your working practice and to which you must adhere including access rights
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Tools and equipment required and how to prepare, maintain and use these safely and effectively in line with legal requirements and manufacturers' instructions
8. How to recognise crops that are suitable for harvesting and those that do not meet specifications
9. Actions to take when crop products fail to meet specifications

10. Maintaining crop quality and minimising loss and damage throughout harvesting operations in accordance with product specifications and site operating procedures
11. Identifying crops that do not meet product specifications and taking appropriate action to deal with these in accordance with site operating procedures
12. Maintaining hygiene and biosecurity during collection, storage and establishment of propagation material in accordance with site operating procedures
13. Maintaining the safety and security of tools and equipment on site
14. Identifying best practice approaches to sustainability relevant to your work role
15. Completing and storing all relevant documentation in accordance with legislative and organisational requirements
16. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
17. Reporting issues which cannot be solved in accordance with organisational requirements
18. Disposing of waste in accordance with legislative and organisational procedures

10. Methods of harvesting appropriate to crops and customer requirements
11. How weather conditions will influence harvesting decisions
12. How harvesting methods vary according to crop type and intended use
13. How to make adjustments to harvesting processes and when these are required
14. Problems that arise during harvesting and actions to take
15. How to carry out manual harvesting of crops
16. Methods of maintaining crop quality of during harvesting
17. Why it is important to maintain safety and security of equipment and machinery when on site
18. Why it is important to maintain hygiene and biosecurity and methods for achieving this
19. The potential impact of your work on surrounding areas and the wider environment and how it can be minimised
20. Principles of workplace sustainability and how to work in ways that support those principles
21. The importance of environmental good practice and how to apply this in your area of responsibility
22. The importance of monitoring work for progress and quality
23. Why it is important to maintain safety and security of tools and equipment
24. Methods of communication and how to apply these
25. Digital technology used within own area of work and how to use this
26. Organisational procedures for completing and securely storing documentation
27. Scope and limitations of your own competence, responsibilities and accountability
28. Organisational procedures for reporting issues which cannot be solved
29. Legislative and organisational procedures for disposing of waste

Goal of work situation:

To maintain plants in protected environments to ensure healthy growth and meet production specifications

Brief outline:

This is about maintaining plants within glasshouse, polytunnel and similar protected environments to maintain healthy growth. This involves controlling climates in protected environments to ensure plants have the right growing conditions by controlling temperature, light, humidity, ventilation, carbon dioxide levels, water and nutrition. This includes adjusting climate controls to maintain plant health and development. Plants include single plants and whole crops.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Preparing required environmental conditions for plants in accordance production specifications and site procedures
9. Checking equipment for controlling and maintaining environmental conditions is working in accordance with manufacturers' instructions
10. Monitoring and adjusting environmental conditions for protected plants in accordance with production specifications and site procedures

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Why certain plants need to be grown in protected environments
8. The range of different protected environments and reasons for crops requiring these
9. Equipment and materials required for maintaining plants and how to use these
10. Correct environmental conditions required to achieve optimum growth for plants being grown
11. Effects of temperature, humidity, carbon dioxide levels, ventilation, light and shade on plant growth and development
12. Grass characteristics and growth patterns
13. Turfgrass disease cycles

11. Controlling and maintaining irrigation and watering systems for protected plants in accordance with plant production specifications and site procedures
12. Applying nutrients through fertigation systems and by other relevant methods for protected crops in accordance with site procedures
13. Maintaining hygiene and biosecurity whilst maintaining protected crops and plants in accordance with site operating procedures
14. Maintaining communication with others involved in maintaining plants using relevant communication methods
15. Maintaining the safety and security of tools and equipment on site
16. Identifying best practice approaches to sustainability relevant to your work role
17. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
18. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
19. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
20. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
14. Correct methods for preparing environmental conditions for protected plants
15. Components of fertigation systems and how to maintain these to ensure operational systems
16. Safe and correct use of equipment for controlling environmental conditions for protected plants
17. Methods and techniques to apply nutrients through fertigation systems and by other relevant methods for protected crops
18. How to monitor and adjust environmental conditions, irrigation and watering systems in protected environments
19. How to maintain irrigation and water pipe systems
20. Technology used to monitor and maintain environmental conditions in protected environments
21. Indications that environmental conditions require adjustment
22. Principles of photosynthesis and how that is applied to improve yield
23. Why it is important to maintain hygiene and biosecurity and methods for achieving this
24. Issues which occur when maintaining protected plants and actions to take
25. Why it is important to maintain communication with others involved in the work and how to do this
26. Why it is important to maintain safety and security of equipment and machinery when on site
27. Potential impact of your work on surrounding areas and importance of minimising environmental damage
28. Principles of workplace sustainability and how to apply them
29. Principles of environmental good practice and how to apply them
30. Why it is important to maintain the safety and security of tools and equipment
31. Methods of communication and how to apply these
32. Digital technology used within own area of work and how to use this
33. Organisational procedures for completing and securely storing documentation
34. Scope and limitations of your own competence, responsibilities and accountability
35. Organisational procedures for reporting issues which cannot be solved
36. Organisational procedures for disposing of waste

Goal of work situation:

To maintain wildflower-rich grasslands in amenity situations, to maintain health and improve aesthetics of areas.

