



Level 2 Certificate of Competence in Tractor Driving and Related Operations (0014- 31)

July 2020 Version 1.1

Qualification at a glance

Industry area	Agriculture
City & Guilds number	0014-31
Age group	16-19, 19+
Entry requirements	Centres must ensure that any pre-requisites stated in the <i>What is this qualification about?</i> section are met.
Assessment	<p>To gain this qualification, candidates must successfully achieve the following assessments:</p> <p>Practical assessment with oral questioning by a City & Guilds NPTC approved Assessor. The Assessor can be the same individual who carried out the training or could be a different person. The Assessor must be approved and registered with City & Guilds NPTC.</p> <p>The assessment must be a stand-alone process that is separate to the training, and cannot be spread out across the length of the training course i.e. the assessment is conducted at the end of the training course or on a separate day.</p>
Grading	Pass only
Approvals	Full centre approval Qualification approval
Support materials	n/a
Registration and certification	Registration and certification of this qualification is through the Online Registration System (ORS) via Walled Garden and is subject to end dates.

Title and level	Size (GLH)	TQT	City & Guilds qualification number	Ofqual accreditation number
Level 2 Certificate of Competence in Tractor Driving and Related Operations	21-28	24-33	0014-31	603/5337/5

Version and date	Change detail	Section
1.0 February 2020	First version	
1.1 July 2020	Addition of certificate claim module	1 Introduction

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1 Introduction

Purpose statement

The following purpose is for the **Level 2 Certificate of Competence in Tractor Driving and Related Operations (603/5337/5)**

Area	Description
OVERVIEW	
Who is this qualification for?	Individuals who operate tractors and ancillary machinery as part of their work in agriculture, horticulture, forestry, landscaping or other industries. It will provide the individual with the knowledge, understanding and skills required to prepare and operate a tractor and attachments safely and to industry standards in line with current legislation.
What does this qualification cover?	It covers safe driving of a tractor, pre-use maintenance, safety checks and recognition of controls and instruments. The test covers the use of the tractor in a range of situations: driving safely and correctly around a suitable course (including reversing with a trailer), trailer hitching, attaching 3-point linkage and Power Take Off (PTO) driven attachments. There is an optional unit that covers the use of a tractor fitted with a front-end loader.
WHAT COULD THIS QUALIFICATION LEAD TO?	
Will the qualification lead to employment, and if so, in which job role and at what level?	This qualification will support progression into employment where safe operation of a tractor is part of the role. Safe operational skills are key to efficient use, good working practice and preventing accidents, leading to business benefits in terms of less machinery damage and down time. However, achievement of this qualification does not replace any legal requirement to obtain a driving licence for operation on the highway.
Why choose this qualification over similar qualifications?	This is a specialist qualification demonstrating the individual is able to safely operate a tractor to a recognised level of competency.
Will the qualification lead to further learning?	Individuals who successfully complete this qualification could go on to increase their level of proficiency through consolidation practice within a working environment, or develop skills in safely operating other land-based machinery, e.g., Level 2 Certificate of Competence in the Safe Use of Tractor Mounted Hedge and Verge Cutters

WHO SUPPORTS THIS QUALIFICATION?

Employer/Higher Education Institutions	The National Farmers Union
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FURTHER INFORMATION	Please refer to the Qualification Handbook, available on the City & Guilds NPTC website, for more information on the structure of this qualification, the content of the units, and assessment.
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Qualification structure

For the **Level 2 Certificate of Competence in Tractor Driving and Related Operations (0014-31)** learners must be trained and assessed in the mandatory unit listed below. If using a loader, they must also be trained and assessed in the elective unit.

Unit number	Unit title	GLH
Mandatory unit		
201	Prepare and operate a tractor and attachments	21
Elective unit		
202	Operate a loader	7

Qualification Endorsement Certification Module numbers

Certification module number	Certification module title
921	Level 2 Certificate of Competence in Tractor Driving and Related Operations

2 Centre requirements

Approval

New centres will need to gain centre approval. Existing City & Guilds centres who do not currently offer this qualification must go through the Qualification Approval (QAP) process. For centres currently offering 0014-07 Level 2 Award in Agricultural Tractor Driving and Related Operations or 0014-08/09 Level 2 Award in Compact Tractor Driving and Related Operations, there is a Fast Track method of approval. Please email qasupport@cityandguilds.com for further information on the approval process

Centre staffing

Staff delivering these qualifications must be able to demonstrate that they meet the following requirements:

- be technically competent in the areas in which they are delivering
- be able to deliver across the breadth and depth of the content of the qualification being taught
- have recent relevant teaching and assessment experience in the specific area they will be teaching, or be working towards this
- demonstrate continuing CPD.

