



# **City & Guilds NPTC Level 2 Award in Forest Machine Operations – Skidder (QAN (600/9107/1)**

**Version 1.0 (March 2024)**

**Qualification Handbook**

## Qualification at a glance

<b>Subject area</b>	Forestry and Arboriculture
<b>City &amp; Guilds number</b>	0020
<b>Age group approved</b>	16+
<b>Entry requirements</b>	Candidate must meet minimum age requirements Centers must ensure that any pre-requisites stated in the Who is this qualification for? section are met.
<b>Assessment</b>	To gain this qualification, candidates must successfully achieve the following assessments: <ul style="list-style-type: none"> <li>• One to one practical assessment with oral questioning by an NPTC City &amp; Guilds approved assessor</li> </ul>
<b>Grading</b>	Met/Not Met
<b>Approvals</b>	Full Centre approval required
<b>Support materials</b>	Qualification Handbook (candidates). Assessment materials (approved assessment Centres only).
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last Registration and Certification dates.

Title and level	City & Guilds qualification number	Regulatory reference number	GLH	TQT
City & Guilds NPTC Level 2 Award in the Forest Machine Operations- Skidder	0020-20	600/9107/1	35	40

Version and date	Change detail	Section
1.0 March 2024	Initial version	All

# Contents

<b>Qualification at a glance</b>	<b>2</b>
<b>Contents</b>	<b>4</b>
<b>Introduction</b>	<b>5</b>
Pre-requisite – 0020-30 City & Guilds Level 2 Award in Forest Machine Operations- Base Machines	5
<b>Structure</b>	<b>7</b>
Total Qualification Time (TQT)	7
<b>1 Centre requirements</b>	<b>8</b>
<b>Approval</b>	<b>8</b>
Appeals and Equal opportunities	9
Quality Assurance	9
Learner entry requirements	10
Age restrictions	10
Access arrangements and reasonable adjustments	10
<b>2 Delivering the qualification</b>	<b>12</b>
Initial assessment and induction	12
Support materials	12
<b>3 Assessment</b>	<b>13</b>
Assessment of the qualification	13
Assessment strategy	14
Time constraints	14
<b>4 Units</b>	<b>15</b>
Structure of the units	15
Guidance for delivery of the units	15
Unit 213 Prepare and operate a skidder	16
<b>Appendix 1 Sources of general information</b>	<b>27</b>

# Introduction

This document tells you what you need to do to deliver the City & Guilds NPTC Level 2 Award in Forest Machine Operations- Skidder (0020-20)

Area	Description
Who is the qualification for?	<p>This is an Independently Assessed qualification.</p> <p>Type of Learner: Individuals who operate forestry machinery as part of their work in arboriculture, forestry or other industries. It will provide the individual with the knowledge, understanding and skills required to maintain machinery safely and to industry standards in line with current legislation.</p> <p>Qualification Overview: This qualification is designed specifically for those who wish to Operate Forest Machine Skidders.</p> <p>What you need to do: Candidates to undertake an oral and practical assessment</p>
What does the qualification cover?	<p>This qualification covers the requirements for the correct Operation of Forest Machine Skidders.</p> <p>Please refer to the Qualification Handbook for more detail.</p>
What opportunities for progression are there?	<p>Pre-requisite – 0020-30 City &amp; Guilds Level 2 Base Machine</p> <p>Recommended progression: This qualification will support progression into employment where Operating Forestry machinery 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.</p> <p>Once a candidate has successfully completed this qualification, they will be able to Operate Forest Machine Skidders.</p> <p>Individuals who successfully complete this qualification could go on to increase their level of proficiency through consolidation practice within a working environment.</p>

Area	Description
Who did we develop the qualification with?	Developed with City & Guilds NPTC Stake holders, associates and industry representatives.

Is it part of an apprenticeship framework or initiative? No

---

## Assessment Guidance for the Candidate

A list of registered Assessment Centres is available from City & Guilds NPTC. ([www.nptc.org.uk](http://www.nptc.org.uk))

Assessment is a process by which it is confirmed that the candidate is competent in the unit(s) within the award to which the assessment relates. It is the process of collecting evidence about the candidates capabilities and judging whether that evidence is sufficient to attribute competence.