Brief outline:

This is about maintaining wildflower-rich grasslands in accordance with site requirements and procedures. This involves assessing maintenance requirements, cutting and maintaining grassed areas, including introducing wildflowers as seed or plug-plants. This involves understanding how wildflower-rich grasslands help to support other wildlife such as insect pollinators, and how wildlife uses grasslands at different times of year. This includes identifying common species of wildflower, and managing grasslands to encourage them, to remove unwanted vegetation, and taking appropriate action to maintain aesthetics of areas.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Checking wildflower areas and grass surfaces regularly to assess maintenance requirements in accordance with site procedures

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Tools and equipment required and how to prepare, maintain and use these safely and effectively in line with legal requirements and manufacturers' instructions
8. Importance of checking grass surfaces and planted areas regularly for safety purposes and maintenance requirements and when to do this
9. How to maintain the diversity of wildflowers in grasslands

9. Cutting and maintaining grassed areas surrounding wildflower grasslands to meet site requirements, improve the overall visual impact and signal to users that the space as a whole is being maintained
10. Maintaining wildflower grasslands in ways appropriate to their longevity and environmental conditions that support other wildlife including insect pollinators, through cut-and-lift techniques and disposal of cut arisings
11. Assessing soil fertility to identify relevant methods to reduce soil fertility and to promote growth of diversity of wildflowers
12. Using management methods to reduce grass vigour and promote diversity of wildflowers in accordance with site procedures
13. Removing periodically dead and unwanted plant material to maintain wildflower plant health and growth and improve visual appearance in accordance with site procedures
14. Removing fallen leaves and dead plant material from grassed areas to improve plant health and visual appearance in accordance with site procedures
15. Controlling weeds, pests, diseases and disorders to maintain health and appearance of wildflower grasslands and grassed areas in accordance with legal requirements and site procedures
16. Rejuvenating wildflower areas, and re-turfing and re-seeding grassed areas as required in accordance with site procedures
17. Maintaining hygiene and biosecurity in accordance with site procedures
18. Disposing of cut grass and recycling waste in accordance with site procedures
19. Checking surrounding areas and wider environments to ensure damage is minimised
20. Maintaining the safety and security of tools and equipment on site
21. Identifying best practice approaches to sustainability relevant to your work role
22. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
23. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
24. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
10. Effects of soil nutrients, rainfall, light and climate on wildflower and grass growth
11. When grass cutting should be carried out and how to select the most appropriate tools and techniques to use
12. How to safely cut grass, including on sloping surfaces and where cut grass is lifted mechanically into hoppers
13. Methods of assessing soil condition and nutritional status and the effects on wildflowers and grasses and their growth
14. Why nutrient-poor soils favour wildflowers over grasses and how to provide and maintain nutrient poor soils to promote wildflower grasslands
15. Cultural methods for maintaining the diversity of wildflowers and how to apply them
16. Ways to select and remove unwanted plant material in wildflower grasslands and improve their ecological and visual impact
17. Methods of removing fallen leaves and other dead plant material and when this should be done
18. How to identify weeds, pests, diseases and disorders, control methods which can be used and associated legal requirements
19. How to re-turf and re-seed wildflower and grass swards; the value of local provenance for sourcing seed
20. Methods of monitoring and evaluating the success of wildflower grasslands and their maintenance
21. The importance of hygiene and biosecurity measures and how to apply these
22. Issues which occur when maintaining wildflower grasslands and actions to take
23. The importance of communicating why grasslands are being managed differently and communicating this with the wider public
24. Why it is important to maintain safety and security of equipment and machinery when on site
25. Potential impact of your work on the surrounding area and the environment and how opportunities for enhancing wildflowers can be extended elsewhere
26. Principles of workplace sustainability and how to apply them
27. Principles of environmental good practice and how to apply them
28. Why it is important to maintain the safety and security of tools and equipment
29. Methods of communication and how to apply these

25. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures

30. Digital technology used within own area of work and how to use this

31. Organisational procedures for completing and securely storing documentation

32. Scope and limitations of your own competence, responsibilities and accountability

33. Organisational procedures for reporting issues which cannot be solved

34. Organisational procedures for disposing of waste

Goal of work situation:

To prepare plants for sale to meet product specifications and sales requirements.