Physical resources

Centres must be able to demonstrate that they have access to the equipment and technical resources required to deliver this qualification and its assessments.

Assessment Guidance for the Assessor

Staff assessing these qualifications must be approved Certificate of Competence City & Guilds NPTC Assessors. They do not have to be independent, but can be, and can have been involved with the training of the Candidate. This qualification can only be assessed by an Assessor who is suitably qualified and meets the requirements of the awarding body.

Certificate of Competence City & Guilds NPTC Assessors must meet the following requirements:

- show competence and provide evidence of industry expertise in the qualification/s they wish to assess
- hold the qualification as a candidate and have been technically evaluated as an Assessor
- be up to date with their verification and relevant first aid
- demonstrate continuing technically relevant CPD

Compliance with these requirements is a pre-requisite for Assessors remaining on the list of approved Assessors.

Verification is a process of monitoring assessment; it is an essential check to confirm that the assessment procedures are being carried out in the way City & Guilds has laid down. The overall aim of verification is to establish a system of quality assurance that is acceptable in terms of both credibility and cost effectiveness and approved Assessors will be subject to a regular visit by the Verifier at a time when assessments are being undertaken.

A selection of assessment reports completed by the Assessor will be evaluated by a City & Guilds approved Quality Consultant.

Safe Practice

Appropriate PPE must be worn at all times

All equipment must be operated in such a way that the Candidate, Assessor, other persons, animals or other equipment are not endangered.

If these conditions are not observed this will result in the Candidate not meeting the required standard.

Validation of Equipment

A Manufacturer's instruction book or other operator's manual should be available for the Candidate to use during the assessment if required.

All equipment being used for this assessment must comply with the relevant requirements of the Provision and Use of Work Equipment Regulations (PUWER) 1998.

Vehicles must comply with department of Transport and road Traffic acts where relevant.

Any appropriate item of machinery complying with current legal requirements is acceptable for the assessment, provided it is suitably equipped for all assessment activities to be carried out.

Age restrictions

This qualification is approved for learners aged 16 – 19, 19+.

3 Administration

Approved centres must have effective quality assurance systems to ensure valid and reliable delivery and assessment of qualifications. Quality assurance includes initial centre registration by City & Guilds and the centre's own internal procedures for monitoring quality assurance procedures.

Consistent quality assurance requires City & Guilds and its associated centres to work together closely; our Quality Assurance Model encompasses both internal quality assurance (activities and processes undertaken within centres) and external quality assurance (activities and processes undertaken by City & Guilds).

External quality assurance

City & Guilds will undertake external moderation activities to ensure that the quality assurance criteria for this qualification are being met. Centres must ensure that they co-operate with City & Guilds staff and representatives when undertaking these activities.

City & Guilds requires the Head of Centre to

- facilitate any inspection of the centre which is undertaken on behalf of City & Guilds
- make secure arrangements to receive, check and keep assessment material secure at all times, maintain the security of City & Guilds confidential material from receipt to the time when it is no longer confidential and keep completed assignment work and examination scripts secure from the time they are collected from the candidates to their dispatch to City & Guilds.

Malpractice

Please refer to the City & Guilds guidance notes *Managing cases of suspected malpractice in examinations and assessments*. This document sets out the procedures to be followed in identifying and reporting malpractice by candidates and/or centre staff and the actions which City & Guilds may subsequently take. The document includes examples of candidate and centre malpractice and explains the responsibilities of centre staff to report actual or suspected malpractice. Centres can access this document on the City & Guilds website.

Examples of candidate malpractice are detailed below (please note that this is not an exhaustive list):

- falsification of assessment evidence or results documentation
- plagiarism of any nature
- collusion with others
- copying from another candidate (including the use of ICT to aid copying), or allowing work to be copied
- deliberate destruction of another's work
- false declaration of authenticity in relation to assessments
- impersonation.

These actions constitute malpractice, for which a penalty (eg disqualification from the assessment) will be applied.

Where suspected malpractice is identified by a centre after the candidate has signed the declaration of authentication, the Head of Centre must submit full details of the case to City & Guilds at the earliest opportunity. Please refer to the form in the document *Managing cases of suspected malpractice in examinations and assessments*. Alternatively please complete the form, JCQ/M1. Copies of this form can be found on the JCQ website: <http://www.jcq.org.uk>

Access arrangements and special consideration

We have taken note of the provisions of equalities legislation in developing and administering this specification.

