



# Assistant Supervisor IC

Practical workbook  
Participant

## Introduction

You use this practical workbook at the company to work on your practical experience. An important part of the training for the Assistant supervisor Industrial Cleaning (IC) profession.

The entire training consists of the following parts:

- Obtaining the mandatory certificates
- Obtaining the recommended certificates
- **Carrying out the practical assignments and gaining practical experience**
- Completing the module with a final assessment

In the overview you can see all the requirements that belong to Assistant supervisor IC. The indicated certificates have been adopted by the Orsima branch as standard. In individual cases, it is possible for companies to deviate from this in a substantiated manner. You will also see which career opportunities there are within the Industrial Cleaning sector.

<b>Assistant Supervisor IC</b>
<b>Core tasks</b>
1. Coordinating the preparation of the work 2. Coordinating the execution of the work 3. Functional leadership
<b>Legal professional requirements</b>
-
<b>Industrial requirements (mandatory)</b>
VOL VCA Cursus Begeleiden (Orsima)
<b>Industrial requirements (recommended)</b>
BHV SIR Toezichthouder Druk Vacuüm (TDV) SIR Toezichthouder Hoge Druk (THD) Basiskennis gevaarlijke stoffen Toezichthouder Adembescherming (TAB) Computervaardigheid (MS Office)
<b>Language requirements Dutch or native language</b>
'Listening' level 3 'Conversations' level 3 'Reading' level 3 'Writing' level 3
<b>Language requirements English</b>
'Listening' level 3 'Conversations' level 3 'Reading' level 3 'Writing' level 3
<b>Growth opportunities</b>
(Assistant) Site Manager

\* Description of the language levels:

1. Is able to understand and use simple messages.
2. Is able to understand frequently used expressions. Can communicate on everyday issues.

3. *Is able to understand key points from clear standard texts on familiar topics. Can express himself orally in most common situations. Can describe experiences, events and opinions.*
4. *Is able to understand the main idea of a complex text. Can express himself fluently and carry on a conversation without difficulty. Can write texts, can give an opinion and can argue.*
5. *Is able to understand long and difficult texts and can express himself fluently and spontaneously. Can use the language flexibly and effectively and can produce detailed texts.*

## Get started with practice

This workbook contains practical assignments with which you can practice your skills. You carry out these assignments at your workplace.

During the training you will have the support of your practical supervisor. He will help you with taking steps and if you have any questions.

You can expect the practical supervisor to:

- Support you at all times
- Help you with making a study plan
- Answer your questions and consult with you
- Provide instruction on how to carry out practical assignments
- Assess assignments and indicate points for improvement
- Indicate when you are ready to take the final test

Each assignment you have completed must be signed off by your practical supervisor. You start with the introductory assignment.

## Introductory assignment

What does the profession of Assistant supervisor IC look like?

This chapter describes the profession of the Assistant supervisor IC.

### 1. Read the text about the profession carefully.

#### **What does the Assistant supervisor IC do?**

De Assistant supervisor IC is a professional who works for companies in the industrial sector. The Assistant supervisor IC is responsible for the continuity and delivery of projects that he manages. When carrying out the projects, he ensures that this is done in accordance with the specifications, safety and work instructions of the client. The Assistant supervisor IC can act as an applicant for work permits.

The Assistant supervisor IC leads several groups at the location of the client or employer. He has a coordinating, consulting and managing task. He is responsible for the preparation, implementation and completion of the work.

The Assistant supervisor IC ensures the supply of sufficient material and equipment to carry out the cleaning work. He ensures that all equipment is used safely and that it is in good condition.

The Assistant supervisor IC understands the coherence between the various parts of the work and can therefore monitor the process properly and adjust it in time if necessary. He solves problems that may arise during the execution of the work and always puts safety first. The Assistant supervisor IC is aware of the possible consequences of his actions. He is very vigilant and immediately calls for help if needed and he cannot resolve the situation himself.

The Assistant supervisor IC instructs colleagues from his own company and hired employees in the performance of the work and acts as a supervisor for young/new colleagues. He consults with the client to ensure that the safety of his employees is guaranteed.

The Assistant supervisor IC can be deployed flexibly at multiple workplaces and has the ability to deal with changes.

