



City & Guilds Level 3 Certificate of Competence in Use of a Chainsaw from a Mobile Elevating Work Platform (MEWP) (0039-38)

Version 1.4 (December 2025)

Qualification Handbook

Qualification at a glance

Subject area	Chainsaw and Related Operations
City & Guilds number	0039-38
Age group	16+
Entry requirements	<p>Candidates must meet minimum age requirements</p> <p>Candidates must have achieved:</p> <p>0039-20 Level 2 Certificate of Competence in Chainsaw Maintenance and Cross-Cutting,</p> <p>0039-21 Level 2 Certificate of Competence in Felling Small Trees up to 380mm and</p> <p>0017-01 or 0017-02 Level 2 Award in the Safe Use of a Mobile Elevated Work Platform (or equivalent versions) or relevant IPAF training certificate or card.</p> <p>Centres must ensure that any pre-requisites stated are met.</p>
Assessment	<p>To gain this qualification, candidates must successfully achieve the following assessments:</p> <ul style="list-style-type: none"> one to one practical assessment with oral questioning by an NPTC City & Guilds approved assessor.
Grading	Pass only
Approvals	<p>Full centre approval</p> <p>Qualification approval</p>
Support materials	<p>Qualification Handbook (candidates)</p> <p>Assessment materials (approved assessment Centres only)</p>
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 Level 3 Certificate of Competence in Use of a Chainsaw from a Mobile Elevating Work Platform (MEWP)	0039-38	603/7651/X	24	27

Version and date	Change detail	Section
1.0 October 2021	First version	
1.1 August 2022	Entry requirements updated. Formatting changes. City & Guilds logo updated Sources of information updated	Qualification at a glance Throughout Front cover Appendix 1
1.2 July 2024	Update of Quality Assurance Statement	Centre Requirements
1.3 February 2025	Inclusion and diversity and Sustainability sections added	Delivering the qualification
1.4 December 2025	Assessment timing updated	Assessment

Contents

Qualification at a glance	2
1 Introduction	5
2 Qualification Structure	6
3 Centre requirements	8
4 Delivering the qualification	12
5 Assessment	14
6 Units	15
Unit 309 Use of a chainsaw from a Mobile Elevating Work Platform (MEWP)	16
Appendix 1 Sources of general information	23

1 Introduction

This document tells you what you need to do to deliver the **City & Guilds Level 3 Certificate of Competence in Use of a Chainsaw from a Mobile Elevating Work Platform (MEWP) (0039-38)**.

Area	Description
Who is this qualification for?	Individuals who operate and carry out tasks using a chainsaw from a mobile elevated work platform (MEWP) as part of their work in arboriculture, forestry, or other industries. It will provide the individual with the knowledge, understanding and skills required to carry out this work.
What does the qualification cover?	This qualification covers hazards, risks, controls, emergency procedures, industry guides, legislation, safe working loads, setting up and operating a mobile elevated work platform and using a chainsaw from a MEWP.
What opportunities for progression are there?	This qualification will support progression into employment where using a chainsaw from a MEWP is part of the role. 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 chainsaw or associated skills.
Who did we develop the qualification with?	Developed with City & Guilds NPTC Stakeholders, 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 candidate's 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.

2 Qualification structure

To achieve the **City & Guilds Level 3 Certificate of Competence in Use of a Chainsaw from a Mobile Elevating Work Platform (MEWP) (0039-38)** learners must achieve:

City & Guilds unit number	Unit title	GLH
Pre-requisite units:		
201	Chainsaw maintenance and cross-cutting	16
202	Felling small trees up to 380mm	24
201	Safe Use of a Mobile Elevated Work Platform* **	15
	*or equivalent regulated qualification	
	**or relevant IPAF training certificate or card	
Mandatory units:		
Learners must achieve or must have achieved this mandatory unit.		
309	Use of a chainsaw from a Mobile Elevating Work Platform (MEWP)	24

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 consists 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 Level 3 Certificate of Competence in Use of a Chainsaw from a Mobile Elevating Work Platform (MEWP) (0039-38)	24	27

3 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 & Guilds Quality Assurance processes visit: the **What is CASS?** and **Quality Assurance Standards** documents on the City & Guilds website.

Standards and rigorous quality assurance are maintained by the use of:

- Internal quality assurance
- City & Guilds external quality assurance.

In order to carry out the quality assurance role, Internal Quality Assurers must:

- have appropriate teaching and vocational knowledge and expertise
- have experience in quality management/internal quality assurance
- hold or be working towards an appropriate teaching/training/assessing qualification
- be familiar with the occupation and technical content covered within the qualification.

External quality assurance for the qualification will be provided by City & Guilds EQA process. EQAs are appointed by City & Guilds to approve centres, and to monitor the assessment and internal quality assurance carried out by centres. External quality assurance is carried out to ensure that assessment is valid and reliable, and that there is good assessment practice in centres.

The role of the EQA is to:

- provide advice and support to centre staff
- ensure the quality and consistency of assessments and marking/grading within and between centres by the use of systematic sampling
- provide feedback to centres and to City & Guilds.

