

EDI Level 2 National Award in Cultural and Heritage Venue Operations

Candidate Pack

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Vision Statement

Our vision is to contribute to the achievements of learners around the world by providing integrated assessment and learning services, adapted to meet both local market and wider occupational needs and delivered to international standards.



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INTRODUCTION

ABOUT EDI

Education Development International (EDI) has a history going back over 100 years. It is one of the largest UK and international awarding bodies, and is accredited by the Qualifications and Curriculum Authority (QCA), together with the regulatory authorities for Scotland, Wales and Northern Ireland, for the purposes of assessment and the awarding of qualifications within the UK.

EDI is the brand name for qualifications provided by Education Development International (EDI). Qualifications from EDI are internationally recognised standards of attainment and are highly regarded in the UK by professional bodies, employers and educational establishments worldwide. In the UK, EDI is a leading provider of vocational qualifications. Learners choosing EDI qualifications can be confident that they are receiving an award which proves to potential and current employers that they have the relevant skills, knowledge and understanding to perform effectively in their jobs. In addition, they are assured of the quality of service that an established internationally recognised awarding body can provide.

EDI LEVEL 2 NATIONAL AWARD IN CULTURAL AND HERITAGE VENUE OPERATIONS

The EDI Level 2 National Award in Cultural and Heritage Venue Operations offered by EDI is one of a suite of National Awards developed in collaboration with Creative and Cultural Skills. The intention is for the National Award in Cultural and Heritage Venue Operations to form part of a new Creative Apprenticeship framework, which is currently being developed by Creative and Cultural Skills. In addition to the National Awards a Level 2 and 3 Certificate in Creative and Cultural Practice is available.

This Award is ideally for those in a front of house, administrative or support role within any type of cultural venue. The learner will gain real work experience of what goes on in the day to day operations of a cultural venue and see how the processes and procedures enable the smooth running of the venue. They will liaise with visitors to the venue and provide a range of customer service. The cultural venue operations pathway equips learners with a range of generic skills to widen the job opportunities available to them.

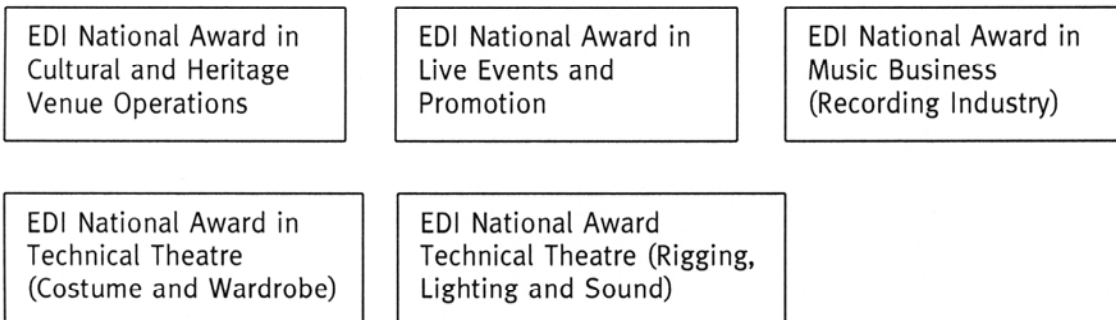
Within your job role you need to be able to show that you can carry out a range of work activities in a variety of contexts. Some of these activities will need to be complex or non-routine tasks that may be carried out when you work as part of a team. In addition you need to show that you can take responsibility for your own work and work by yourself when needed.

PROGRESSION

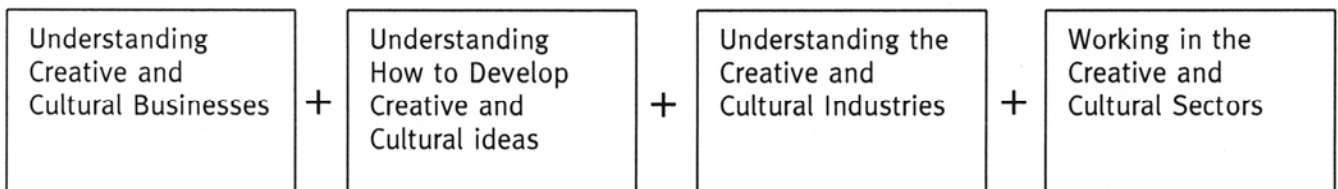
The EDI Level 2 National Award in Cultural and Heritage Venue Operations provides an up-to-date qualification that is in line with industry needs and presents an opportunity for individuals to progress within their present and future roles.

The National Award would be appropriate for learners who wish to progress to the Level 3 in Cultural and Heritage Venue Operations and for those learners who wish to progress to an Advanced Apprenticeship.

EDI CREATIVE AND CULTURAL NATIONAL AWARDS at Levels 2 and 3



EDI Level 2 and 3 CERTIFICATE IN CREATIVE AND CULTURAL PRACTICE



WHAT IS A NATIONAL AWARD?

The EDI National Awards are based on typical job responsibilities within an industry.

The National Award comprises units, with each unit covering an area of an individual's job role and the industry standard that is required.

National Awards are work-based qualifications that assess an individual's competence to do a job.

EDI National Awards differ from more traditional qualifications in the following ways:

- there are no formal entry requirements; learners are not required to have any prior qualifications to achieve the National Awards
- learners are principally assessed on their ability to do the job, rather than by means of examinations
- assessment is via a portfolio of evidence
- they can be gained in a variety of ways
- they take account of previous experience
- they allow individuals to work at their own pace
- assessment is undertaken, where possible, in the work environment
- each unit can be achieved individually as a Unit of Credit; the full National Award is awarded when the required number of units has been achieved
- the award is based on emerging national occupational standards and has been developed in collaboration with industry

WHAT IS ASSESSMENT?