### **What do you need to do the job well?**

To do your job well, it is important that you:

- are able to understand and speak Dutch and English.
- obtained the 'VOL-VCA' certificate.
- Obtained the SIR Adembescherming AB-B certificate.
- have completed the 'Cursus Begeleiden' by Orsima.
- are at least 18 years old.
- have a valid driving license B
- can bear responsibility for the activities as a work permit holder.
- can apply for a work permit.

The industry also advises you to complete the following training:

- Certificate Bedrijfs hulpverlening (BHV)
- Certificate SIR Toezichthouder Druk Vacuüm (TDV)
- Certificate SIR Toezichthouder Hogedruk (THD)
- Basiskennis gevaarlijke stoffen
- Toezichthouder Adembescherming (TAB)
- Computervaardigheid (MS Office)

In the profession of Assistant supervisor IC you perform cleaning work. You are dealing with:

- coordinating the preparation of the work
- coordinating the execution of the work
- functional leadership

When performing the work:

- always check whether all employees can work safely.
- always consider the guidelines, procedures and safety regulations.
- you are continuously vigilant for unexpected interruptions and disturbances and you decide when to consult with colleagues and/or supervisor and client.

Collect contact information\*

## 2. Fill in the contact details.

### Personal information

First name:

Last name:

Date of birth:

### Company data

Company name:

Name of practical supervisor:

Phone number / Email address:

*\* This information is only used to support the execution of the module and to be able to issue a certificate as proof of passing this module.*

### Create a step-by-step plan

To become an experienced Assistant supervisor IC you have to perform the work a number of times. This way you gain more and more work experience, and you know increasingly well what to do at what time.

Before you start work you will receive an instruction from the practical supervisor. When you have performed the work, the practical supervisor will give you feedback. This way, you will learn step by step to perform the work independently and well.

The step-by-step plan helps to consciously take learning steps. The mentor or company draws up the step-by-step plan. The practical supervisor will help you with the implementation of the step-by-step plan. You perform each practical assignment at least three times. The practical supervisor will indicate when it is sufficient.

There are a total of 11 different assignments.

Assignment 1. Inventory and order

Assignment 2. Execution plan

Assignment 3. Administration

Assignment 4. Reporting

Assignment 5. Holding a toolbox meeting

Assignment 6. Behavior observation round

Assignment 7. Workplace inspection

Assignment 8. Participate in Incident Investigation

Assignment 9. Communicating with the client

Assignment 10. Managing activities

Assignment 11. Communicating with employees

## 3. Complete the step-by-step plan part 1 together with the practical supervisor.

- Determine a week in which you will start.
- Think about how many assignments you will do in one week.

- Agree with the practical supervisor when he assesses and gives feedback

<b>Step-by-step plan part 1 – Name: .....</b>				
<b>Schedule Date/week</b>	<b>Assignment</b>	<b>Done yes/no</b>	<b>Assessed yes/no</b>	<b>Sufficient yes/no</b>
	First time 1. Inventory and order			
	First time 2. Execution Plan			
	First time 3. Administration			
	First time 4. Reporting			
	First time 5. Holding a toolbox meeting			
	First time 6. Behavioral observation round			
	First time 7. Workplace Inspection			
	First time 8. Participate in incident investigation			
	First time 9. Communicating with client			
	First time 10. Managing work			
	First time 11. Communicating with Employees			
	Feedback/assessment moment			
<b>Schedule Date/week</b>	<b>Assignment</b>	<b>Done yes/no</b>	<b>Assessed yes/no</b>	<b>Sufficient yes/no</b>
	Second time 1. Inventory and order			
	First time 2. Execution Plan			
	Second time 3. Administration			
	Second time 4. Reporting			
	Second time 5. Holding a toolbox meeting			

	Second time 6. Behavioral Observation Round			
	Second time 7. Workplace Inspection			
	Second time 8. Participate in incident investigation			
	Second time 9. Communicating with client			
	Second time 10. Managing work			
	Second time 11. Communicating with Employees			
	Feedback/assessment moment			
<b>Schedule Date/week</b>	<b>Assignment</b>	<b>Done yes/no</b>	<b>Assessed yes/no</b>	<b>Sufficient yes/no</b>
	Third time 1. Inventory and order			
	Third time 2. Execution Plan			
	Third time 3. Administration			
	Third time 4. Reporting			
	Third time 5. Holding a toolbox meeting			
	Third time 6. Behavioral observation round			
	Third time 7. Workplace Inspection			
	Third time 8. Participate in incident investigation			
	Third time 9. Communicating with client			
	Third time 10. Managing work			
	Third time 11. Communicating with Employees			
	Feedback/assessment moment			



Also make a step-by-step plan for the mandatory certificates.

