

REGISTERED NATIONAL STANDARD



UNIT OF COMPETENCY

Title:	Handle and prepare tiling materials ¹				
TQF Level:	3	Credits:	4	Version:	1
National standard code:	NS169-03				
Associated qualification (and code):	National Certificate in Wall and Floor Tiling Level 3 QR-03-NQ-028-03-1005-26-01				
Approval date:	10 September 2026		Review date:	10 September 2031	
Purpose:	This unit describes the skills and knowledge required to safely handle, prepare, sort, stack, distribute, store and dispose of wall and floor tiling products and associated materials. It includes planning and preparation, receiving and checking materials, safe handling and storage, and clean-up activities. The unit applies to individuals with basic skills and knowledge who undertake routine wall and floor tiling material handling tasks under the direction of more experienced workers. All work must be carried out in accordance with workplace best practices, work health and safety legislation, environmental requirements, manufacturers’ specifications and workplace procedures. It ensures that learners can safely and efficiently handle wall and floor tiling materials to support accurate, high quality tiling work while minimising risks to health, safety and the environment. This unit underpins effective tiling operations by ensuring materials are handled and managed correctly before and during installation. In successfully completing this unit standard, learners are able to: • Apply workplace safety, environmental, and quality requirements • Interpret work instructions, drawings, and specifications for handling tiling materials • Plan and organise tasks to ensure efficient handling and distribution of materials • Identify and control hazards using safe work method statements and risk assessments • Select and use appropriate tools, equipment, and personal protective equipment (PPE)				

¹ Due to safety issues inherent in working with electricity and combustible substances, all training and assessment activities must be in accordance with Tonga National Building Code.

	• Receive and check tiling materials for correct quantity and quality • Handle and transport tiling materials safely to prevent damage and injury • Sort and stack tiles and materials by type and size for easy identification and workflow • Prepare tiling materials (e.g., adhesives, grouts). • Distribute materials to job locations efficiently and safely • Handle surplus materials in accordance with safety data sheets and workplace requirements • Identify hazardous materials and ensure safe handling or disposal by authorised personnel • Store tiling products and materials securely and in appropriate conditions • Dispose, reuse, or recycle waste materials in line with environmental requirements • Maintain and store tools and equipment in safe and serviceable condition
Learning Outcome 1 (LO1)	Plan and organise tiling materials
Performance standards	1.1 Read and interpret task work instructions and plan sequence of work; 1.2 Plan all work to comply with work health and safety and environmental requirements, manufacturers' specifications, workplace requirements, drawings and specifications; 1.3 Inspect work site, assess hazards and apply risk controls, including required signage and barricades; 1.4 Select and use personal protective equipment (PPE) as required for each stage of the task; 1.5 Select tools and equipment for mixing adhesive.
Learning Outcome 2 (LO2)	Handle tiling materials required for task
Performance Standards	2.1 Check tiling products and materials conform to task quality and quantity; 2.2 Handle tiling material in accordance with safe work method statements; 2.3 Handle, proportion, mix and store tiling materials; 2.4 Sort tiling products and materials by type and size, and stack for ease of identification and task sequence; 2.5 Distribute tiling products and materials to job location.
Learning Outcome 3 (LO3)	Prepare tiling materials and clean up
Performance standards	3.1 Handle materials safely in accordance with safety data sheets;

