

Qualification Title: Level 3 NVQ Diploma in Supervising Hire and Rental Operations – Equipment, Plant and Tools (Construction)

Value for TQT: 730

**CITB unit ref for internal use only*

Mandatory units

*CITB unit ref	Title	Level
HRC7v2	Processing customer service complaints (hire and rental) in the workplace	3
HRX21v2	Contributing to the continuous improvement of hire and rental operations in the workplace	3
HRP5v2	Ensuring people can undertake relevant work in the hire and rental workplace	3
210v2	Developing and maintaining good occupational working relationships in the workplace	5
212v3	Implementing and maintaining health, safety, environmental and welfare practices in the workplace	3
532	Monitoring customer service (hire and rental) in the workplace	3
533	Monitoring hire and rental organisational budgets in the workplace	3

Optional units (FOUR Units)

*CITB unit ref	Title	Level
HRD14	Implementing quality improvements to customer service (hire and rental) in the workplace	4
HRTC4	Maximising product sales (hire and rental) in the workplace	2
HRFC3	Selling hire and rental products and services in the workplace	2
HRDB8	Managing conflict within hire and rental operation team members in the workplace	3
HRDB2	Allocating work to hire and rental team members in the workplace	2
HRS5	Investigating and evaluating health and safety incidents and complaints (hire and rental) in the workplace	3
HRS6	Conducting health and safety risk assessments in the hire and rental workplace	3
HRA231	Using IT to support hire and rental operations in the workplace	2
VR211v2	Confirming the occupational method of work in the workplace	3
VR673 v1	Providing technical information, advice and guidance to users of plant or machinery in the workplace	3

Unit endorsements for Level 3 NVQ Diploma in Supervising Hire and Rental Operations – Equipment, Plant and Tools (Construction)

*CITB unit ref	Endorsement
673	Two of the following endorsements required: Breakdown Handover Request Contract/guarantee/warranty/hire agreement Recall Modification/alteration