We can make arrangements so that candidates with disabilities, special educational needs and temporary injuries can access the assessment. These arrangements must be made before assessment takes place.

It is the responsibility of the centre to ensure at the start of a programme of learning that candidates will be able to access the requirements of the qualification.

Please refer to the *JCQ access arrangements and reasonable adjustments and Access arrangements - when and how applications need to be made to City & Guilds* for more information. Both are available on the City & Guilds website:

<http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/access-arrangements-reasonable-adjustments>

Special consideration

We can give special consideration to candidates who have had a temporary illness, injury or indisposition at the time of the examination. Where we do this, it is given after the examination.

Applications for either access arrangements or special consideration should be submitted to City & Guilds by the Examinations Officer at the centre. For more information please consult the current version of the JCQ document, *A guide to the special consideration process*.

Language of examinations

City & Guilds has a responsibility to ensure that candidates can be assessed in the following languages only:

- English
- English in Northern Ireland
- English in Wales.

4 Units

Unit 201

Prepare and operate a tractor and attachments

Level:	2
GLH	21

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to prepare and operate a tractor and attachments safely and to industry standards.

Learning outcomes

In this unit, learners will be able to

1. Know the requirements of risk assessment, legislation and safety when operating a tractor with attachments
2. Carry out pre-start and pre-use checks to a tractor and attachments
3. Operate a tractor and attachments

Scope of content

This section gives details of the scope of content to be covered in the teaching of the unit to ensure that all the learning outcomes can be achieved.

Learning outcome:

1. Know the requirements of risk assessment, legislation and safety when operating a tractor with attachments

Topics:

- 1.1 Site specific hazard and risk assessment
- 1.2 The relevant health and safety legislation in relation to tractor operations
- 1.3 The relevant legal and safety considerations when operating a tractor on or near a public highway
- 1.4 Personal protective clothing and equipment
- 1.5 Safety issues in relation to the preparation and use of tractors and implements

Topic 1.1

Carry out a site-specific hazard and risk assessment:

- Slopes
- Ground conditions
- Contact with moving parts
- Manual handling
- Overhead obstructions
 - Overhead power lines (OHPL)
- Surface obstructions
- People and/or animals
- Ditches/waterways
- Hot components
- Fuel and oil
- Bio hazards
- Dust/fungal spores

Verbal report:

- Evaluate risks
- Implement appropriate control measures
- Confirm that the condition of the site is acceptable
- Confirm who they would report to if the site condition is unsuitable

Topic 1.2

Describe the relevant health and safety legislation in relation to tractor operations:

May include the following:

- Health and Safety at Work Etc. Act (HASAWA):
 - Duties imposed on the employer/employee/others
- Provision and Use of Work Equipment Regulations (PUWER):
 - Machine must be suitable for the task

- Machine must be properly maintained according to manufacturer's recommendations
- Management of Health and Safety at Work Regulations (MHSWR):
 - Risk assessments must be completed and communicated to all relevant persons
- Manual Handling Operations Regulations (MHOR):
 - Avoid manual handling where possible, use safe lifting techniques
- Control of Substances Hazardous to Health (COSHH):
 - fuel handling and protection from contaminants
- Personal Protective Equipment Regulations (PPE):
 - PPE must be provided, maintained and worn
- The Control of Noise at Work Regulations:
 - Hearing protection must be used over 85 decibels (dB)
- Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR):
 - Certain categories of injuries must be reported
- Wildlife and Countryside Act (WCA):
 - Operations must be carried out avoiding disturbance to wildlife
- Health & Safety (First Aid) Regulations:
 - Need for an accident book and knowledge of where it is kept

Topic 1.3

Describe the relevant legal and safety considerations when operating a tractor on or near a public highway:

- Be road legal
- Appropriate vehicle tax/exemption
- Insurance cover
- Operator holds valid driving licence
- Have an orange flashing beacon when driven on unrestricted dual carriageways (other road types subject to individual risk assessment)
- Ensure safe speed appropriate to conditions
- Comply with relevant speed limits
- Four-wheel drive mode disengaged (if applicable)
- Differential lock disengaged
- Independent brakes locked together (if applicable)

Topic 1.4

Select and use the appropriate personal protective clothing and equipment (PPE):

