City & Guilds Level 3 Certificate of Competence in Utility Arboriculture Basic Electrical Knowledge (0038-30)

April 2023 version 1.2

Qualification Handbook

Qualification at a glance

Industry area	Arboriculture
City & Guilds number	0038-30
Age group	16-18, 18+, 19+
Entry requirements	N/A
Assessment	To gain this qualification, candidates must successfully achieve the following assessments: • One to one practical assessment with oral questioning by an NPTC City & Guilds approved assessor
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 Walled Garden and is subject to end dates.

Title and level	Size (GLH)	TQT	City & Guilds qualification number	Ofqual accreditation number
City & Guilds Level 3 Certificate of Competence in Utility Arboriculture Basic Electrical Knowledge	16	17	0038-30	603/7885/2

Version and date	Change detail	Section
1.0 December 2021	First version	
1.1 March 2022	Topic 1.1 amended to 'All PPE should conform to latest standards'	4
1.2 April 2023	Age range update	Qualification at a glance Centre requirements

Contents

1 Introduction

Purpose of this qualification?

The following purpose is for the **City & Guilds Level 3 Certificate of Competence in Utility Arboriculture Basic Electrical Knowledge (603/7885/2).**

Area	Description
OVERVIEW	
Who is this qualification for?	Individuals who operate around utility services as part of their work in arboriculture, forestry, or other industries. It will provide the individual with the basic electrical knowledge, understanding required for safe working in the identified Industries.
What does this qualification cover?	It covers hazards, risks, controls, emergency planning, legislation, equipment and resources, tree types and condition, safety documentation, ground clearance and safety zones, tree electrical categories, overhead line components, industry good practice, roles and responsibilities.
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 working around utility services 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.
Why choose this qualification over similar qualifications?	This is a specialist qualification demonstrating the individual is able to safely carry out duties associated with working around utility services 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 other skills within the Utility Arboriculture suite of qualifications.
WHO SUPPORTS THIS QUALIFICAITON?	
Employer/Higher Education Institutions	The Arboricultural Association
FURTHER INFORMATION	Please refer to the City & Guilds NPTC website, for more information on the assessment.

Qualification structure

For the **City & Guilds Level 3 Certificate of Competence in Utility Arboriculture Basic Electrical Knowledge** learners must be trained and assessed in the unit listed below.

Unit number	Unit title	GLH
Learners must achieve		
301	Utility arboriculture basic electrical knowledge	16

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 City & Guilds Level 3 Certificate of Competence in Utility Arboriculture (UA10 Unit UA1) 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 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) of 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.

Age restrictions

This qualification is approved for learners aged 16-18, 18+, 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 (e.g., 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 301 Utility arboriculture basic electrical knowledge

Level:	3
GLH	16

What is this unit about?

The aim of this unit is to provide the learner with the basic electrical knowledge and understanding required for working in the utility arboriculture industry.

Learning outcomes

In this unit, learners will be able to

1. Understand basic electrical knowledge for utility arboriculture

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. Understand basic electrical knowledge for utility arboriculture

Topics:

Topic 1.1 Risk assessment, hazards, risks, controls, emergency planning and personal protective equipment (PPE)

Topic 1.2 Proximity zones, vicinity zones, live zones

Topic 1.3 Equipment, designated work area and factors to consider when carrying out ground-based operations

Topic 1.4 Tree types and condition

Topic 1.5 Using ladders and ropes

Topic 1.6 Emergencies in the workplace and rescuing a person

Topic 1.7 Permit to Work (PTW)/ Permit for Work (PFW)

Topic 1.8 Safety document and safety points

Topic 1.9 Ground clearances, trees electrical categories, dangers working in live zones

Topic 1.10 Overhead line components

Topic 1.1

The risk assessment process may contain the following five steps:

- Identify the hazards
- Decide who might be harmed and how
- Evaluate the risks and decide on precautions
- Record the findings and implement them
- Review and update the assessment as necessary

Identify hazards, risks, and controls relevant to the site and task.