Assessment is the process used to judge your competence at work.

Trained and qualified assessors, who can base their judgments on a learner's work, and how it compares with the national standard, will carry this out. You, the learner, will be asked questions based on the knowledge required to do the work to establish your understanding of your job role.

When you have completed all of the required units and your assessor is satisfied that you have met the national standard, a recommendation for certification will be made.

An Internal Verifier who is responsible for the quality assurance of National Awards will see your portfolio during the assessment process and when it is complete.

An External Verifier who is appointed by EDI will verify the assessment and internal verification decisions involved in the development of your portfolio. The External Verifier quality assures the National Award process, which ensures that the certification of your National Award is reliable, consistent and to the national standard.

YOUR NATIONAL AWARD

This binder and its contents are your property. Keep it safe: it will provide a lasting and detailed statement of the competences you have achieved.

The binder contains a specification of the competences for the **EDI Level 2 National Award in Cultural and Heritage Venue Operations**. This sets out in detail what you must be able to do to meet the standards. You should ask for assessment as soon as you feel you have accomplished the requirements of a particular unit; that is, you claim competence for yourself. This is an important part of your development as a skilled and competent worker.

CLAIMING COMPETENCE

Each of the units of the National Award that you achieve will appear on the National Award Certificate that you receive. If you do not complete the full National Award requirements, you can be awarded a Unit Certificate for the units in which you have demonstrated competence; you may, of course, obtain the full certificate at a later date by subsequently completing the outstanding units.

In order to claim for your unit(s), you need to complete a claim to competence, which is split into two sections: the evidence matrix and learner or learner statement/summative assessment record.

HOW TO RECORD YOUR EVIDENCE – THE EVIDENCE MATRIX

In order to achieve the National Award, you must demonstrate and record your competence and knowledge.

The **first section** of your claim to competence, the Evidence Matrix, is designed to help with evidence collection. It is a mapping activity to ensure that you have covered the “Skills and Techniques” and “Knowledge and Understanding” contained in each unit, and is intended to help to keep the volume of evidence to a minimum. One matrix should be completed for each unit.

It is expected that a selection of various types of evidence will be used as appropriate; columns in the matrix enable you to enter the evidence type, e.g. Report, Log, Written Statement, and also the assessment method, e.g. Obs (=Observation), as shown in the Assessment Method key. By inserting your portfolio reference numbers in the boxes provided, you will enable the Assessor, Internal Verifier and External Verifier to locate quickly the evidence you are submitting to demonstrate your competence.

Examples of types of evidence you could provide to prove your competence:

- Record of observation of performance in the workplace
- Product evidence (e.g. correspondence, work records)
- Work-based projects
- Testimony from senior colleagues/customers
- Personal report of actions and circumstances
- Accreditation of Prior Learning/Achievement (APL/A)
- Special projects, assignments or simulations
- Records of questioning

LEARNER STATEMENT AND SUMMATIVE ASSESSOR STATEMENT

This section gives you an opportunity to summarise details of the work you have carried out, paying particular attention to how you have covered the ‘what you must do’, ‘what you must cover’ and ‘what you must know’ statements where required.

A claim should be submitted only when there is sufficient evidence to fulfil all of the above.

It is understood, however, that you may not always have evidence to cover the full range of situations that are indicated. Nonetheless, your Claim to Competence cannot be agreed and signed by the assessor until the assessor is sure that you could operate across a range of different situations. As such, where visible evidence is not present, the assessor will need to interview you to cover these aspects. Overall it is recommended that the portfolio is as complete as possible in order to fully demonstrate and support your Claim to Competence and in order to clarify this claim to the assessor as effectively as possible.

CERTIFICATION

Each of the units of the National Award that you achieve will appear on the National Award Certificate that you receive. If you do not complete the full National Award requirements, you can be awarded a Unit Certificate for the units in which you have demonstrated competence; you may, of course, obtain the full certificate at a later date by subsequently completing the outstanding units.

APPEALS PROCEDURE FOR LEARNERS

If you are dissatisfied with an assessment outcome, you have the right of appeal. There are 3 stages in the appeals procedure and each stage must be exhausted before proceeding to the next one. Learners are advised to keep their own copies of all the documents used in the appeals procedure.

The main reasons for an appeal are likely to be:

- learners do not understand why they are not yet regarded as competent, due to lack of or unclear feedback from the Assessor
- learners believe they are competent and that the Assessor has misjudged them, or has failed to utilise some vital evidence.

STAGE 1

If learners receive a decision they are unsatisfied with, they have the right to appeal directly to the Assessor who carried out the assessment. The appeal must be in writing and clearly indicate:

- the points of disagreement
- the evidence in the portfolio that the learner believes meets the requirements for claiming competence.

STAGE 2

Learners who are not satisfied with the outcome of their Stage 1 appeal can next appeal to the centre Internal Verifier. This appeal must be in writing, but need not repeat the detail provided at Stage 1 as all the documentation used at Stage 1 will be passed to the Internal Verifier.