- Safety boots
- Ear defenders
- Dust mask
- Head protection
- Face/eye protection
- Hand protection
- Non-snag clothing
- Any other protection highlighted in the risk assessment

Topic 1.5

Identify safety issues in relation to the preparation and use of tractors and implements:

- Do not enter danger zones or work under unsupported equipment

- If using a remote linkage control the operator must not be in a position whereby injury may be caused by the tractor or implement
- Clear communication is established between driver and assistant

SAFE STOP procedure explained

Learning outcome:

2. Carry out pre-use and pre-start checks to a tractor and attachments

Topics:

- 2.1 The function of all instruments and controls
- 2.2 How to maintain the efficiency of tractor and attachment performance
- 2.3 Checks to the tractor to ensure that it is safe to use

Topic 2.1

Safely mount and dismount from tractor cab using hand and footholds provided (usually facing inwards)

Identify and explain the function of all instruments and controls:

- All internal/external controls and instrumentation applicable to the tractor being used for the assessment

Interpretation of information and warning symbols

Interpretation of decals

Topic 2.2

State how to maintain the efficiency of tractor and attachment performance:

- Ensure air filter is clean
- Effective use of engine speed control
- Appropriate gear selection
- Effective use of engine/transmission management systems (if applicable)
- Use differential lock to prevent wheel slip
- Linkage control systems (e.g. draft control)
- Ensure appropriate tyre pressures for the task
- Use of economy PTO mode

Topic 2.3

Carry out checks to the tractor to ensure that it is safe to use:

- Horn working
- All lights working
- Cab glass undamaged and clean,
- Wipers in working order
- Mirrors clean and undamaged
- Indicators clearly visible and undamaged
- Operator presence controls
- Wheel nuts tight and secure (visual check only)
- Tyre pressures (visual check only)

- Tyres free from excessive wear and damage
 - Lubrication sites identified
 - Absence/severity of oil leaks
 - Battery isolation devices working
- All pre-start checks applicable to the tractor being used for the assessment – as specified in the manual

Explain adjustments made for comfort and safety:

- Mirrors adjusted for clear view
- Steering wheel adjusted to suit operator
- Seat adjusted to suit operator
- Condition and function of seat-belt

Carry out safe starting and stopping procedure:

- Controls in neutral
- Cold starting technique demonstrated or explained
- Engine started
- SAFE STOP procedures followed

Guarding requirements:

- The PTO stub shaft is fully enclosed when not in use
- All guards are secure and undamaged as identified in operator's manual
- Exhaust heat shield is in place and undamaged

Drive a short distance to check to brakes and steering:

- All round observation before moving off
- Brakes checked by driving short distance on level, smooth ground
- SAFE STOP procedures followed

Learning outcome:

3. Operate a tractor and attachments

Topics:

- 3.1 The potential hazards that could arise when using a tractor and the correct procedures/precautions to be observed when driving
- 3.2 Operating a tractor with a trailer
- 3.3 Attaching and detaching three-point linkage mounted implement to the tractor
- 3.4 Attaching and detaching PTO shafts
- 3.5 Post-use tasks

Topic 3.1

Potential risks when driving at speed:

- Loss of control
- Braking distance is increased

Control measures for driving at speed:

- Avoid excessive speed
- Be aware of increased stopping distances and the need to brake earlier
- Using engine braking to slow the machine

Risks when turning:

- Overturning
- Mounted implements colliding with objects
- Trailed implements come into contact with the tractor or other objects

Control measures for turning:

- Avoid sharp turns
- Turns need to be taken slowly
- Make wider turns

Potential risks when driving up or down slopes:

- Tractor could stall or run away
- Loss of traction
- 'jack-knifing'

Control measures for driving up or down slopes:

- Appropriate low gear should be selected before encountering the slope
- Do not de-clutch when descending the slope
- Use auxiliary braking system

Potential risks when driving over rough terrain:

- Load shifting
- Implement/trailer could become detached from tractor
- Weight of attachment could lead to excessive 'bouncing'
- Operator injury

Control measures for driving over rough terrain:

- Maintain low speed to reduce 'bouncing'
- Try to avoid pot holes and bumps
- Load should be secured to prevent movement

Potential risks when driving across slopes:

- Load shifting
- Trailer will tend to slide/pull downhill
- Overturning

Control measures when driving across slopes:

- Maintain slow speed when driving across slopes

- Maintain a low centre of gravity
- Use wide wheel track setting to improve stability of the tractor

