

## Regional occupational standard

### Full format of a standard with proposed groups of tasks/functions from: Albania, Bosnia and Herzegovina, Kosovo\*, Montenegro, The Republic of North Macedonia and Serbia

Occupational standard: Tile Setter

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**Occupation:** Tile Setter

**Sector:** Construction

**ISCO Level:** II

**Description of occupation:** A tile setter analyses, plans and organizes the activities within his/her scope of work and prepares required resources and space for the execution of tile setting works. He/she executes finishing works on various facilities (lining exterior and interior walls, columns, floors and other surfaces) using different types of materials (ceramics, stone, glass, porcelain, bricks, concrete slabs, terrazzo and other slabs). He/she performs base levelling and preparation, cuts tiles, prepares bonding material and applies it to the base/tiles. Tile setter applies/lays tiles onto the base and grouts (seals) tile joints with joint sealing compounds.

He/she performs measurements and cuts using appropriate instruments and equipment He/she coordinates the execution of works with other contractors, by communicating ethically and professionally, in accordance with principles of equality in terms of gender, race, nationality, culture, religion, etc.

He/she implements and assures quality standards in the course of work and implements procedures and measures of occupational health and safety and environmental protection, as well as fire protection measures.

**Working Environment and Working Conditions:** A tile setter works in closed, semi-open and open spaces of buildings and civil engineering. The work takes place in a space that is often influenced by various adverse factors (climate factors, dust, noise, etc.) and/or with the risk of exposure to hazardous substances. tile setter activities require physically active work, performed in different positions (kneeling, squatting, sitting). Tile setters are often exposed to extreme working conditions (noise preventing normal communication, working in small spaces, poor lighting, dust, ...), as well as risks of fall, mechanical injuries, etc. His/ her activity requires fantasy and creativity in decorative works, as well as accuracy and correctness. He / she normally works with extended working hours depending on the organization of work, but in accordance with applicable law.

**Relationship with other professions:** The occupation of tile setter is closely related to the occupations of : floor layer, construction technician, construction foreman, stone pavers, wood floor pavers, plasterer, architect, civil engineer and other occupations in the construction sector, insulation worker and terrazzo setter.

**Occupational standard: tile setter**

GROUP OF TASKS / FUNCTIONS	KEY TASKS	ACTIVITIES
<p><b>I ANALYSIS, PLANNING AND ORGANIZATION OF WORK</b></p>	<p><b>1.1 Analysis, planning and organisation of tile setter activities</b></p>	<p>1.1.1 Interprets technical documentation required to perform the work task</p> <p>1.1.2 Develops a time schedule for the execution of works, in their entirety and in phases, in line of working tasks and cooperation with hierarchy/engineers/licenced experts when needed</p> <p>1.1.3 Plans necessary resources/dynamic plan (material, equipment and human resources)</p> <p>1.1.4 Verifies the compliance between the technical documentation and construction site conditions with focus on the environmental practices and regulations</p> <p>1.1.5 Organizes the group of work/subcontractors in charge of performance of systems made of tile setter works</p> <p>1.1.6 Coordinates own activities with those of associates and business partners</p>
<p><b>II PREPARATION OF THE WORKPLACE</b></p>	<p><b>2.1 Preparation of resources and workplace for the execution of tile setter</b></p>	<p>2.1.1. Determines the type of preparatory work prior to commencing the final surface treatment</p> <p>2.1.2. Assesses the working conditions within the area (temperature, level of atmospheric humidity, presence of water, wind, hygiene, safety conditions at the facility that might have an impact on personal safety and environmental and occupational health and safety regulations etc.) that affect the proper execution of the works systems</p> <p>2.1.3. Selects and ensures the technical condition of work tools and equipment according to the manual of use and technical safety rules.</p> <p>2.1.4. Prepares the type and quantity of materials, in accordance with the norms for material consumption in construction works according to the technical documentation or request and sustainable work standards and policies.</p> <p>2.1.5. Examines and presents specific characteristics of the workplace, technical documentation, time schedule, protection measures and method of execution of efficient and sustainable tile setter works to relevant work task operatives</p> <p>2.1.6. Participates in the process of assembling and erecting the scaffolding required for the treatment of wall, ceiling and other surfaces</p>

