

Smart Awards Level 2 in SA031 Working Safely in a Multi-Dwelling Unit

Specification

SMART AWARDS
Awarding Platform for Smart Qualifications

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Introduction

This qualification covers one module:

Working Safely in a Multi-Dwelling Unit

This qualification covers the requirements for working safely in a Multi-Dwelling Unit (MDU) in accordance with industry standards and practices.

It provides learners with the skills and knowledge of the hazards and potential risks involved in working safely in MDUs.

This qualification assesses learners' knowledge, skills, and understanding of the risks associated with working in MDUs, as well as the safety measures required to mitigate them.

Key Information	
Name	Smart Awards Level 2 in SA031 Working Safely in a Multi-Dwelling Unit
Accreditation	This qualification is approved by: • Ofqual: Qualification number 610/5926/2
Level	2
Duration	1 day
Guided Learning Hours (Ofqual)	8
Ofqual Total Qualification	10
RQF - Ofqual Credit -Credit value represents the size of a unit which is determined by the learning time. One credit = 10 hours of notional learning.	1
Age	This qualification is available to anyone over the age of 16 who can reach the required standard. There are no barriers that restrict access or progression thereby promoting equal opportunity.
Qualification Type	Vocationally Related Qualification
Smart Awards Product Area	Safety Qualifications
Sector Subject Area	5.2 - Building and construction
Certification	This qualification is valid for a period of three years from the date of certificate issue. To remain compliant and eligible to work on telecommunications networks, individuals must renew their qualification before the expiry date.
Network Operative Passport Scheme (NOPS)	This qualification is fully aligned with the requirements of the Network Operative Passport Scheme (NOPS). Successful completion of this qualification is recorded within the NOPS system, ensuring operatives are visible and verifiable to employers and site access systems across the industry.

Prerequisites and Entry Requirements	Learners are required to hold the Smart Awards SA029: Working Safely in a Single Dwelling Unit or SA020: Working Safely in Single and Multi-Occupancy Dwellings Including Buildings qualification prior to undertaking this qualification. Smart Awards will not restrict access on the grounds of prior academic attainment, employment, geographic location, or any other characteristic. There are no barriers that restrict access or progression, thereby promoting equality of opportunity. Approved centres are responsible for verifying that learners meet all formal qualification prerequisites prior to registration and assessment. Learners who do not hold the required prerequisite qualifications must not be enrolled until those conditions have been met.
Legal and Competency Requirements	In accordance with statutory obligations and industry best practice, the responsibility for ensuring that individuals undertaking this qualification have the necessary competencies and legal prerequisites lies with the employer, or in the case of self-employed or independent learners, with the individual themselves. Approved centres and training providers are responsible for ensuring safe and compliant delivery of this qualification in line with Smart Awards requirements but are not responsible for verifying learners' overall occupational competence beyond the defined qualification scope. Employers, learners, and training providers must ensure that adequate health and safety training has been completed for all tasks undertaken in the course of work. Subject to the requirements of the job and the outcomes of a suitable and sufficient risk assessment (as required under the *Management of Health and Safety at Work Regulations 1999*), this may include training in the following areas: • **Fire stopping:** Any person carrying out fire stopping or passive fire protection work must be competent, possessing the appropriate skills, knowledge, and experience as required by law. • **Safe working at height:** This qualification does not cover safe working at height. Learners should complete appropriate training before undertaking any work at height. • **Asbestos:** This qualification does not cover working with or the removal of asbestos. Learners must be aware of the risks associated with asbestos before undertaking any work with the potential to disturb asbestos fibres. • **Confined spaces:** This qualification does not qualify an individual to enter a confined space. Individuals who need to enter confined spaces must hold appropriate accreditation or qualifications. • **New Roads and Street Works Act 1991 (NRSWA):** Where work is conducted on the highway, at least one individual on site must hold the necessary Street Works accreditation to ensure compliance with NRSWA requirements. Any references within this qualification to fire stopping, working at height, asbestos, or confined spaces are for information only and intended to raise awareness of associated risks.
Liability Statement	Smart Awards accepts no liability for verifying or confirming any prerequisite competencies, qualifications, or legal requirements beyond those explicitly defined as entry criteria for this qualification.