Factors taken into account when turning on slopes:

- Severity of the slope
- Stability of the tractor
- Direction of turn
- Type of attachment (i.e. Mounted trailed, full or empty)
- Ground conditions

Topic 3.2

Hitch a trailer to the tractor and connect the hydraulic couplings:

- Visual inspection of trailer
- Reverse tractor to align with trailer drawbar
- Parking brake applied
- Tractor gears put in neutral
- Hydraulic levers are in disengaged position and the system is de-pressurised
- Trailer is hitched properly and that the catches/pins are properly secured
- Weight not carried on hydraulics
- The hydraulic couplings are cleaned
- Correct length of hydraulic pipe and condition
- Correct drawbar length to ensure adequate weight transference
- Hydraulic/pneumatic/electrical couplings correctly connected
- Trailer parking brake is released/wheel chocks removed

Drive the tractor and trailer:

- Select appropriate gear
- Ensure take off is smooth
- Drive at appropriate, safe speed for conditions
- Brake safely
- Manoeuvre safely with awareness of surroundings at all times

Safe tipping:

- The area is checked for hazards
- Reverse the trailer to the specified position for tipping
- Tip the trailer
- Lower the trailer

Park and unhitch trailer:

- Drive the trailer to the parking area, reverse into designated position
- Tractor parking brake is applied
- Tractor is put into neutral gear
- Hydraulic levers are in disengaged position and the system is de-pressurised
- The wheels are chocked/trailer parking brake applied (if applicable)
- Hydraulic/pneumatic pipes and electrics are disconnected and stored correctly
- Trailer is unhitched
- Tractor auto hitch correctly raised and locked
- SAFE STOP procedures followed

Topic 3.3

Factors to consider when using linkage category conversions:

- Compatibility of categories between tractor and implement
- Linkage balls changed
- Bushes/sleeves are used
- Stepped pins are used

Attach a three-point linkage mounted implement to the tractor:

- Attach the three-point linkage using any safe method
- Linkage adjusted to level implement (as appropriate)
- Eliminate undue side play
- SAFE STOP procedures followed

Detach a three-point linkage mounted implement to the tractor:

- Position implement on suitable site
- Ensure parking brake is applied before leaving cab
- The implement is detached using any safe method

Topic 3.4

Statutory guarding requirements for PTO shafts:

- Fully enclosed when attached
- Secured to tractor and implement to prevent rotation

Factors to consider when using PTO shafts:

- Tractor and PTO machine are compatible
- Correct speed stated for implement
- Correct drawbar length to ensure adequate PTO shaft length/overlap/angle
- Correct overlap of sliding shaft and the guards
- Shaft is adequately lubricated
- Use of 'economy mode' explained
- Tractor stub shaft is fully enclosed when no implement is attached

Consequences of operating a PTO machine at incorrect speeds:

- Excess wear on implement
- Excess vibration in cab
- Increased risk of stones/debris being thrown up
- Implement may not achieve desired result

Attach PTO drive to tractor:

- SAFE STOP procedure followed prior to attaching PTO shaft
- Fit power take off shaft to tractor
- Secure power take off shaft guards
- Ensure guards comply with current regulations
- PTO engagement/ disengagement and speed (appropriate to implement)

Detach the PTO from the tractor:

- SAFE STOP procedure followed prior to detaching PTO shaft
- Tractor stub shaft is fully enclosed

Park and secure the machine:

- Move to secure site
- SAFE STOP procedure followed
- Dismount from the tractor safely using correct hand and footholds
- Lock cab (if applicable)
- Isolate battery (if applicable)

Topic 3.5

Regularly cleaning the tractor and equipment:

- Prevents personal contamination
- Prevents corrosion
- Prevents soiling of roads
- Makes visual inspection for damage possible
- Facilitates maintenance and adjustments

Methods of cleaning the machine and attachments:

- A brush
- Compressed/blown air
- Water/pressure washer

PPE required for cleaning operations:

- Eye/face protection
- Safety footwear
- Overall/coverall
- Hand protection
- Dust mask

Reasons for inspecting the machine after use:

- Inspect for wear and damage
- Faults can be identified prior to being used again
- Could prevent another operator from using it if in a potentially dangerous condition

Unit 202

Operate a loader

Level:	2
GLH	7

What is this unit about?

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to carry out the required pre-start checks and operate a loader attached to a tractor.