The Candidate must be registered through the City & Guilds approved Assessment Centre for this qualification prior to the assessment.

## Structure

To achieve the City & Guilds NPTC Level 2 Award in Forest Machine Operations- Skidder (0020-20) learners must achieve:

City & Guilds unit number	Unit title	GLH
---------------------------	------------	-----

### Pre-requisite units:

---

208	Prepare and operate a base machine	N/A
-----	------------------------------------	-----

---

### Mandatory units:

---

Learners must achieve or must have achieved this mandatory unit.

---

213	Prepare and operate a skidder	35
-----	-------------------------------	----

---

## Total Qualification Time (TQT)

Total Qualification Time (TQT) is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected for a learner to demonstrate the achievement of the level of attainment necessary for the award of a qualification.

TQT comprises of the following two elements:

- 1) the number of hours that an awarding organisation has assigned to a qualification for guided learning
- 2) an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but, unlike guided learning, not under the immediate guidance or supervision of – a lecturer, supervisor, tutor or other appropriate provider of education or training.

Title and level	GLH	TQT
City & Guilds NPTC Level 2 Award Forest Machine Operations - Skidder (0020-20)	35	40

---

# 1 Centre requirements

## Approval

### Full approval

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the document **Centre Approval process: Quality Standards** for further information. 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.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before delivering a course programme.

## 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 and must be independent and cannot 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**

Any item(s) equipment used for the assessment must comply with current legal requirements.

Additional information may be sought from the relevant manufacturer's instruction book, operators' manual, product label/database or any other Government/Government Agency publication.

## **Appeals and Equal opportunities**

Centres must have their own auditable, appeals procedures. If a Candidate is not satisfied with the examination conditions or a Candidate feels the opportunity for examination is being denied, the Centre Manager should, in the first instance, address the problem. If, however the

problem cannot be resolved, City & Guilds will arbitrate and a Principal Verifier may be approached to offer independent advice.

All appeals must be clearly documented by the Centre Manager and made available to the Principal Verifier or City & Guilds if advice is required.

Should occasions arise when Centres are not satisfied with any aspect of the verification process, they should contact the Quality Assurance Manager at City & Guilds NPTC, 5-6 Giltspur Street, London, EC1A 9DE, UK. Access to the qualification is open to all, irrespective of gender, race, creed or special needs. Subject to H&S restrictions the Centre Manager should ensure that no learner is subjected to unfair discrimination on any grounds in relation to access to assessment and to the fairness of the assessment. QCA requires City & Guilds to monitor centres to check whether equal opportunities policies are being adhered to.

### **Quality assurance**

Approved centres must have effective quality assurance systems to ensure optimum delivery and assessment of qualifications. Quality assurance includes initial centre approval, qualification approval and the centre's own internal procedures for monitoring quality. Centres are responsible for internal quality assurance and City & Guilds is responsible for external quality assurance. All external quality assurance processes reflect the minimum requirements for verified and moderated assessments, as detailed in the Centre Assessment Standards Scrutiny (CASS), section H2 of Ofqual's General Conditions. For more information on both CASS and City and Guilds Quality Assurance processes visit: the [What is CASS?](#) and [Quality Assurance Standards](#) documents on the City & Guilds website.

### **Learner entry requirements**

As part of the assessment for this qualification, learners must have achieved 0220-30 Forest Machine Operations - Base Machine prior to completing this qualification.

### **Age restrictions**

This qualification is approved for learners aged 16 or above.

### **Access arrangements and reasonable adjustments**

Access arrangements are adjustments that allow candidates with disabilities, special educational needs, and temporary injuries to access the assessment and demonstrate their skills and knowledge without changing the demands of the assessment. These arrangements must be made before assessment takes place.

The Equality Act 2010 requires City & Guilds to make reasonable adjustments where a disabled person would be at a substantial disadvantage in undertaking an assessment.

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>

## 2 Delivering the qualification

### Initial assessment and induction

An initial assessment of each learner should be made before the start of their programme to identify:

- if the learner has any specific training needs
- support and guidance they may need when working towards their qualification.
- any units they have already completed or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the learner fully understands the requirements of the qualification, their responsibilities as a learner and the responsibilities of the centre. This information can be recorded on a learning contract.