- How long does the training take?
- When can you start the training?
- How much time do you need to prepare for the exam?
- When can you take the exam?

#### 4. Complete the step-by-step plan part 2.

<b>Step-by-step plan part 2 – Name: .....</b>			
<b>Schedule Date/week</b>	<b>VOL VCA</b>	<b>Done yes/no</b>	<b>Sufficient yes/no</b>
	Training started		
	Education completed		
	Exam done		
<b>Schedule Date/week</b>	<b>SIR Adembescherming AB-B</b>	<b>Done yes/no</b>	<b>Sufficient yes/no</b>
	Training started		
	Education completed		
	Exam done		
<b>Schedule Date/week</b>	<b>Cursus Begeleiden (Orsima )</b>	<b>Done yes/no</b>	<b>Sufficient yes/no</b>
	Training started		
	Education completed		
	Exam done		

And of course you can also include one or more recommended certificates in the step-by-step plan.

- How long does the training take?
- When can you start the training?
- How much time do you need to prepare for the exam?
- When can you take the exam?

#### 5. Complete the step-by-step plan part 3.

<b>Step-by-step plan part 3 – Name: .....</b>			
<b>Schedule Date/week</b>	<b>Bedrijfhulpverlening (BHV)</b>	<b>Done yes/no</b>	<b>Sufficient yes/no</b>
	Training started		
	Education completed		
	Exam done		
<b>Schedule Date/week</b>	<b>SIR Toezichthouder Druk Vacuüm (TDV)</b>	<b>Done yes/no</b>	<b>Sufficient yes/no</b>
	Training started		



	Education completed		
	Exam done		
<b>Schedule Date/week</b>	<b>SIR Toezichthouder Hogedruk (THD)</b>	<b>Done yes/no</b>	<b>Sufficient yes/no</b>
	Training started		
	Education completed		
	Exam done		
<b>Schedule Date/week</b>	<b>Basiskennis gevaarlijke stoffen</b>	<b>Done yes/no</b>	<b>Enough yes / no</b>
	Training started		
	Education completed		
	Exam done		
<b>Schedule Date/week</b>	<b>Toezichthouder Adembescherming (TAB)</b>	<b>Done yes/no</b>	<b>Sufficient yes/no</b>
	Training started		
	Education completed		
	Exam done		
<b>Schedule Date/week</b>	<b>Computervaardigheid (MS Office)</b>	<b>Done yes/no</b>	<b>Sufficient yes/no</b>
	Training started		
	Education completed		
	Exam done		

## Assignment 1. Inventory and order

### Description

You will be assigned a cleaning project and you start working on it. You assess the work and determine the working method. You make an inventory of what material and equipment is needed. You double check the certifications of the material. You also check whether the PPE that must be used are in order to be able to perform the work safely. You order the right materials and tools in the right quantity according to the procedure applicable within the company and you look for alternatives if things are not available. You base your choices about materials and equipment on the information from the product information sheets or SDS Sheets or the work instruction card for hazardous substances.

### Preparation

You examine the characteristics of the cleaning project to be carried out. You get the product information from the product information sheets or SDS Sheets or the Work Instruction Card for hazardous substances.

#### 1. You determine the working method

Check:

√ Working method chosen

- √ Determine required resources

2. You make an inventory of the necessary materials and equipment

Check:

- √ Available resources inventoried
- √ Determination of required additions of materials
- √ Equipment inventoried
- √ Determining required additions to equipment

Performance

You check the purchasing or ordering procedure

1. You assess the purchasing or ordering procedure.

Check:

- √ Purchasing or ordering procedure of the company is known
- √ Data collected for order

2. You order the necessary materials

Check:

- √ Order placed
- √ Order confirmation received
- √ Delivery time known

Completion

You receive the ordered materials and check whether the order has been executed properly.

1. You check the delivered order

Check:

- √ Materials delivered on time
- √ Correct numbers delivered
- √ Correct products delivered

2. You process any details

Check:

- √ Details of order registered
- √ Possible alternatives determined in case of incorrect or incomplete delivery.

## Assignment 2. Plan of execution

Description

You determine the working method for a cleaning project that must be carried out. You make an inventory of which people you need for the implementation. You determine which certificates they must have. You know which materials, equipment and PPE are required for the implementation. You base your choices about the materials and equipment on the

information from the product information sheets or SDS Sheets or the work instruction card for hazardous substances or on the work permit/TRA.