Brief outline:

This is about preparing plants for sale in accordance with product specifications, sales requirements and site procedures. This applies to manual and mechanical harvesting and lifting of plants for sale. This includes preparing plants for short term storage, direct sale and dispatch using appropriate methods. This involves identifying and checking quality of plants to be harvested, harvesting and preparing plants for sale, maintaining plants in storage and protecting plants for dispatch. Individuals may be involved in preparing plants for direct sale, dispatch or both.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Checking requirements for harvesting and preparing plants for sale in accordance with work specifications
9. Identifying plants to be harvested to check they meet product specifications
10. Preparing and using required tools, equipment and personal protective equipment (PPE) to harvest plants

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Tools and equipment required and how to prepare, maintain and use these safely and effectively in line with site procedures and manufacturers' instructions
8. How to identify plants to be harvested and check they meet product specifications
9. How to recognise when plants do not meet product specifications and actions to take
10. Key factors required for meeting customer and seasonal requirements for plant sales
11. Suitable methods of harvesting and storing plants that minimise damage and maintain plant health and quality

11. Applying harvesting methods relevant to plants in accordance with work instructions and site procedures
12. Checking harvested plants meet product specifications
13. Maintaining plant quality, minimising damage during harvesting in accordance with product specifications and site procedures
14. Maintaining health and quality of plants that require storage prior to selling in accordance with product specifications and site procedures
15. Labelling plants in accordance with legal requirements and site procedures
16. Protecting plants for dispatch in accordance with legal requirements and site procedures
17. Displaying plants for sale including price information in accordance with site procedures
18. Maintaining hygiene and biosecurity during harvesting, storage and preparation of plants for sale in accordance with site procedures
19. Maintaining the safety and security of tools and equipment on site
20. Identifying best practice approaches to sustainability relevant to your work role
21. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
22. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
23. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
24. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
12. Methods of preparing plants ready for sale
13. Requirements for labelling and dispatching plants
14. Why it is important to maintain hygiene and biosecurity and how to do this
15. Site requirements for dealing with waste and surplus materials
16. Why it is important to maintain communication with others involved in harvesting plants for sale and how to do this
17. Why it is important to maintain safety and security of equipment and machinery when on site
18. Potential impact of your work on surrounding areas and importance of minimising environmental damage
19. Principles of workplace sustainability and how to apply them
20. Principles of environmental good practice and how to apply them
21. Why it is important to maintain the safety and security of tools and equipment
22. Methods of communication and how to apply these
23. Digital technology used within own area of work and how to use this
24. Organisational procedures for completing and securely storing documentation
25. Scope and limitations of your own competence, responsibilities and accountability
26. Organisational procedures for reporting issues which cannot be solved
27. Organisational procedures for disposing of waste

Work Situation

Receiving goods and supplies

URN: SDS 0124

Goal of work situation:

To receive goods and supplies in line with organisation procedures, maintaining the safety and security of the goods.

Brief outline:

This is about receiving delivery of goods and supplies. It involves checking the goods meet the original order, as well as handling, storing and recording goods delivered.

Receiving delivery of goods may require working with equipment and machinery.

Performance requirements

1. Completing all training and certification required to operate equipment and machinery used to receive deliveries in accordance with legislative and organisation requirements
2. Checking accompanying delivery documentation to confirm description and quantity of incoming goods matches delivery note and original order
3. Checking that quality of incoming goods meets organisation requirements
4. Dealing with any discrepancies, damaged and poor-quality goods in line with organisation procedures
5. Booking deliveries into stock in line with organisation procedures
6. Handling and transporting goods using relevant methods to minimise damage and ensure safety and security
7. Storing goods safely and securely in accordance with relevant legislation, manufacturers' recommendations, and organisation procedures
8. Monitoring stored goods in line with organisation procedures
9. Shutting down equipment and machinery after use to maintain safety

Knowledge and understanding requirements

1. Relevant health and safety procedures, how to identify hazards and assess risks, safe systems of work and the personal protective equipment (PPE) required for receiving deliveries
2. Tools and equipment used to receive deliveries and how to prepare, maintain and use these safely and effectively in line with legal requirements, manufacturers' instructions and organisation requirements
3. The importance of undertaking relevant training and checking that any licences to operate equipment and machinery are in place
4. Why deliveries should be checked against delivery notes and original order and any discrepancies followed up
5. The importance of checking the condition of goods and the action to take if there are any damaged and poor-quality items
6. Documentation that should accompany deliveries such as certificates of conformity
7. Organisation procedures for receiving deliveries into stock
8. How to handle and transport different types of goods safely and maintain them in good condition
9. The precautions to take and PPE required when handling hazardous materials

10. Maintaining the security of equipment and machinery at all times in accordance with organisation procedures
11. Leaving equipment and machinery in a suitable condition for future use
12. Recording and reporting information on the delivery of goods in line with relevant legislative and organisation requirements

10. Storage requirements for different types of goods and the purpose of manufacturers' recommendations regarding storage
11. When deliveries should be placed in quarantine and the procedures for this
12. The importance of using stock rotation procedures related to shelf life
13. Ways in which security and safety of storage facilities are maintained
14. The importance of monitoring the condition of goods in storage, especially if they are perishable
15. The action to take when stocks reach the required level for re-ordering
16. Why it is important to maintain the safety and security of equipment and machinery when on site
17. Legal and organisation requirements for recording and reporting delivery information

Goal of work situation:

To maintain grassed and planted areas (turf and sod) to manage growth, maintain health and improve area aesthetics.