### Support materials

The following resources are available for this qualification:

Description	How to access
Candidate Handbook	<a href="http://www.nptc.org.uk">www.nptc.org.uk</a>
Assessment Pack (available only to assessors)	<a href="http://www.nptc.org.uk">www.nptc.org.uk</a>

### 3 Assessment

#### Assessment of the qualification

Assessment types			
Unit	Title	Assessment method	Where to obtain assessment materials
213	Prepare and operate a Skidder	Oral Examination and Practical observation  Centres may use the materials provided by City & Guilds.	<a href="http://www.nptc.org.uk">www.nptc.org.uk</a>

---

## Assessment strategy

City & Guilds has written the practical observations with oral questioning to use with this qualification, live assessment materials can be downloaded by the assessor via the Assessment Pack from the NPTC website.

## Time constraints

The following must be applied to the assessment of this qualification:

Candidates must finish their assessment within 24 months of date of initial registration.

Assessments should take no longer than 1.5 – 3 hours.

Qualification registration is valid for two years.

<b>Summary of responsibilities in the assessment process</b>		
Centre responsibilities	Candidate responsibilities	Assessor responsibilities
A suitable site is made available for the assessment to take place		Ensuring that the site provided is suitable for the assessment to take place
Machinery, equipment and materials are available to enable assessment of all the activities to take place	To be familiar with the machinery/equipment being used for the assessment	Ensuring that the machinery, equipment and materials provided satisfy the assessment requirements
	To bring appropriate Personal Protective Equipment (PPE) to the assessment	Ensuring that candidate's PPE complies with the requirements of the assessment
		The Assessor must ensure a Risk Assessment is carried out, and sufficient control measures implemented.
Any necessary permissions must have been granted, and notifications made as appropriate: (e.g. Forestry Commission, Forest Enterprise, Private owners etc).		All equipment being used for this assessment must comply with relevant requirements of the Provision and Use of Work Equipment Regulations (PUWER) 1998 and Lifting Operations and Lifting Equipment Regulations (LOLER) 1998.

## 4 Units

### Structure of the units

These units each have the following:

- City & Guilds reference number
- title
- level
- guided learning hours (GLH)
- unit aim
- assessment type
- learning outcomes, which are comprised of a number of assessment criteria

### Guidance for delivery of the units

This qualification comprises a number of **units**. A unit describes what is expected of a competent person in particular aspects of their job.

Each **unit** is divided into **learning outcomes** which describe in further detail the skills and knowledge that a candidate should possess.

Each **learning outcome** has a set of **assessment criteria** (performance and knowledge and understanding) which specify the desired criteria that must be satisfied before an individual can be said to have performed to the agreed standard.

## Unit 213

## Prepare and operate skidder

<b>Level:</b>	2
<b>GLH:</b>	35
<b>Assessment type:</b>	Practical activities with oral assessment.
<b>Aim:</b>	The aim of this unit is for the candidate to demonstrate safe operation of a skidder

### Learning outcome

The learner will:

LO1 Be able to work safely (**Criteria 1.1-1.4**)

### Assessment criteria

The learner can:

AC1.1 Identify the hazards and risks associated with the working area, the proposed work and the machine

AC1.2 Use appropriate tools, equipment and personal protective equipment (PPE)

AC1.3 Work in a way which maintains health and safety and is consistent with relevant legislation and industry best practice

AC1.4 Carry out work to minimise environmental damage

### Topic 1.1

Identify hazards (anything with the potential to cause harm) and risks (who might be harmed), relevant to:

The work area/work to be done

Hazards

- power lines
- terrain
- access routes
- chain shot
- risk zones
- struck by timber



- other

Risks:

- others on site
- operator
- public
- other machine operators
- other

The machine:

Hazards

- struck by machine
- access and egress
- moving parts
- hot surfaces
- working at heights
- high pressure fluids
- other

Risks

- public
- operator
- environment
- other

### Topic 1.2

- all tools, equipment and Personal Protective Equipment are used in line with industry good practice e.g. AFAG/HSE.
- during all on site operations PPE in accordance with industry good practice must be worn.