You explain to the employees what needs to be done and which tools they can use. You also instruct the employees in the use of materials and equipment. You point out to the employees how to use the right PPE in the right way. You answer questions and check whether the employees have understood the instruction correctly.

#### Preparation

You prepare the cleaning project. You get the product information from the product information sheets or SDS Sheets or the Work Instruction Card for hazardous substances or from the work permit/TRA.

1. You check whether the right equipment and materials are available.

Check:

- √ Working method aligned with product data sheets or SDS Sheets
- √ PPE tailored to product information sheets or SDS Sheets
- √ Tools and Materials
- √ Resources to be used have been announced to the client
- √ Personal protective equipment

2. You check whether the employees to be deployed have the right qualifications and whether there is sufficient manpower.

- √ Communication with the planning department
- √ Right manpower available
- √ Sufficient manpower available

3. You check whether the location where the cleaning project is being carried out is safe.

Check:

- √ LMRA performed
- √ Own safety
- √ Other people's safety
- √ Safety with hazardous substances (when working with hazardous substances)

#### Performance

You transfer the execution of the work to the employees.

1. You instruct the employees in a work start meeting

Check:

- √ Instruction work method
- √ Equipment use instruction
- √ PPE instruction

#### Completion

The employees are ready to go to work.

1. You check whether the employees have understood the instruction.

Check:

- √ Every employee knows what is expected
- √ Questions from employees have been answered

## Assignment 3. Administration

### Description

You manage a cleaning project. You keep track of how many hours the employees have been working and how many hours were planned. You make an overview of additional and less work. You administer the documents for a cleaning project. Think, for example, of quotations and receipts, purchased or rented materials and equipment. You ensure that the administration is transparent so that you can easily and quickly report on the cleaning project. You work according to company procedures and instructions.

### Preparation

You set up the administration for the cleaning project on the computer.

1. You check which company procedures and instructions are in place for the administration of the cleaning project.

Check:

- √ Operating procedure available
- √ Requirements for administration cleaning project known

2. You make a plan for recording the administrative data of the cleaning project in Excel .

Check:

- √ Hours of employees
- √ Cost of materials and equipment
- √ Planning deployment of people and resources
- √ Client information

### Performance

You keep the project administration during the cleaning project.

1. You register the hours and the use of the equipment.

Check:

- √ Signing off day statements
- √ Hours of employees recorded per day.
- √ Hours of use of equipment per day recorded.

2. You collect the receipts and register the costs.

Check:

- √ Receipts scanned and added to (digital) folder
- √ Costs registered on overview

3. You make an overview of the materials used and the deployment of employees.

Check:

- √ Overview of materials used
- √ Overview realized hours
- √ Correspondence with client stored in a (digital) folder

Completion

You report on the cleaning project based on the administration.

1. You make a report about the cleaning project.

Check:

- √ Hours realized
- √ Costs incurred
- √ Conclusion realized hours and costs compared to the quotation

2. Discuss the report with the practice supervisor.

Check:

- √ Worked according to procedure
- √ Costs within budget
- √ Details communicated

## Assignment 4. Reporting

Description

You provide information for reports on company objectives. You know the company procedures and know which information must be reported at what time. You provide the requested information via the agreed channel. (For example, via email or directly in the company's registration system). You make sure that you submit the report on time every time and that the data are correct and complete.

Preparation

You prepare the report.

1. You find out which company procedures there are and which data must be reported.

Check:

- √ Operating procedure known
- √ Reporting data known
- √ Reporting moments known

2. You investigate where you can collect the requested data.

Check:

- √ Source of data known
- √ Method of collecting data known

## Performance

You process the collected data in a report.

1. You process the collected data.

Check:

- √ Data processed properly
- √ Data fully processed
- √ Correct data processed

2. You report on the data.

Check:

- √ Check correct data in the report
- √ Report submitted on time

## Completion

You discuss the report with the practical supervisor.

1. Report discussed.

Check:

- √ Explanation of data in the report
- √ Conclusions based on the report

## Assignment 5. Holding a toolbox meeting

### Description

A toolbox meeting is a short informal meeting with safety as the subject. You organize a toolbox meeting for the people with whom you carry out the cleaning work. You apply the principle of the 5 x V (Prepare, Simplify, Personalize, Show and Prescribe). You record the outcome of the toolbox meeting in a short report. You pay attention to what has been discussed and what agreements have been made. You also record which employees attended the toolbox .