	3.2 Identify hazardous material for separate handling by authorised personnel; 3.3 Prepare tiling products and material from job location and store in accordance with safety data sheets and workplace requirements; 3.4 Clean, check, maintain and store tools and equipment in accordance with manufacturers' recommendations.
Pre-requisites	NS133-03 Apply <i>Occupational Health and Safety</i> (OHS) requirements, policies and procedures
Co-requisites	N/A
Underpinning skill and knowledge	The following skills and knowledge underpin this unit standard: <u>Skills:</u> Planning and Preparation • Reading and interpreting task instructions, drawings and specifications • Planning work sequences to suit tiling processes • Selecting and using appropriate personal protective equipment (PPE) • Identifying hazards and applying suitable risk controls • Selecting, checking and safely using tools and equipment Materials Handling • Checking tiling products and materials for correct quality and quantity • Safely handling tiles, adhesives and other tiling materials in accordance with Safe Work Method Statements • Sorting tiling products by type, size and task sequence • Stacking and storing materials safely for easy identification and access • Distributing tiling materials to required job locations Storage and Clean-up • Managing surplus materials in accordance with safety data sheets • Identifying hazardous materials and arranging separate handling

	• Cleaning, checking, maintaining and storing tools and equipment • Recovering, storing or disposing of materials in line with workplace and environmental requirements <u>Knowledge:</u> Regulatory and Workplace • Workplace quality policies and standards for handling wall and floor tiling materials • OHS requirements relevant to tiling material handling, including: • Job safety analyses (JSA) and/or safe work method statements • Personal protective equipment (PPE) • Environmental requirements and waste management procedures Materials and Handling Techniques • Techniques for safely handling, sorting, distributing, stacking and storing tiling materials • Techniques for handling large format tiles • Processes for handling, proportioning, mixing and storing tiling materials Tools, Equipment and Documentation • Types and uses of tools and equipment for handling wall and floor tiling materials • Types and uses of plans, drawings and specifications relevant to tiling • Requirements for materials storage and environmentally friendly waste management Tiling Processes • Basic wall and floor tiling processes and work sequences • Interaction between material handling and tiling installation activities
Assessment requirements	<u>Assessment methods</u> may include more than one of the following: Direct Observation Assessment of learners while they are performing tasks in real time in a real simulated environment. • The learner performs practical tasks.

- The assessor watches the learner complete these tasks against a checklist or performance standards.

Assessor Requirements

- Use a structured observation checklist aligned to performance standards
- Observe multiple occasions to ensure consistency of competence.
- Record evidence of safe work practices, correct use of equipment, etc.
- Provide immediate feedback where appropriate.
- Ensure conditions reflect real workplace standards.

Oral Questioning

Verbal questions asked to assess the learner's understanding of knowledge and reasoning.

- Conducted during or after practical tasks.
- Can be structured (planned questions) or informal (follow-up probing).

Assessor Requirements

- Ask questions that test underpinning knowledge
- Use open-ended questions
- Confirm learner understanding where practical performance is not enough.
- Record responses clearly (notes or checklist).
- Adjust language to suit learner literacy levels.

Written Test

A structured assessment requiring learners to provide written responses.

- Short-answer questions, multiple choice, or case scenarios.
- Typically conducted off-site or in a classroom environment.

Assessor Requirements

- Design questions that assess knowledge.
- Ensure the test is clear, aligned to unit requirements and appropriate for language, literacy, numeracy levels
- Mark responses using a marking guide or model answers.
- Provide feedback and identify gaps in knowledge.
- Ensure results reflect the learner's independent performance.

	Work-Based Activity Assessment conducted in a real workplace while the learner performs actual job tasks. • Learners complete normal workplace duties. • Evidence is collected over time. Assessor Requirements • Coordinate with workplace supervisors. • Gather evidence such as - Observation reports, Supervisor feedback, etc. • Verify that tasks meet unit performance standards. • Ensure authenticity (learner's own work). • Confirm competence across different situations and timeframes. Assessment should use a combination of the above methods to ensure sufficient, valid, authentic, and current evidence of competence in both skills and knowledge, in line with unit requirements. <u>Context of Assessment:</u> Competency is to be assessed in the workplace or a simulated workplace environment that accurately reflects a real workplace setting. Assessment is to comply with relevant regulatory or relevant standards' requirements. Assessment of essential knowledge will usually be conducted in an off-site situation.
Moderation arrangements	1. Training providers must have their own moderation system approved by TNQAB before accreditation is granted: a) Relevant internal moderation processes are documented; b) Assessment is planned for each unit, and moderation processes are integrated into such plan. 2. Unless specified elsewhere, external moderation is conducted by the National Qualifications unit of TNQAB for all unit components of a national qualification: a) Samples of assessed activities are submitted for moderation; b) Moderation (external) forms are available on request.