Personal Protective Equipment identified could include:

- safety helmet (if required)
- hearing protection (where needed)
- suitable protective gloves
- protective boots
- non snag outer clothing
- high visibility clothing where risk assessment identifies it
- hand cleaning materials
- first aid kit
- other

### Topic 1.3

- All activities must be completed in a way which protects the operator and those around them.

### Topic 1.4

- It is ensured that any possible environmental damage is minimised at all times during on site operations

---

## Learning outcome

The learner will:

LO2 Be able to operate the skidder (**Criteria 2.1-2.3**)

## Assessment criteria

The learner can:

AC2.1 Check fitting, condition, operation and control system of extraction equipment as fitted to vehicle

AC2.2 Carry out the operation in accordance with the job specification

AC2.3 Manoeuvre the machine on site in a safe and effective way

### Topic 2.1

- nuts, bolts all present
- extraction equipment secured to base
- cracked frame
- report defects
- maintenance records
- greasing
- other

Either

Line skidder:

- rope test certificate
- fair lead rollers/pulleys
- rope compatible with winch
- rope condition
- rope termination
- extraction system
- chokering system is compatible
- chain adjustment and guarding
- PTO guards
- clutch adjustment
- brake adjustment
- free spool adjustment
- other

OR

Grapple

- hydraulic tongs
- hydraulic pipes
- grapple operation
- other

### Topic 2.2

- position tractor

#### Appropriate attachment

Either

Line:

- take out winch cable smoothly
- correct angle/direction of pull
- sequence of chokering
- method of attachment
- choker attached 220mm -300mm (8"-12") from butt/tip end when ground skidding
- if hooked choker is used, the opening should face away from the direction of pull
- surplus slack in chokers adjusted using approved method to maintain ground clearance when load is held against tractor butt plate
- appropriate butt plate pulley selected (if applicable)
- concise instructions to winch operator
- tension cable
- winch in load
- correct use of remote controls where applicable
- safety of operator

OR

Grapple

- assemble load to optimum capacity of equipment
- economy of movement
- ability to extract timber butt or tip first
- position and alignment of grapple
- correct transport height

Transportation

- load position
- avoidance of obstacles and damage to standing crop
- engine speed
- gear selection
- stability of vehicle

Load detachment

- presentation of extracted material for subsequent operations
- parking brake applied
- stacking blade lowered (if fitted)

**Either**

Winch

- release tension, avoiding over run, of the winch rope
- detach chokering system

**OR**

Grapple

- tongs lowered and opened

- Timber retrieval

### Either

#### Line

- appropriate strop
- appropriate pulley
- appropriate anchor point
- appropriate shackle
- risk zones identified
- maximum angle of pull

#### OR

#### Grapple

- N/A

### Topic 2.3

- full safe stop procedure, hand brake on, gears in neutral, key removed and placed in pocket
- dismount safely

## Learning outcome

The learner will:

LO3 Know relevant health and safety legislation and industry good practice (**Criteria 3.1 – 3.5**)

AC3.1 Outline key health and safety legislation and industry good practice

AC3.2 Describe the types of records that may be required for management and legislative requirements

AC3.3 Outline the emergency planning procedures relevant to the working area

AC3.4 Describe how environmental damage can be caused and minimised

AC3.5 Describe the correct methods for disposing of waste

### Topic 3.1

Outline key points from the legislation listed below:

Health and Safety at Work Act (HSWA) (1974):

- general duties for employers and employees
- maintain safe places of work
- other

Provision and Use of Work Equipment Regulations 1998 (PUWER 98):

- record keeping
- operators adequately trained
- equipment fit for purpose

- other

Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 1995 (RIDDOR)

- reporting of accidents
- reporting of dangerous occurrences
- other

Working at Heights

- adequate precautions taken for safe working procedures
- any height constitutes working at heights
- other

Control of Substances Hazardous to Health (COSHH) Regulations (2002)

- correct PPE to be identified
- correct storage and application
- disposal
- other

Industry Good Practice

- Arboriculture Forestry Advisory Group (AFAG) information
- Health and safety in forestry
- Forest and water guidelines
- Operators manual

Lone working

- effective communication system
- fail to safe system
- reporting in times

Line contact possible procedures

- where possible, drive away to safe area
- if safe, stay in machine and contact power company/supervisor
- jump from machine, bunny hop as far as possible