STAGE 3

Learners who are not satisfied with the outcome of their Stage 2 appeal and who have exhausted all centre appeals procedures may proceed to Stage 3. This appeal must be in writing to the EDI Compliance Manager, and must be accompanied by copies of all documentation from Stages 1 and 2. There must also be evidence that the learner has exhausted all the centre internal appeals procedures

An investigation will be undertaken on behalf of EDI and the EDI appeals Panel will compile a report for consideration. This consideration will lead to one of two decisions:

EITHER the appeal will either be upheld or rejected

OR the appeals panel will appoint an independent Assessor and require the learner to re-submit their portfolio and be available for interview on an agreed date. The independent Assessor will then report to the appeals panel. The appeal will either be rejected or upheld.

The decision of the appeals panel will be final.

FEE FOR APPEAL

A fee is payable for an appeal. The current fee is listed in the Fee Sheet available from EDI Customer Service. The fee will be refunded if the appeal is upheld.

SUMMARY

The appeals procedure aims to ensure the following:

- the operation of the appeals procedure, and results arising from it, are monitored to determine future policy
- all learners' complaints are acknowledged and investigated to establish the facts and evidence supporting the appeal. If a complaint is considered justified, remedial action will be taken
- all learners who register an appeal will receive a formal reply within 8 weeks. It is intended that the response will be to the mutual satisfaction of the learner and EDI

The appeals procedure must be communicated/available in writing to all learners as well as the action they need to take to make use of it.

COMPOSITION OF THE APPEALS PANEL

The appeals panel will comprise the chair and three independent members of the Standing Committee, the Head of Education Development and the Head of Standards and Compliance.

KEY SKILL SIGNPOSTING FOR THE NATIONAL AWARD IN CULTURAL AND HERITAGE VENUE OPERATIONS

INTRODUCTION

This document contains a table that shows the links between the National Award in Cultural and Heritage Venue Operations and the Key Skills developed by QCA.

This table will be of assistance to assessors and candidates who wish to integrate Key Skill achievement into workplace practice and National Award assessment.

This signposting has been completed using QCA guidance. The analysis is based on the principle that some evidence for one or more Key Skill is likely to arise when the candidate is carrying out the functions described in the National Award in their work role.

Readers should note that these links are not necessarily automatic or prescriptive. In some cases, evidence will only apply to some aspects of the Key Skill. In others, the generation of evidence for Key Skills may depend on the specific processes that a candidate follows to achieve the outcomes described in the occupational standards. This is particularly the case with Information Technology. There are many instances where the standards do not require the candidate to use information technology, but they may do so in order to achieve the outcomes described, depending on the resources available to them. In this case the Key Skills are printed within parentheses for example, (2.1, 2.2, 2.3), in the tables.

WHAT IS SIGNPOSTING?

The signposting of Key Skills to the Cultural and Heritage Venue Operations units is intended to help assessors identify opportunities to:

- Develop Key Skills within the context of developing occupational competence
- Collect evidence of achievement of Key Skills along with evidence for the National Award being assessed
- Identify where a key skill can usually be deemed implicit in the Cultural and Heritage Venue Operations standards

HOW ARE THESE CULTURAL AND HERITAGE VENUE OPERATIONS UNITS SIGNPOSTED?

RELEVANT KEY SKILLS

An outline of the relevant Key Skills is given below. These are dated 2004. The full Key Skill units may be obtained from the Qualifications and Curriculum Authority.

Communication Level 1

- C1.1 Take part in either a one-to-one discussion or a group discussion
- C1.2 Read and obtain information from at least one document
- C1.3 Write two different types of documents

Application of Number Level 1

- N1.1 Interpret information from two different sources. At least one source must include a table, chart, graph or diagram
- N1.2 Carry out and check calculations to do with: amounts or sizes, scales or proportions, handling statistics
- N1.3 Interpret the results of your calculations and present your findings in two different ways using charts or diagrams

Information and Communication Technology Level 1

- ICT1.1 Find and select relevant information
- ICT1.2 Enter and develop information to suit the task
- ICT1.3 Develop the presentation so that the final output is accurate and fit for purpose

EDI LEVEL 2 NATIONAL AWARD IN CULTURAL HERITAGE VENUE OPERATIONS

UNIT No	Title	COMM	AON	ICT
1	Deal effectively with customers	√	√	√
2	Make sure your own actions reduce risks to health and safety	√	√ ¹	√
3	Ensure the workplace is secure	√	x	√
4	Use IT and interpreting systems	√	√	√
5	Carry out housekeeping procedures	√	x	√
6	Support the organisation of events and exhibitions	√	√	√
7	Access, record and store information	√	x	√
8	Carry out basic financial transactions	√	√	√

¹ This unit is particularly useful for providing evidence of application of number because learners can be asked to provide a floor plan of an area with measurements etc with identification of hazards and risks or they can be asked to cost the refurbishment of a specific area paying particular attention to health and safety requirements.

EDI Level 2 National Award in Cultural and Heritage Venue Operations

To achieve the full Certificate in Cultural and Heritage Venue Operations, you are required to complete all of the mandatory units.

