



# **City & Guilds Level 4 Certificate of Competence in Utility Arboriculture Surveyor (0038-40)**

**December 2021 Version 1.0**

**Qualification Handbook**

## Qualification at a glance

<b>Industry area</b>	Arboriculture
<b>City &amp; Guilds number</b>	0038-40
<b>Age group</b>	18+
<b>Entry requirements</b>	<p>Candidates must have achieved Level 3 Certificate of Competence in Utility Arboriculture Basic Electrical Knowledge (0038-30) and Level 3 Certificate of Competence in Utility Arboriculture Tree Species Recognition, Growth Characteristics and Associated Hazards (0038-31) or equivalent qualifications.</p> <p>Centres must ensure that any pre-requisites stated are met.</p>
<b>Assessment</b>	<p>To gain this qualification, candidates must successfully achieve the following assessments:</p> <ul style="list-style-type: none"> <li>One to one practical assessment with oral questioning by an NPTC City &amp; Guilds approved assessor</li> </ul>
<b>Grading</b>	Pass only
<b>Approvals</b>	<p>Full centre approval</p> <p>Qualification approval</p>
<b>Support materials</b>	n/a
<b>Registration and certification</b>	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 4 Certificate of Competence in Utility Arboriculture Surveyor	24	28	0038-40	603/7891/8

Version and date	Change detail	Section
1.0	First version	

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# 1 Introduction

## Purpose of this qualification?

The following purpose is for the **City & Guilds Level 4 Certificate of Competence in Utility Arboriculture Surveyor (603/7891/8)**.

Area	Description
<b>OVERVIEW</b>	
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 knowledge and understanding required to be a Surveyor in the utility arboriculture sector.
What does this qualification cover?	It covers legislation, regulation and sector guidance requirements, process, and procedures for carrying out a utility survey.
<b>WHAT COULD THIS QUALIFICATION LEAD TO?</b>	
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 can 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.
<b>WHO SUPPORTS THIS QUALIFICATION?</b>	
Employer/Higher Education Institutions	The Arboricultural Association
<b>FURTHER INFORMATION</b>	Please refer to the City & Guilds NPTC website, for more information on the assessment.

## Qualification structure

For the **City & Guilds Level 4 Certificate of Competence in Utility Arboriculture Surveyor (0038-40)** learners must be trained and assessed in the units listed below.

Unit number	Unit title	GLH
<b>Learners must achieve</b>		
401	Utility Arboriculture Surveyor Theory	16
402	Utility Arboriculture Surveyor – Practical	8

## 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 Level 3 Certificate of Competence in Utility Arboriculture (UA10 Unit UA5.1 & 5.2) there is a Fast Track method of approval. Please email [qasupport@cityandguilds.com](mailto: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 18+.



### 3 Administration

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

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

#### External quality assurance

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

City & Guilds requires the Head of Centre to

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

#### Malpractice

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

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

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

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

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

### **Access arrangements and special consideration**

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

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

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

Please refer to the *JCQ access arrangements and reasonable adjustments and Access arrangements - when and how applications need to be made to City & Guilds* for more information. Both are available on the City & Guilds website: <http://www.cityandguilds.com/delivering-our-qualifications/centre-development/centre-document-library/policies-and-procedures/access-arrangements-reasonable-adjustments>

### **Special consideration**

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

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

### **Language of examinations**

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

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

## 4 Units

## Unit 401

## Utility Arboriculture Surveyor Theory

<b>Level:</b>	4
<b>GLH</b>	16

### What is this unit about?

The aim of this unit is to provide the learner with the knowledge and understanding required to be a Surveyor in the utility arboriculture sector.