The requirements of risk assessment for safe tree working in proximity to overhead electric lines may include:

Generic risk assessments:

- Often repeated tasks and procedures
- Use of chainsaws and machinery e.g., woodchippers
- Procedures for working at height
- Procedures for live line or deadline working
- Other

Site specific risk assessment:

- Details hazards that are specific to the site, tasks, and work
- Safety of public, property and environment
- Details of trainees and supervisory levels
- Other

Electrical risk assessment:

- Electrical and tree related hazards clearly separated
- Justification for any live working proposed

- Category of tree works clearly defined
- Other

Requirements for appropriate site supervision may include:

- Name of operative(s) being supervised- age if relevant
- Operations being supervised
- The supervisor(s)
- The level of supervision
- Details documented e.g., within risk assessment
- Arrangements agreed with network operator
- Other

Emergency planning relevant to a work site may include:

- Site location
- Grid reference
- What three words
- Designated meeting place
- Nearest access point
- Street name/district
- Type of access (public road/light vehicles, four-wheel drive)
- Suitable helicopter landing area
- Phone number of nearest doctors
- Location of nearest accident and emergency hospital and phone number
- Works manager contact details
- Your own contact number/mobile number
- Other

Personal Protective Equipment (PPE) that is required where appropriate maybe:

- High visibility clothing
- Head protection
- Eye protection
- Hand protection
- Foot protection
- Hearing protection
- Specialist equipment as specified by the network operator
- All PPE should conform to latest standards

Topic 1.2

Proximity zone one:

- Includes all the trees that are to be felled that are within two tree lengths of any live equipment

Proximity zone two:

- Includes all the trees that are to be dismantled, pruned, or have other arboricultural work carried out on them that are within:
  - 9m of any live equipment up to and including 66kV
  - 15m of any live equipment greater than 66kV
- Only certified and competent operatives may work within proximity zones without appropriate supervision of the network operator

Factors to consider when applying the proximity zone distance to a task:

When felling:

- Network operator must be advised if work is to take place within the proximity zones
- Distance is measured horizontally from a point directly beneath the nearest conductor to the base of the tree

Where machinery is being used:

- Stated distances will be measured to the nearest point to the line that any part of the machine or load can reach

On sloping ground:

- Increase the distance to allow for the effect of the slope so that task can still be carried out safely
- The distance must be reassessed on the re-commencement of work

Definition of the vicinity zone:

- The zone around an exposed live circuit conductor which if maintained will prevent the danger of burn or electric shock.
- The live zone is included within the measurement of the vicinity zone

The vicinity zone distances for the following range of voltages are:

- LV = 1m
- 11kV = 2m
- 33kV = 2.5m
- 66kV = 3m
- 132 kV = 3.5m
- 275 kV = 4m
- 400 kV = 5m

Factors to consider when applying the vicinity zone distance to a task maybe:

- Different measurements for different voltages
- The higher the voltage the greater the distance so always select the greater distance if there is doubt about the voltage
- If the vicinity zone distance is maintained, it will prevent injury
- Other

Definition of the live zone is:

- The zone around an exposed live circuit conductor where there is danger of burn or electric shock if any part of a person's body or non-insulated tools, they are using enters the zone

The live zone distances for the range of voltages are:

- **LV = 0.3m
- **11kV = 0.8m
- **33kV = 0.8m
- 66kV = 1.0m
- 132kV = 1.4m
- 275kV = 2.4m
- 400kV = 3.1m

Topic 1.3

How to prevent injury to site personnel may include:

- Ensure the work is carried out as defined by the risk assessment / method statement
- Maintain safety distances
- Always maintain awareness of vicinity zones, particularly when moving and handling timber and branches.
- Locate underground cables and protect where necessary (steel plates, blocks of wood)
- Locate other utilities (gas, plant water, sewer)

Factors to consider when working in the designated area and when leaving the site safe for others may include:

- Ensure work does not interfere with other parties
- Always maintaining the general safe condition of the site during and after work
- Ensure logs/brash/chippings are stacked clear of the line
- Access points/egress points kept clear
- Remove site spoil where appropriate
- Fences, ditches, paths, young trees, badger setts etc. Must be left undamaged
- Tools and equipment all removed from site
- Any hanging branches removed
- Other

Factors to consider when carrying out ground-based operations maybe:

- Do not point chipper discharge shoot towards conductors or equipment
- Do not leave long branches on site where there is a possibility of them being handled later and breaching the vicinity zone
- Ensure that a clear path is left under conductors to allow access for future patrols and maintenance
- Do not stack timber adjacent to substation boundary fences that may allow climbing access
- Ensure that hanging branches are not left as a hazard for others
- Other

Topic 1.4

Tree type and condition may change the electrical danger because:

- Species – different sap levels e.g., willow high sap
- Spring - rising sap levels
- Full leaf/dead tree
- Trees with leaves may come into contact with the overhead line
- Other