SUMMARY OF UNITS AND ELEMENTS

UNIT 1	DEAL EFFECTIVELY WITH CUSTOMERS
Element 1.1	Communicate effectively with customers
Element 1.2	Deal with customer service issues
Element 1.3	Provide information about the organisation's products or services
Element 1.4	Make bookings and reservations
UNIT 2	MAKE SURE YOUR OWN ACTIONS REDUCE RISKS TO HEALTH AND SAFETY
Element 2.1	Identify the hazards and evaluate the risks in your workplace
Element 2.2	Reduce the risks to health and safety in your workplace
UNIT 3	ENSURE THE WORKPLACE IS SECURE
Element 3.1	Identify and assess potential security threats
Element 3.2	Take action to prevent security threats
UNIT 4	USE IT AND INTERPRETATION SYSTEMS
Element 4.1	Carry out IT tasks
Element 4.2	Use interpretation systems
UNIT 5	CARRY OUT HOUSEKEEPING PROCEDURES
Element 5.1	Open and close a cultural heritage venue
Element 5.2	Carry out cleaning
Element 5.3	Maintain premises
UNIT 6	SUPPORT THE ORGANISATION OF EVENTS AND EXHIBITIONS
Element 6.1	Support the planning of an event or exhibition
Element 6.2	Support the operation of an event or exhibition
Element 6.3	Support the evaluation of an event or exhibition

UNIT 7

ACCESS, RECORD AND STORE INFORMATION

Element 7.1

Access and record information

Element 7.2

Store information

UNIT 8

CARRY OUT BASIC FINANCIAL TRANSACTIONS

Element 8.1

Access financial information

Element 8.2

Monitor customer payments

EDI Level 2 National Award Cultural and Heritage Venue Operations

UNIT 1 DEAL EFFECTIVELY WITH CUSTOMERS

Element 1.1	Communicate effectively with customers
Element 1.2	Deal with customer service issues
Element 1.3	Provide information about the organisation's products or services
Element 1.4	Make bookings and reservations

This unit is all about how to deal effectively with the customers within your organisation when providing information on products and services, making bookings and reservations and communicating with customers generally.

UNIT 1 DEAL EFFECTIVELY WITH CUSTOMERS

SKILLS AND TECHNIQUES

When you deal effectively with customers you must consistently:

Element 1.1 Communicate Effectively with Customers

- a Use appropriate method of communication with different types of customer/visitors to ensure effective communication
- b Communicate effectively with customers and establish a rapport
- c Explain clearly and concisely the services or products your organisation offers
- d Adapt your communication to meet the individual needs of your customer
- e Anticipate customers' requests and needs for information
- f Balance conflicting demands for your attention whilst maintaining rapport with current customers

Element 1.2 Deal with customer service issues

- a Liaise effectively with customers to resolve any issues effectively and courteously
- b Follow and implement your organisation's procedures in dealing with customer service issues
- c Take appropriate action to resolve customer service issues
- d Keep customers briefed and informed at all times on their request for information
- e Give a consistently high level of service to customers whilst dealing with issues or problems

Element 1.3 Provide information about the organisation's products or services

- a Acknowledge promptly and politely customers' requests for information and advice
- b Identify the customer's needs for information and advice
- c Provide visitors with the type of assistance that is appropriate to their requirements and the capability of the organisation
- d Communicate information and advice to customers in ways they can understand
- e Provide information and advice to customers that is relevant, complete, accurate and up to date
- f Find other ways to help the customer when the information and advice given is not satisfactory

- g Refer requests for information and assistance to the right person when you cannot help the customer
- h Record, for future reference, information that is frequently requested by visitors
- i Explain information to customers, ensuring they are fully aware of the implications

Element 1.4 Make bookings and reservations

- a Follow your organisation's procedures for making bookings and reservations
- b Respond to customers/visitors politely and courteously
- c Use valid and accurate information to make bookings and reservations over the telephone
- d Use valid and accurate information to make bookings and reservations face to face
- e Use valid and accurate information to make bookings and reservations by IT equipment
- f Document all bookings and reservations, in accordance with your organisation's procedures

KNOWLEDGE AND UNDERSTANDING

To be competent at dealing effectively with customers you need to know and understand:

- A Your organisation's procedures and how they contribute to consistent and reliable customer service
- B The kind of information your organisation keeps about its customers/visitors
- C The range of services and products provided by your organisation
- D Your organisation's rules and procedures for making bookings and reservations
- E The structure of your organisation and the chain of responsibility for providing customer service
- F Who to approach if you cannot provide information and advice yourself
- G Your organisation's rules and procedures for marketing and providing information to customers/visitors
- H How to identify the customer's need for information and advice
- I How to give clear and accurate information and check the customer understands you
- J Company policy on customer service and how this applies to giving advice and information to customers

Evidence Requirements

EDI Level 2 National Award in Cultural and Heritage Venue Operations

UNIT 2 MAKE SURE YOUR OWN ACTIONS REDUCE RISKS TO HEALTH AND SAFETY

Element 2.1 Identify the hazards and evaluate the risks in your workplace

Element 2.2 Reduce the risks to health and safety in your workplace

The purpose of this unit is to develop the knowledge, understanding and skills required to identify hazards and evaluate risks in the workplace, and to reduce risks to health and safety in the workplace.