Brief outline:

This is about maintaining grassed and planted areas in accordance with site procedures. This involves assessing maintenance requirements, cutting and maintaining grassed areas, pruning, deadheading and replacing damaged and diseased plants, weeding and removing excessive growth and dealing with pests, diseases and disorders. This includes identifying pests, diseases, weeds, disorders and unwanted vegetation and taking appropriate action.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Checking grass surfaces and planted areas regularly to assess maintenance requirements in accordance with site procedures
9. Cutting grassed areas to meet site requirements and in accordance with site procedures
10. Maintaining planted areas to suit plants, their environmental conditions and overall visual impacts

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Tools and equipment required and how to prepare, maintain and use these safely and effectively in line with legal requirements and manufacturers' instructions
8. Importance of checking grass surfaces and planted areas regularly for safety purposes and maintenance requirements and when to do this
9. Grass characteristics and growth patterns
10. Turfgrass disease cycles
11. Impact of the stages of grass and plant development and time of year on maintenance requirements
12. Effects of pollutants, climatic conditions, soil and water on grass and plant growth

11. Assessing health of grassed and planted areas to identify relevant methods to improve health and promote growth
12. Applying nutrients and moisture to improve plants and grass health and promote growth in accordance with assessment findings
13. Using cultural methods to improve health and vigour of plants and grass surfaces in accordance with site procedures
14. Providing plants with required support to maintain health and growth and improve visual appearance in accordance with site procedures
15. Removing unwanted plant material to maintain plant health and growth and improve visual appearance in accordance with site procedures
16. Removing fallen leaves and dead plant material from grassed and planted areas to improve plant health and visual appearance in accordance with site procedures
17. Controlling weeds, pests, diseases and disorders to maintain health and appearance of grassed and planted areas in accordance with legal requirements and site procedures
18. Identifying dead, damaged and diseased plants to replace and renovate plants these in accordance with site procedures
19. Re-turfing and re-seeding required grassed areas in accordance with site procedures
20. Maintaining hygiene and biosecurity in accordance with site procedures
21. Maintaining the safety and security of tools and equipment on site
22. Identifying best practice approaches to sustainability relevant to your work role
23. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
24. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
25. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
26. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
13. When grass cutting needs carried out,
14. How to select appropriate tools, and techniques to use
15. How to safely cut grass, including on sloping surfaces
16. Methods of assessing soil condition and nutritional status and effects on grass and plant health and growth
17. Requirements for nutrients and moisture and how to provide these to promote grass and plant health
18. Cultural methods of improving the health and vigour of plants and grass surfaces and how to apply them
19. Ways to select and remove unwanted plant material to maintain plant health and improve visual impact of established displays
20. Methods of removing fallen leaves and other dead plant material and when this needs to be done
21. How to identify weeds, pests, diseases and disorders, and control methods used
22. How to recognise when plants need to be replaced and renovated and the principles of renovating plants
23. How to re-turf and re-seed grass surfaces
24. Methods of monitoring and evaluating success of grass and plant maintenance
25. Why it is important to maintain hygiene and biosecurity and methods for achieving this
26. Issues which occur when maintaining grassed and planted areas and actions to take
27. Why it is important to maintain communication with others involved in maintaining grassed and planted areas and how to do this
28. Why it is important to maintain safety and security of equipment and machinery when on site
29. Potential impact of your work on the surrounding area and the environment and how it can be minimised
30. Principles of workplace sustainability and how to apply them
31. Principles of environmental good practice and how to apply them
32. Why it is important to maintain the safety and security of tools and equipment
33. Methods of communication and how to apply these
34. Digital technology used within own area of work and how to use this
35. Organisational procedures for completing and securely storing documentation
36. Scope and limitations of your own competence, responsibilities and accountability
37. Organisational procedures for reporting issues which cannot be solved
38. Organisational procedures for disposing of waste

Goal of work situation:

To process payments for products and services to support customer transactions.

Brief outline:

This is about processing customer payments in line with organisational procedures. This involves a variety of payment methods including receiving and storing payments, issuing related documentation and maintaining security of payments received. This includes receipt of different types of payment including cash, cards, contactless and vouchers and through face to face and remote contact with customers.

Performance requirements

1. Checking products and services to inform customers of final total amounts to be paid in line with organisational policies and procedures
2. Informing customers of acceptable payment methods and restrictions in line with organisational policies and procedures
3. Processing payments from customers using relevant methods to obtain payment in line with organisational policies and procedures
4. Dealing with payment issues in line with organisational policies and procedures
5. Issuing receipts to customers in line with organisational policies and procedures
6. Completing internal payment records in line with organisational policies and procedures
7. Storing payments securely in line with relevant legislative and organisational policies and procedures

Knowledge and understanding requirements

1. Relevant regulatory and legislative requirements and organisational policies and procedures relating to processing payments
2. Acceptable organisational payment methods and differences between them
3. Procedures for processing different types of organisational payments, and the importance of following them
4. How to use payment devices and systems to securely process payments from customers
5. Importance of maintaining confidentiality of customer details, purchase and payment information
6. Personal responsibilities and limits of authority when processing payments, and dealing with payment issues
7. How to handle customers when dealing with payment issues
8. Types of fraudulent transactions and how to identify and deal with them
9. Organisational return, refund and exchange procedures and when to communicate these to customers
10. How to deal with payment issues including failed transactions
11. Risks associated with payments when cardholders are not present and how to reduce risk
12. How to calculate costs for customer purchases and potential consequences of incorrect calculations and payments
13. Who to contact for information, advice and payment authorisation
14. How own actions contribute to organisational financial performance
15. How to complete organisational documentation related to payments

Goal of work situation:

To provide effective customer service to meet customer needs, organisational policies and procedures and regulatory requirements.

