



City & Guilds NPTC Level 2 Award in Forest Machine Operations – Processing Timber (Mobile) QAN (600/0428/4)

Version 1.0 (March 2024)

Qualification Handbook

Qualification at a glance

Subject area	Forestry and Arboriculture
City & Guilds number	0020
Age group approved	16+
Entry requirements	Candidate must meet minimum age requirements Centers must ensure that any pre-requisites stated in the Who is this qualification for? section are met.
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	Met/Not Met
Approvals	Full Centre approval required
Support materials	Qualification Handbook (candidates). Assessment materials (approved assessment Centres only).
Registration and certification	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 Forest Machine Operations – Processing Timber (Mobile) QAN (600/0428/4)	0020-31	600/0428/4	35	40

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

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Introduction

This document tells you what you need to do to deliver the City & Guilds NPTC Level 2 Award in Forest Machine Operations- Processing Timber (Mobile) (0020-31)

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 to Process Timber.</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 Machines to Process Timber.</p> <p>Please refer to the Qualification Handbook for more detail.</p>
What opportunities for progression are there?	<p>Pre-requisite – 0020-30 City & 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 Machines to Process Timber.</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)

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- Processing Timber (Mobile) (0020-16) learners must achieve:

City & Guilds unit number	Unit title	GLH
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Pre-requisite units:

208	Prepare and operate a base machine	N/A
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Mandatory units:

Learners must achieve or must have achieved this mandatory unit.

219	Prepare and operate machinery to process timber	35
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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.

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City & Guilds NPTC Level 2 Award in Forest Machine Operations – Processing Timber (Mobile) (0020-31)	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	www.nptc.org.uk
Assessment Pack (available only to assessors)	www.nptc.org.uk

3 Assessment

Assessment of the qualification

Assessment types			
Unit	Title	Assessment method	Where to obtain assessment materials
219	Prepare and operate machinery to process timber	Oral Examination and Practical observation Centres may use the materials provided by City & Guilds.	www.nptc.org.uk

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.

Summary of responsibilities in the assessment process		
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 219 Prepare and operate machinery to process timber

Level:	2
GLH:	35
Assessment type:	Practical activities with oral assessment.
Aim:	The aim of this unit is for the candidate to demonstrate safe operation of machinery to process timber

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 and the proposed work

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

AC1.3 Carry out work specification in accordance with relevant legislation, industry good practice and maintains health and safety

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

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

The machine

Hazards

- struck by machine
- access and egress
- moving parts
- hot surfaces
- working at heights
- spillages
- 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 select, prepare and manoeuvre machinery (**Criteria 2.1, 2.3**)

Assessment criteria

The learner can:

AC2.1 Carry out pre and post-start checks to test all operating functions of the equipment

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

Topic 2.1

Planning work may include:

- with minimal damage to the worksite
- standing trees
- tracks
- roads
- drains
- environment
- in accordance with the site and job specification
- other

Utilise additional safeguards such as:

- barriers
- banksman
- signs
- other workers
- risk zone e.g. adjacent roads and tracks
- other

Pre and post start checks on base machine according to the operators handbook and to include:

- machine on level ground
- ensure machine services in neutral and lowered where applicable
- engine stopped and key removed
- check engine oil, transmission/hydraulic oil, coolant and fuel level, engine air filter
- importance of cleanliness
- seat, steering mechanism and mirror adjustment
- operator seat restraint is functional (where applicable)
- check operator protection systems
- check relevant access and egress points

- check wheel nuts
- check pin bush wear and security
- check for cracks/fatigue
- check for hydraulic leaks
- security of components
- check safety decals
- LOLER certificate (if required)
- radiators (coolant and hydraulic)
- fuel filters and/or water trap
- grease where and when appropriate

Check security of loader to base

- bolts cracks leaks

Check security of loader attachment

- bolts cracks

Check attachment

- security
- condition
- hydraulic leaks
- pin and bushes
- pipe work
- guarding

Maintenance of machine

Chassis

- cracks
- pin security
- bushes
- cylinders
- attachment
- loose or broken bolts
- cables and connections
- guarding

Saw chain (if fitted)

- sharpness
- tension (if applicable)
- wear and tear
- broken tie straps
- lubricant
- guarding

Guide bar (if fitted)

- straight
- overheating
- sprocket
- nose
- lubricant

Sheers (if fitted)

- sharp
- cracks
- straight
- alignment
- lubricant
- guarding

Circular saw (if fitted)

- sharp
- straight
- cracks
- missing teeth
- set
- lubricant
- guarding

Blades

- sharp
- straight
- cracks
- missing blades
- balance
- lubricant
- guarding

Hydraulic hoses

- leaks
- cracks
- cuts
- abrasions
- security
- guarding

Environmental considerations

- disposal
- storage of oils on site
- spill kit mats used

Topic 2.3

Candidate to drive or manoeuvre machine

- safe egress
- stop in accordance with manufacturers recommendations
- appropriate gear selection
- smoothness of take off
- drive in a straight line
- left and right turn
- reverse
- appropriate speed for conditions
- appropriate use of brakes
- parking brake applied and effective
- stop in accordance with manufacturers recommendations
- safe egress