### Learning outcomes

In this unit, learners will be able to

1. Understand utility arboriculture surveyor theory

## 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 utility arboriculture surveyor theory

### Topics:

- 1.1 Legislation, regulation and sector guidance requirements
- 1.2 Process and procedures for carrying out a utility survey

#### Topic 1.1

The requirements of Regulation 14 Electricity at Work may include:

- Regulation 14, Justification of Live working (working on or near live conductors)
- It is unreasonable in all circumstances for the line to be dead
- It is reasonable in all circumstances for a person to work on or near the line while it is live
- Suitable precautions (including, where necessary, the provision of suitable protective equipment) are taken to prevent injury

Principles surrounding the Electricity Act 1989 Schedule 4, Paragraph 9 may include:

- Enables work to be carried out to trees and shrubs which obstruct or interfere with the electricity network, or represents a danger
- The network operator may give a 21-day notice to both the owner and the occupier requiring work to be carried out
- For work safety reasons network operators generally operate their own vegetation management programs, carrying out the work on behalf of landowners.
- Work in accordance with good arboricultural practice, doing as little damage as possible to trees, fences, hedges, and growing crops
- Cause felled trees, limbs, roots or cuttings to be removed in accordance with the directions of the landowner
- Any damage caused by the network operator must be made good
- Other

Constraints imposed by the Electricity Safety, Quality and Continuity Regulations 2002 (ESQCR 2002) may include:

- The ESQCR specify safety standards to protect the general public and consumers from danger
- The regulations also contain power
- Quality and supply continuity requirements to ensure an efficient and economic electricity supply service to consumers
- The network operator has a duty to maintain minimum clearances

The constraints imposed by the Electricity Safety, Quality and Continuity Regulations 2002 (ESQCR 2002)

- The 2006 amendments extend the network operator's duty to make the overhead networks resilient to the effect of major storms by reducing the effect of falling trees and windblown material hitting the overhead network.

Minimum clearances required by ENA TS 43-8 for trees that can support a person or ladder may include:

- LV - 33kv = 3m
- 66kv = 3.2m
- 132kv = 3.6m
- 275kv = 4.6m
- 400kv = 5.3m

The main principles of ETR136 may include:

- Present generic principles of good practice for vegetation management
- Meet the reasonable aspirations of all stakeholders
- Covers all phases of work from the planning stage to completion and leaving the site
- Provides guidance on all areas of vegetation management not just tree cutting
- Other

Relevant aspects of HS(G)47 and GS6 may include:

- Guidance of identification of all non-electrical utilities plant
- Guidance on the avoidance of danger from underground cables
- Erection of barriers to prevent unauthorised access
- Use of barriers and goal posts for the safe movement of vehicles through a site
- Agreement with network operator for positions and heights of goal posts

Relevant aspects of ER G55 may include:

- Live zones
- Vicinity zones
- Categorisation of trees
- Competence of operators
- Electrical risk assessment

Aspects of TPO and Conservation Area legislation and potential exemptions may include:

- TPO legislation prohibits the cutting down, uprooting, topping, lopping, wilful damage or wilful destruction of trees without the consent of the Local planning authority (including the cutting of roots)
- anyone proposing to cut down, uproot, top or lop a tree in a conservation area is required to give six weeks' notice to the local planning authority:
  - The type of exemption that is afforded to statutory network operators may allow minimum clearances to be achieved for safety reasons
  - Any works beyond the minimum distance may have to be agreed

Aspects concerning power line clearance operations, and the Forestry Act 1967 may include:

- Forestry Act protects forests and woodlands against losses from human activities such as felling, development and inappropriate planting and the spread of pests and diseases
- Felling license is required when cutting more than five cubic metres per quarter.
- Exemptions do include felling trees essential to maintain electricity services, however any felling beyond the statutory clearance would affect the woodland owner's quarterly allowance and require a felling license

- Bio-security measures may need to be implemented
- Work may involve disease orders i.e., *phytophthora* spp
- Notifiable invertebrates i.e. *Dendroctonus micans* (Great Spruce Bark Beetle)
- *Thaumetopoea processionea* (Oak Processionary moth)

Relevant aspects of the Hedgerow Regulations 1997 may include:

- Regulations apply to any hedgerow adjacent to common, protected, forestry or agricultural land including equine.
- Hedgerow must have a continuous length of 20m, or if less than 20m meets another hedgerow at either end.
- Important hedgerows are those that have existed for 30 years or more or satisfies at least one of the criteria in part ii of schedule 1
- Exemptions for the network operator exist by way of schedule 4 paragraph 9 of the electricity act 1989(c) this allows cutting back or felling to prevent obstruction or interference with the conductors or plant
- Specific regard would have to be taken of flight paths for bats along the length of the hedgerow and if there are any nesting birds present
- Relevant aspects of the occupier liability act 1984 (amended) may include:
- The act places a duty of care on the landowner towards visitors and other persons
- Good practice should ensure that work is completed to good safety standards and no danger is left unguarded at the end of the working day
- If work has to be left partially completed, it should be adequately signed and guarded

The powers that can be used on sites in Britain relating to the Conservation (Natural Habitats & C.) Regulations 1994. may include:

- Special nature conservation orders can be created
- Individual management agreements can be made
- Bylaws can be made
- May allow compulsory purchase of sites.
- There is a requirement to give notice of proposed works and there are set out fines for offences
- Exemptions are allowed for emergency operations, however, the conservation body must be notified immediately
- Procedures are set out for considering varying consents under the Electricity Act 1989

### Topic 1.2

The expected conduct for a surveyor undertaking utility surveying may include:

- Staff should conduct and present themselves in a professional manner at all times
- Use only agreed access routes
- Follow the countryside code
- Always carry a current network operator identification
- Comply with any disease control measures
- Always try to be courteous
- Other

Considerations when introducing yourself to the landowner may include:

- Give your name
- Proof of identity to owner
- Name of the company you are representing
- Name of the network operator

- Confirmation of landowner details
- Gain permission to access owners' grounds to assess work

The reasons for tree clearance work carried out on behalf of the network operator may include:

- Legislation requires minimum clearances
- Network operator requires specific clearance
- Trees may be in contact with the line
- Public safety
- Maintain continuous supply
- Other

The effects of trees or branches coming into contact with overhead lines may include:

- Interruption of supply
- Shock or burn if anyone touches the tree
- Danger if tree is climbed
- Trees causing damage to the overhead network
- Trees may catch fire
- Other

The important information to be discussed with the landowner following preparation of proposals may include:

- Specific clearance required to meet with network operator standard
- Arboricultural standards explained
- Reasons for pruning cuts to gain possible restricted cuts and clearances
- Reasons for removal of hazard trees
- Replanting where and if necessary
- Disposal of arisings explained and agreed
- Proposals agreed and signed by owner
- Other

The requirement to gain written consent from the landowner may include:

- The permission should include specific details of the proposed work
- Permission should be easily understood by the landowner
- A copy of all paperwork should be left with the landowner
- Where written permission is not available details of the verbal agreement should be noted on the form
- Detailed access and egress agreements for pedestrians and/or vehicles should also be noted on the permission forms
- Any restrictions should be noted on the form
- Other

Areas where additional precautions over and above the standard contact with the landowner might be required may include:

- Protected sites including Site of Special Scientific Interest (SSSI) etc
- European Protected Species (EPS) sites
- Network Rail sites
- Regional Forestry Commission land
- Quarries
- Other



The important elements of the disposal of arisings on any permission may include:

- Must be agreed with the landowner and
- Confirmed in writing
- Must comply with all relevant legislation
- Toxic arisings such as ragwort should be made safe in respect of livestock
- Other

Situations where a restricted cut may be justifiable may include:

- Minimum acceptable clearance
- Where requested by the landowner
- Environmental or planning controls are in place
- Where keeping a good form to the tree is important
- Other

Native species that might be suggested for re-planting close to the conductors may include:

- Blackthorn
- Hawthorn
- Rowan
- Holly Hazel
- Elder
- Crab apple
- Dogwood
- Spindle
- Other

Species that would be totally unsuitable for re-planting near conductors may include:

- Willows
- Poplars
- Ash
- Alder
- Wild cherry
- Lime
- Birch
- Other

Possible dangers when working on a tree that has decay, defects or damage may include:

- Fungal fruiting bodies potentially weaken the tree structure
- Tree may fall early when felling
- Tree may be unsuitable for climbing operations
- Branch being removed may break off early
- Potential to spread disease
- Damage to electrical network
- Other

Protection available for plants, birds and other animals may include:

- It is prohibited to uproot any wild plant species and forbids any picking, uprooting or destruction of certain listed plants
- It is an offence to kill, injure or take any wild bird, or to take damage or destroy the nest of a wild bird while in use or being built. There are additional penalties relating to disturbing listed nesting birds at nest, their eggs or dependent young.