	Responsibility rests solely with approved centres, training providers, employers, and individual learners to ensure compliance with all applicable statutory, regulatory, and professional standards prior to enrolment or assessment.
Mandatory units and optional routes to completion.	Learners must complete the unit Working Safely in a Multi-Dwelling Unit in full to achieve this qualification. No optional units or routes are available.
Additional requirements to achieve this qualification.	None
Methods of Assessment	This qualification will be assessed through a practical assessment and a theory assessment. The aim of the assessment is to ensure successful learners have adequate knowledge and understanding of Working Safely in a Multi-Dwelling Unit in a telecommunications environment. Assessment guidance, assessor requirements and additional qualification documentation is supplied to approved Smart Awards centres via Quartz.
Theory test	Learners are required to pass a 35-question multiple-choice assessment, with questions randomly selected from a secure question bank to ensure comprehensive coverage of all assessment criteria. The assessment is timed, and learners will have 50 minutes to complete it. All multiple-choice assessments are conducted online via the Smart Awards online assessment platform.
Practical assessment	During the practical assessment, the learner will demonstrate competency by meeting the requirements for implementing safe site working practices when working in MDUs in accordance with industry standards and practices. The learner will have 70 minutes to complete the practical assessment
Grading	Learners will be graded (Fail or Pass) on an achievement or non-achievement basis. The final grade will be determined by collective performance in the two assessment tools (theory and practical). Learners are required to achieve both the theory and practical assessments to achieve the qualification. • Theory - To achieve a pass, 80% or more is required. • Practical - If one Major fault is given the learner will automatically fail. • Learners must receive fewer than 11 minor faults to pass the practical assessment. If there are major health and safety failures due to learners' actions or understanding, the assessment MUST be stopped. The learner should be taken to a suitable area to be told why the assessment has been stopped and informed that the assessment has been recorded as a fail. Guidance on the major failures that should result in stopping the assessment is provided in the practical assessment.
Reasonable adjustments and special considerations	Smart Awards approved centres that have learners with specific requirements should refer to the Smart Awards Reasonable Adjustments and Special Considerations Policy and Procedure. This document outlines

	the support available to ensure fair access to assessments. It can be found on the Smart Awards website at www.smartawards.co.uk
Recognition of Prior Learning	Smart Awards is committed to supporting Recognition of Prior Learning (RPL) and has established a dedicated policy and set of procedures to guide and assist approved centres in its implementation. The full policy is available on the Smart Awards website at www.smartawards.co.uk
Required resources and site requirements for delivering this Qualification	To ensure a safe and effective learning and assessment environment, the following site requirements must be met for the delivery of the Smart Awards Level 2 in SA031 Working Safely in a Multi-Dwelling Unit qualification: • Access to a suitable training area that simulates real-world telecoms environments. • Personal Protective Equipment (PPE) must be worn by all learners and assessors, including safety helmets, high-visibility clothing, gloves, and appropriate footwear. • The site must comply with current health and safety regulations, including safe access/egress, signage, and emergency procedures. • Adequate first aid provision must be available on-site throughout the training and assessment period. • The site must provide access to classroom or indoor facilities for the delivery of theoretical content and the completion of the online multiple-choice assessment. Site requirements: • You will need a safe area for installation of cables in an MDU scenario, using the correct fixings. • You will need a safe area for installation of cables in a false ceiling, using the correct fixings

Qualification structure

The Smart Awards Level 2 in SA031 Working Safely in a Multi-Dwelling Unit qualification consists of one mandatory unit, which learners must complete to achieve the qualification. Attainment at Level 2 demonstrates the learner's ability to apply relevant knowledge, skills, and procedures to carry out clearly defined tasks and resolve straightforward problems with appropriate direction or supervision.

Smart Awards Level 2 SA031 Working Safely in a Multi-Dwelling Unit • Ofqual: Qualification number 610/5926/2								
Minimum TQT for this pathway = 10 Minimum number of credits = 1 Minimum number of units = 1				Minimum number of GLH = 8 Minimum number of assessment time = 2 Other learning time = 2				
Unit Number	Unit title	Level	M/O	GLH	ASS	OTHER LEARNING	TQT	CREDITS
K/651/6545	Working Safely in a Multi-Dwelling Unit	2	M	8	2	2	10	1

Learner support and assessment conditions

Learners will have access to support throughout the training period via their trainer. Trainers are

responsible for ensuring that each learner is adequately prepared and competent before presenting them for assessment.

No support or assistance may be given to the learner during either the theory or practical assessments, to maintain the integrity and validity of the qualification.

Qualification objectives and requirements

This qualification confirms that the learner has demonstrated the required competence to work safely in a Multi-Dwelling Unit. To successfully obtain this qualification, the learners will need to demonstrate the knowledge and ability requirements set out in the learning outcomes and assessment criteria.