UNIT 2 MAKE SURE YOUR OWN ACTIONS REDUCE RISKS TO HEALTH AND SAFETY

SKILLS AND TECHNIQUES

When you ensure your own actions reduce risks to Health and Safety you must consistently:

Element 2.1 Identify the hazards and evaluate the risks in your workplace

- a Identify which workplace instructions are relevant to your job
- b Identify those working practices in your job which could harm you or others
- c Identify those aspects of your workplace which could harm you or others
- d Check which of the potentially harmful working practices and aspects of your workplace present the highest risks to you or to others
- e Deal with hazards in accordance with workplace instructions and legal requirements
- f Correctly name and locate the people responsible for health and safety in your workplace
- g Report to the people responsible for health and safety in your workplace those hazards which present the highest risks

Element 2.2 Reduce the risks to health and safety in your workplace

- a Carry out your work in accordance with your level of competence, workplace instructions, suppliers or manufacturer's instructions and legal requirements
- b Control those health and safety risks within your capability and job responsibilities
- c Pass on suggestions for reducing risks within your capability and job responsibilities
- d Make sure your behaviour does not endanger the health and safety of you or others in your workplace
- e Follow the workplace instructions and suppliers' or manufacturers' instructions for the safe use of equipment, materials and products
- f Report any differences between workplace instructions and suppliers' or manufacturers' instructions
- g Make sure that your personal presentation and behaviour at work
- h Protects the health and safety of you and others

KNOWLEDGE AND UNDERSTANDING

To be competent at ensuring your own actions reduce the risk to Health and Safety you need to know and understand:

- A What 'hazards' and 'risks' are
- B Your responsibilities and legal duties for health and safety in the workplace
- C Your responsibilities for health and safety as required by the law covering your job role
- D The hazards which exist in your workplace and the safe working practices which you must follow.
- E The particular health and safety hazards which may be present in your own job and the precautions you must take
- F The importance of remaining alert to the presence of hazards in the whole workplace
- G The importance of dealing with, or promptly reporting, risks
- H The responsibilities for health and safety in your job description
- I The safe working practices for your own job
- J The responsible people you should report health and safety matters to
- K Where and when to get additional health and safety assistance
- L Your scope and responsibility for controlling risks
- M Workplace instructions for managing risks which you are unable to deal with
- N Suppliers' and manufacturers' instructions for the safe use of equipment, materials and products which you must follow
- O The importance of personal presentation in maintaining health and safety in your workplace
- P The importance of personal behaviour in maintaining the health and safety of you and others
- Q The risks to the environment which may be present in your workplace and/or in your own job

Evidence Requirements

EDI Level 2 National Award in Cultural and Heritage Venue Operations

UNIT 3 ENSURE THE WORKPLACE IS SECURE

Element 3.1 Identify and assess potential security threats

Element 3.2 Take action to prevent security threats

The purpose of this unit is to develop the knowledge, understanding and skills required to identify and assess potential security threats and take appropriate action.

UNIT 3 ENSURE THE WORKPLACE IS SECURE

SKILLS AND TECHNIQUES

When you ensure the workplace is secure you must consistently:

Element 3.1 Identify and assess potential security threats

- a Identify potential security threats
- b Select appropriate action to minimise potential security threats
- c Report any potential security threats to the appropriate authority
- d Report all incidents in accordance with your organisations procedures

Element 3.2 Take action to prevent security threats

- a Identify appropriate action to take for preventing security threats
- b Clearly identify inappropriate and prohibited activities, and promptly take suitable action
- c Take the most appropriate action to avoid escalating situations
- d Summon additional assistance when an incident cannot be safely handled with the immediately available resources
- e Report incidents accurately and promptly in the appropriate recording systems

KNOWLEDGE AND UNDERSTANDING

To be competent at ensuring your work place is secure you need to know and understand:

- A How to identify risks to security
- B How to identify suspicious behaviour
- C Your organisation's procedures for protecting items, premises and cash from damage or theft
- D Your organisation's procedures for handling threatened or actual physical violence
- E Your organisation's procedures for dealing with theft and suspected theft of cash or items
- F How to monitor the activities of visitors to protect the security of environments and items

EVIDENCE REQUIREMENTS

EDI Level 2 National Award in Cultural and Heritage Venue Operations

UNIT 4 USE IT AND INTERPRETATION SYSTEMS

- Element 4.1 Carry out IT tasks
- Element 4.2 Use interpretation systems

The purpose of this unit is to develop the knowledge, understanding and skills required to use IT and interpretation systems in a cultural or heritage venue.

UNIT 4 USE IT AND INTERPRETATION SYSTEMS

SKILLS AND TECHNIQUES

When you use IT and interpretation systems you must consistently:

Element 4.1 Carry out IT tasks

- a Follow your organisation's procedures and recommended guidelines to access software safely and securely
- b Follow your organisation's procedures and recommended guidelines to store data safely and securely
- c Carry out IT tasks within health and safety guidelines and legal requirements

Element 4.2 Use interpretation systems

- a Provide customers with the appropriate interpretation system and instruct them on how to operate the equipment
- b Collect any fees from customers for interpretation systems
- c Identify and record any problems with the interpretation systems in accordance with your organisation's procedures
- d Report any problems to the appropriate person(s)
- e Maintain good customer service skills when dealing with the customer

KNOWLEDGE AND UNDERSTANDING

To be competent at using IT and interpretation systems you need to know and understand:

- A Your organisation's procedures for using software
- B The health and safety risks associated with using IT and interpretation systems
- C The security risks associated with using IT and interpretation systems
- D Your organisation's procedures for using guided tour electrical equipment and visual information screens

Evidence Requirements

EDI Level 2 National Award in Cultural and Heritage Venue Operations

UNIT 5 CARRY OUT HOUSEKEEPING PROCEDURES

- Element 5.1 Open and close a cultural heritage venue
- Element 5.2 Carry out cleaning
- Element 5.3 Maintain premises

The purpose of this unit is to develop the knowledge, understanding and skills required to open, close and maintain a cultural or heritage venue.