Brief outline:

This is about providing quality customer service experiences for customers. This involves providing effective communication and interaction to deal with customers in line with regulatory requirements, and organisational policies and procedures

Note: Customers may include internal and external customers and stakeholders. Customer service may be offered in a number of ways including face-to-face, telephone, email, instant messaging, social media and web chats

Performance requirements

1. Interacting with customers professionally and respectfully to provide positive customer experiences in line with organisational procedures
2. Interpreting information and queries to understand customer needs in line with organisational policies and procedures
3. Providing information and responses to customer queries using appropriate communication methods in line with organisational policies and procedures
4. Following up customer queries in line with organisational policies and procedures to provide positive customer experiences
5. Communicating customer information to colleagues in line with regulatory requirements and organisational policies and procedures

Knowledge and understanding requirements

1. Why it is important to interact with customers professionally and respectfully and how to do this
2. Organisational policies, procedures, and regulatory requirements for dealing with customers and where this information can be found
3. Types and methods of effective communication including verbal and non-verbal and when and how to use these
4. The importance of actively listening to correctly identify customer needs and expectations
5. Organisation's products and services and their suitability and availability for customers' needs
6. Organisational policies and procedures for reporting on customer service enquiries
7. Different types of customer service situations which may arise and how to handle these within the limits of your authority
8. How and when to communicate customer information to colleagues and why this is important

Work Situation

Setting up promotional displays

URN: SDS 0341

Goal of work situation:

To set up promotional displays following display guidelines and in line with organisational policies and procedures

Brief outline:

This is about setting up promotional displays. This involves clearing and securing areas and following display guidelines to set up promotional displays accurately. Promotional displays includes dressing windows, retail stands and displaying graphics and materials. Activities include those that are one-off, seasonal, part of a series and part of larger programmes.

Performance requirements

1. Checking resources for promotional displays are correct and available in line with display guidelines and organisational procedures
2. Planning the setting up of promotional displays in line with promotional display guidelines and organisational policies and procedures
3. Clearing and securing areas to enable safe setup of promotional displays in line with organisational policies and procedures
4. Following display instructions to setup promotional displays in line with promotional display guidelines
5. Identifying issues while setting up displays in line with organisational policies and procedures
6. Escalating issues regarding promotional displays to relevant colleagues in line with organisational policies and procedures
7. Recording completion of promotional displays, including any adjustments, to support future promotional planning in line with organisational policies and procedures

Knowledge and understanding requirements

1. Organisational policies and procedures, and health, safety and security requirements for setting up promotional displays and where this information can be found
2. Role of promotional displays in the wider context of marketing products and services in the organisation
3. Organisational promotional display guidelines and where to find these
4. Types of promotional displays and when these are used in the organisation
5. Features and benefits of products and services to be promoted
6. Escalation procedures for any issues identified and how to use these
7. Organisational processes for recording completion of promotional displays and how to use these

Goal of work situation:

To establish sports turf surfaces to meet site specifications, sport and event rules and standards.

Brief outline:

This is about establishing sports turf from seed and turf to produce sports surfaces in accordance with site and sport specifications, event rules and standards. This involves producing surfaces to desired speed, surface response to ball, animal, player, moisture content, grass cover, consolidation and trueness according to sport requirements and event standards. Sports surfaces include football and rugby pitches, cricket pitches, tennis and lacrosse courts, athletic tracks, golf courses and racecourses.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Preparing areas ready for establishing turf in accordance with site specifications and to meet site and sport specifications
9. Checking turf health meets site and sport specifications and rejecting unacceptable specimens
10. Completing soil texture tests for areas of ground to be prepared in accordance with soil testing procedures

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Tools and equipment required and how to prepare, maintain and use these safely and effectively in line with legal requirements and manufacturers' instructions
8. How to identify grasses which meet site and sport specifications
9. Different types of soil and how this affects sports turf establishment
10. Principles of grass growth and development
11. Different types of nutrient and when and how to apply them
12. How to assess health and condition of sports turf and recognise those unsuitable for establishment
13. How to complete soil texture tests