Unit Title:	SA031 Working Safely in a Multi-Dwelling Unit
Unit Level:	2
Unit Credit Value:	1
Unit Reference Number:	K/651/6545

Learning outcomes	**Assessment criteria**
The learner will:	**The learner can:**
1. Know relevant health and safety legislation and industry good practice when working in a Multi-Dwelling Unit.	1.1. Describe the importance of performing a risk assessment prior to starting work. 1.2. Identify key health and safety legislation relevant to working in Multi-Dwelling Units 1.3. Outline the additional controls that may apply when carrying out installation work in a higher-risk building (HRB). 1.4. Describe industry best practices for safe working in Multi-Dwelling Units. 1.5. Outline your responsibilities in maintaining a safe working environment for yourself, residents, and the public. 1.6. Recognise when to report hazards or unsafe conditions and to whom to report them. 1.7. Outline your duty of care responsibilities and what to do in an emergency. 1.8. State the importance of following correct procedures to minimise damage to property, fabric, and equipment.
2. Know what asbestos is, the hazards associated with it and understand the prevention methods.	2.1. Describe the legislation which applies to asbestos. 2.2. Identify materials containing asbestos. 2.3. List the hazards, risks, and effects of exposure to asbestos. 2.4. Describe what an asbestos register is and how to find it. 2.5. Define how to undertake a risk management process. 2.6. List asbestos related conditions. 2.7. Describe how to report exposure to asbestos

3. Know the differences between Single-Dwelling Units and Multi-Dwelling Unit.	3.1. Define what is meant by a Single-Dwelling Unit and a Multi-Dwelling Unit. 3.2. Compare the key structural and access differences between Single-Dwelling Units and Multi-Dwelling Units. 3.3. Identify installation or service delivery differences when working in a Multi-Dwelling Unit rather than a Single-Dwelling Unit. 3.4. State the importance of effective communication with residents, property managers, and other stakeholders during Multi-Dwelling Unit work.
4. Know the various types of Multi-Dwelling Units that may be encountered in the field.	4.1. List the main types of building which are considered a Multi-Dwelling Unit. 4.2. Describe the difference between a higher-risk building (HRB) and a non-higher-risk building (non-HRB), including the criteria used to determine whether a building is an HRB. 4.3. Describe the physical differences between different types of Multi-Dwelling Unit 4.4. Recognise the installation challenges presented by different types of Multi-Dwelling Unit 4.5. Outline the access considerations or permissions needed for working in different Multi-Dwelling Unit types. 4.6. Recognise which types of Multi-Dwelling Unit may require special equipment, access routes or safety precautions.
5. Know what a confined space is and where you may encounter one when working in a Multi-Dwelling Unit.	5.1. Define the term confined space in the context of telecoms installation. 5.2. Identify examples of potential confined spaces within a Multi-Dwelling Unit (for example risers, basements, meter cupboards, roof voids). 5.3. Explain the hazards associated with entering confined spaces during installation work. 5.4. Outline the procedures and responsibilities for avoiding or safely managing confined space risks in line with current regulations.

6. Know how to safely plan and install telecommunication cabling within a Multi-Dwelling Unit.	6.1. Identify the types of cables used for fibre and copper installations in Multi-Dwelling Units. 6.2. Describe the correct types of fixings used for securing cables to different building materials (for example brick, plasterboard, concrete). 6.3. Explain how to select and install trunking in compliance with industry standards. 6.4. Describe best practice when routing cables through or around false ceilings, including maintaining fire integrity. 6.5. Outline the relevant requirements of BS 7671 (IET Wiring Regulations) that apply to telecoms cabling in Multi-Dwelling Units. 6.6. Describe the importance of fire stopping and maintaining fire compartmentation, weatherproofing and soundproofing when carrying out installation work, including the limits of the installer's responsibility.
7. Be able to safely install telecommunication cabling within a Multi-Dwelling Unit.	7.1. Select and use appropriate cable types for the Multi-Dwelling Unit installation. 7.2. Demonstrate correct installation of fixings to securely attach cabling. 7.3. Install trunking neatly and safely in accordance with best practice and manufacturer instructions. 7.4. Route and secure cabling in risers and above or through false ceilings without compromising fire barriers or building integrity. 7.5. Apply the relevant safety and installation standards as outlined in BS 7671 when working with telecoms cabling. 7.6. Demonstrate safe manual handling techniques during cable installation to minimise the risk of musculoskeletal (MSK) injuries. 7.7. Clear the work area and dispose of waste materials safely, maintaining good housekeeping standards.