Learning outcome

The learner will:

LO3 Be able to process timber (**Criteria 3.1 – 3.2**)

Assessment criteria

The learner can:

AC3.1 Process the timber in accordance with the job specification

AC3.2 Use machinery in accordance with relevant legislation and manufacturer's instructions

Topic 3.1

Process timber according to job specification:

- safely and efficiently
- methodically
- products are produced within the set standard
- products segregated
- ensure that any damage to the remaining standing trees or to the environment is minimal
- saw not to be pointed at cab, where applicable
- position machine correctly, safely and effectively
- measuring device zeroed before processing begins (if applicable)
- other

Topic 3.2

Use machinery in accordance:

- relevant legislation and manufacturer's instructions
- other

Learning outcome

The learner will:

LO4 Know how to prepare machinery (**Criteria 4.1, 4.3**)

Assessment criteria

The learner can:

AC4.1 State the safety requirements, routine and functional checks required for machine and operator protection

AC4.3 Explain the implications of terrain, ground conditions, season and weather on planning

access routes and driving the machine

Topic 4.1

Level ground

- all fluid levels can be accurately checked
- other

Machine Services

- security
- unauthorised third party operation
- other

Cleanliness

- personal contamination
- system contamination
- other

Adjustment

- ergonomics
- visibility
- other

Restraint systems

- personal safety
- HSE requirement
- other

Operator protection systems

- roll over protective structure (ROPS)
- falling object protective structure (FOPS)
- operator protection structure (OPS)
- other

Access and Egress

- operator safety
- PUWER
- other

Wheel nuts

- visually
- torque wrench
- operators handbook

Topic 4.3

Route planning may be achieved by assessing:

Terrain

- roughness, slope
- other

Ground conditions

- match ground conditions (ground bearing capacity)
- other

Season and weather

- winter, summer

- other

Learning outcome

The learner will:

LO5 Know how to process timber (**Criteria 5.1 – 5.3**)

Assessment criteria

The learner can:

AC5.1 Describe how to gather and select material effectively

AC5.2 Describe how to process timber

AC5.3 Describe how to ensure end product meets specification

Topic 5.1

- minimise machine travel
- identify tree species
- gather material to maximise machine output (if applicable)
- maximise machine input
- branch formation (if applicable)
- other

Topic 5.2

Either

Chipper

- separate doubles and forked materials
- separate out over sized materials
- separate unwanted/hazardous materials
- position in feed hopper
- safe position selected for out feed chute
- position machine to material
- set machine to optimise machine output
- correct feed speed
- avoid overloading
- deal with blockages safely
- safe shutdown procedure
- emergency stopping procedure
- other

OR

Tub Grinder

- separate doubles and forked materials
- separate out over sized materials

- separate unwanted/hazardous materials
- safe position selected for out feed chute
- position machine to material
- set machine to optimise machine output
- correct feed speed
- avoid overloading
- deal with blockages safely
- safe shutdown procedure
- emergency stopping procedure
- other

OR

Brush Balers

- separate out over sized materials
- separate unwanted/hazardous materials
- safe position selected for out feed
- position machine to material
- set machine to optimise machine output
- correct feed speed
- avoid overloading
- chainshot risk zone identified
- bales correctly positioned for subsequent extraction
- bales wrapped securely
- deal with blockages safely
- safe shutdown procedure
- emergency stopping procedure
- other

OR

Splitters

- separate doubles and forked materials
- separate out over sized materials
- separate unwanted/hazardous materials
- safe position selected for processing attachment
- position machine to material
- set machine to optimise machine output
- correct feed speed
- avoid overloading
- deal with trapped materials/mechanisms
- safe shutdown procedure
- emergency stopping procedure
- other

OR

Stump Grinder

- avoid unwanted/hazardous material
- correct position of machine to material
- set machine to optimise machine output
- correct feed speed

- avoid overloading
- deal with jammed material safely
- safe shutdown procedure
- emergency stopping procedure
- other

Topic 5.3

- regular checks on specification of processed timber during operation and recognise malfunctions
- measures manually with tape or other
- measuring device (if applicable)

Learning outcome

The learner will:

LO6 Know relevant health and safety legislation and industry good practice (**Criteria 6.1 – 6.3**)

Assessment criteria

The learner can:

AC6.1 Outline key health and safety legislation and industry good practice

AC6.2 State why it is important to maintain good communication and team work within the working environment

AC6.3 Describe the types of records that may be required for management and legislative requirements

Topic 6.1

To include:

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

Lifting Operations and Lifting Equipment Regulations (1998) (LOLER)

- main requirements of the LOLER required by the machine
- risk zones

- safe working load
- inspection by a competent person
- operating controls labelled
- 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 6.2

Importance of communication could include:

- health and safety
- site planning/co-ordination
- other

Topic 6.3

Records:

- logbook

- service logbook
- time sheet
- maintenance schedule
- other

Unit 219 Prepare and operate machinery to process timber

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](http://www.cityandguilds.com) on 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.

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