11. Laying turf in desired locations in accordance with site and sport specifications whilst minimising environmental damage
12. Providing relevant aftercare and protection to maintain the health of newly established turf in accordance with site specifications
13. Inspecting established sports turf surfaces to identify conditions that threaten health and report these in accordance with site procedures
14. Applying treatments to sports turf to maintain health in accordance with site and sport specifications
15. Maintaining the safety and security of tools and equipment on site
16. Identifying best practice approaches to sustainability relevant to your work role
17. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
18. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
19. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
20. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
14. Principles of selecting and combining grass species for different sports turf applications
15. Methods and techniques for ground preparation
16. When synthetic turf combined with grass are used and how to establish these
17. Factors that affect the timing of sports turf establishment
18. Methods of protecting and caring for newly established turf, causes of damage and drying out and how to prevent this
19. Rules and standards governing relevant sports and how they impact on sports turf surfaces for different events
20. Methods of preparing and establishing sports turf surface conditions to meet required specifications
21. Issues which occur when establishing sports turf and actions to take
22. Why it is important to maintain communication with others involved in establishing sports turf and how to do this
23. Why it is important to maintain safety and security of equipment and machinery when on site
24. Potential impact of your work on surrounding areas and importance of minimising environmental damage
25. Principles of workplace sustainability and how to apply them
26. Principles of environmental good practice and how to apply them
27. Why it is important to maintain the safety and security of tools and equipment
28. Methods of communication and how to apply these
29. Digital technology used within own area of work and how to use this
30. Organisational procedures for completing and securely storing documentation
31. Scope and limitations of your own competence, responsibilities and accountability
32. Organisational procedures for reporting issues which cannot be solved
33. Organisational procedures for disposing of waste

Goal of work situation:

To install hard landscaping components to meet customer specifications.

Brief outline:

This is about installing hard landscaping components to meet customer specifications. This involves interpreting customer specifications, setting out lines and levels, keeping within boundary lines and installing components. Hard landscaping components include fences, pergolas, water features, ponds, rock gardens, paths (of various types using specified methods), walls, gates, decking, steps, patios.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Interpreting specifications and drawings to confirm work requirements
9. Identifying and collecting relevant tools and equipment required to carry out work activities in accordance with customer specifications
10. Measuring, marking and setting out sites to meet customer specifications
11. Preparing ground for installation work in accordance with customer specifications

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Tools and equipment required and how to prepare, maintain and use these safely and effectively in line with legal requirements and manufacturers' instructions
8. Specific requirements for permit-to-work schemes, licences and certificates
9. Types of signs, protective barriers and traffic management required when working adjacent to highways and other transport systems
10. How to follow customer specifications such as drawings from garden designers and landscape architects

12. Checking drainage requirements in accordance with installation requirements
 13. Fixing components and features in accordance with customer specifications and minimising environmental damage
 14. Laying concrete and screed in accordance with customer specifications
 15. Checking final work meets customer specifications and requirements
 16. Maintaining the safety and security of tools and equipment on site
 17. Identifying best practice approaches to sustainability relevant to your work role
 18. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
 19. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
 20. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
 21. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
11. Range of materials used for installing hard landscaping components and how to select and use these, and how to calculate required materials
 12. How to handle and store materials
 13. How weather conditions affect work
 14. How to measure and set out work correctly to meet tolerances, including how falls, lines and levels are determined and set out, and the importance of maintaining boundary lines
 15. Importance of drainage and how to best achieve this in different circumstances
 16. How to clear and prepare ground
 17. How to detect underground services
 18. Types of compaction equipment and attachments used and their suitability
 19. Methods and techniques for installation of hard landscaping components and features including:
 - hardstanding foundation layers
 - concrete and screed
 - block, flag, slab, or cobble surfaces
 - kerbs, edgings, channels and combined kerb-drain systems
 - walls and steps
 - decking
 - fence or pergola posts and the additional hazards and risks involved in installing posts over two metres in height
 - pool and water feature (including principles of pump power calculation, selection and positioning and the safety requirements for pump systems)
 - rock gardens
 - fixing fence panels or other materials to posts
 - hanging gates
 20. Methods used to check pools and water features are functioning correctly after installation
 21. How to carry out inspections of pools and water features
 22. How to finish off hard landscaping work to meet customer specifications and the importance of final compliance checks
 23. Issues which occur when installing hard landscaping components and actions to take
 24. Why it is important to maintain safety and security of equipment and machinery when on site

25. Potential impact of your work on surrounding areas and importance of minimising environmental damage
26. Principles of workplace sustainability and how to apply them
27. Principles of environmental good practice and how to apply them
28. Why it is important to maintain the safety and security of tools and equipment
29. Methods of communication and how to apply these
30. Digital technology used within own area of work and how to use this
31. Organisational procedures for completing and securely storing documentation
32. Scope and limitations of your own competence, responsibilities and accountability
33. Organisational procedures for reporting issues which cannot be solved
34. Organisational procedures for disposing of waste

Goal of work situation:

To maintain artificial sports surfaces to meet sport requirements and event standards

Brief outline:

This is about maintaining artificial sports surfaces in accordance with site specifications and procedures, and sport rules and standards. This involves producing surfaces which are safe and meet required sport standards.. This includes inspecting sports surfaces, carrying out routine maintenance including removing debris, brushing, washing, moss, mould/algae control, applying weed killer, improving drainage, repairing damage, levelling, re-filling and frost protection.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Inspecting, assessing and reporting on the condition of artificial sports surfaces in accordance with site procedures
9. Marking of hazards, out of bounds and ground under repair during maintenance work in accordance with site procedures
10. Renovating artificial sport surfaces using required methods in accordance with site specifications and procedures

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Tools and equipment required and how to prepare, maintain and use these safely and effectively in line with legal requirements and manufacturers' instructions
8. Standard of playing quality and appearance of artificial sports surfaces that has to be achieved for sports requirements
9. Importance of inspecting, assessing and reporting on artificial sports surface conditions
10. Maintenance requirements for artificial sports surfaces and factors which affect this including timings
11. Importance of marking hazards, out of bounds and ground under repair signage during maintenance work

11. Repairing artificial sport surfaces using required methods in accordance with site specifications and procedures
12. Cleaning and brushing artificial sports surfaces using required methods and techniques in accordance with site procedures
13. Applying treatments to artificial sports surfaces to control weeds, moss, mould and algae in accordance with site procedures
14. Carrying out other maintenance activities as required in accordance with site procedures
15. Checking playing surface quality meets required sport standard and appearance
16. Maintaining the safety and security of tools and equipment on site
17. Identifying best practice approaches to sustainability relevant to your work role
18. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
19. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
20. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
21. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
12. Methods of maintaining, renovating and repairing artificial sports surfaces to meet required sport standards
13. Rules governing relevant sports and how they impact on maintenance, renovation and repair of artificial sports surfaces for different events
14. How to control weeds, moss, mould and algae on artificial sports surfaces
15. Legal requirements for applying chemicals
16. How to check playing quality of artificial sports surfaces meet required sports requirements
17. Issues which occur when maintaining sports turf surfaces and actions to take
18. Why it is important to maintain communication with others involved in the work and how to do this
19. Why it is important to maintain safety and security of equipment and machinery when on site
20. Potential impact of your work on surrounding areas and importance of minimising environmental damage
21. Principles of workplace sustainability and how to apply them
22. Principles of environmental good practice and how to apply them
23. Why it is important to maintain the safety and security of tools and equipment
24. Methods of communication and how to apply these
25. Digital technology used within own area of work and how to use this
26. Organisational procedures for completing and securely storing documentation
27. Scope and limitations of your own competence, responsibilities and accountability
28. Organisational procedures for reporting issues which cannot be solved
29. Organisational procedures for disposing of waste

Goal of work situation:

To maintain hygiene and biosecurity to minimise risk of contamination and disease in accordance with organisational procedures.

Brief outline:

This is about maintaining hygiene and biosecurity to protect from the introduction and spread of disease. This involves following organisational procedures which could include cleaning and disinfection, personal hygiene and use of quarantine and isolation. The exact arrangements will vary depending on each organisation and activities carried out.

Performance requirements

1. Accessing and interpreting relevant information required to carry out your work activities
2. Checking work activities before commencing to confirm these are required
3. Contributing to the development of risk assessments associated with own work activities in accordance with organisational procedures
4. Identifying and using the correct PPE in accordance with manufacturers' guidance
5. Contributing to maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
6. Communicating relevant safety and work-related information with others in accordance with organisational procedures
7. Contributing to work activities in accordance with organisational procedures
8. Following organisation procedures to maintain hygiene and biosecurity
9. Using chemicals safely and correctly to clean and disinfect equipment, tools and machinery in accordance with organisational procedures

Knowledge and understanding requirements

1. Required information for your work activities and where to locate this
2. Rules, regulations, legislative requirements, business and professional ethics relevant to your working practice and to which you must adhere including access rights
3. Who to confirm your work activities with and why this is important
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. Why hygiene and biosecurity are important to your industry and organisation and consequences of poor hygiene and biosecurity
8. Industry codes of practice and organisation procedures for maintaining hygiene and biosecurity
9. The importance of everyone following organisational hygiene and biosecurity procedures
10. The correct use and storage of chemicals used for cleaning and disinfecting and potential impact of use of chemicals on the environment