- The intentional killing, injuring, or taking of listed wild animals is prohibited and it is a criminal offence to do so
- Ignorance is now no excuse

Relevant wildlife and environmental legislation may include:

- Wildlife and Countryside Act 1981
- Environmental Protection Act 1990
- The Countryside Rights of Way Act 2000 (England and Wales)
- The Nature and Conservation (Scotland) Act 2004
- The Conservation (Natural Habitats, &c.) Regulations 1994
- Other

Indicators that bats may be present on a site may include:

- Potentially all woodland sites, individual and groups of trees
- Hedge rows
- Out buildings
- Older trees, split branches, cavities, beneath ivy or loose bark

Management considerations may include:

- Stop all work
- Bat surveys by a licensed experienced bat worker requested
- License may be required for works
- Suspend works if bats are found, until specialist advice obtained
- Managers/surveyors must demonstrate that good practice guidance was followed
- Advice may be sought from the relevant nature conservation organisations
- It is an offence to disturb or damage bats or their roost, even if unoccupied

European Protected Species may include:

- Dormice
- Otters
- Great Crested Newts
- Sand Lizards
- Natterjack toads

Potential treatments for hedgerows may include:

- Hedge topping or flailing – should only be used on regularly trimmed or previously flailed farm hedgerows
- Hedge laying could be undertaken when the right context and material is available
- Coppicing can be useful for the regeneration of hedgerows from the base
- Other

Potential uses and any drawbacks in using herbicide treatments may include:

- Must be used in accordance with the

Approved Code of Practice

- Can be useful in the management of very fast-growing species under the conductors and around sub stations
- Many herbicides cannot be used where there is any risk of run-off into watercourses

Wildlife corridor definitions may include:

- Wildlife corridors allow the movement of animals and plants from one area to another
- The land beneath overhead lines can form excellent wildlife corridors, particularly in urban areas
- Examples of good practice for these wildlife corridors would be use of feathered edges, leaving some areas of low growing plants,
- Providing small numbers of habitat piles of stacked cut material
- In dense woodland areas the creation of the open space below overhead lines can encourage species diversity

A veteran tree can be defined as:

- A tree that is of interest biologically, aesthetically, or culturally because of its age, size and condition

The management solution for dealing with veteran trees in proximity to an overhead network may include:

- Where veteran trees are in proximity to overhead lines, good practice is, where practicable to seek to remove risk by reduction rather than felling

Reasons how allelopathic plants can be a useful tool when managing trees adjacent to the overhead network may include:

- Allelopathic plants use chemical means to exclude competition from other plants including trees
- They could be used as low growing vegetation under the lines to exclude tree re-growth
- However, a number of the more vigorous allelopathic plants are non-native, therefore, care would need to be exercised when planting in certain areas
- Other

Elements of good forestry practice in relation to felling in woodlands may include:

- Site should be left tidy with trees felled with low stumps with no jagged tears and neatly stacked brash
- Produce should be free of any sprags, accurately converted, safely and neatly stacked for extraction
- All timber operations should be completed in a professional and safe manner.
- Leave all water courses and culverts free from arisings
- Avoid damage to retained standing trees
- Conifer stumps should be treated for *heterobasidion annosum* with a dye added to the treatment to ensure complete coverage

<b>Level:</b>	4
<b>GLH</b>	8

**What is this unit about?**

The aim of this unit is to provide the learner with the knowledge, understanding and skills required to carry out a utility arboriculture survey.