<b>III OPERATIONAL TASKS</b>	<b>3.1 Preparation of surfaces for the execution of tile setting works</b>	<p>3.1.1 Performs the assessment of condition and quality of surfaces the works shall be executed on agreed</p> <p>3.1.2 Protects interior and exterior joinery, floor surfaces and other elements, using appropriate (durable) materials (protective foil, tape, etc.), at the site of tile setting works</p> <p>3.1.3 Performs repairs of defects on damaged wall, floor and other surfaces when necessary</p> <p>3.1.4 Removes existing layers from the relevant surfaces</p> <p>3.1.5 Applies adequate base courses onto the surfaces where tile setting works are executed</p> <p>3.1.6 Prepares and installs insulation materials (hydro, thermal and acoustic) in accordance with the technical documentation or request.</p>
	<b>3.2 Treating previously prepared surfaces prior to the execution of tile setting works</b>	<p>3.2.1. Performs application of elevation levels and leveling with appropriate tools in accordance with the technical documentation or request</p> <p>3.2.2. Applies primer coat (impregnation, undercoat, priming, etc.) onto surfaces depending on the type of surface</p> <p>3.2.3. Prepares suitable compounds (adhesive, cement mortar, screed, etc.) for surface are, manually and/or mechanically, according to the technical documentation or request</p> <p>3.2.4. Applies levelling compound (base course) to wall, floor and other surfaces, manually and/or mechanically, according to the technical documentation or request</p>
	<b>3.3 Installation of finish lining elements onto previously prepared surfaces</b>	<p>3.3.1 Performs surface measurements according to the technical documentation or request.</p> <p>3.3.2 Performs measuring, shaping, processing and cutting lining elements (tiles, stone etc.), according to specified measures and respective design</p> <p>3.3.3 Prepares and applies priming binders onto previously prepared surfaces and tiles</p> <p>3.3.4 Performs the installation and fitting of various lining elements and non-standard elements in accordance with the technical documentation or request</p> <p>3.3.5 Prepares and applies terrazzo grouts/decorative render finishes onto previously prepared base and executes finishing works (grinding, polishing and washing)</p>
	<b>3.4 Finalisation works</b>	<p><del>3.4.1</del> Performs filling in and treating gaps and joints using adequate materials</p> <p>3.4.2. Executes curing, washing and cleaning of previously treated surfaces and linings</p> <p>3.4.3. Applies finishing coats onto certain types of linings (stone, protective coating, decorative coating, etc.)</p> <p>3.4.4. Cleans and stores tools and workplace</p> <p>3.4.5. Sorts out remaining material and stores them</p> <p>3.4.6. Dismantles construction scaffolding/platforms, if necessary</p> <p>3.4.7. Performs quality control of executed works and remediation of defects, if necessary</p>