Power lines

- designated crossing point (goal posts)
- liaison with power companies
- site maps
- AFAG
- electricity at work
- other

### **Topic 3.2**

Records:

- logbook
- service logbook
- time sheet
- maintenance schedule
- other

### **Topic 3.3**

Emergency planning procedures for a site could include:

- location name
- grid reference
- designated meeting place
- site location name
- nearest access point
- street name/district
- type of access
- suitable helicopter landing area
- phone number of nearest doctor
- location and phone number of nearest accident and emergency hospital
- works manager contact details
- your own contact number

### Topic 3.4

Environmental damage may be caused by:

- incorrect storage of fuel and oil
- defective machinery
- poor work practices
- oil and fuel spillages
- other

Environmental damage may be prevented by:

- following principles of industry good practice
- good housekeeping
- appropriately trained operators
- spill kits are available
- other

### Topic 3.5

Disposal of waste from workplace activities may include

- use of designated waste/recycle bins
- waste oils placed in approved containers for disposal
- other

## Learning outcome

LO4 Know how to operate the skidder (**Criteria 4.1 – 4.4**)

The learner will:

AC4.1 Explain the fitting, condition, operation and control system of the extraction equipment

AC4.2 Explain the procedure for woodland driving

AC4.3 Explain alternative methods of chokering to the one used, where appropriate

AC4.4 Explain the procedure for debogging

## Topic 4.1

- nuts, bolts all present
- extraction equipment secured to base
- cracked frame
- report defects
- maintenance records
- control system
- warning/safety decals
- guarding requirements
- oil levels checked (if applicable)
- greasing
- other

Either

Line skidder:

- rope test certificate
- fair lead rollers/pulleys
- rope compatible with winch
- rope condition
- rope termination
- extraction system
- chokering system is compatible
- chain adjustment and guarding
- PTO guards
- clutch adjustment
- brake adjustment
- free spool adjustment
- other

OR

Grapple:

- hydraulic tongs
- hydraulic pipes
- grapple operation
- other

## Topic 4.2

AFAG guides and industry best practice are to be referred to for Overhead hazards

- safety belt fastened (if fitted)
- stacking blade/butt plate fully raised (if fitted)
- choice of gear/engine speed
- use of differential lock
- negotiation of stacks
- negotiation of uphill slopes
- negotiation of downhill slopes
- negotiation of side slopes

- use of independent brakes
- overhead hazards
- other

### Topic 4.3

Alternative methods may include

- polypropylene
- chains
- wire rope
- other

### Topic 4.4

Self recovery:

- selection of equipment
- choice of anchor for debogging
- direction of winch rope through pulley
- correct gear engaged
- use of hand throttle
- correct winching/driving techniques
- vehicle stability
- equipment re-stowed on vehicle after use

Other vehicle:

- selection of equipment
- appropriate attachment point
- choice of anchor for debogging
- direction of winch rope through pulley
- correct gear engaged
- use of hand throttle
- correct winching/driving techniques
- vehicle stability
- equipment re-stowed on vehicle after use

Powered or hand winch:

- selection of equipment
- choice of anchor for debogging
- direction of winch rope through pulley
- correct gear engaged
- use of hand throttle
- correct winching/driving techniques
- vehicle stability
- equipment re-stowed on vehicle after use



# Unit 213 Prepare and operate a Skidder

## Supporting information

### Evidence requirements

One to one practical assessment with oral questioning by an NPTC City & Guilds approved assessor.

### Unit guidance

Candidates must successfully achieve all assessment activities in their chosen unit(s).

### Safe Practice

Assessors must hold a current 'First Aid at Work' Certificate.

It is strongly recommended that Candidates hold at least a recent, recognised 'Emergency First Aid' Training Certificate.

All forest machines used in the assessments must comply with relevant Forest Industry Safety Accord (FISA) Safety Guides

Candidates should be familiar with the machine that they are going to operate.

Appropriate Personal Protective Equipment (PPE) must be worn at all times.

A First Aid kit meeting current regulations, of the appropriate size for the number of persons on site, must be available.

The Assessor must ensure a Risk Assessment is carried out, and sufficient control measures implemented.