Learner entry requirements

Candidates must meet minimum age requirements.

As part of the assessment for this qualification, candidates must have achieved 0039-20 Level 2 Certificate of Competence in Chainsaw Maintenance and Cross-Cutting, 0039-21 Level 2 Certificate of Competence in Felling Small Trees up to 380mm and 0017-01 or 0017-02 Level 2 Award in the Safe Use of a Mobile Elevated Work-Platform (or equivalent versions of regulated qualifications) or relevant IPAF training certificate or card.

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>

4 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.

Inclusion and diversity

City & Guilds is committed to improving inclusion and diversity within the way we work and how we deliver our purpose which is to help people and organisations develop the skills they need for growth.

More information and guidance to support centres in supporting inclusion and diversity through the delivery of City & Guilds qualifications can be found here:

Inclusion and diversity | City & Guilds ([cityandguilds.com](https://www.cityandguilds.com))

Sustainability

City & Guilds are committed to net zero. Our ambition is to reduce our carbon emissions by at least 50% before 2030 and develop environmentally responsible operations to achieve net zero by 2040 or sooner if we can. City & Guilds is committed to supporting qualifications that support our customers to consider sustainability and their environmental footprint.

More information and guidance to support centres in developing sustainable practices through the delivery of City & Guilds qualifications can be found here:

Our Pathway to Net Zero | City & Guilds ([cityandguilds.com](https://www.cityandguilds.com))

Centres should consider their own carbon footprint when delivering this qualification and consider reasonable and practical ways of delivering this qualification with sustainability in mind. This could include:

- reviewing purchasing and procurement processes (such as buying in bulk to reduce the amount of travel time and energy, considering and investing in the use of components that can be reused, instead of the use of disposable or single use consumables)
- reusing components wherever possible
- waste procedures (ensuring that waste is minimised, recycling of components is in place wherever possible)
- minimising water use and considering options for reuse/salvage as part of plumbing activities wherever possible.

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

5 Assessment

Assessment of the qualification

Assessment types			
Unit	Title	Assessment method	Where to obtain assessment materials
309	Use of a chainsaw from a Mobile Elevating Work Platform (MEWP)	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
- The practical observation and oral questioning should take between **1 – 2 hours**.
- Qualification registration is valid for two years.

6 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 **one** unit. 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 309

Use of a chainsaw from a Mobile Elevating Work Platform (MEWP)

Level:	3
GLH:	24
Assessment type:	Practical activities with oral assessment.
Aim:	The aim of this unit is for the candidate to demonstrate safe operation of a chainsaw from a Mobile Elevating Work Platform (MEWP)

Learning outcome

The learner will be able to:

LO1 Carry out operations using a chainsaw from a Mobile Elevated Work Platform (MEWP) (Criteria 1.1-1.5)

Assessment criteria

The learner can:

AC1.1 Identify the Hazards, risks, control and emergency procedures

AC1.2 Industry guides

AC1.3 Setting up and operating a Mobile Elevated Work Platform (MEWP)

AC1.4 Rescue from MEWP

AC1.5 Using a chainsaw from a MEWP

Topic 1.1

Hazards, risks and controls relevant to the site task and machine.

Emergency procedures relevant to the work site.

Topic 1.2

Industry guides relevant to aerial tree pruning:

- AA technical guide 5 Use of Mobile Elevating Work Platforms (MEWP) in tree work
- Tree work recommendations BS3998.

Topic 1.3

The meaning of the warning decals on the MEWP.

The function of all the instruments and controls of the machine.

Pre-use and running checks in accordance with the operator's manual.

Site set up:

- warning signs
- traffic bollards
- warning tape
- barriers
- other.

Set up of the MEWP:

- as per manufacturer's/operator's manual
- appropriate Personal Protective Equipment (PPE) worn
- set up position appropriate for intended operation
- examination of ground conditions
- deployment of stabilisers, outriggers and jacks
- use of extending axles where applicable
- secure set up position
- other.

Topic 1.4

Ways of dealing with an injured operator who is unable to bring themselves down:

- stop all work
- rescue operator with second MEWP if available
- initiate manual override (ground controls) as per manufacture's instructions
- other.

Rescue from a MEWP:

- trained and competent MEWP operator places work platform close to casualty/operator
- MEWP operator connects casualty/operator to suitable attachment point in the rescue MEWP
- MEWP operator assists casualty/operator into the basket
- MEWP operator disconnects casualty/operator from their original system
- descent made.

Topic 1.5

The implications on the MEWP's safe working limit:

- exceeding the rated load of the work platform
- structural collapse
- non – function
- overturn of the MEWP
- other.

Species, condition of tree and time of year may affect the work owing to:

- Species:

- brittle timber – loss of control
- responses to pruning
- other.
- Condition:
 - dead – loss of control, safety compromised
 - diseased – biosecurity measures
 - other.
- Time of year:
 - some species bleed heavily if pruned at certain times of year
 - promotion of subsequent disease or infection
 - other.