### Preparation

You prepare the toolbox meeting.

1. You choose the safety topic that you will discuss in the toolbox meeting.

Check:

- √ Subject relates to safety
- √ Subject is relevant to the target group
- √ Employees involved in the choice of subject
- √ 5 x V - Preparation

2. You schedule the meeting.

Check:

- √ Choose topic

- √ Time and place known
- √ Invite people

#### Performance

You hold the toolbox meeting.

1. You discuss the subject according to the 5 x V principle.

Check:

- √ Simplification
- √ Personalization
- √ Show
- √ Prescribe

2. You communicate clearly.

- √ Connecting at employee level
- √ Check if message got through

#### Completion

You make a report of the toolbox meeting.

1. You make a report.

Check:

- √ Summary of what was discussed
- √ Appointments recorded

2. You distribute the report to the participants.

Check:

- √ Participants received a report
- √ Check whether there are any questions regarding the report.

## Assignment 6. Behavior observation round

#### Description

Behavior is an important cause of accidents/incidents. You conduct a behavioral observation round to reduce the risk of accidents or incidents. In the observation round you learn to recognize undesirable behavior and to discuss this behavior with this employee. You can use the Burkhardt theory for this.

*The Burkhardt theory helps to stimulate safe behavior and inhibit unsafe behaviour.*

*When applying the Burkhardt theory:*

- 1. emphasize and name the success of working safely.*
- 2. look at which points the disadvantages of safe work can be improved on.*
- 3. name the consequences of unsafe working (providing information about hazards)*
- 4. make unsafe behavior difficult or impossible and ensure that unsafe behavior is not accepted*



You are aware of your function as a role model to which others can adjust their behavior.

#### Preparation

You prepare the observation round.

1. You read through the Burkhardt theory.

Check:

- √ Stimulate safe behavior
- √ Decrease unsafe behaviour
- √ Increasing safety awareness within the organization

2. You make a list of observation points.

Check:

- √ Own safety
- √ Other people's safety
- √ Safety material and equipment

3. You inform the employee about the observation.

- √ Content of the observation
- √ Purpose of the observation
- √ Time and place of the observation

#### Performance

You conduct the behavioral observation round and discuss undesirable behavior with observed employee.

1. You observe and recognize undesirable behavior.

Check:

- √ Recognize unsafe situations
- √ Recognize barriers to working safely
- √ Recognizing unsafe behavior

2. You apply the Burkhardt theory.

Check:

- √ Emphasizing the success of working safely
- √ Reducing the disadvantages of working safely
- √ Naming the consequences of unsafe working
- √ Making unsafe behavior difficult
- √ Not accepting or justifying unsafe behavior

#### Completion

You discuss the observation round and feedback with the practical supervisor.

1. You discuss the observation round with the practical supervisor on the basis of the following questions:

What went well and why?

What could be better and why?

What has the observation yielded for you?

Check:

- √ Observation discussed
- √ Received feedback from practice supervisor

## Assignment 7. Carry out workplace inspection

### Description

You carry out a workplace inspection and look at safety. All aspects during the execution of the work are checked for safety. You look at the workplace and the materials that are used. You also look at the equipment that is used. You make sure that all these aids are used in accordance with the applicable regulations. You can translate the applicable regulations into work practice. Based on the inspection performed, you indicate which improvements are possible.

### Preparation

You prepare the workplace inspection.

1. You look up procedures and regulations that must be applied in the workplace.

Check:

- √ Check work permit/TRA and work order
- √ Checklists
- √ Inspection documents
- √ Employee Certificates
- √ PPE

2. You make a list of inspection points.

Check:

- √ Workplace
- √ Materials
- √ Equipment
- √ Staff members

### Performance

You carry out the workplace inspection and record your findings.

1. You inspect the workplace.

Check:

- √ Safety regulations are applied
- √ Equipment is used properly
- √ Materials are used according to regulations

√ Details noted

2. You determine which improvements are possible.

Check:

- √ Location improvements
- √ Improvements in the use of the material
- √ Improvements in the use of the equipment

#### Completion

You discuss the workplace inspection with all those involved on the basis of a toolbox .