Any necessary permissions must have been granted, and notifications made as appropriate: (e.g. Forestry Commission, Forest Enterprise, Private owners etc).

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

Information may be sought from the relevant operator manuals or any other appropriate training or safety publication.

Provision must be made to avoid the risk of environmental pollution and adequate control measures must be implemented. (a suitable response kit to be available on the machine)

It is the responsibility of the Assessor and the Candidate to ensure that any additional requirements and provisions are met as relevant to this qualification.

Whenever the Candidate leaves the base machine, the parking brake must be applied.

When the Base Machine is parked and left unattended, or any attachments/detachments of equipment, must carry out the safe stop procedure.

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

All ancillary equipment, when detached must be left in a safe and stable condition.

Candidates must comply with current regulations when working at heights regulations 2005 amended

The assessment is carried out in accordance with the safety guidelines laid down in Arboriculture and Forestry Advisory Group (AFAG) Safety Guides, Health and Safety publications and current machinery directives.

A breach of Health and Safety that puts any person at risk during the assessment process will result in the assessment being terminated and the Candidate not meeting the required standard

Initial tonnage is measured on unladen vehicle weight

**Candidates who undertake this assessment and have met the requirements are reminded of their legal obligation to receive/undertake appropriate additional training in the use of any equipment that differs from that used during the assessment, but which they are nevertheless qualified to use.**

### **Suggested learning resources**

Forest Industry Safety Accord FISA Guides.

Manufactures handbooks, manuals.

Safety bulletins.

## 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 [Centre document library](#) on [www.cityandguilds.com](http://www.cityandguilds.com) or click on the links below:

### **Centre Handbook: Quality Assurance Standards**

This document is for all approved centres and provides guidance to support their delivery of our qualifications. It includes information on:

- centre quality assurance criteria and monitoring activities
- administration and assessment systems
- centre-facing support teams at City & Guilds/ILM
- centre quality assurance roles and responsibilities.

The Centre Handbook should be used to ensure compliance with the terms and conditions of the centre contract.

### **Centre Handbook: Quality Assurance Standards**

This document sets out the minimum common quality assurance requirements for our regulated and non-regulated qualifications that feature centre-assessed components. Specific guidance will also be included in relevant qualification handbooks and/or assessment documentation.

It incorporates our expectations for centre internal quality assurance and the external quality assurance methods we use to ensure that assessment standards are met and upheld. It also details the range of sanctions that may be put in place when centres do not comply with our requirements or actions that will be taken to align centre marking/assessment to required standards. Additionally, it provides detailed guidance on the secure and valid administration of centre assessments.

### **Access arrangements: When and how applications need to be made to City & Guilds**

provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **Centre document library** also contains useful information on such things as:

- conducting examinations
- registering learners
- appeals and malpractice.

### **Useful contacts**

Please visit the Contact us section of the City & Guilds website, **Contact us**.

## City & Guilds

For over 140 years, we have worked with people, organisations and economies to help them identify and develop the skills they need to thrive. We understand the life-changing link between skills development, social mobility, prosperity and success. Everything we do is focused on developing and delivering high-quality training, qualifications, assessments and credentials that lead to jobs and meet the changing needs of industry.

We partner with our customers to deliver work-based learning programmes that build competency to support better prospects for people, organisations and wider society. We create flexible learning pathways that support lifelong employability because we believe that people deserve the opportunity to (re)train and (re)learn again and again – gaining new skills at every stage of life, regardless of where they start.

The City & Guilds community of brands includes Gen2, ILM, Intertrain, Kineo and The Oxford Group.

## Copyright

The content of this document is, unless otherwise indicated, © The City & Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and learners studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching learners working towards a City & Guilds qualification, or for internal administration purposes
- learners may copy the material only for their own use when working towards a City & Guilds qualification.

The Standard Copying Conditions (see the City & Guilds website) also apply.

Contains public sector information licensed under the Open Government Licence v3.0.

Published by City & Guilds, a registered charity established to promote education and training.

City & Guilds of London Institute  
Giltspur House  
5–6 Giltspur Street  
London  
EC1A 9DE

**[cityandguildsgroup.com](http://cityandguildsgroup.com)**