Learning outcomes

In this unit, learners will be able to

1. Know the legal requirements and pre-start checks for operating a loader attached to a tractor
2. Operate a loader attached to a tractor

Scope of content

This section gives details of the scope of content to be covered in the teaching of the unit to ensure that all the learning outcomes can be achieved.

Learning outcome:

1. Know the legal requirements and pre-start checks for operating a loader attached to a tractor

Topics:

- 1.1 The relevant legal and safety requirements in relation to loader operations
- 1.2 Inspection of loader prior to use
- 1.3 Factors to consider when removing and refitting a loader attachment
- 1.4 Daily maintenance and pre-use checks

Topic 1.1

Legal and safety requirements in relation to loader operations:

- All loaders and loader attachments should be regularly inspected
- Information on lifting capacity and safe working load should be available
- Awareness of overhead hazards
- Safe loader position when moving/operating loader – to maximise visibility, minimise projection and ensure stability
- Awareness of live loads
- Loader should not travel on public highway while carrying a load

Topic 1.2

Inspecting the loader prior to use to establish that it is safe to use:

- Loader attachment pins
- Hydraulic pipes
- Couplings
- Steelwork for signs of wear/fatigue/cracking
- Lubrication points
- Attachment pins
- Loader controls

Reason for regularly checking the attachment of the loader to the tractor:

- Sub-frame attachment bolts and securing devices can work loose and break as they are subject to movement and fatigue

Precaution to consider when using a loader to lift a heavy load:

- Use of rear ballast
- Safe working capacity of loader

Topic 1.3

Factors to consider when removing and refitting a loader attachment:

- Clear communication is established between operator and assistant
- Loader attachment is changed using methods as specified by the manufacturer
- Adopt safe methods at all times
- Safe and accurate use of the hydraulic controls
- Ensure that the attachment is secured safely
- Comply with manual handling regulations during activity

Topic 1.4

Daily maintenance and pre-start checks:

- Daily maintenance and pre-use checks carried out as specified in Unit 201

Visual inspections that tyre pressures are appropriate for loader work

Learning outcome:

2. Operate a loader attached to a tractor

Topics:

2.1 Operation of the loader

Topic 2.1

Operate the loader to place material in a trailer or suitable alternative:

- Follow safe starting procedures
- Fit and secure attachment
- Terrain negotiated safely
- Reversing is carried out safely
- Identify and avoid hazards including overhead power lines
- Trailer positioned to give minimum travel and turning
- Avoid excessive material spillage
- Manoeuvre machine safely
- Ensure all-round observation
- Work within optimum capacity of loader
- Ensure even loading of trailer
- Trailer not overloaded
- Ensure minimum wheel slip/tyre wear
- Avoid contact between loader and trailer
- Clean and tidy work area after loading as necessary
- Remove attachment

Park and secure the machine:

- Move to secure site
- SAFE STOP procedure followed
- Dismount from the tractor safely using correct hand and footholds
- Lock cab (if applicable)
- Isolate battery (if applicable)

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

City & Guilds Centre Manual

This document provides guidance for organisations wishing to become City & Guilds approved centres, as well as information for approved centres delivering City & Guilds qualifications. It covers the centre and qualification approval process as well as providing guidance on delivery, assessment and quality assurance for approved centres.

It also details the City & Guilds requirements for ongoing centre and qualification approval, and provides examples of best practice for centres. Specifically, the document includes sections on:

- the centre and qualification approval process
- assessment, internal quality assurance and examination roles at the centre
- registration and certification of candidates
- non-compliance and malpractice
- complaints and appeals
- equal opportunities
- data protection
- management systems
- maintaining records
- internal quality assurance
- external quality assurance.

Our Quality Assurance Requirements

This document explains the requirements for the delivery, assessment and awarding of our qualifications. All centres working with City & Guilds must adopt and implement these requirements across all of their qualification provision. Specifically, this document:

- specifies the quality assurance and control requirements that apply to all centres
- sets out the basis for securing high standards, for all our qualifications and/or assessments
- details the impact on centres of non-compliance

Our Quality Assurance Requirements document encompasses the relevant regulatory requirements of the following documents, which apply to all UK centres working with City & Guilds:

- Ofqual's General Conditions of Recognition

The **centre homepage** section of the City & Guilds website also contains useful information on

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

Useful contacts

UK learners

General qualification information

E:

learnersupport@cityandguilds.com

International learners

General qualification information

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

E: information@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

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About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Licence to Practice (land-based qualifications) and Learning Assistant (an online e-portfolio).

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