Resource requirements	1. Power point presentations 2. Trainer's Guide 3. Learner's Guide 4. Videos on handling tiling materials 5. Wall and floor tiles (including large-format tiles) 6. Adhesives and bonding agents 7. Grouts and sealants 8. Cleaning materials 9. Packaging and storage materials) 10. Handling tools 11. Trolleys 12. Lifting equipment (manual handling aids) 13. Measuring and preparation tools 14. Buckets 15. Storage and stacking equipment 16. Cleaning tools 17. General hand tools 18. Brushes 19. Rollers 20. Trowels 21. Tape measures 22. Mixing equipment 23. Job Safety Environment Analysis (JSEA) 24. Safety Data Sheets (SDS) 25. PPEs 26. Structured assessment and evidence-collection tools
Requirements to complete this unit	There are three (3) Learning outcomes and fourteen (14) Performance Standards to measure competence. To demonstrate competence, the person studying this unit is: a. Required to demonstrate all LOs to the expected standards; b. Required to attain an Achieved Grade (Competent) to fulfil the requirements of the Unit Standard; c. Eligible to three (3) attempts to achieve the required competency within 14 days of the first attempt.

	Failure to achieve the required competency after three (3) attempts on the specific part of the assessment will require the person studying this Unit to re-enrol for the same Unit.
Important notes and definitions	<u>Notes:</u> 1. All training and assessment activities must be in accordance with Tonga National Building Code. 2. Assessors must comply with the Tonga national assessment and moderation requirements. <u>Definitions:</u> 1. <i>Adhesive</i> refers to substance used to bond tiles to substrates. 2. <i>Distribution</i> refers to moving materials from storage areas to specific work locations. 3. <i>Environmental Requirements</i> refer to regulations and workplace procedures aimed at reducing environmental impact, including waste management and recycling. 4. <i>Grout</i> refers to material used to fill joints between tiles. 5. <i>Handling</i> refers to the process of lifting, carrying, moving, and placing materials safely. 6. <i>Hazardous Material</i> refers to substances that pose risks to health or safety and require special handling. 7. <i>JSEA (Job Safety and Environmental Analysis)</i> refers to process identifying hazards and environmental risks. 8. <i>Manual Handling</i> refers to the lifting, carrying, pushing, or pulling of materials by hand. 9. <i>PPE (Personal Protective Equipment)</i> refers to equipment worn to protect workers from hazards (e.g., gloves, boots, goggles). 10. <i>SDS (Safety Data Sheet)</i> refers to document providing safety information about materials and chemicals. 11. <i>Sorting</i> refers to organising materials by type, size, or specification for efficient use. 12. <i>Stacking</i> refers to arranging materials in a stable and safe manner for storage or transport. 13. <i>Storage</i> refers to keeping materials in appropriate conditions to prevent damage or deterioration. 14. <i>Substrate</i> refers to the surface to which tiling materials are applied.

	15. <i>Tiling Materials</i> - Products used in wall and floor tiling, including tiles, adhesives, grouts, and sealants. 16. <i>Tolerance</i> refers to the allowable variation in construction dimensions or application thickness. 17. <i>Tonga National Building Code</i> is a set of technical standards governing the design and construction of buildings in Tonga. 18. <i>Workflow</i> refers to the sequence of tasks and movement of materials through a worksite.
Public comments on unit	Please contact TNQAB National Qualifications Unit (email EnquireNQ@tnqab.to or Telephone 28136) if you like to discuss or suggest changes to the details of this unit.