Cuts that may be used and their application:

- Sink cut:
 - directional sink with back cut retaining hinge which aides direction used on free fall and handheld sections.
- Step cut:
 - two over lapping cuts used on free fall and handheld sections.
- Inboard:
 - finishing cut towards main stem, reducing risk of saw being taken.
- Out board:
 - finishing cut away from main stem, timber falls flat and reduces the risk of tearing.
- Vertical:
 - on upright or semi-upright timber. Can be one of the above cuts.
- Horizontal:
 - on lateral stems. Can be one of the above cuts.
- V cut:
 - two joining directional sinks with back cut, used on smaller diameter stems under tension.
- Holding cut:
 - sink cut with retained hinge and hold at the rear, used on larger diameter stems under tension.

The procedure for removing a trapped chainsaw:

- first switch off engine and/or apply chain brake
- release the chainsaw from the operator's harness or MEWP where the risk exists of the saw being taken with the cut section
- attach the saw securely to the tree inboard of the cut or to a separate lowering or tool line
- lever/lift the timber to open the cut
- use of a handsaw to release the trapped saw
- use of another chainsaw to release the trapped saw cutting the timber at least 300mm (12") from the trapped saw.

Prestart checks and setting of the machine:

- chain tension and condition checked for safe and effective use
- safety features checked for condition and function

- external nuts and bolts checked for security
- chainsaw contains sufficient fuel and chain oil for operations
- battery chainsaw contains sufficient oil and charge.

Chainsaw is checked started and function tested ready for use in accordance with manufacture's information.

Safe operation of the MEWP:

- all round observation
- correct use of controls
- control of basket
- boom correctly slewed
- MEWP bucket elevated to suitable work position to carry out task
- effective communication
- other.

Step cut and sink cut sections should be removed, both free fall and handheld:

- characteristics and properties of the wood allowed for
- manageable sections selected
- saw released from strop if applicable and attached to a supplementary anchor point
- operator holding the saw using both the front and top/rear handles of the saw
- side or reducing cuts used where appropriate
- appropriate hinge left on sink cut sections
- position of cuts on step cut sections and a complete overlap of cuts achieved
- chain brake applied or saw switched off whilst breaking and casting sections
- operator maintains awareness of activity below
- handheld sections are cast into a predetermined area
- the branch collar and/or branch bark ridge is identified when pruning.

Timber sections should be removed:

- appropriate working position attained
- characteristics and properties of the wood allowed for
- manageable sections selected
- operator holding the saw using both the front and top/rear handles of the saw
- side or reducing cuts used where appropriate
- appropriate hinge left on sink cut sections
- position of cuts on step cut sections and a complete overlap of cuts achieved
- chain brake applied or saw switched off whilst breaking and casting sections
- operator maintains awareness of activity below
- handheld sections are cast into a predetermined area giving an audible warning
- pull/tag line used is in good condition and suitable for the application
- clear instructions provided to ground staff when using a pull/tag line
- pull/tag line attached to the limb/trunk section securely
- no operators are located within the drop zone whilst using the system
- the branch collar and/or branch bark ridge is identified when pruning
- the pruning cut is left as smooth as possible
- other.

Lowering of the MEWP:

- platform slewed and lowered in correct sequence
- platform lowered slowly and carefully
- platform stowed and where applicable locked in travel position
- other.

Convert the MEWP to transport position in accordance with the operator's manual:

- reference to operator's manual
- appropriate PPE used
- debris removed
- stabilisers retracted and secure
- warning lights off
- platform checked for roadworthiness as appropriate.

The reasons for inspecting the MEWP after use:

- remove any operational debris from MEWP
- identify damage that may have been caused through use
- ensure vehicle is still roadworthy
- other.

All waste produced is disposed of in line with legislation, good practice and site requirements.

All tools, equipment and personal protective equipment is used in line with industry good practice.

It is ensured that any possible environmental damage is minimised at all times.

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

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.

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.

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.

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

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.

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

Manufacture's 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 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 assessment: 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

This 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.

About City & Guilds

City & Guilds is the global skills partner, empowering people, organisations and economies to develop the skills they need for growth. With almost 150 years of trusted expertise, we support people into work, help them develop on the job and move into the next job.

We work with Governments, employers, training providers, colleges and industry stakeholders to design and deliver high-quality training, qualifications, assessments and credentials that lead to meaningful career progression. We understand the life changing link between skills development, social mobility and success. Our solutions span critical sectors including construction, engineering, transport, energy and electrical, serving over 1 million learners annually.

Through our comprehensive portfolio of brands and trusted global network, we set industry-wide standards for technical, behavioural and commercial skills to improve performance and productivity. We believe you can achieve your potential - and we're here to help make it happen.

Copyright

The content of this document is, unless otherwise indicated, © City & Guilds Limited and may not be copied, reproduced or distributed without prior written consent.

However, approved City & Guilds centres and candidates 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 candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification.

The Standard Copying Conditions (which can be found on the City & Guilds website) also apply.

City & Guilds
Giltspur House
5-6 Giltspur Street
London
EC1A 9DE

cityandguilds.com