1. You communicate the results of the workplace inspection in a toolbox .

Check:

- √ Findings discussed
- √ Improvements discussed
- √ Connecting at employee level
- √ Check if message got through

## Assignment 8. Participate in incident investigation

#### Description

You participate in an incident investigation in the event of a (near) accident or incident. The investigation team is led by a safety expert. You help in the investigation by filling in an incident report form. You also communicate with the manager and the client about the (near) accident or incident. You closely follow the instructions of the safety expert.

#### Preparation

You participate in the investigation team that has been set up after a (near) accident or incident.

1. You find out which procedures apply and which documents are used in case of incidents and (near) accidents.

Check:

- √ Company procedures known
- √ Documents in view

#### Performance

You follow the instructions of the safety expert.

1. You contribute to the investigation of the incident or (near) accident.

Check:

- √ Incident report form completed
- √ Safety expert instructions followed

2. You communicate with manager and client.

Check:

- √ Communication with manager
- √ Communication with client
- √ Check whether the message has been received correctly

Completion

You communicate with the safety expert about the tasks performed as a team member.

1. You discuss the tasks performed.

Check:

- √ Reporting on completed tasks
- √ Details indicated

## Assignment 9. Communicating with the client

Description

As an Assistant supervisor, you communicate regularly with the client and your manager. You discuss the planning, the work to be performed and you record agreements. You also communicate about details in the project administration, which you keep on location.

Preparation

You prepare the conversation.

1. You think about what you are going to say and make the message concrete.

Check:

- √ What are you going to tell?
- √ What do you want to achieve?
- √ How are you going to deliver the message?

Performance

You have the conversation with the client and manager.

1. You have the interview with the manager or client.

Check:

- √ Communication is clear and concrete
- √ You give an opportunity to comment
- √ You check whether the message has been understood

Completion

You record agreements and register details in the project administration.

1. You record agreements.

Check:

- √ Record agreements and action points
- √ Project administration updated.

## Assignment 10. Managing activities

### Description

As a Assistant supervisor you manage the work carried out by the team. The activities can consist of high-pressure cleaning or pressure/vacuum cleaning, but also other activities. You instruct the team on the work to be performed. Points of attention are always safety and the proper completion and cleaning up of all waste. You give the instruction based on your knowledge of quality and you match the knowledge and skill level of the employees in the team. You check whether the work is being carried out according to instructions and make adjustments where necessary.

### Preparation

You prepare the instruction tailored to the work to be performed.

1. You make an instruction for the team.

Check:

- √ Work safety
- √ Equipment and material used
- √ Points of attention in the implementation
- √ Instruction is in line with the knowledge level of employees

### Performance

You put the team to work and check whether the work is done properly and in the right way.

1. You give the instruction.

Check:

- √ Communication is clear and specific
- √ You give an opportunity to comment
- √ You check whether the message has been understood

2. You monitor the implementation and make adjustments if necessary

Check:

- √ Execution safely, properly and at the right pace
- √ Signaling deviations
- √ Adjusting in case of deviations in execution

### Completion

You evaluate the work performed and discuss with the team what went well and what could be improved.

1. You evaluate the work with the team.

Check:

- √ Points of attention identified
- √ Employee response
- √ Agreements from evaluation recorded

## Assignment 11. Communicating with employees

### Description

As a Assistant supervisor, you pay extra attention to setting an example when dealing with employees. You know how to deal well with diverse people to get the best out of the team. You motivate employees if necessary and support them in the performance of the work. The better you shape the way you interact with employees , the better they will perform.

### Preparation

You prepare conversations with various employees.

1. You think about who you have in front of you and what you want to achieve and adjust your message accordingly.

Check:

- √ Who are you going to talk to?
- √ What do you want to achieve?
- √ How are you going to deliver the message?

### Performance

You have the conversation with the employee to motivate and support him in his work.

1. You have the conversation with the employee.

Check:

- √ Communication is clear and specific
- √ You give an opportunity to comment
- √ You check whether the message has been understood

2. You are an example to the team.

Check:

- √ You show good manners
- √ You communicate in a professional manner
- √ You show understanding for the employee's point of view

### Completion

You reflect on the conversation that has taken place.

1. You reflect on the conversation.

Check:

- √ How did the message get across?
- √ Did you reach the goal?
- √ How is the employee doing?

## Final assessment Assistant supervisor IC

The last step to complete the practical skills is taking the final test.

In this test you show that you are capable of working in practice as an Assistant supervisor IC.

You will discuss with your practical supervisor when you can take the final test.