<b>IV ADMINISTRATIVE TASKS</b>	<b>4.1 Keeping working documentation</b>	<p>4.1.1 Fills in the work order, in accordance with the work task</p> <p>4.1.2 Keeps/tracks the recording of information about purchases, stock and consumption of basic material, other items and work tools manually and / or electronically.</p> <p>4.1.3 Keeps records (bills) of quantities of actually executed works in the measurement book, manually or electronically</p> <p>4.1.4 Keeps and completes a schedule of the worker's work hours in accordance with legislation manually or electronically</p> <p>4.1.5 Completes a construction log and construction diary manually or electronically</p> <p>4.1.6 Prepares reports on realised activities in appropriate form</p> <p>4.1.7 Stores documentation according to the standing legislation manually or electronically</p> <p>4.1.8 Enters details about invoices issued to clients into corresponding records</p>
<b>V COMMERCIAL TASKS</b>	<b>5.1 Procurement of required assets, preparing offers and promoting services</b>	<p>5.1.1 Analyses the market, availability and prices of materials, tools, equipment and other means of work</p> <p>5.1.2 Carries out the selection, purchase and control of necessary materials, tools, adequate equipment respective of the principles of sustainable environment.</p> <p>5.1.3 Makes a pre-measure of works (description and quantities of works),</p> <p>5.1.4 Calculates price for individual work positions based on the price analysis (costs of materials and cost of time per unit of measure)</p> <p>5.1.5 Prepares/participates in preparation of an offer to perform the tile setter works</p> <p>5.1.6 Promotes offers and services in a way that they adapt to different target groups (fares, presentations, digital marketing etc.)</p>
<b>VI COMMUNICATION AND COOPERATION WITH OTHERS</b>	<b>6.1 Communication with superiors, associates, clients and relevant institutions</b>	<p>6.1.1 Asks for information and clarifications necessary for the work task implementation from his/her superior</p> <p>6.1.2 Gives instructions to associates for the implementation of a work task using clear and professional terminology</p> <p>6.1.3 Establishes highest quality and transparent communication with superiors, associates and clients, and relevant institutions following the rules of business communication and teamwork principles</p> <p>6.1.4 Communicates with clients, superiors and institutions by using contemporary information and communication and assistive technologies</p> <p>6.1.5 Uses appropriate professional terminology translated to clients in an understandable way</p> <p>6.1.6 Settles complaints and misunderstandings with clients and associates, using appropriate conflict resolution techniques</p> <p>6.1.7 Informs his/her superior and clients on the completed work task using clear and professional terminology</p> <p>6.1.8 Acts in accordance with the principles of equality in terms of gender, race, nationality, culture, religion, etc. in communication and in relations with clients, external collaborators and other persons</p>

<b>VII QUALITY ASSURANCE</b>	<b>7.1 Assuring quality and corrective measures</b>	<ul style="list-style-type: none"> <li>7.1.1. Applies technical regulations and quality standards and internal procedures in implementing work tasks</li> <li>7.1.2. Properly uses, stores and maintenances tools, equipment, materials, and devices after use, all in accordance with the manufacturer's instructions and protective eco-standards</li> <li>7.1.3. Works on professional development and monitors trends in the development of technology, materials, tools and equipment for construction works</li> <li>7.1.4. Performs phase and final control of the time schedule and quality of the work task implementation, in accordance with their competence</li> <li>7.1.5. Removes possible deficiencies in order to ensure quality of implemented works</li> <li>7.1.6. Evaluates own work and work of associates in order to improve the quality of work</li> </ul>
<b>VIII PROTECTION AT WORKSPACE AND ENVIRONMENT PROTECTION</b>	<b>8.1 Implementing occupational and health safety procedures and measures</b>	<ul style="list-style-type: none"> <li>8.1.1. Uses protective equipment in the process of work, all in accordance with relevant standards and manufacturer's instructions</li> <li>8.1.2. Identifies and informs associates on potential hazards in the working environment and when using equipment, tools and materials</li> <li>8.1.3. Implements / inspects the implementation of hygienic-sanitary-technical measures of occupational safety before, during and after work</li> <li>8.1.4. Implements legal and internal regulations for emergency management</li> <li>8.1.5. Uses and regularly controls equipment and devices in accordance with manufacturers' standards and guidelines for occupational safety</li> <li>8.1.6. Implements preventive measures to preserve own health and health of associates</li> </ul>
	<b>8.2 Implementing the environmental protection procedures and measures</b>	<ul style="list-style-type: none"> <li>8.2.1. Implements environmental protection rules and eco standards.</li> <li>8.2.2. Disposes, stores and sorts material and documents in a way which does not threaten the environment</li> <li>8.2.3. Sorts and disposes waste materials in the process of work in accordance with environmental regulations</li> <li>8.2.4. Performs working tasks using energy and materials in line with the principles of, sustainable development, preserving resources and the environmental protection</li> </ul>