UNIT 5 CARRY OUT HOUSEKEEPING PROCEDURES

SKILLS AND TECHNIQUES

When you carry out housekeeping procedures you must consistently:

Element 5.1 Open and close a cultural heritage venue

- a Open up a venue in accordance with the organisations procedures
- b Provide accurate information on the condition of the premises to the appropriate people
- c Record information on the premises in the appropriate documentation
- d Close down a venue in accordance with the organizations procedures

Element 5.2 Carry out cleaning

- a Carry out cleaning in accordance with the organisation's procedures
- b Provide accurate information on the cleaning conditions of the premises to the appropriate people
- c Record information on the premises in the appropriate documentation

Element 5.3 Maintain premises

- a Carry out minor maintenance activities according to agreed schedules
- b Identify problems in completing minor maintenance activities and bring them to the attention of the relevant people
- c Inform appropriate people of minor maintenance activities
- d Record accurate information on the implementation of minor maintenance procedures in the appropriate documentation

KNOWLEDGE AND UNDERSTANDING

To be competent at carrying out housekeeping procedures you need to know and understand:

- A The procedures for opening up procedures a cultural/heritage venue
- B The procedures for closing down a cultural/heritage venue
- C Cleaning and housekeeping procedures
- D How to identify and record maintenance requirements of the premises
- E The procedures for carrying out minor maintenance

Evidence Requirements

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EDI Level 2 National Award in Cultural and Heritage Venue Operations

UNIT 6 SUPPORT THE ORGANISATION OF EVENTS AND EXHIBITIONS

- Element 6.1 Support the planning of an event or exhibition
- Element 6.2 Support the operation of an event or exhibition
- Element 6.3 Support the evaluation of an event or exhibition

The purpose of this unit is to develop the knowledge, understanding and skills required to help plan, operate and evaluate an event or exhibition.

UNIT 6 SUPPORT THE ORGANISATION OF EVENTS AND EXHIBITIONS

SKILLS AND TECHNIQUES

When you support the organisation of events and exhibitions you must consistently:

Element 6.1 Support the planning of an event or exhibition

- a Identify clearly the requirements of the exhibition or event and confirm them with all the relevant people before commencement
- b Work collaboratively with the appropriate person to plan an event or exhibition
- c Collate information for an event or exhibition diary
- d Work collaboratively with the appropriate person to market an event or exhibition
- e Record recommendations clearly in an appropriate format

Element 6.2 Support the operation of an event or exhibition

- a Work collaboratively with the appropriate person to open an event or exhibition
- b Work collaboratively with the appropriate person to ensure the smooth operation of an event or exhibition over a period of time
- c Work collaboratively with the appropriate person to close down an event or exhibition
- d Record accurately information on the event or exhibition

Element 6.3 Support the evaluation of an event or exhibition

- a Work collaboratively with the appropriate person to evaluate an event or exhibition
- b Work collaboratively with the appropriate person to make recommendations on future events or exhibitions
- c Keep accurate records of information relating to the evaluation of the event or exhibition

KNOWLEDGE AND UNDERSTANDING

To be competent in supporting the organisation of events and exhibitions you need to know and understand:

- A How to plan and prepare for an event or exhibition
- B How to control an event or exhibition diary
- C How to monitor the procedures and time scales for setting up an event or exhibition
- D How to market an event or exhibition
- E How to record information relating to planning, launch and operation of an event or exhibition
- F How to evaluate an event or exhibition

Evidence Requirements

EDI Level 2 National Award in Cultural and Heritage Venue Operations

UNIT 7 ACCESS, RECORD AND STORE INFORMATION

Element 7.1 Access and record information
Element 7.2 Store information

The purpose of this unit is to develop the knowledge, understanding and skills required to access information systems within the cultural or heritage venue, and record and store information.

UNIT 7 ACCESS, RECORD AND STORE INFORMATION

SKILLS AND TECHNIQUES

When you access, record and store information you must consistently:

Element 7.1 Access and record information

- a Identify, collect and record information in accordance with your organisation's procedures
- b Comply with your organisation's procedures and legislation for updating existing information sources
- c Record information accurately in approved locations
- d Respond promptly to requests for information
- e Locate, select and retrieve information , complying with your organisation's procedures
- f Supply accurate and sufficient information in the agreed format and within agreed time scales to meet customers' and colleagues' expectations
- g Identify the most appropriate way to supply information to your customers or colleagues
- h Confirm that customers or colleagues have received and understood the information
- i Identify, collect and record information in accordance with your organisation's procedures
- j Comply with procedures and legislation for accessing an information system
- k Identify and report problems with information systems to the appropriate person/authority

Element 7.2 Store information

- a Store information in accordance with your organisation's procedures
- b Comply with procedures and legislation for accessing an information system

KNOWLEDGE AND UNDERSTANDING

To be competent in accessing, recording and storing information you need to know and understand:

- A How to identify and collect information in accordance with your organisation's procedures
- B How to retrieve and supply information in accordance with your organisation's procedures
- C How to access and operate your organisation's information storage system
- D How to record information in accordance with your organisation's procedures
- E The importance of processing information accurately
- F Legal and organisational requirements covering the security and confidentiality of information
- G The type of problems that occur with information systems and to whom to report them

Evidence Requirements

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EDI Level 2 National Award in Cultural and Heritage Venue Operations

UNIT 8 CARRY OUT BASIC FINANCIAL TRANSACTIONS

- Element 8.1 Access financial information
- Element 8.2 Monitor customer payments

The purpose of this unit is to develop the knowledge, understanding and skills required to access and check financial information and monitor customer payments.