Topic 1.5

Factors to consider when using ladders adjacent to overhead lines may include:

- Do not use metal ladders
- Wet/dirt on wooden ladders increases conductivity
- Fibre glass ladders may offer better protection but are not rated as insulated
- Always carry in a horizontal position as close to the ground as possible
- Never allow ladders to enter the vicinity zone
- Ladders must be of a type/ construction approved by the network operator and only used in accordance with permitted procedures
- Other

Safety considerations when using ropes adjacent to overhead lines may include:

- Rope material – no ropes are rated as insulated

- Wet ropes increase conductivity
- Dirty ropes increase conductivity
- Other

Ways to reduce the danger when working with ropes near to overhead lines may include:

- Ropes should only be placed in trees using insulated rods
- Never use lines/throw bags
- Never throw ropes from the ground
- All ropes in use must be secured so that they do not enter the vicinity zone
- All ropes used in climbing must be used on the side of the tree away from the line
- Other

Topic 1.6

Actions to be taken in the event of an emergency in the workplace may include:

- Stop work
- Assess the situation
- Do not endanger yourself or other people
- Inform first aiders
- Follow emergency procedures
- Contact emergency services
- Contact the network operator/landowner
- Informing supervisor
- Other

Emergency equipment required on site may include:

- Telephone (with signal)
- First aid kit
- Fire extinguisher
- Spill kit
- Rescue equipment
- Other

Emergency action required following contact by either machinery, trees, equipment or personnel with live overhead lines or underground cables may include:

- Keep everyone at least five meters away from the scene of the incident
- Do not become a victim by going too close or attempting a rescue
- Be aware that the high voltage auto re-closer circuit breaker may have switched power back on and there will be a voltage gradient in the ground
- Post a watchperson (if applicable)
- Do not touch any broken conductors or equipment
- **Contact network operator/owner of overhead line so the line can made dead
- **Only approach a casualty after the overhead line has been proven dead and earthed by the network operator
- ** Contact supervisor/line manager
- Other

The action to take when rescuing a person from a low voltage line is:

- Consider pulling the persons or conductors clear using approved insulated rods – minimum of three 1.2m sections

The action to take when rescuing a person from a high voltage line is:

- No attempt should be made to rescue the person if they are in contact with a high voltage line
- The circuit may also auto-re-close and there will be a voltage gradient in the ground
- Only approach a casualty after the overhead line has been proven dead and earthed by the network operator

Information that needs to be given to the network operator for the line to be made dead in case of emergency may include:

- Your name
- Explain what has happened
- Ask for the line to the made dead
- Give accurate location
- Give an accurate grid reference
- Give name and or number of overhead line
- Give pole numbers/equipment id
- Transformer/switch name/number
- Describe damage you can see
- Other

Additional information that needs to be given to the emergency services in the event of an injury may include:

- Nature of the incident
- Details of casualties
- Accurate grid reference/what three words
- Access/meeting points
- Other

Reasons why emergency procedures need to be documented may include:

- Emergency services can find casualty quickly
- Network operator can de-energise line quickly
- Emergency services can be contacted quickly
- Minor casualties can be taken to A&E quickly
- All operatives to have access to emergency procedure
- Other

Suitable location where the emergency procedure should be kept may include:

- Kept on site in an easily accessible place
- Contained within the risk assessment
- Somewhere everybody can access it
- Other

Topic 1.7

What conditions must be met for a Permit to Work (PTW)/ Permit for Work (PFW) to be issued are:

- Issued for work on dead, earthed, high voltage equipment

Key aspects of a Permit to Work maybe:

- Issued by a network operator appointed person
- Received by a network operator appointed person
- Describes the work to be carried out
- Describes the limit of the work and safety precautions to be applied
- It describes the equipment (spans etc.) Which can be worked on safely

- Shows limitations of the work area
- Identifies that the overhead line is earthed
- It shows where the high voltage is isolated
- Shows the location of the circuit main earth
- When all work is complete, document is cleared, and staff informed

Topic 1.8

Points to consider when working under the control of a safety document maybe:

- Know the limits of the work area identified
- Cease work immediately following instruction from the safety document holder
- Leave site only after agreement with the holder of the safety document
- Report back to safety document holder on returning to the site (the work arrangements may have changed, or the line may have been re-energized)
- Everyone on the site working under the safety document needs to understand its contents.
- Other

Safety points when proving the line dead and applying earths may include:

- Demonstrates that the overhead line is dead and safe for work
- Must be applied before work starts
- Must be seen from the point of work.
- Any equipment without an earth must be treated as live
- Circuit main earths must not be disturbed during work
- Additional earths may be moved to cover the works

Topic 1.9

Minimum ground clearances for overhead lines are:

- LV = 5.2m
- 11kV = 5.2m
- 33kV = 5.2m
- Roads = 5.8m
- Jumpers = 4.3m

Tree categories

Category A:

- Trees within the vicinity zone (including the live zone) at or above the level of conductors or associated equipment

Category B:

- Trees outside but capable of breaching the vicinity zone (including the live zone) adjacent to conductors or associated equipment

Category C:

- Trees within the vicinity zone (including the live zone) that are beneath the conductors or associated equipment

Category D:

- Trees outside the vicinity zone with no potential of breaching the vicinity zone

Documents for reference may be:

- G55
- Distribution Safety Rules (DSR's)

- Operational Practice Manual (OPM's)

Dangers that must be considered when working on trees where any part is in the live zone maybe:

- Trees may be live at ground level
- Trees may be weakened by charring or could catch fire
- Overhead line conductors maybe damaged
- Other

Reasons for assessing clearance distances accurately maybe:

- Maintain and determine safety distances
- Accurately categorize trees
- Remove cut material to specified lengths
- Other

Distances can be assessed by:

- Reference to known distances
- Conductor spacing
- Length of approved insulated rods
- Electronic / surveying devices
- Other

Working on trees where any part is in the live zone can be carried out safely by:

- Asking the network operator to make the line dead
- Carrying out work under an approved network operator procedure and where a justification process allows the work to be carried out with the line live

Topic 1.10

High voltage overhead line identified associated risks:

- High voltage conductors between poles
- Supporting steelwork at the pole top
- Stay wires above the 'in-stay' insulator

Low voltage overhead line identified associated risk:

- Low voltage conductors between poles
- Supporting steelwork at the pole top
- Stay wires above the 'in-stay' insulator
- Street lighting

Transmission tower lines identified associated risks:

- High-voltage conductors between towers
- Damaged insulators at each tower
- Jumpers connecting one part of the line to another

Transformer identified associated risks:

- High voltage bushings on the transformer
- Low voltage bushings on the transformer
- Connecting jumpers from the high- voltage lines
- Connecting jumpers are lower than the minimum overhead line ground clearance
- Vicinity zone close to ground

Cable terminal pole high voltage and low voltage identified associated risks:

- High voltage bushings on the pole box or cable termination
- Jumpers connecting the cable to the overhead line
- Supporting steelwork at the pole top
- Damage to the cable at ground level

High voltage and low voltage jumpers identified associated risks:

- Any jumpers that come down the pole and connect to other equipment.
- All jumpers that connect one line to another

Air brake switch (pole top mounted or under slung) identified associated risks:

- Jumpers that connect the overhead line to the air brake switch.
- Supporting steelwork at the pole top
- Operating handle that comes down the pole to ground level
- Open/closed

Aerial bundled conductor identified associated risks:

- Damaged to the conductor insulation
- Conductor terminations may be exposed
- Must be always treated as live

High voltage and low voltage fuses identified associated risks:

- Fuse unit
- Live equipment above or inside the fuse unit even when fuse removed

Auto reclosers/pole mounted circuit breaker identified associated risks:

- High-voltage bushings
- Jumpers connecting the auto recloser /pole mounted circuit breaker to the overhead line

Primary and grid substation identified associated risks:

- Damage to ‘un-climbable’ fence
- Unauthorised access
- Live equipment at low level
- Ground mounted high voltage equipment

Substation (transformer) identified associated risks:

- Damage to any cable connected to the substation high voltage/low voltage
- Damage to substation plant and equipment

Underground cables identified associated risks:

- Shallow cable depth
- Any cable damage caused by digging, ground anchors, fencing etc
- Cable damage if suitable methods of locating not used (network operator plans, cable locator e.g., CAT/JENNY

HV high voltage earths and LV low voltage bonds identified associated risks:

- Any equipment without an earth must be treated as live

The hazards of high voltage earths:

- Be aware if either; the earth is disconnected at ground level before removal from the overhead line
- The earth is disconnected at the ground level during the period of the work

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 online
- **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	T: +44 (0)121 503 8993 **E: business@cityandguilds.com**

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: **feedbackandcomplaints@cityandguilds.com**

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.

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