10. Preventing and minimising impact of hygiene and biosecurity measures on the environment, in accordance with organisational procedures
11. Checking visitors use correct hygiene and biosecurity procedures in accordance with organisational procedures
12. Using quarantine and isolation to minimise risk of disease introduction and spread
13. Reporting any concerns regarding hygiene and biosecurity, in accordance with organisational procedures
14. Recording and reporting hygiene and biosecurity maintenance in accordance with organisational procedures
15. Maintaining the safety and security of tools and equipment on site
16. Identifying best practice approaches to sustainability relevant to your work role
17. Contributing to completing and storing all relevant documentation in accordance with organisational procedures
18. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
19. Reporting issues which are outside the scope and limitations of your responsibilities in accordance with organisational procedures
20. Contributing to disposing of waste in accordance with legislative requirements and organisational procedures
11. How contamination and cross-contamination occurs and possible consequences for the organisation and the environment
12. The use of quarantine to minimise risk of disease introduction and isolation to minimise the spread of disease
13. Procedures to follow when concerns about hygiene and biosecurity occur
14. Legal requirements and organisational procedures for recording and reporting hygiene and biosecurity measures
15. Why it is important to maintain safety and security of equipment and machinery when on site
16. Potential impact of your work on surrounding areas and importance of minimising environmental damage
17. Principles of workplace sustainability and how to apply them
18. Principles of environmental good practice and how to apply them
19. Why it is important to maintain the safety and security of tools and equipment
20. Methods of communication and how to apply these
21. Digital technology used within own area of work and how to use this
22. Organisational procedures for completing and securely storing documentation
23. Scope and limitations of your own competence, responsibilities and accountability
24. Organisational procedures for reporting issues which cannot be solved
25. Organisational procedures for disposing of waste

Goal of work situation:

To manage horticultural operations safely to meet specifications and organisational requirements.

Brief outline:

This involves receiving information, planning and implementing horticultural operations (new, maintenance and renovation), and coordinating resources in accordance with technical specifications, instructions and organisational requirements.

Performance requirements

1. Obtaining relevant information to carry out your work activities in accordance with organisational procedures
2. Carrying out risk assessments of work activities in accordance with organisational procedures
3. Maintaining safety and security of tools and equipment in accordance with manufacturers' guidelines and organisational procedures
4. Communicating relevant safety and work-related information to others in accordance with organisational procedures
5. Conducting required work in accordance with technical specifications, instructions and organisational procedures
6. Monitoring progress of own work against work specifications
7. Obtaining clear and detailed information from drawings and other documentation to carry out work activities
8. Confirming programmes of work with relevant people in accordance with organisational procedures
9. Contributing to the development of risk assessments and method statements of risks for specific activities
10. Developing horticultural plans in accordance with specifications and required outcomes
11. Checking that relevant training and certification is in place to undertake work activity for all team members
12. Identifying and gathering resources in accordance with horticultural plans

Knowledge and understanding requirements

1. How to identify and access information relevant to required work
2. Current legislation, guidelines, policies, procedures, Safe Systems of Work (SSOW) and protocols relevant to your working practice and to which you, and others must adhere
3. Rules, regulations, business and professional ethics relevant to your working practice and to which you must adhere including access rights
4. The importance of risk assessment and mitigation as relevant to own area of work
5. The importance of, and correct use of any required equipment and PPE
6. The duty to report any acts and omissions that could have a negative impact on yourself, others and your organisation
7. How to access and interpret information from drawings and other documentation
8. Current legislation, guidelines, policies, procedures, Safe Systems of Work (SSOW) and protocols which are relevant to your working practice and to which you must adhere
9. How to contribute to the development of risk assessments and method statements for establishing activities
10. Importance of, and correct use of any equipment and PPE required
11. The duty to report any acts and omissions that could have a negative impact on yourself, relevant others and your organisation
12. Principles of developing horticultural plans and how to do this

13. Checking quality of plants, plant health and materials are fit for purpose
 14. Allocating responsibilities to relevant others for their part in horticultural operations
 15. Coordinating site services and activities of relevant others affected by activities in compliance with industry practices and organisational procedures
 16. Implementing and monitoring horticultural operations against plans
 17. Carrying out handover activities to relevant others on completion of horticultural operations
 18. Managing and mitigating the environmental and biodiversity impact of horticultural operations
 19. Completing and storing all relevant documentation in accordance with legislative and organisational requirements
 20. Dealing effectively with issues within the scope and limitations of your own responsibilities in accordance with organisational procedures
 21. Reporting issues which cannot be solved in accordance with organisational requirements
 22. Disposing of waste in accordance with legislative and organisational procedures
13. Legal and organisation requirements for training and certification for all team members to undertake work activities and why this is important
 14. Resources required to implement horticultural plans and how to gather them
 15. Plant health, associated risks and uses of plant passports
 16. Methods and techniques for checking quality of plants, plant health and materials are fit for purpose
 17. Importance of sustainability and mitigating environmental impact
 18. The importance of biodiversity and the impact on horticultural operations (including awareness of the principles of 'blue/green' infrastructure)
 19. The principles and practice of managing new planting and maintenance of existing plant and renovation
 20. How to coordinate site services and activities of relevant others affected by activities in compliance with industry practices and organisational procedures
 21. Principles of workplace sustainability and how to work in ways that support those principles
 22. The importance of environmental good practice and how to apply this in your area of responsibility
 23. The importance of monitoring work for progress and quality
 24. Why it is important to maintain safety and security of tools and equipment
 25. Methods of communication and how to apply these
 26. Digital technology used within own area of work and how to use this
 27. Organisational procedures for completing and securely storing documentation
 28. Scope and limitations of your own competence, responsibilities and accountability
 29. Organisational procedures for reporting issues which cannot be solved
 30. Legislative and organisational procedures for disposing of waste