UNIT 8 CARRY OUT BASIC FINANCIAL TRANSACTIONS

SKILLS AND TECHNIQUES

When you carry out basic financial transactions you must consistently:

Element 8.1 Access financial information

- a Ensure all documents, entries and records are accurate and legible
- b Identify relevant sources of financial advice and information
- c Follow your organisation's procedures for keeping money and information secure
- d Promptly query discrepancies in documents
- e At all times comply with your organisation's financial procedures

Element 8.2 Monitor customer payments

- a Ensure all documents, entries and records are accurate and legible
- b Accurately recognise any discrepancies in documents and refer to the person authorised to deal with them

KNOWLEDGE AND UNDERSTANDING

To be competent at carrying out basic financial transactions you need to know and understand:

- A How to access sources of financial advice and information at work
- B How legislation/organisational guidelines applies to the disclosure of financial information to others
- C How to process payments for goods and services
- D How financial information is recorded and updated
- E Financial filing and information retrieval systems
- F Guidelines on the disclosure of information to others
- G The limits of your own personal authority and action required if you are unable to deal with a problem
- H Customer payments procedures
- I The different ways of receiving financial information
- J Information which cannot be supplied under legal requirements and data protection

Evidence Requirements

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EDI Level 2 National Award in Cultural and Heritage Venue Operations

Claims to Competence



Vision Statement

Our vision is to contribute to the achievements of learners around the world by providing integrated assessment and learning services, adapted to meet both local market and wider occupational needs and delivered to international standards.



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Email: customerservice@ediplc.com

EVIDENCE MATRIX cont.

Learner _____

National Award **ED Level 2 National Award in Cultural and Heritage Venue Operations**

Unit _____

Portfolio	Evidence Description	Ass Meth	Evidence Requirements											Knowledge and Understanding										
			Ref																					

The above evidence has been assessed against the standards for this element and has been judged for validity, authenticity, currency, reliability and sufficiency.

- Assessment method key
- Obs = Observation
 - P = Product evidence
 - Q = Questioning
 - Wt = Witness testimony
 - A = APA/APL
 - Ot = Other
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LEARNER STATEMENT AND ASSESSOR SUMMATIVE STATEMENT

National Award in Cultural and Heritage Venue Operations

UNIT 1 DEAL EFFECTIVELY WITH CUSTOMERS

LEARNER STATEMENT

I confirm the evidence I have submitted to claim competence is authentic, valid and reliable.

Learner signature: _____ Date: _____

ASSESSOR SUMMATIVE STATEMENT

I confirm the evidence I have assessed is authentic, valid and reliable.

Assessor signature _____ Date _____

Internal Verifier signature (if sampled)

EVIDENCE MATRIX

Learner _____

National Award **EDI Level 2 National Award in Cultural and Heritage Venue Operations**

Unit _____



Portfolio	Evidence Description	Ass Meth	Skills and Techniques																										
			Element									Element									Element								
Ref			a	b	c	d	e	f	g	h	i	a	b	c	d	e	f	g	H	i	j	a	b	c	d	e	f	g	h

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Assessment method key

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Internal Verifier Signature _____ Date _____
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EVIDENCE MATRIX cont.

Learner _____

National Award **EDI Level 2 National Award in Cultural and Heritage Venue Operations** _____

Unit _____

Portfolio	Evidence Description	Ass Meth	Evidence Requirements											Knowledge and Understanding																
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LEARNER STATEMENT AND ASSESSOR SUMMATIVE STATEMENT

National Award in Cultural and Heritage Venue Operations

UNIT 2 MAKE SURE YOUR OWN ACTIONS REDUCE RISKS TO HEALTH AND SAFETY

LEARNER STATEMENT

I confirm the evidence I have submitted to claim competence is authentic, valid and reliable.

Learner signature: _____ Date: _____

ASSESSOR SUMMATIVE STATEMENT

I confirm the evidence I have assessed is authentic, valid and reliable.

Assessor signature _____ Date _____

Internal Verifier signature (if sampled) _____

EVIDENCE MATRIX

Learner _____

National Award EDI Level 2 National Award in Cultural and Heritage Venue Operations

Unit _____



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			Element									Element									Element								
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Assessor Signature _____ Date _____

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EVIDENCE MATRIX cont.

Learner _____

National Award **EDJ Level 2 National Award in Cultural and Heritage Venue Operations**

Unit _____

Portfolio	Evidence Description	Ass Meth	Evidence Requirements										Knowledge and Understanding																
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LEARNER STATEMENT AND ASSESSOR SUMMATIVE STATEMENT

National Award in Cultural and Heritage Venue Operations

UNIT 3 ENSURE THE WORKPLACE IS SECURE

LEARNER STATEMENT

I confirm the evidence I have submitted to claim competence is authentic, valid and reliable.

Learner signature: _____ Date: _____

ASSESSOR SUMMATIVE STATEMENT

I confirm the evidence I have assessed is authentic, valid and reliable.

Assessor signature _____ Date _____

Internal Verifier signature (if sampled) _____

EVIDENCE MATRIX

Learner _____

National Award **EDI Level 2 National Award in Cultural and Heritage Venue Operations** _____

Unit _____



Portfolio	Evidence Description	Ass Meth	Skills and Techniques																								
			Element									Element									Element						
			a	b	c	d	e	f	g	h	i	a	b	c	d	e	f	g	H	i	j	a	b	c	d	e	f
Ref																											

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EVIDENCE MATRIX cont.