**Learning outcomes**

In this unit, learners will be able to

1. Carry out utility arboriculture surveyor practical skills

## 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. Carry out utility arboriculture Surveyor practical skills

##### Topics:

- 1.3 Site-specific risk assessment and generic risks
- 1.4 Vegetation survey
- 1.5 Electrical risk assessment
- 1.6 Emergency procedure documentation
- 1.7 Vegetation survey documentation
- 1.8 Production of accurate plans and permission forms

##### Topic 1.1

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

Generic hazards that are specific to the site

##### Topic 1.2

Vegetation survey:

- Identify vegetation requiring work
- Identify vegetation in proximity to the overhead network that does not require work
- Correctly identify Category A, B, C, D trees
- Correctly identify tree species, age and location
- Identify underground cable location and other utilities
- Clearance to be achieved
- Traffic management considerations
- Pedestrian/ vehicle access
- Equipment required
- Estimation of work time and staff required
- Environmental considerations
- Other

##### Topic 1.3

Electrical risk assessment may include:

- Category of tree works defined
- Justification for any live working
- Identification of any defects on the electrical system
- Identify any overhead equipment that does not comply with relevant legislation.
- Document all information

##### Topic 1.4

Emergency procedures may include:

- Location of work site including address and post code

- Grid reference
- What 3 words
- Relevant meeting point
- Appropriate contact numbers for the network operator control room
- Mobile phones signal strength and battery checked throughout the course of the work
- Name/number of line/circuits
- Pole numbers
- Nearest substation
- Nearest landline
- Nearest accident and emergency unit

### **Topic 1.5**

Reference to be made to the relevant aspects of:

- Electricity at Work Regulations
- Highway Legislation/New Road and Street Works Act
- HS(G)47, Avoiding danger from underground services
- GS6, Avoidance of danger from Overhead Electric Lines
- BS3998, British Standard Recommendations for Tree Work
- AFAG 805, Training & Certification
- ENA ER G55 Safe Tree Working in Proximity to Overhead Electric Lines
- COSHH, Control of Substances Hazardous to Health

Document details of trees/vegetation and associated reference numbers

- Document details of trees/vegetation not requiring any work
- Record categories of trees/vegetation on site
- Current clearances
- Prescribed clearances
- Recut dates
- Live or dead working
- Detail traffic management provisions
- Detail prescribed pruning/felling methods
- Any dangerous overhang to be recorded
- Detail third party access provisions
- Record job timings and staff required
- Equipment needed (chipper, MEWP etc)

### **Topic 1.6**

Plans to show but not limited to the following:

- Overhead network location
- Trees/vegetation/reference numbers
- Overhead/underground utilities
- Traffic management parameters
- Work zones (drop zone, exclusion zones, mewp, chipper)
- Roads
- Properties
- Access/egress
- Emergency meeting point
- Significant hazards
- Other

Permission form to include:

- Clear and concise detail of work required and clearance to be achieved
- Details and justification of restricted cuts
- Access/egress routes confirmed
- Confirmation of disposal of arisings
- Identification of protection (TPO, conservation area, felling license etc)
- Landowner signature and date of consent

## Appendix 1 Sources of general information

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

### City & Guilds Centre Manual

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

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

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

### Our Quality Assurance Requirements

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

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

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

- Ofqual's General Conditions of Recognition

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

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



## Useful contacts

<b>UK learners</b> General qualification information	<b>E: <a href="mailto:learnersupport@cityandguilds.com">learnersupport@cityandguilds.com</a></b>
<b>International learners</b> General qualification information	<b>E: <a href="mailto:intcg@cityandguilds.com">intcg@cityandguilds.com</a></b>
<b>Centres</b> Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	<b>E: <a href="mailto:information@cityandguilds.com">information@cityandguilds.com</a></b>
<b>Single subject qualifications</b> Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	<b>E: <a href="mailto:singlesubjects@cityandguilds.com">singlesubjects@cityandguilds.com</a></b>
<b>International awards</b> Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	<b>E: <a href="mailto:intops@cityandguilds.com">intops@cityandguilds.com</a></b>
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