On the day of the final test you will receive an assignment from the practical supervisor that you will carry out.

The practical supervisor and sometimes another assessor look at how you do this. They will assess your work on the following points:

<b>Core task 1: Coordinating the preparation of the work</b>			
<b>1.1 Inventory, plan and determine the technical approach</b>	I	G	N
Ensures the supply of the correct resources and calculates the correct quantity of the material, tools and equipment. <ul style="list-style-type: none"> <li>Knows the possible uses of materials and resources</li> <li>Determines the resources and people required for implementation</li> <li>Sets clear goals and priorities</li> <li>Plans and organizes the work of colleagues</li> </ul>			
Coordinates planning with the team <ul style="list-style-type: none"> <li>Makes work appointments with colleagues</li> <li>Gets the message across briefly and clearly</li> <li>Contributes to a positive work atmosphere</li> </ul>			
<b>1.2 Preparing installation equipment and connecting tools</b>	I	G	N
Ensures the availability of the necessary equipment <ul style="list-style-type: none"> <li>Works according to safety procedures regulations and work instructions</li> <li>Handles materials and resources efficiently</li> <li>Works accurately</li> </ul>			
Checks the security of the location <ul style="list-style-type: none"> <li>Identifies and reports an unsafe situation</li> <li>Clearly indicates what is possible and what is not possible</li> <li>Holds colleagues accountable</li> </ul>			
<b>Core task 2: Coordinating the execution of the work</b>			
<b>2.1 Guiding the work to be performed</b>	I	G	N
Lets the cleaning work be carried out optimally <ul style="list-style-type: none"> <li>Limits nuisance as a result of the work to a minimum</li> <li>Checks the progress and results of the work process</li> <li>Ensures correct use of the correct PPE</li> </ul>			
Ensures that sufficient materials and equipment are available during the work <ul style="list-style-type: none"> <li>Interprets the information correctly</li> <li>Works cost-consciously</li> <li>Gathers the right materials, tools and resources</li> </ul>			



<b>2.2 Disposal of (hazardous) substances</b>	I	G	N
Ensures that the residues are disposed of in accordance with regulations <ul style="list-style-type: none"> <li>Disposes of waste/residual material in accordance with regulations</li> <li>Addresses others about unsafe and/or non-environmentally conscious behaviour</li> <li>Makes suggestions for non-environmentally conscious actions</li> </ul>			
<b>2.3 Completion of work</b>	I	G	N
Ensures that the materials and tools used are cleaned up <ul style="list-style-type: none"> <li>Checks the work of others during and after the performance</li> <li>Focuses on the team's results</li> <li>Takes into account differences between people and their way of working</li> </ul>			
<b>2.4 Minor maintenance and remedying (minor) faults</b>	I	G	N
Provides instructions for rectifying minor faults <ul style="list-style-type: none"> <li>Signals deviations in equipment</li> <li>Consults the manual</li> <li>Initiates ad hoc maintenance</li> </ul>			
Reports malfunctions and necessary technical maintenance <ul style="list-style-type: none"> <li>Checks the safety devices on the equipment</li> <li>Plans easy minor maintenance</li> <li>Considers the consequences actions may have on others outside the team</li> </ul>			
<b>Core task 3: Functional leadership</b>			
<b>3.1 Provides instruction and guidance</b>	I	G	N
Instructs employees about the work to be performed. <ul style="list-style-type: none"> <li>Defines assignments for employees</li> <li>Involves employees in the organization of the work process</li> <li>Transfers professional expertise in an understandable manner</li> </ul>			
Supports employees at work. <ul style="list-style-type: none"> <li>Clearly states what is expected of employees</li> <li>Takes into account the qualities of employees when distributing the work</li> <li>Creates working conditions with optimally functioning employees</li> </ul>			
<b>3.2 Checks and resolves issues</b>	I	G	N
Checks the work of employees. <ul style="list-style-type: none"> <li>Monitors the progress of the work and sets priorities</li> <li>Holds employees accountable for their responsibility</li> <li>Takes differences between employees into account when dealing with them</li> </ul>			
Provides feedback on the outcome of checks. <ul style="list-style-type: none"> <li>Gives colleagues the space to ask questions and checks whether colleagues understand the explanation.</li> <li>Discusses problems and looks for solutions</li> <li>Shows motivation</li> </ul>			
I: Insufficient G: Good			

N: Not observed

Total assessment final test: Pass / Fail\*