Learner _____

National Award EDJ Level 2 National Award in Cultural and Heritage Venue Operations

Unit _____

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LEARNER STATEMENT AND ASSESSOR SUMMATIVE STATEMENT

National Award in Cultural and Heritage Venue Operations

UNIT 4 USE IT AND INTERPRETATION SYSTEMS

LEARNER STATEMENT

I confirm the evidence I have submitted to claim competence is authentic, valid and reliable.

Learner signature: _____ Date: _____

ASSESSOR SUMMATIVE STATEMENT

I confirm the evidence I have assessed is authentic, valid and reliable.

Assessor signature _____ Date _____

Internal Verifier signature (if sampled) _____

EVIDENCE MATRIX

Learner _____

National Award **EDI Level 2 National Award in Cultural and Heritage Venue Operations**

Unit _____



Portfolio	Evidence Description	Ass Meth	Skills and Techniques																									
			Element									Element									Element							
			a	b	c	d	e	f	g	h	i	a	b	c	d	e	f	g	H	i	j	a	b	c	d	e	f	g
Ref																												

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EVIDENCE MATRIX cont.

Learner _____

National Award **EDI Level 2 National Award in Cultural and Heritage Venue Operations**

Unit _____

Portfolio	Evidence Description	Ass Meth	Evidence Requirements										Knowledge and Understanding									
													A	B	C	D	E	F	G	H	I	J
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LEARNER STATEMENT AND ASSESSOR SUMMATIVE STATEMENT

National Award in Cultural and Heritage Venue Operations

UNIT 5 CARRY OUT HOUSEKEEPING PROCEDURES

LEARNER STATEMENT

I confirm the evidence I have submitted to claim competence is authentic, valid and reliable.

Learner signature: _____ Date: _____

ASSESSOR SUMMATIVE STATEMENT

I confirm the evidence I have assessed is authentic, valid and reliable.

Assessor signature _____ Date _____

Internal Verifier signature (if sampled) _____

EVIDENCE MATRIX

Learner _____

National Award **EDI Level 2 National Award in Cultural and Heritage Venue Operations**

Unit _____



Portfolio	Evidence Description	Ass Meth	Skills and Techniques																									
			Element									Element									Element							
			a	b	c	d	e	f	g	h	i	a	b	c	d	e	f	g	H	i	j	a	b	c	d	e	f	g
Ref																												

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Assessor Signature _____ Date _____

Internal Verifier Signature _____ Date _____
(if sampled)

Assessment method key

- | | | | |
|-----|--------------------|----|---------------------|
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| Ass | = Assignm | | |

LEARNER STATEMENT AND ASSESSOR SUMMATIVE STATEMENT

National Award in Cultural and Heritage Venue Operations

UNIT 6 SUPPORT THE ORGANISATION OF EVENTS AND EXHIBITIONS

LEARNER STATEMENT

I confirm the evidence I have submitted to claim competence is authentic, valid and reliable.

Learner signature: _____ Date: _____

ASSESSOR SUMMATIVE STATEMENT

I confirm the evidence I have assessed is authentic, valid and reliable.

Assessor signature _____ Date _____

Internal Verifier signature (if sampled)

EVIDENCE MATRIX

Learner _____

National Award EDI Level 2 National Award in Cultural and Heritage Venue Operations

Unit _____



Portfolio	Evidence Description	Ass Meth	Skills and Techniques																											
			Element									Element										Element								
			a	b	c	d	e	f	g	h	i	a	b	c	d	e	f	g	H	i	j	a	b	c	d	e	f	g	h	
Ref																														

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Internal Verifier Signature _____ Date _____
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- | | |
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EVIDENCE MATRIX cont.

Learner _____

National Award **EDI Level 2 National Award in Cultural and Heritage Venue Operations**

Unit _____

Portfolio	Evidence Description	Ass Meth	Evidence Requirements										Knowledge and Understanding																	
													A	B	C	D	E	F	G	H	I	J	K	L	M	N	O			
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LEARNER STATEMENT AND ASSESSOR SUMMATIVE STATEMENT

National Award in Cultural and Heritage Venue Operations

UNIT 7 ACCESS, RECORD AND STORE INFORMATION

LEARNER STATEMENT

I confirm the evidence I have submitted to claim competence is authentic, valid and reliable.

Learner signature: _____ Date: _____

ASSESSOR SUMMATIVE STATEMENT

I confirm the evidence I have assessed is authentic, valid and reliable.

Assessor signature _____ Date _____

Internal Verifier signature (if sampled) _____

EVIDENCE MATRIX

Learner _____

National Award **EDI Level 2 National Award in Cultural and Heritage Venue Operations**

Unit _____



Portfolio	Evidence Description	Ass Meth	Skills and Techniques																											
			Element									Element										Element								
			a	b	c	d	e	f	g	h	i	a	b	c	d	e	f	g	H	i	j	a	b	c	d	e	f	g	h	
Ref																														

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EVIDENCE MATRIX cont.

Learner _____

National Award EDI Level 2 National Award in Cultural and Heritage Venue Operations

Unit _____

Portfolio	Evidence Description	Ass Meth	Evidence Requirements											Knowledge and Understanding															
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LEARNER STATEMENT AND ASSESSOR SUMMATIVE STATEMENT

National Award in Cultural and Heritage Venue Operations

UNIT 8 CARRY OUT BASIC FINANCIAL TRANSACTIONS

LEARNER STATEMENT

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ASSESSOR SUMMATIVE STATEMENT

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Assessor signature _____ Date _____

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